



**Office of Information
Technology Services**

NEW YORK STATE OFFICE OF INFORMATION TECHNOLOGY SERVICES
EMPIRE STATE PLAZA, SWAN STREET BUILDING, CORE 4, 2ND FLOOR, ROOM 2404
ALBANY, NY 12223

MINI-BID # ITS-PBITS-2021-41SM
CHILD SUPPORT MANAGEMENT SYSTEM LEGACY RULES EXTRACTION

CONTRACT CATEGORY: PROJECT BASED INFORMATION TECHNOLOGY

CONSULTING SERVICES

GROUP: 73600 --- AWARD NUMBER: 22772

FIXED-PRICE BASIS ONLY

Lot No. 2

TECHNICAL PROPOSAL

SUBMITTED BY:



233 East Shore Road, Suite 201
Great Neck, NY 11023
516-466-6655 Ext 224

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April 27, 2021

Ms. Susan Martin
NYS Office of Information Technology Services
Empire State Plaza, Swan Street Bldg., Core 4, Room 2404
Albany, NY 12223

RE: PBITS Mini Bid #: ITS-PBITS-2021-41SM
Child Support Management System Legacy Rules Extraction

Dear Ms. Martin,

SVAM International, Inc. (SVAM) is pleased to submit our proposal to the New York State Office of Information Technology Services (ITS) as a qualified vendor for Fixed Priced Project Based Information Technology Services (PBITS).

SVAM has been in business for over twenty-seven (27) years, providing a full range of quality project, IT staffing, and recruiting services. We have a staff of over 700 software engineers and access to thousands of qualified candidates to meet even your most demanding requirements.

Our experience with modernizing legacy applications, a strong commitment to successful completion of projects, the personal attention that we provide to our clients, and our industry leading talent establish SVAM as the right partner for this initiative. This is amply demonstrated by our success at many State/City agencies such as State Liquor Authority (SLA), Dept of Social Services (DSS), School Construction Authority (SCA), Dept. of Environmental Protection (DEP), Administration for Children Services (ACS), Dept. of Sanitation (DSNY), Dept. of Education (DOE) and CUNY, among others.

SVAM is a New York based company with New York State, New York City, and National Minority Supplier Development Council (NMSDC) **MBE** certifications. Our EIN number is 11-3190965.

We are submitting both the Technical and Admin/Financial Proposals in separate electronic files via email to its.sm.bestvalue@its.ny.gov.

If there is any additional information that you require as part of the review process, please contact Tim Chaudhry by phone at 516-466-6655 x205 or by email at tchaudhry@svam.com.

Our proposal shall remain open and valid for a period of one hundred and eighty (180) days from the Proposal Due Date.

We look forward to the opportunity of providing this service to ITS.

Yours truly,

A handwritten signature in blue ink, appearing to read "Anil Kapoor", is written over a light blue horizontal line.

Anil Kapoor
President & CEO



Office of Information Technology Services

NYS OFFICE OF INFORMATION TECHNOLOGY SERVICES
ESP, SWAN STREET BLDG, CORE 4, 2ND FLOOR, RM 2404
ALBANY, NY 12223

PBITS MINI-BID # ITS-PBITS-2021- 41SM

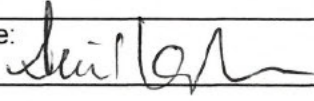
CONTRACTOR RESPONSE FORM

Contractor: When the Authorized User provides for electronic submission, please convert this executed document to PDF, attach this PDF with the Contractor's full submission, and e-mail before the Mini-Bid Deadline.

The Contractor Submission must be fully and properly executed by an authorized person. By signing you certify your express authority to sign on behalf of yourself, your company, or other entity and full knowledge and acceptance of this Mini-Bid (including any Questions/Answers or addendums), the OGS Centralized Contract and that all information provided is complete, true and accurate.

(Where Procurement Lobbying Law is applicable by the Authorized User, by signing, Contractor affirms that it understands and agrees to comply with the Authorized User's procedures relative to permissible contacts. Information may be accessed at: Procurement Lobbying: <http://www.ogs.ny.gov/aboutOgs/regulations/defaultAdvisoryCouncil.html>)

The Authorized User will not be held liable for any cost incurred by the Contractor for work performed in the preparation of a response to this Mini-Bid or for any work performed prior to the formal execution of an Authorized User Agreement. Responses to the Mini-Bid must be received as specified in Key Dates and Events. Contractor assumes all risks for timely, properly submitted deliveries of this Mini-Bid response. A Contractor is strongly encouraged to arrange for delivery of Mini-Bid responses prior to the date of the bid opening. LATE MINI-BID RESPONSES may be rejected. The received time of Mini-Bid responses will be determined by the clock at the Authorized User's location.

Contractor's Federal Tax Identification Number <i>(Do Not Use Social Security Number)</i>	Contractor's NYS Vendor Identification Number
11-3190965	1000038105
Legal Business Name of Company Responding (must match the OGS Centralized Contract): SVAM INTERNATIONAL INC	
D/B/A — Doing Business As (if applicable):	
OGS Centralized Contract Number: PB067AA	
Contractor's Signature: 	Printed or Typed Name: ANIL KAPOOR
Title: PRESIDENT & CEO	Date: 04/15/2021
Contractor is claiming certified MBE, WBE or SDVOB status (Check all that apply and provide corroborating evidence): <input checked="" type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> SDVOB	
<input type="checkbox"/> CONTRACTOR DECLINES TO RESPOND TO THE MINI-BID for the following reasons:	
<input checked="" type="checkbox"/> Insurance Affirmation: All insurance forms as per Lot requirements, have been provided to OGS and are up to date.	

The information in this document defines the Authorized User's Project and its scope. The Contractor is to return a Project Plan and financial submission based on the above information. The Contractor's response to this Mini-Bid should address all elements included within the Mini-Bid, following the order listed in this document. No extraneous elements or enhancements are to be included.

INDIVIDUAL, CORPORATION, PARTNERSHIP, OR LLC ACKNOWLEDGMENT

STATE OF New York }
 }
COUNTY OF Nassau } SS.:

On the 15 day of April in the year 2021, before me personally appeared Anil Kapoor, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that he maintains an office at 233 East Shore Rd, Ste 201, Great Neck, NY 11023, and further that:

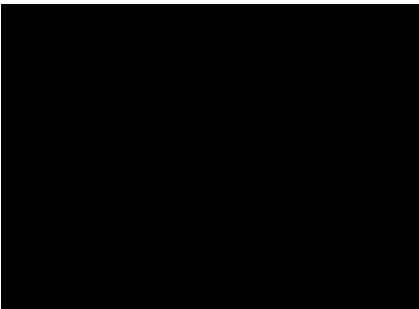
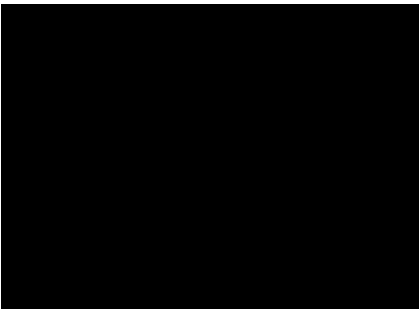
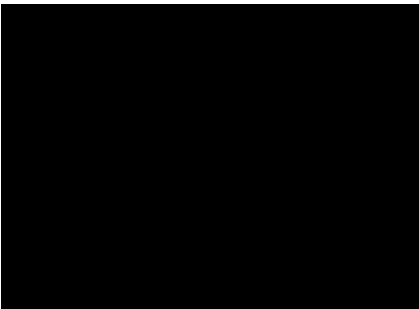
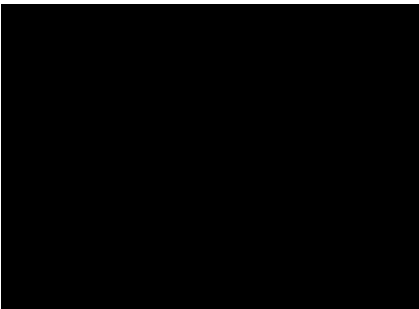
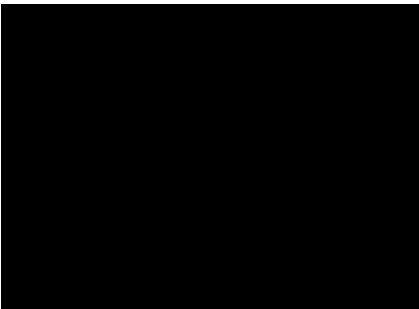
[Check One]

- ☐ **If an individual):** he executed the foregoing instrument in his/her name and on his/her own behalf.
- ☒ **If a corporation):** he is the President & CEO of SVAM International Inc, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.
- ☐ **If a partnership):** he is the _____ of _____, the partnership described in said instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.
- ☐ **If a limited liability company):** he is a duly authorized member of _____ LLC, the limited liability company described in said instrument; that he is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

Douglas K Hyer
Notary Public
Registration No.

DOUGLAS K HYER
Notary Public - State of New York
NO. 01HY6206116
Qualified in Nassau County
My Commission Expires 7/21/21

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1 Section A: Experience and Qualifications

1.1 Executive Summary

1.1.1 Who we are

SVAM International Inc. (SVAM) has the experience, expertise, and commitment to meet the objectives that New York State Information Technology Services (ITS) has set for the **Child Support Management System (CSMS)** Legacy Rules Extraction initiative, part of the Integrated Eligibility System (IES) program. Our experience, our industry leading talent, and the personal attention that we provide to our clients establish SVAM as the right partner for this initiative. This is amply demonstrated by our success at many State/City agencies such as State Liquor Authority (SLA), Dept of Social Services (DSS), School Construction Authority (SCA), Dept. of Environmental Protection (DEP), Administration for Children Services (ACS), Dept. of Sanitation (DSNY), Dept. of Education (DOE) and CUNY, among others.

SVAM delivers IT services from two major lines of business:

- Solutions Group that takes ownership of project delivery from start to finish (PBITS)
- Consulting Group for staff augmentation needs (HBITS)

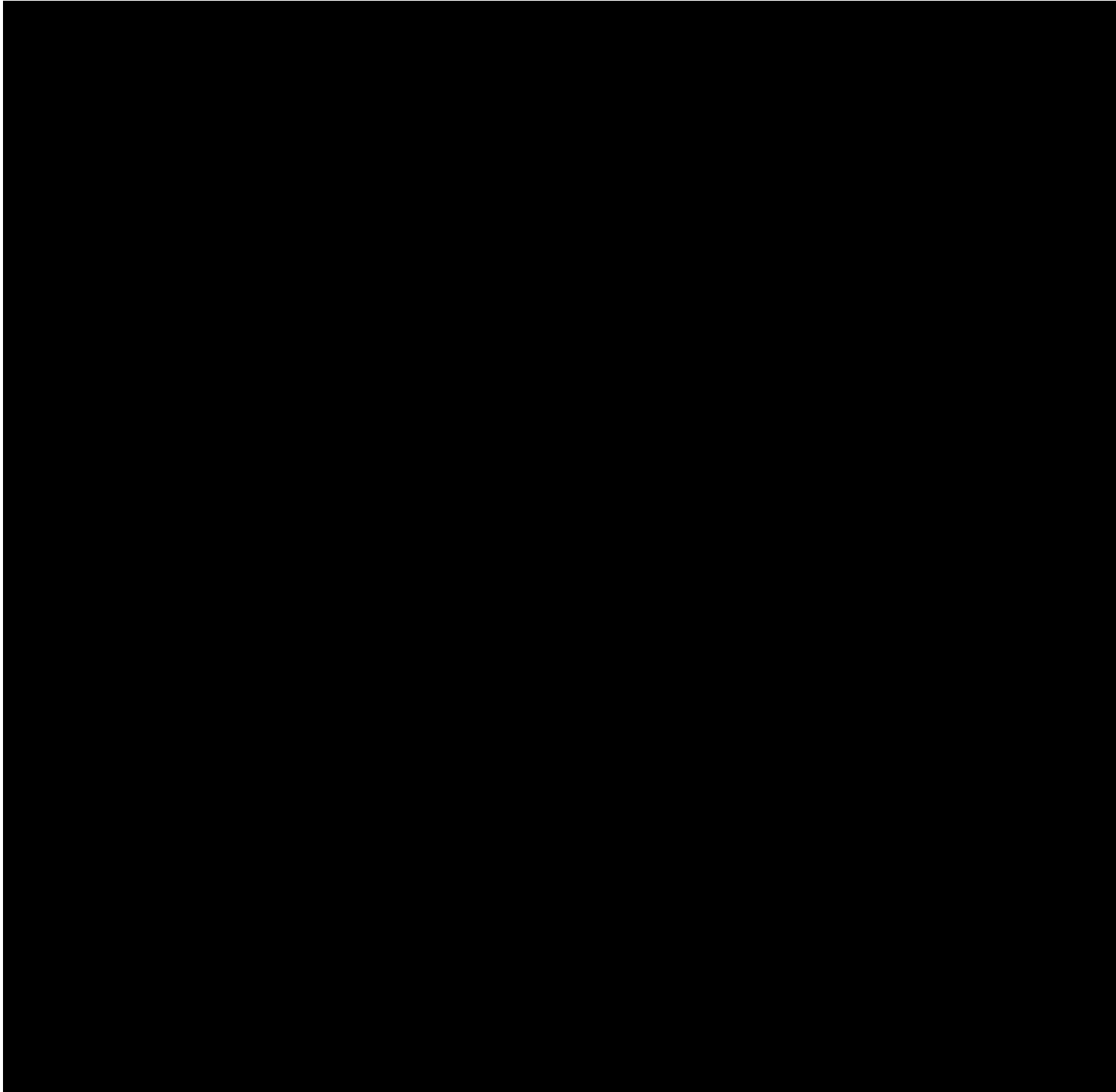
In business for over 27 years, SVAM has consistently demonstrated the ability to deliver complex solutions to public agencies, private sector clients, and not-for-profit organizations, with highly qualified consultants, at fixed price, on-time, under high quality metrics. Our experience with public sector clients gives us a unique understanding of what it takes to completely satisfy ITS/IES/PBITS requirements. We are a New York based company with National Minority Supplier Development Council (NMSDC), and New York State and New York City MBE certifications.

Our experience with modernizing legacy applications is timely and directly relevant to ITS for the IES program. We have received outstanding feedback from clients for the quality and thoroughness of our deliverables, the documentation created, and for our commitment to on-time execution at fixed cost. We live by metrics – Project, Operational, and Quality. We are proud that we joined an elite group of 32 companies in USA (64 in the world) on CMMI 2.0 in November 2020.

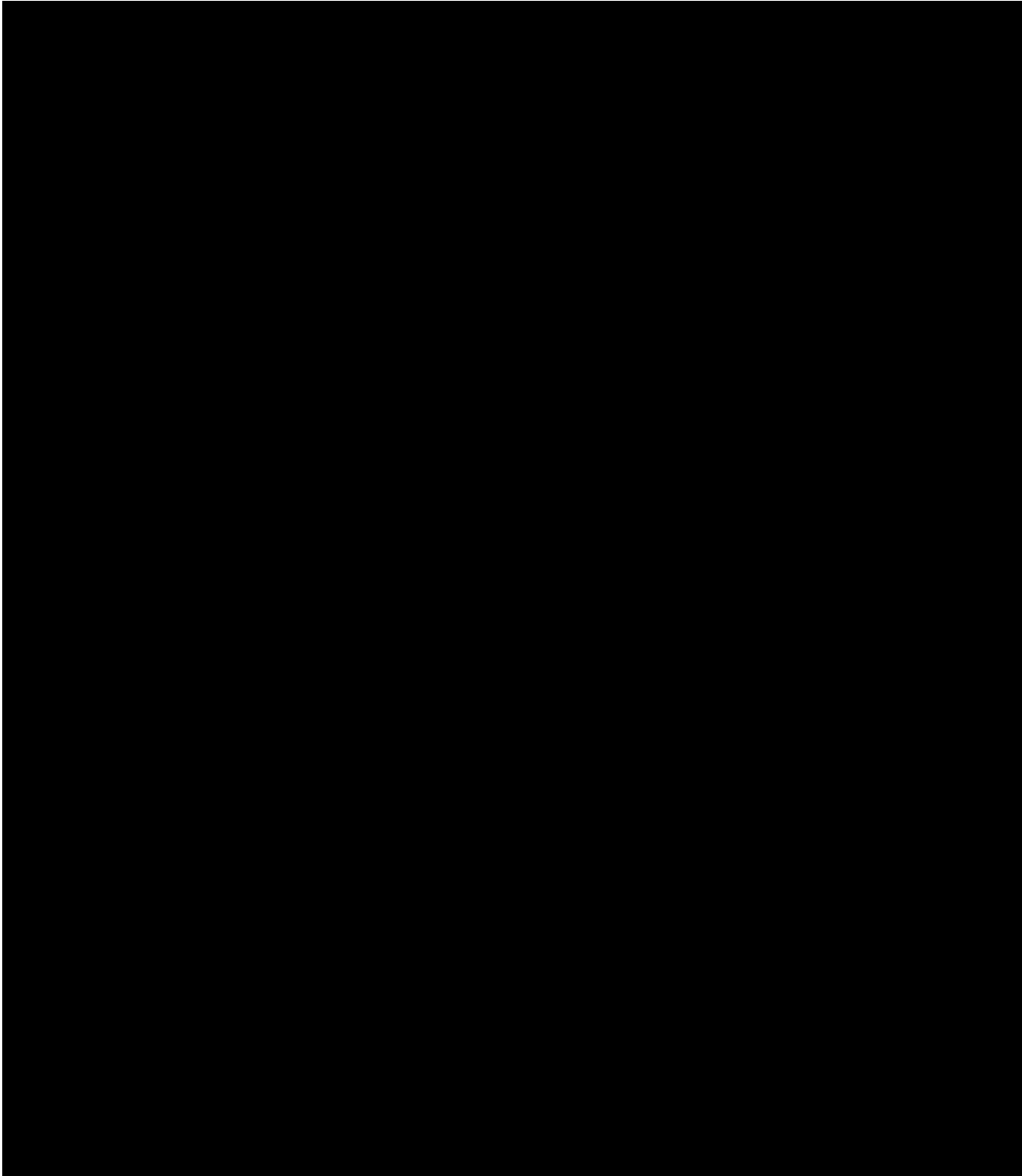
Our successful implementation of hundreds of projects has honed SVAM's methodology and sharpened our delivery processes. We work hard to operate a single work system in all our development centers so that any professional from any center can quickly integrate into a project.

We have adapted our business and delivery models to align with our clients' dynamic environments and emerging technologies. Our agility in placing highly skilled professionals quickly enables us to deliver at a speed and scale that larger and smaller vendors cannot match. By tapping global pools of talent, we can assemble diverse teams that work together in an integrated system. Our lean structure enables us to keep costs attractive while delivering superior value.

1.1.2 Why SVAM for the IES Program



1.1.3 Project Technical Approach



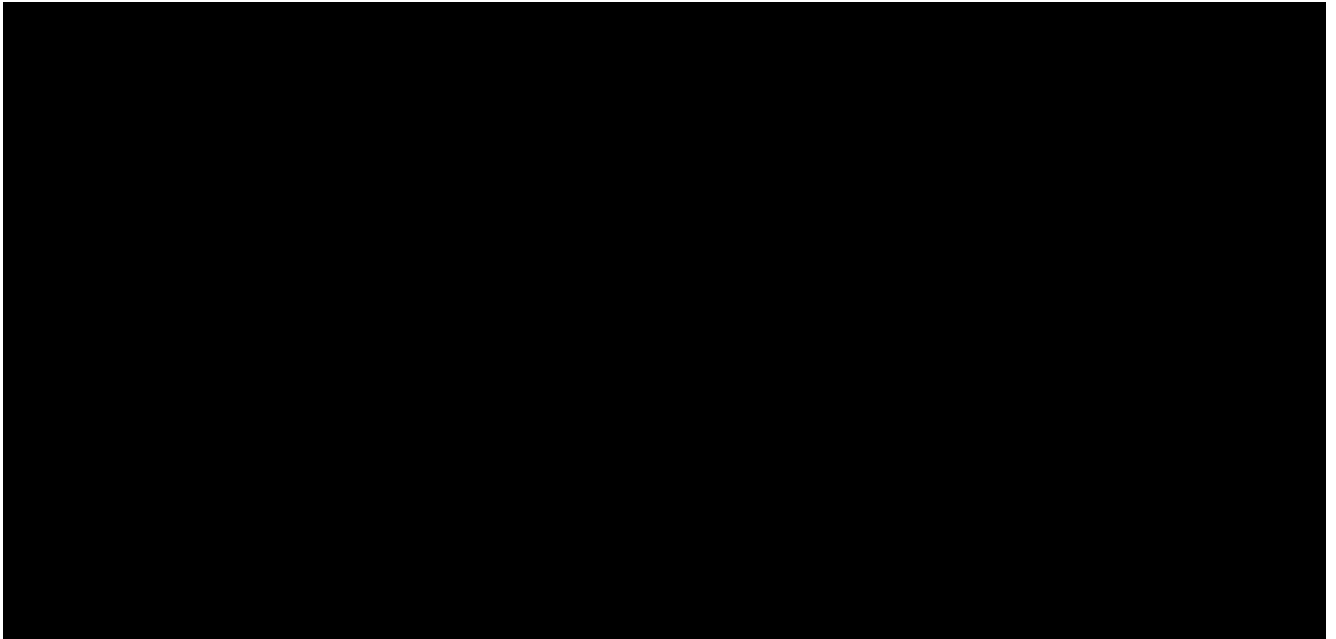
1.1.4 Timeline

The proposed timeline for the project is 12 months, from project kick off to approval of all Use Cases.

1.1.5 Project Resources, Project Plan, and Deliverables:

- People make the difference for the success/failure of projects. We have a solid team, who have handled very large Unisys 2200 system projects at Finnair Airlines on their reservation system, Carnival cruise lines, California AFDC, Medicare and Food stamps system etc. Our team has experience on many Unisys products including EXEC, ECL, UCOB, COBOL, C, MASM, DMS, RDMS, SQL, DPS, IRU, SSG, TTS, FREIPS, TPM, OpCon/xps & MQ Series.
- We have attached resumes of key personnel; we can provide more resumes if required.
- A detailed Project Schedule (MPP) is provided, with phases, milestones, and activities/tasks; this will be substantially expanded during the project initiation phase.
- We will deliver all the deliverables as requested in the RFP.
- From our experience, we would like to suggest some enhancements to the Use Case template to make it more useful for software development later. This shall be discussed during project initiation.

1.1.6 Quality Metrics



1.2 Company Background

1.2.1 Highlights

- MBE/WBE Status: SVAM is NYS OGS PBITS contractor for both Lots 1 and 2 (#PB067AA). We are a New York based company with National Minority Supplier Development Council (NMSDC), and NYC and NYS Certified MWBE.
- SVAM International Inc. is a global Information Technology (IT) services provider that delivers uncompromised value to clients by providing them solutions and people they need.
- Since inception in 1994, SVAM has grown into a global organization with over 750+ technology professionals in the United States, Mexico, and India, with skills across a broad range of technologies.
- SVAM serves Public Sector and Fortune 1000 clients in multiple verticals including Manufacturing, Healthcare, Not-For-Profits, Banking & Financial Services, Education, Retail & E-commerce, Telecommunications, Transportation & Logistics, and Travel & Hospitality.
- Our experience dealing with state and city agencies on a variety of projects and technologies, from legacy to bleeding edge, is unique. While we have executed legacy Mainframe/PowerBuilder/Informix projects, we also have next generation projects on AI/ML, RPA, high performance computing on cloud modelling, ECMs (Energy Conservation Measures) modelling, mobile force automation, signal monitoring, contact tracing etc.
- We take pride in 'Technology Excellence' in chosen areas. For example, we have proposed a 'Reference Architecture', Decision-tree, and CI/CD architecture for a very large SharePoint portfolio. We have set up COEs (Center of Excellence) for our technology areas of interest, to continuously challenge ourselves on the latest developments in those areas.
- Our successful implementation of hundreds of projects has honed SVAM's project management and delivery methodology and sharpened our SDLC processes – waterfall, hybrid, and agile. We deliver at a speed and scale that larger or smaller vendors cannot match. Our lean structure enables us to keep costs attractive, while delivering superior value to our clients.
- We live by metrics – Project, Operational, and Quality. We are proud that we joined an elite group of 32 companies in USA (64 in the world) with CMMI 2.0 DEV with SPM assessment in Nov 2020.
- SVAM is committed to building partnerships with best-in-class IT solution providers including Oracle, IBM, Microsoft, and SAP - whose products and services complement our own service offerings. We are Microsoft Gold Partner and are on the journey to become a 'Microsoft Inner Circle' partner.

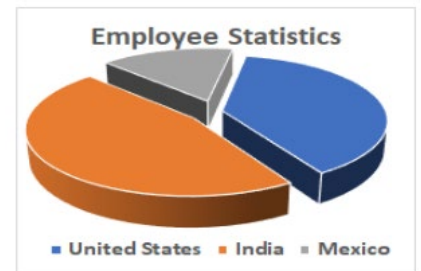
1.2.2 Key Company Statistics

1.2.2.1 Key timeframe milestones:

- 1994 – SVAM is Incorporated
- 2000 – Began international operations in India
- 2003 – Became official partners of Oracle, Microsoft, and IBM
- 2007 – Microsoft Partnership elevated to Gold Level
- 2009 – Began Near-shore operations in Mexico
- 2014 – Achieved ISO 27001 Certification for Information Security Management
- 2016, 2019, 2020 – Achieved CMMI Level 5 Rating Ver 1.3; Moved up to CMMI 2.0

1.2.2.2 Key people statistics:

- Total number of employees globally: 750+
- No. of employees in USA: 300+
- No. of employees in India: 300+
- No. of employees in Mexico: 100+
- Number of consultants in SVAM network: 25,000



1.2.2.3 Key geographical points:

- HQ Office in Great Neck, NY. This location will direct all ITS/IES project activities
- Offices in both New York City & Somerset, NJ to help service our existing and growing client base
- Sales offices in San Francisco Bay Area - CA, Philadelphia – PA, and Orlando - FL
- Global locations include Noida in India & Ciudad Victoria in Mexico

1.2.2.4 Other relevant information:

- Rated by Dun & Bradstreet as “Financially Strong”
- ISO 9001:2015 Certified
- ISO 27001:2013 Certified
- CMMI Level 3/5, Ver 1.3; CMMI Level 1.3 Ver 2.0
- Long Island Software Award (LISA) Winner
- Many other rewards and recognition from Clients

1.2.3 SVAM USA Footprint

Shown below are our engagements across the United States:

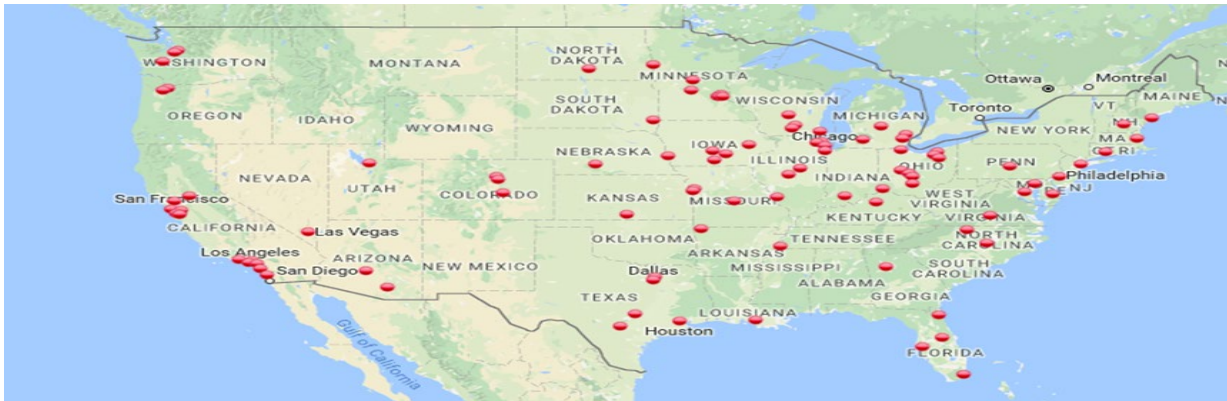


Figure 2 : Engagements Across the US

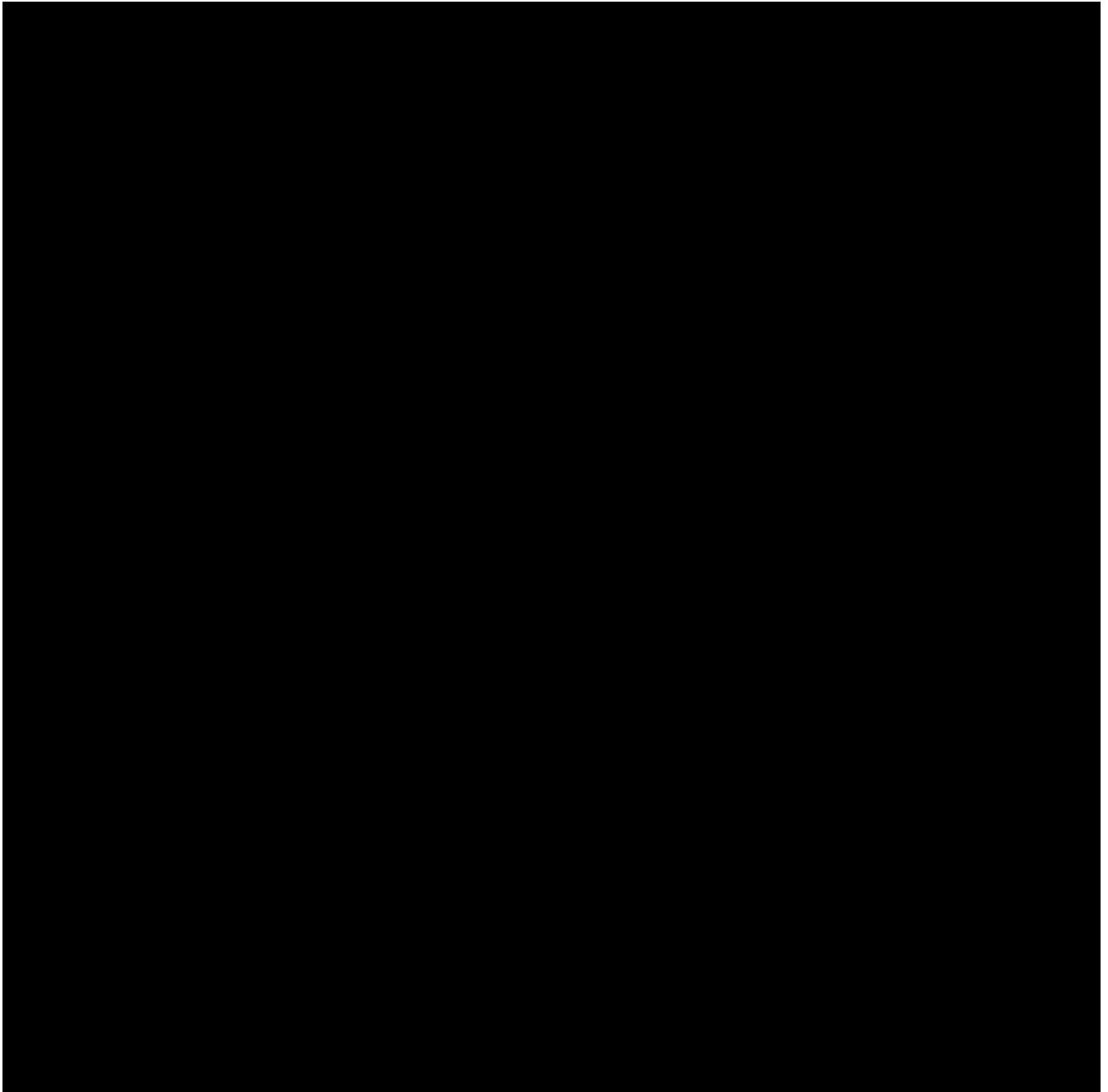


Figure 3: List of Public Sector Clients



Figure 4: List of Private Sector Clients

1.2.4 Partial List of Clients



1.2.5 Experience with Similar Projects and Relevant Case Studies

1.2.5.1 Legacy projects and tools used

Some of the Legacy projects executed by SVAM Consultants and Tools used	
Tools used	Intellisys, CAST, QTE, MYNA, MFTOPRO, IM2DB, FILESQL etc.
Legacy Projects handled	Experience with Unisys 2200 system projects at Finnair Airlines reservation system, Carnival cruise lines, California AFDC, Medicare and Food stamps system etc. Our team has experience on many Unisys products including EXEC, ECL, UCOB, COBOL, C, MASM, DMS, RDMS, SQL, DPS, IRU, SSG, TTS, FREIPS, TPM, OpCon/xps & MQ Series. LOC handled is several millions because the applications are large and core to the enterprises.
	Legacy Mainframe COBOL/CICS/IDMS to AS/400 migration, 2 M LOC, 1600 JCLs at Jones Apparel Group; Retail Merchandizing application.
	Business Rules Extraction for converting approximately 12 million accounts from 4 old legacy billing systems to a single billing system at Verizon, using EvolveWare Intellisys.
	Migration of systems developed on IBM z/OS, JCLs, DB2, VSAM files, COBOL to UNIX/Oracle. Total 2.4 M LOC with 134 Screens. Domain was retail In-ward Inventory Management, and Price Management. Project duration 13 months; Team size 26 FTE.
	Migrated Sales Management system from z/OS to iSeries. Source system was developed in JCL, COBOL with CICS BMS screens, Natural/ADABAS routines, and IMS/DB database. Target system was iSeries, COBOL/400, CICS/400, and DB2/400, and CMD files on iSeries. Some user interface screens were also developed in Visual Basic 5 on Windows environment. Source Programs contained ~ 4M LOC. Project duration 22 months. The migration was done in stages where the source application was split into work packages and migrated to the target platform. There was a final integration run and testing.
	Migrated HR system, Financial Management System, and Production Management system, for a US Steel manufacturing company. Source systems were developed on the UNISYS mainframe with WFL (WorkFlow Language), and the IDMS database. The target system was Oracle on the Sun Unix platform. The complete system comprised of 3M LOC (Including COBOL and WFL). Project duration 18 months with a team of 27 resources.
	Changed Legacy application on mainframe for a large bank in UK. Converted old Visual workbench 2.0 application to Modern MFC based VC++ engine as part of the project.
	SVAM CoE Head was heading the mainframe/AS400 CoE for a large multinational SI. Has extensive experience in developing/migrating applications in COBOL environment on many platforms like DG/UX, IBM z/Series, IBM iSeries.

1.2.5.2 New York State Liquor Authority (NYSLA) and NYITS Case study

Client	New York State Liquor Authority (NYSLA) and NYITS
Services provided	<p>Description – SVAM won the PBITS contract to transform the paper-based licensing and permitting systems at SLA, under the oversight of NYITS. The legacy PB/Informix based system and Accela case management software will be replaced by a new Angular, .Net Core 3.0, SQL server, SSRS system.</p> <p>Size & Scope – The overall project size is > 80,000 hours, with a peak team size of ~30 people over 2 years. It started in March 2019 and will end in 2021. SLA issues approximately 200 different license and permit types. Each license and permit category uses a main application with a back-office workflow process. The licenses and permits have specific business rules regarding when the licenses or permits should be renewed and what information can be changed through amendment processes. Approximately 15 interfaces share information between SLA and external organizations. Currently, paper forms are received and entered into a legacy system (PB/Informix) that is reaching the end of its life and will be replaced by the new LEAP application from SVAM.</p> <p>A key component of SLA’s mission is to ensure fair disciplinary action towards license holders and permit holders. The SLA enforcement and disciplinary processes require complex case tracking, scheduling, and correspondence workflows to support more than 150 possible disciplinary charges in the regulation of a pool of 50,000+ license holders and permit holders. The SLA system will manage complaints, investigations, disciplinary proceedings, hearings, and full board calendars including penalty collections.</p> <p>Approach, Expertise and Organization - We have a dedicated team of Engagement Manager, Project Manager, Architect, Business Analysts, Developers, UI/UX specialist, and QA. The total project effort is around 80,000 hours, with requirements capture & analysis alone consuming ~ 6,000 hours.</p> <p>Outcome – We have completed requirement capture & analysis, architecture & design, and development & testing for some bureaus. The go-live is scheduled in Nov 2021 after SIT/UAT/User Training.</p>

1.2.5.3 New York City School Construction Authority Case study

Client	School Construction Authority
Services provided	<p>Description –The New York City School Construction Authority (SCA) manages the design, construction and renovation of school facilities throughout New York City.</p> <p>SVAM has rewritten their 25+ years old ‘Time Management System’, from Power Builder PB8/PB17, Oracle 12C application to a new .NET Core 3.1, Angular 8, SQL Server 2016 application. We have merged 6 Time-Keeping related applications into one system, which is web responsive, scalable, Azure cloud-based PaaS system. Being 25+ years old, there was no SME support, no documentation on the functionality, and no technical design document – these have been created by SVAM. Complete transfer of business rules from the legacy system (zero miss), excellent User Experience thru ease-of-use, and extensive documentation are the hallmarks of the new system.</p> <p>Size & Scope – This is the first outsourced project in SCA, with a tight timeline. We had 60,000 LOC, 413 tables, 153 stored procedures, 83 triggers, 55 functions, 51 packages, and 179 views under scope.</p> <p>Approach, Expertise and Organization - SVAM has a strong team of project manager, business analysts, technology architect, cloud architect, developers, UI/UX specialist, and QA on the project. Due to lack of SMEs and documentation, we have extracted business logic from PB code and Oracle Stored procedures, validated them with the current software screens, created new specifications for the target environment (.Net Core, Angular, SQL Server, Azure PaaS SPA on DevOps), and developed and tested it. We have developed many procedures, frameworks, and accelerators as part of this project, which can be re-used for other PB/Oracle modernization projects.</p> <p>The success of the project has resulted in SVAM securing order for migration of three more legacy systems at School Construction Authority.</p>

1.2.5.4 New York City Department of Environmental Protection Case study

Client	New York City Department of Environmental Protection (NYC DEP)
Services provided	<p>Description – SVAM has been working with NYC DEP for the past 20+ years. We have delivered multiple projects for the agency, meeting the needs of several departments.</p> <p>Size & Scope – Over the past 20+ years, we have executed multiple projects and consulting engagements for DEP – which includes 84 consultants and 10+ fixed price projects, for a total cost of over \$ 40M. The profiles include Project managers, Business analysts, Architects, Developers, Testers etc. The technologies include .NET, JAVA, HTML5, COBOL II, DB2, VSAM, SharePoint, JCL, CICS and Hybrid/Native Mobile Platforms.</p> <p>Outcome – We have helped extend the life of legacy software systems utilizing MVC, C#, and SQL Server, on Entity Framework. We helped the development of public and internal MVC applications utilizing the latest version of Control techniques; tools utilized include Visual Studio Team Edition, Telerik, StructureMap, Openstream-CueMe and PostSharp.</p> <p>SVAM has modernized several legacy systems and re-architected the targets on SOA (Services Oriented Architecture), minimized the manual field processes, implemented process automation through tablet apps, and created web services for accessing some of the legacy systems.</p> <p>Some of the projects executed by SVAM for DEP are:</p> <ul style="list-style-type: none"> • CATS – Clean Air Tracking System • WSPS – Water Sewage Purification System • ARTS – Asbestos Reporting and Tracking System • AMR – Automated Meter Reading • MFA – Mobile Force Automation • Rain Barrel • Toilet Rebate Program • MyDEP.com • SharePoint Collaboration Portal

1.2.6 SVAM – The Right Size Partner

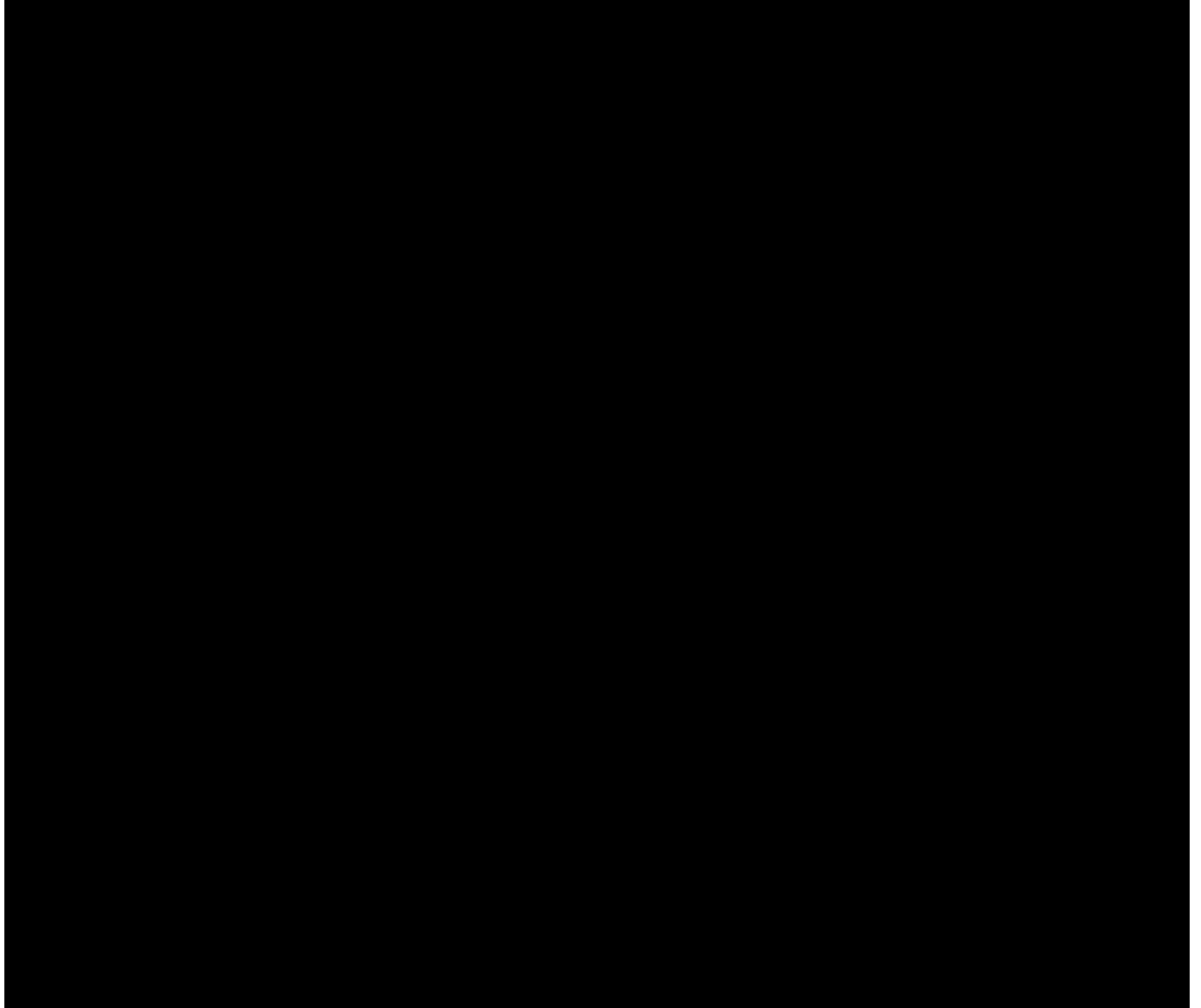
Comparing SVAM to larger and smaller firms in the IT services industry, we believe that we are the right size partner for the ITS/IES CSMS Legacy Rules Extraction program. With larger firms, ITS may not receive the due priority because of other larger projects or clients. In smaller firms, ITS' needs may not be fulfilled due to lack of scale and limited resources. We feel SVAM is just right - we would treat this partnership as very prestigious, and our executive management is committed to making it successful for ITS/IES and SVAM. This project will be a crown jewel and recognition of SVAM's leadership on serving the public sector organizations in New York state for over 25 years.

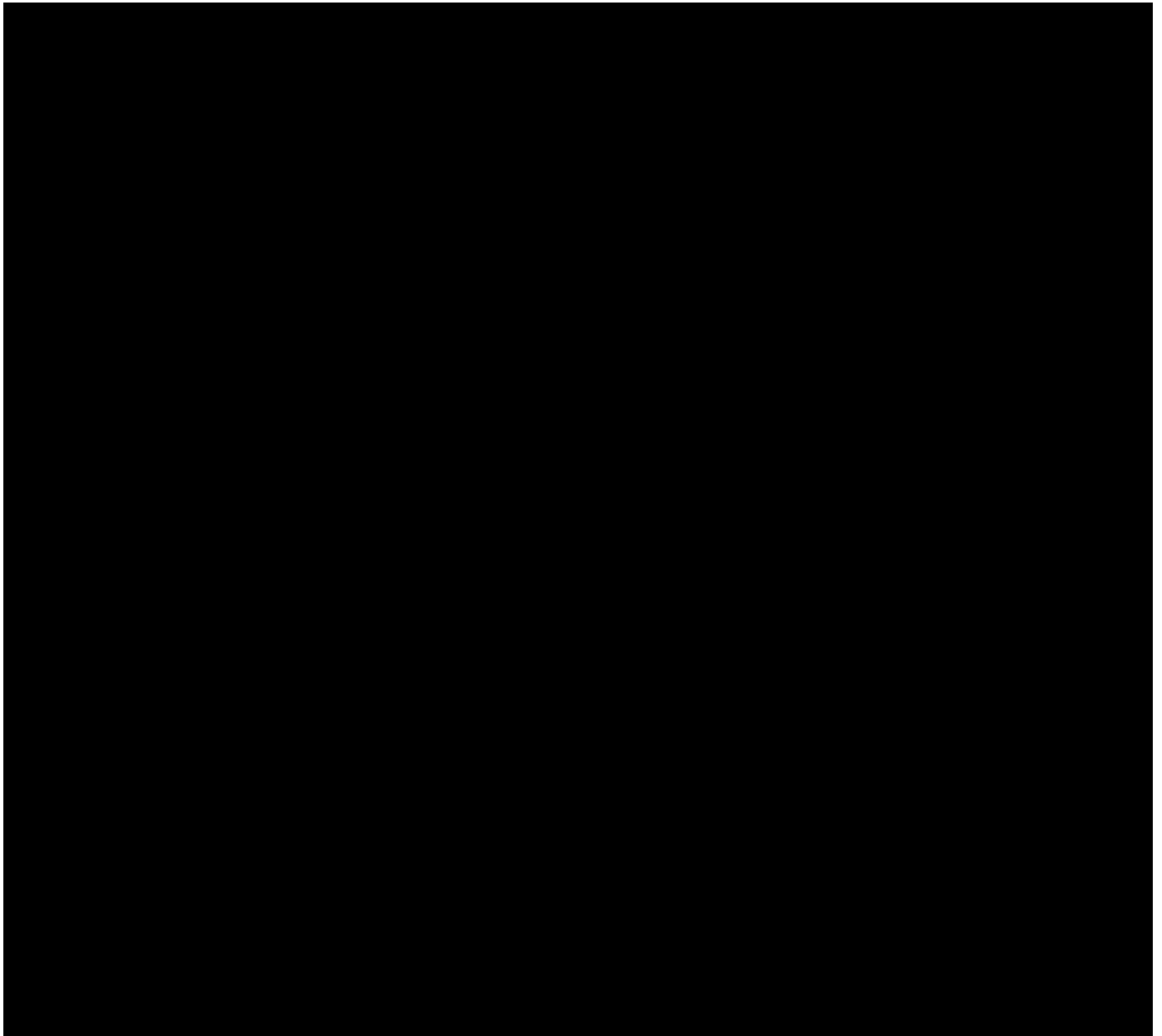


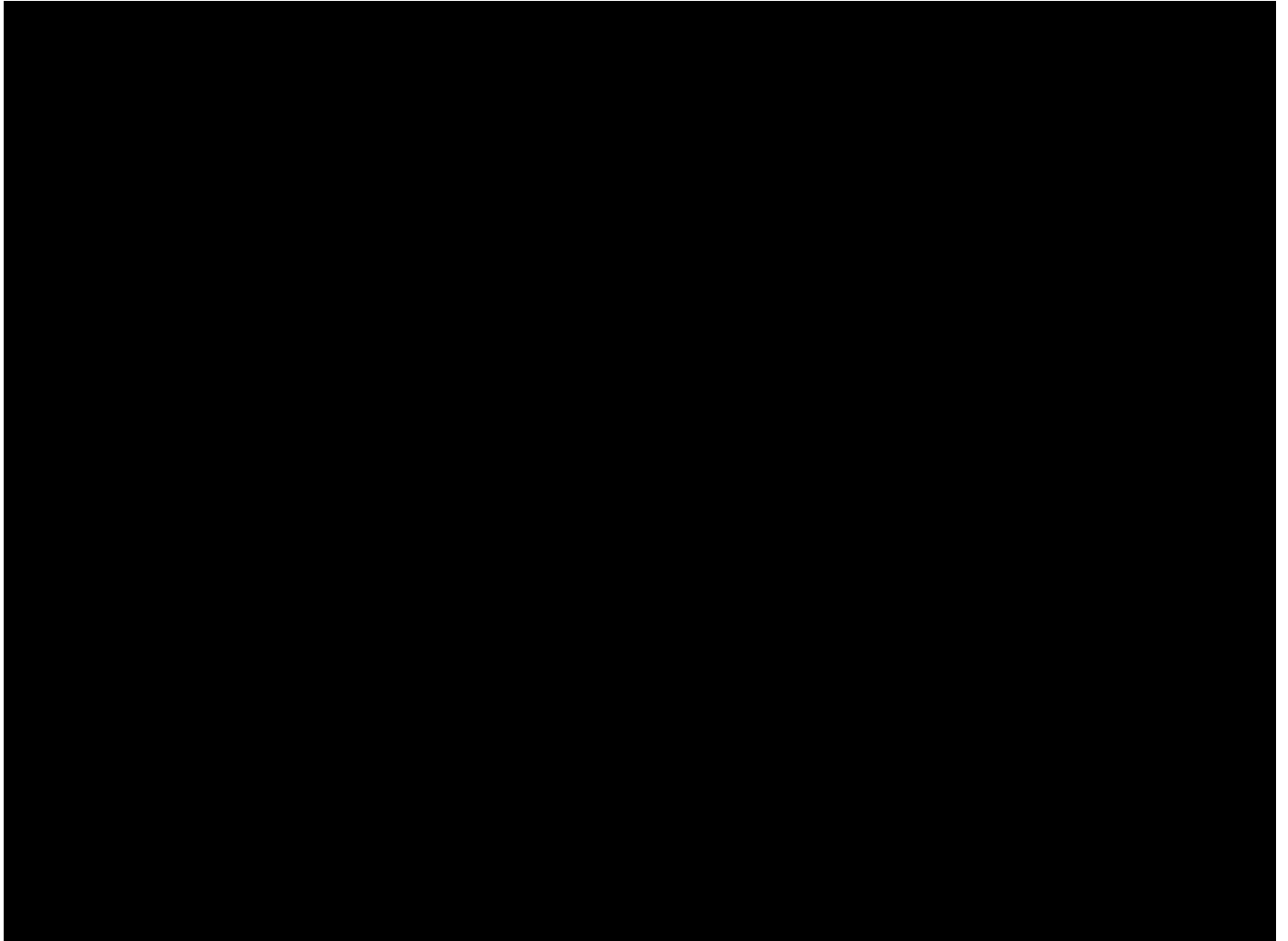
	Massive Global Integrators	SVAM	Small Firms
Scale	\$10B-\$30B, around 150,000 employees	\$50M, 700+ employees	\$1- 10M, up to 50 employees
Agility	Follow their own corporate agenda for growth and emerging technologies	Can mobilize people quickly; management decisions are immediate	Would like to, but do not have the bandwidth or scale
Flexibility on Contracts	None; no willingness to invest	High; proven willingness to invest; very high commitment to completion	Agree to anything but very risky
Getting the "A Team"	ITS will compete with larger commercial clients/projects	ITS is already one of our high priority and prestigious accounts; ITS will get an 'A' team	The "A Team" is already spread too thin across existing clients
Dedicated Account Team	ITS may be bundled with many other requests/accounts	ITS/IES will have a dedicated team and management support	No ability to focus on multiple large clients

2 Section B: Project Technical Approach, Proposed Project Work Plan and Timeline

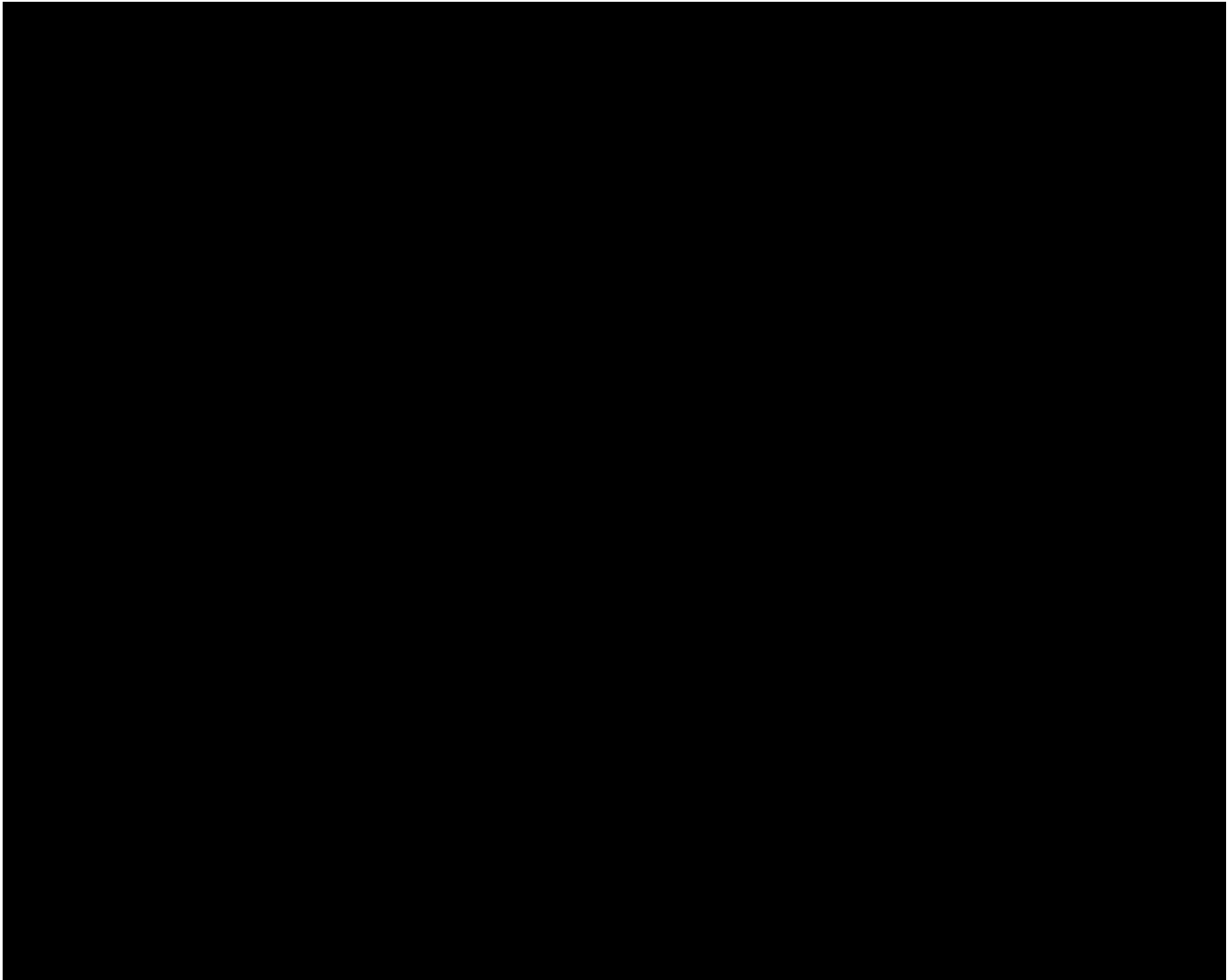
2.1 Project Technical Approach



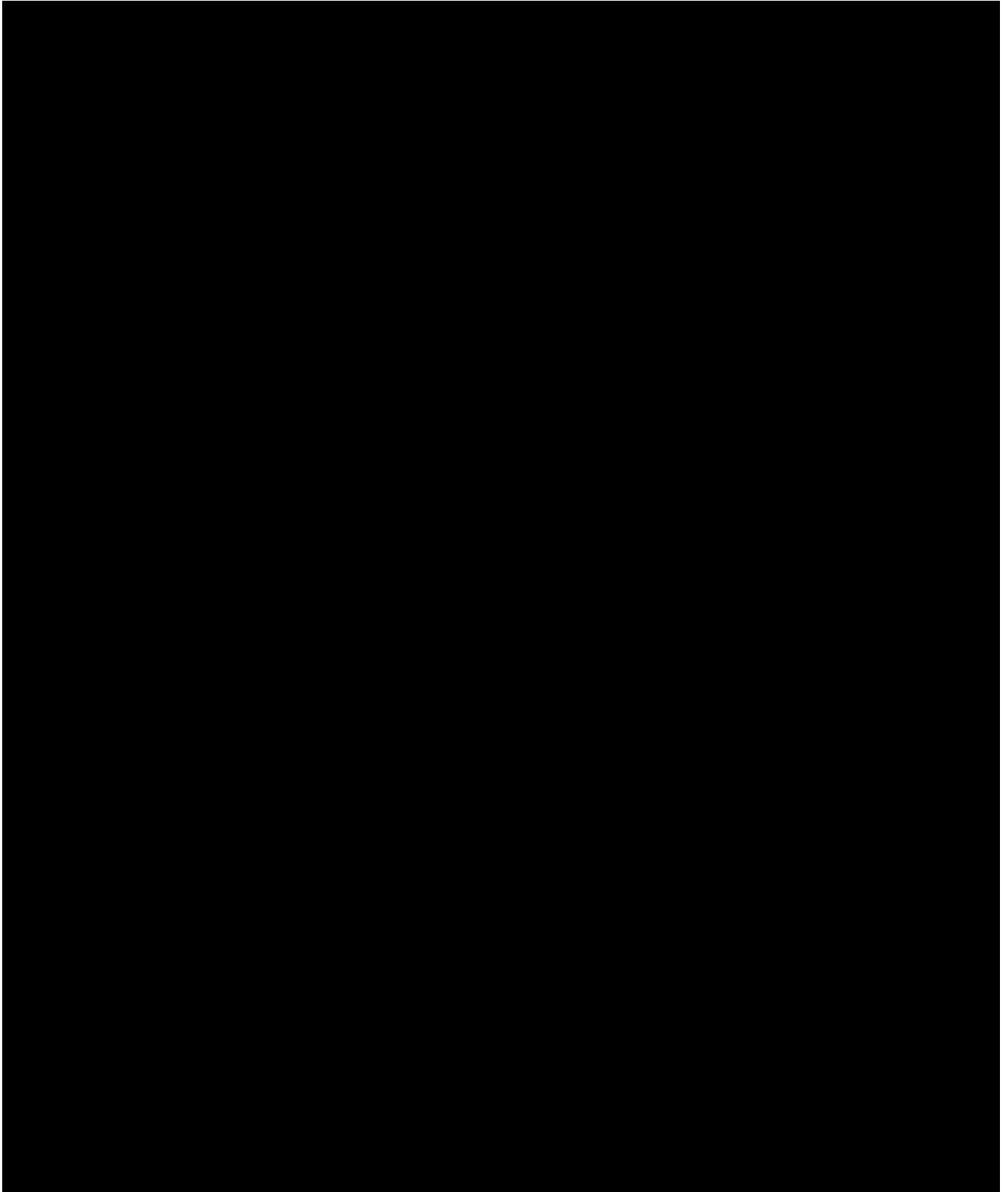




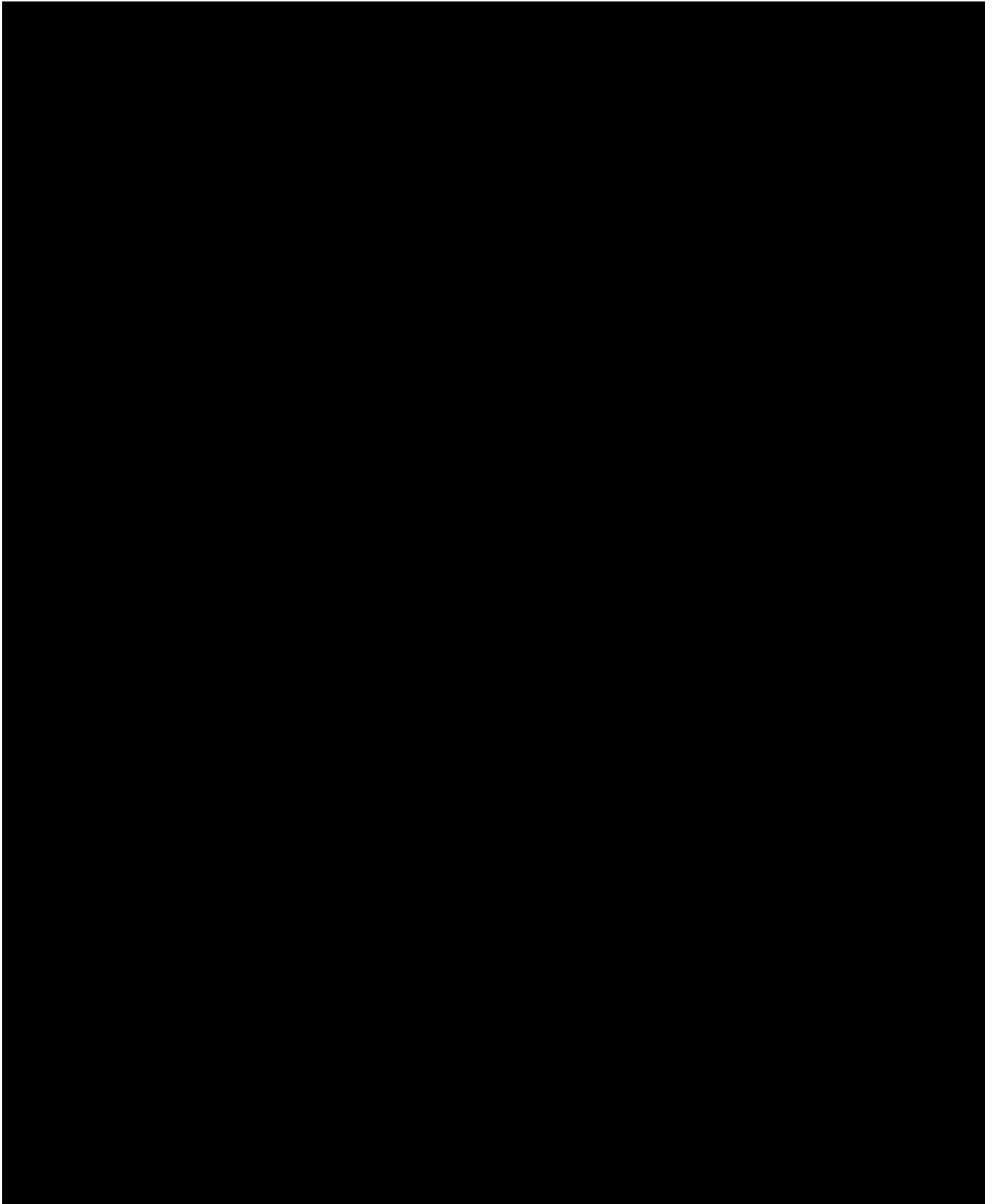
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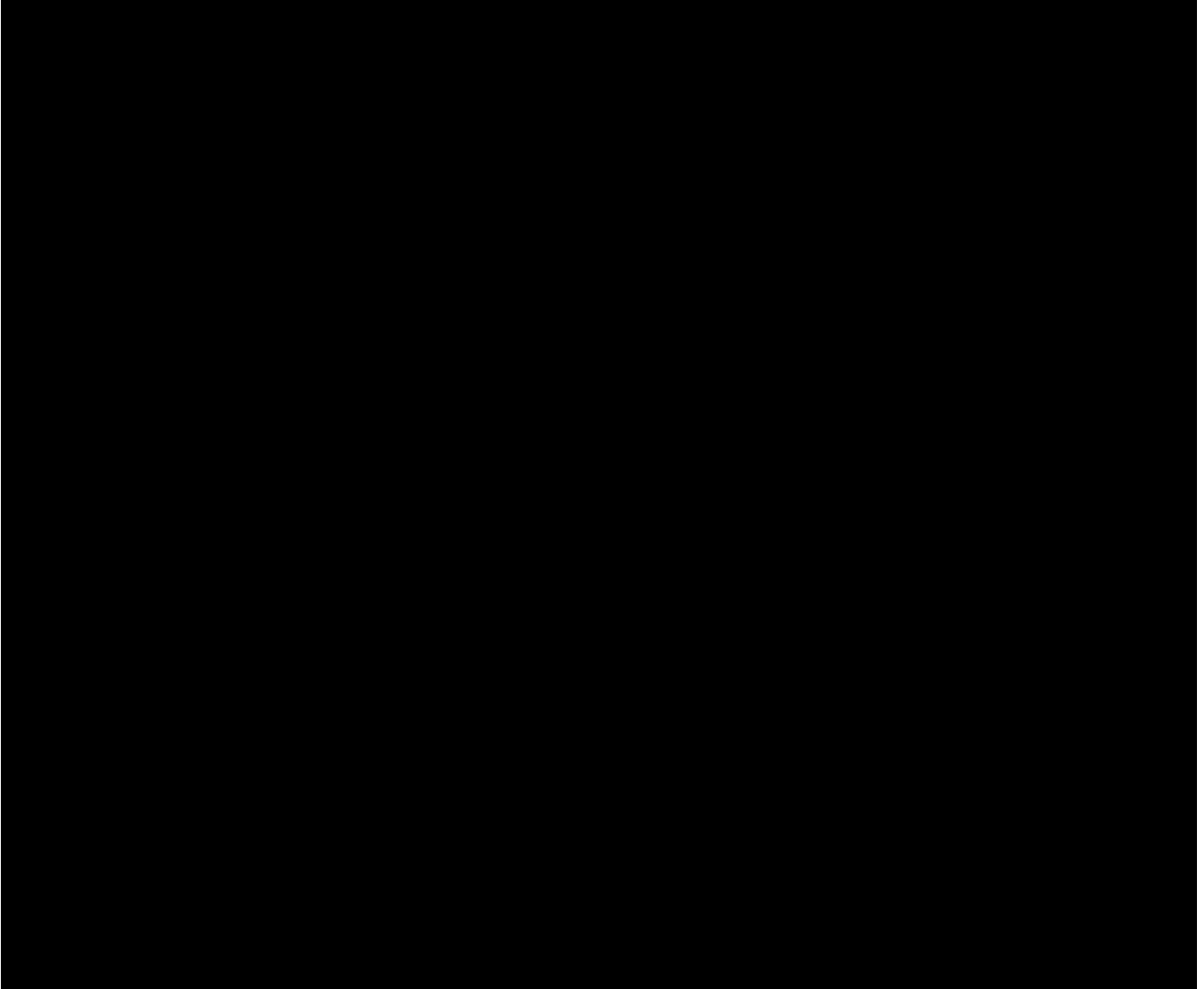


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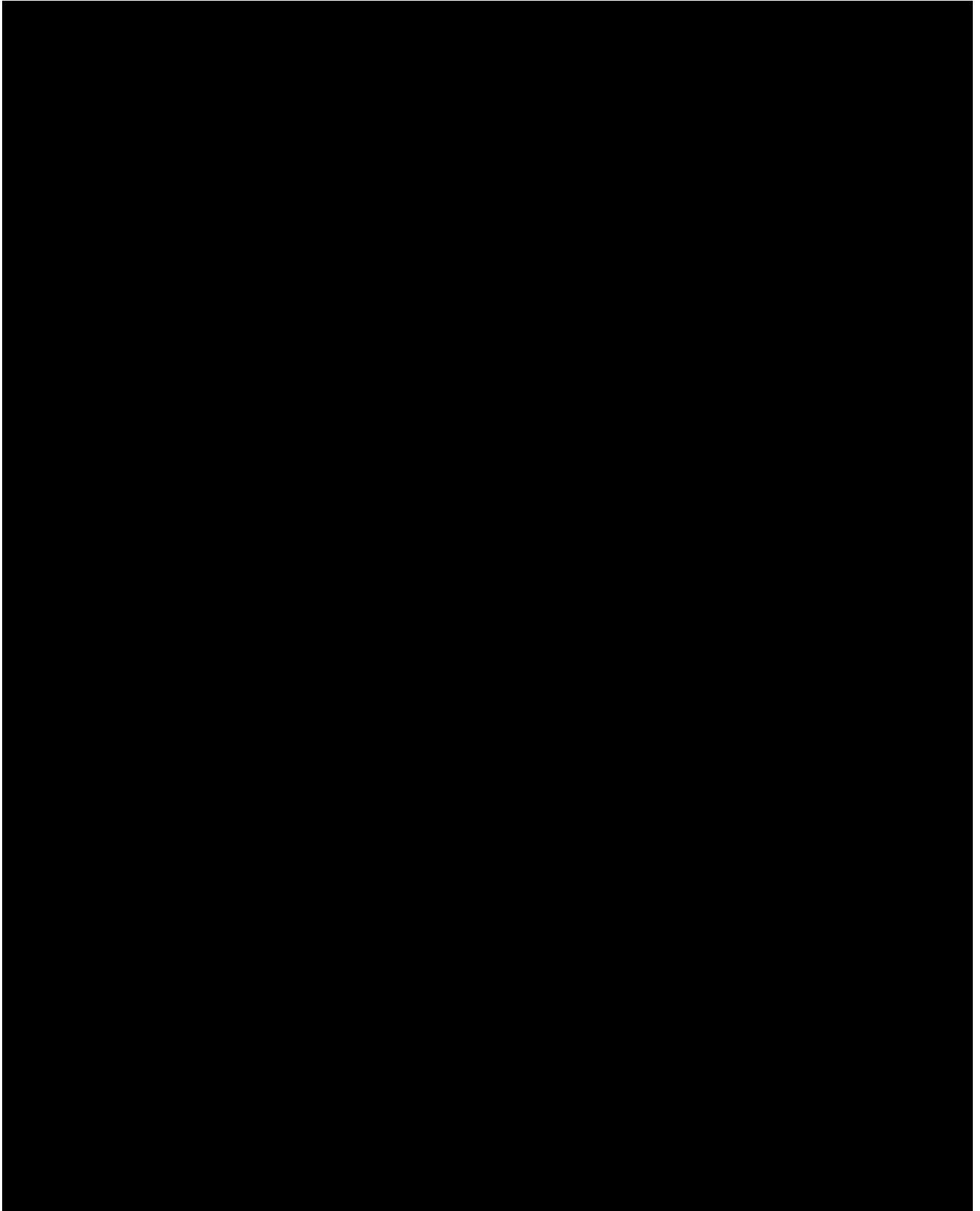


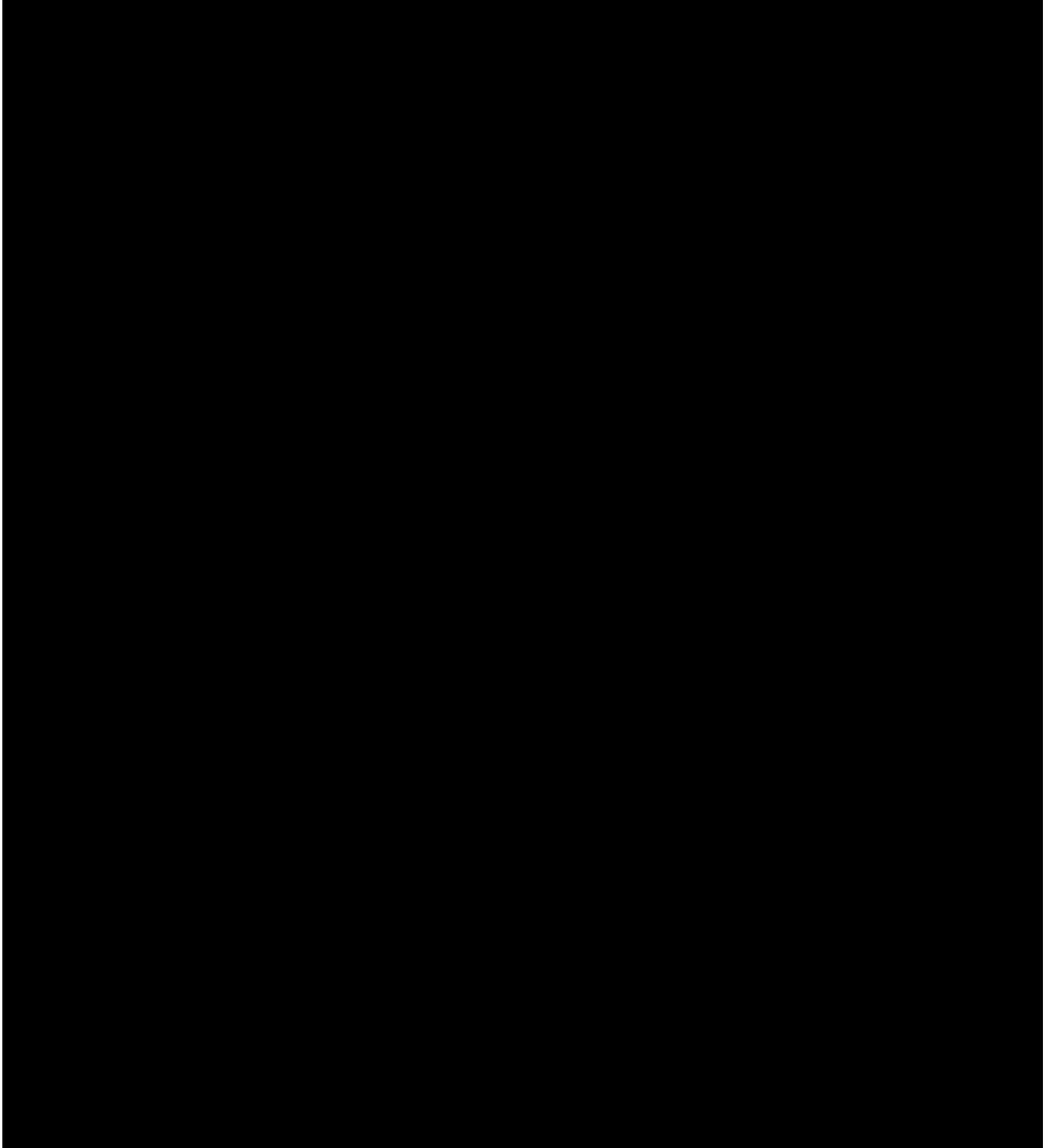
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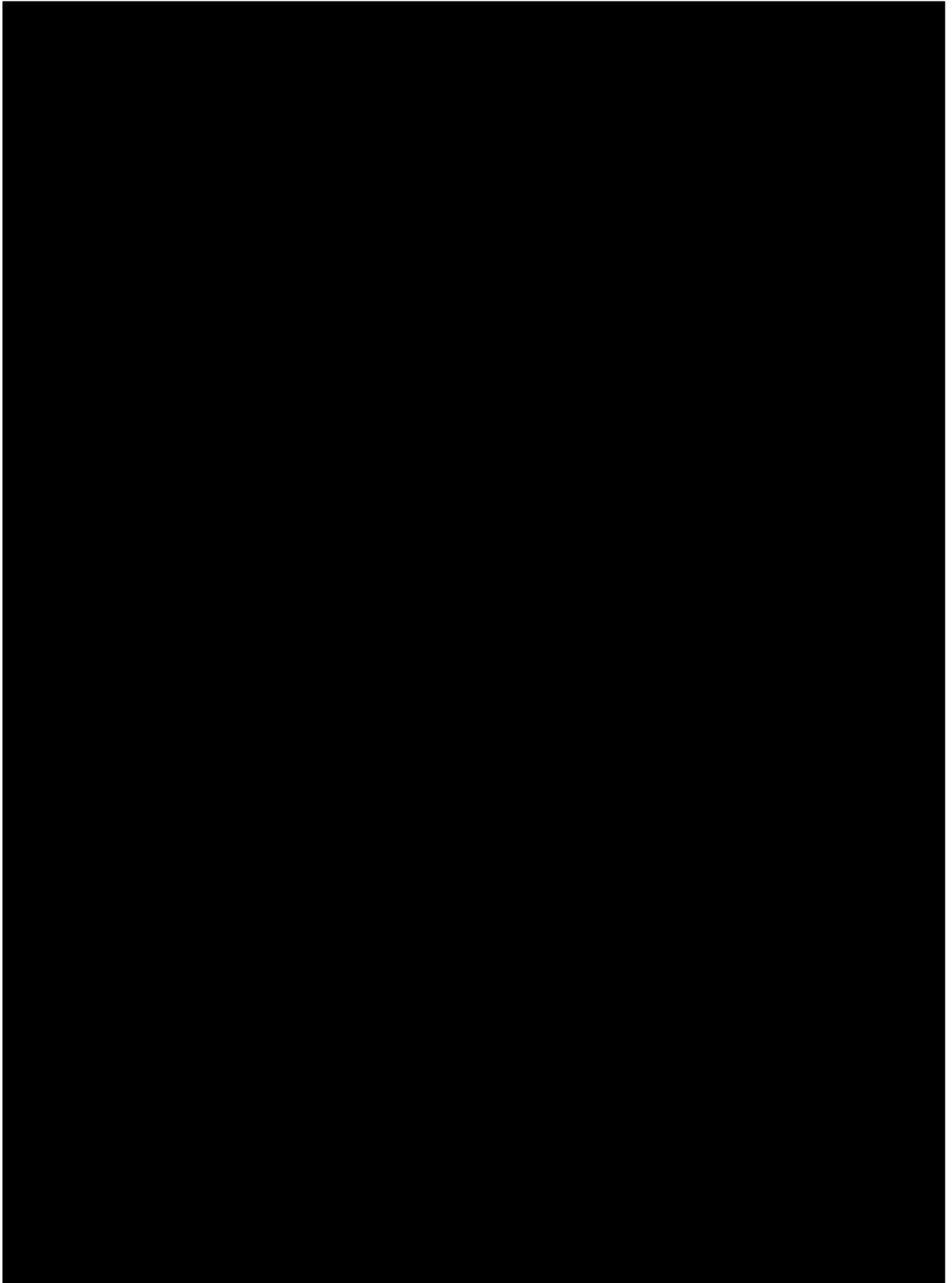


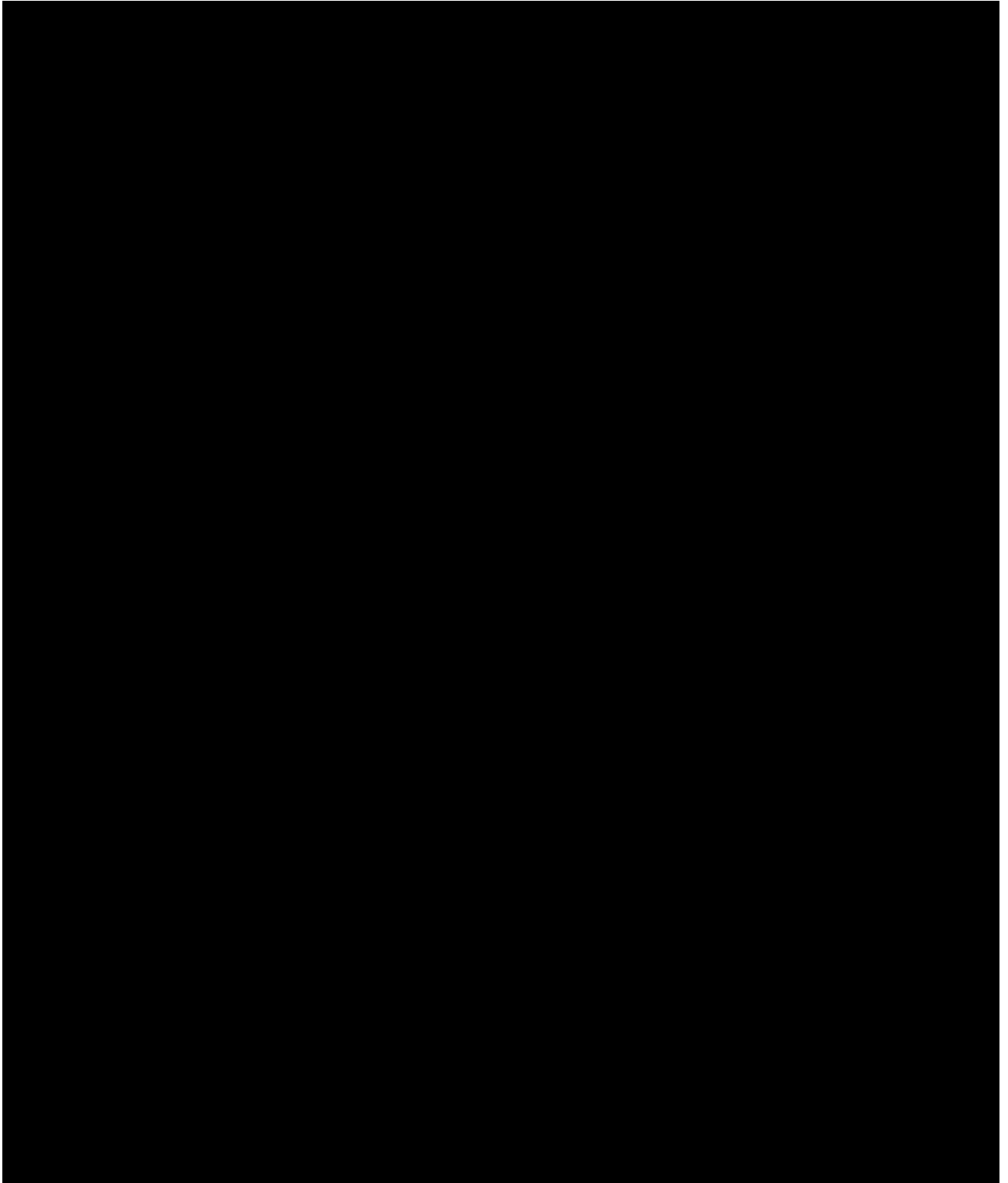


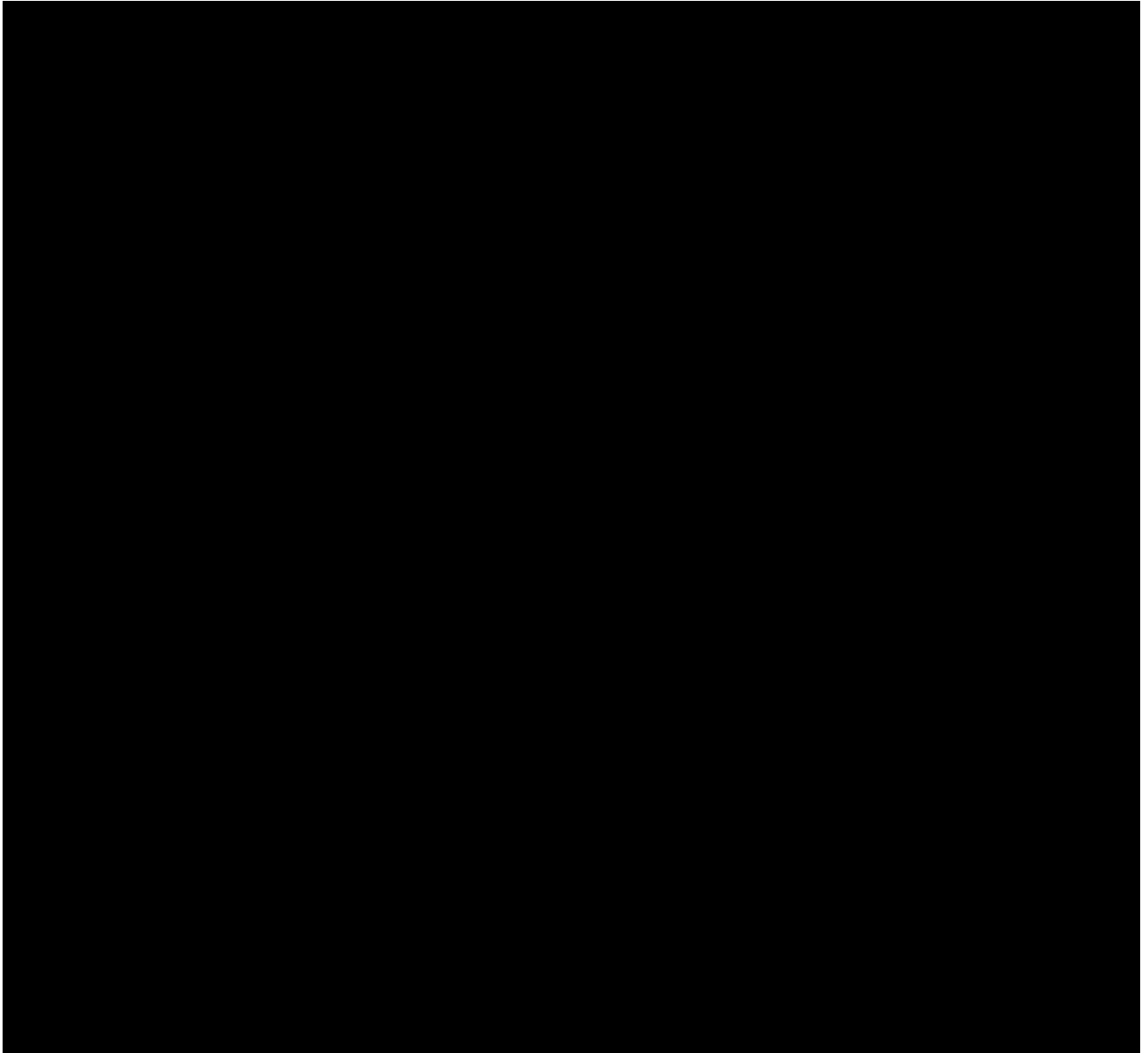
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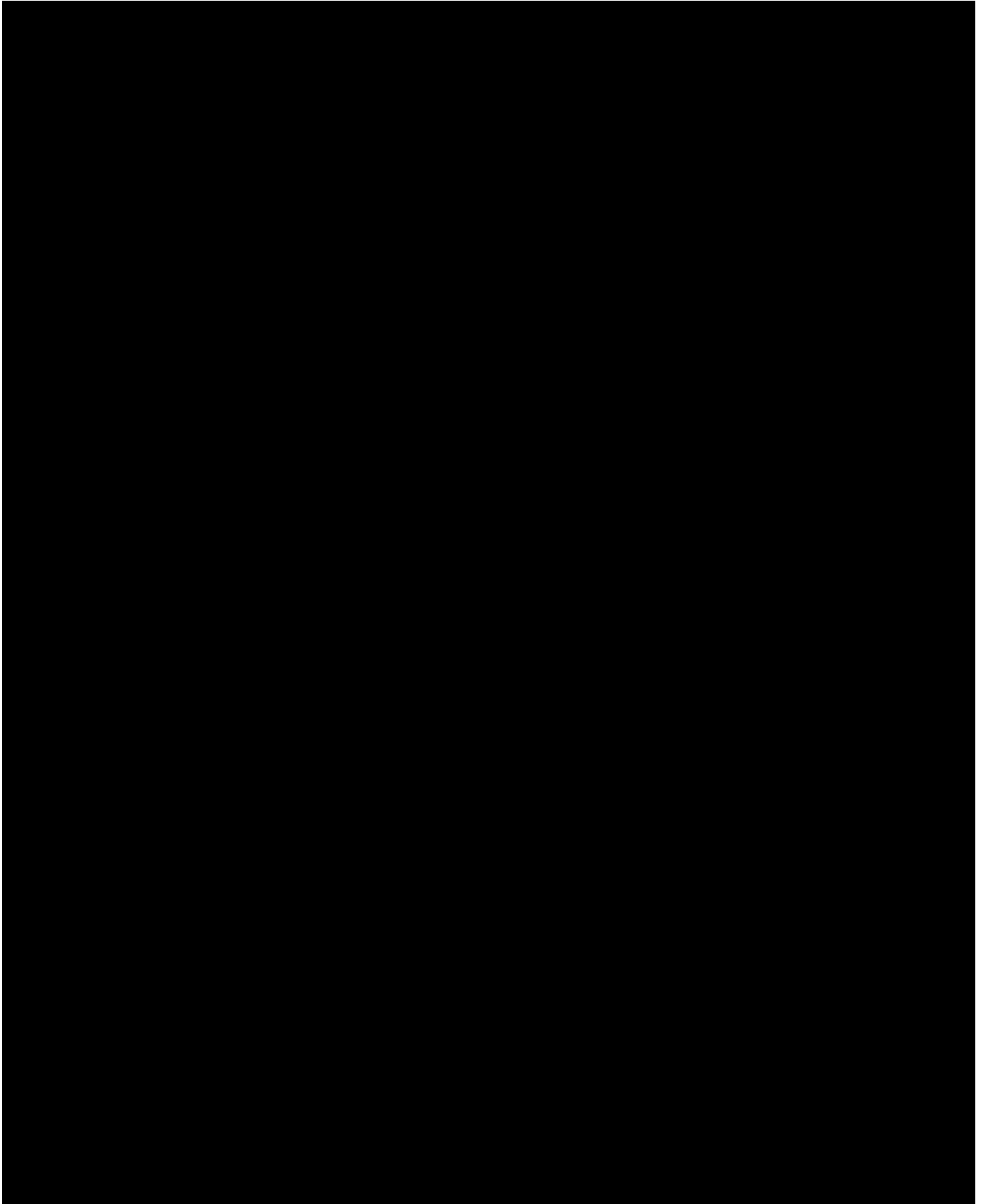


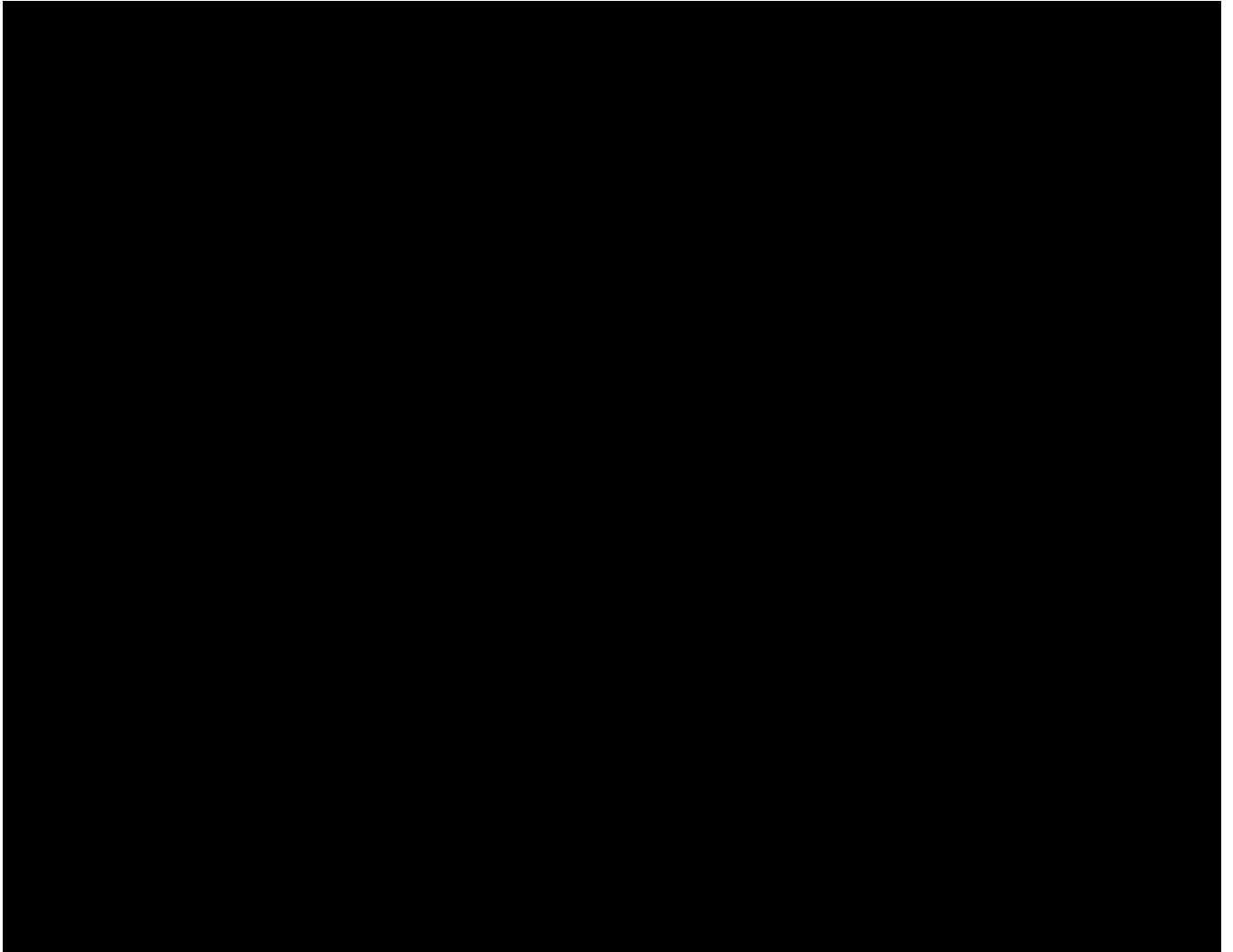






2.1.5





2.2 Proposed Project Work Plan

SVAM will follow their proven project management methodology to accomplish the activities included under the project scope. The goal is to complete the project on-time, on-budget, as per agreed scope, with high quality deliverables that meet ITS/IES objectives and expectations. SVAM project management methodology directs, coordinates, schedules, and monitors project activities in order to achieve the desired outcome. We adhere to PMP and CMMI Level 5 Ver 1.3 standards.

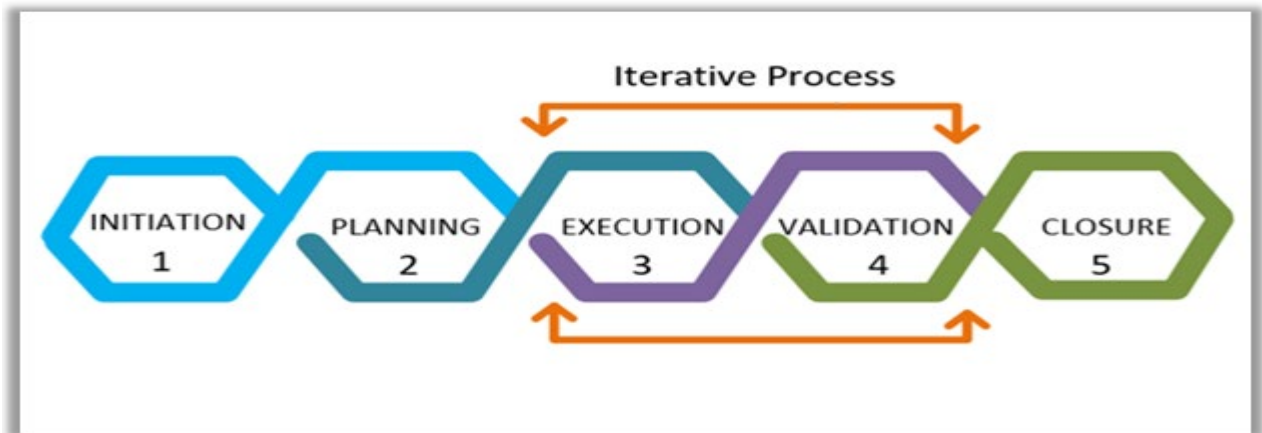
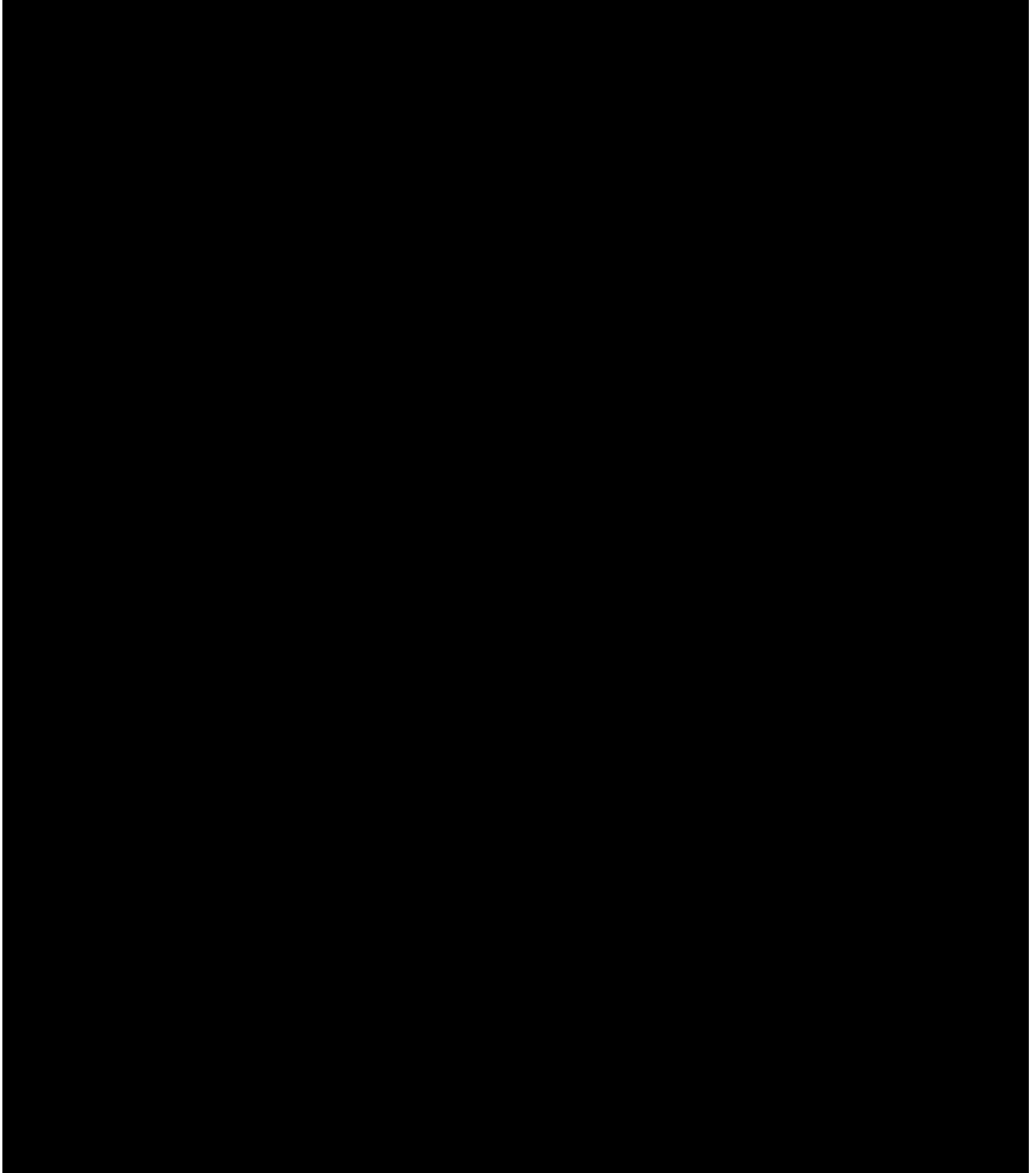


Figure 11 : Project Management Methodology

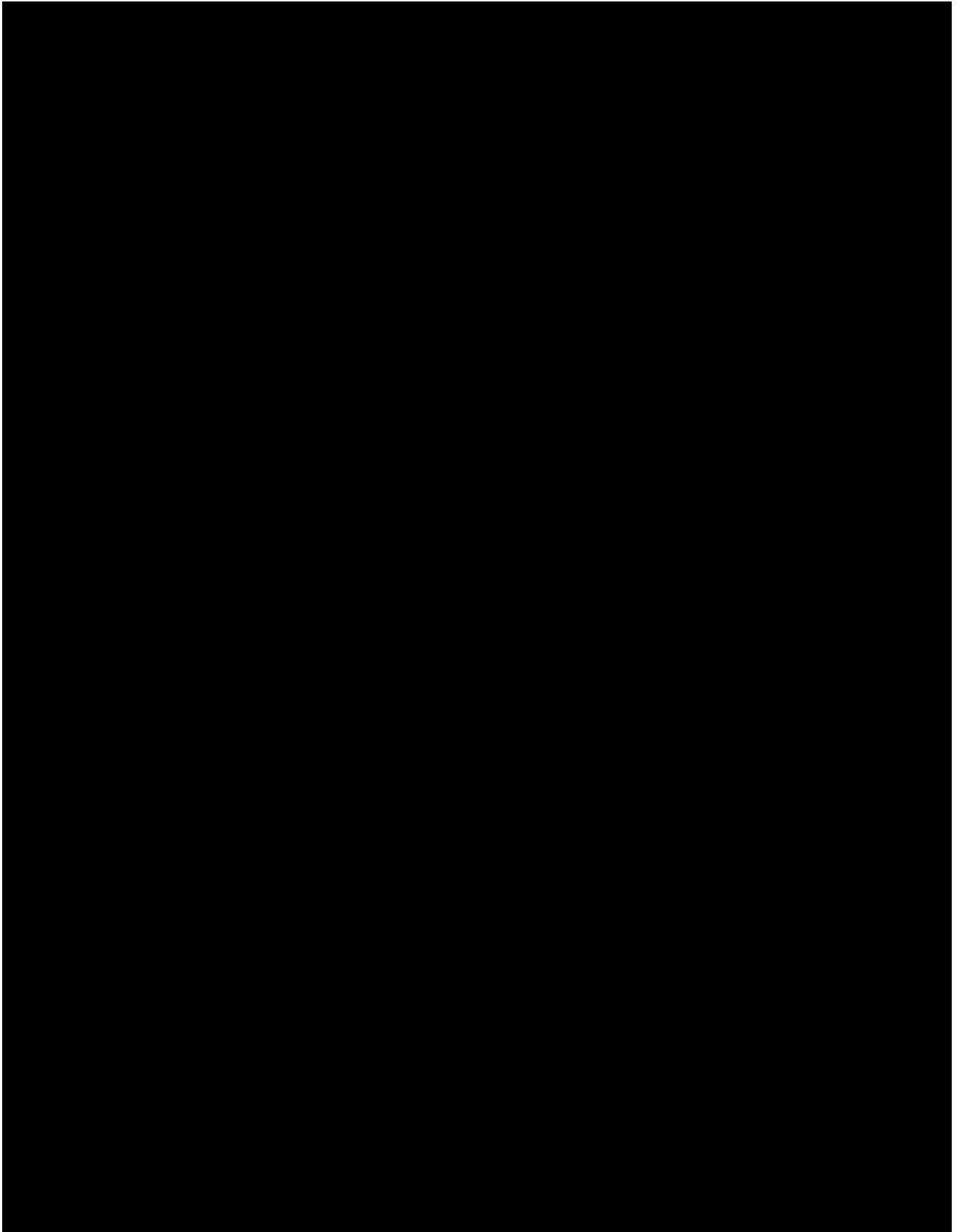
The objective of our approach is to achieve the project goals through a systematic definition of the project charter, stakeholders and their expectations, team structure, and project planning to understand the inventory of CSMS COBOL programs and group them into work packages and perform project execution. Business rules, process flows, data flows, DFD, ERD etc., will be extracted using Intellisys tool and supplemented by manual analysis during project execution, which will also produce the As-Is system documentation. After quality checks and reviews by ITS/IES SMEs, the Use Cases documentation will be completed per agreed template. Our project management approach will track the project progress, measure schedule/effort/scope variances, track key quality metrics, do project governance, and ensure communication to all stakeholders. There will be weekly project review meetings and monthly Steering Committee meetings to ensure that we track to the project goals and keep all the stakeholders informed. In addition, there will be a quarterly one-on-one connect between the ITS/IES sponsor and the CEO of SVAM.

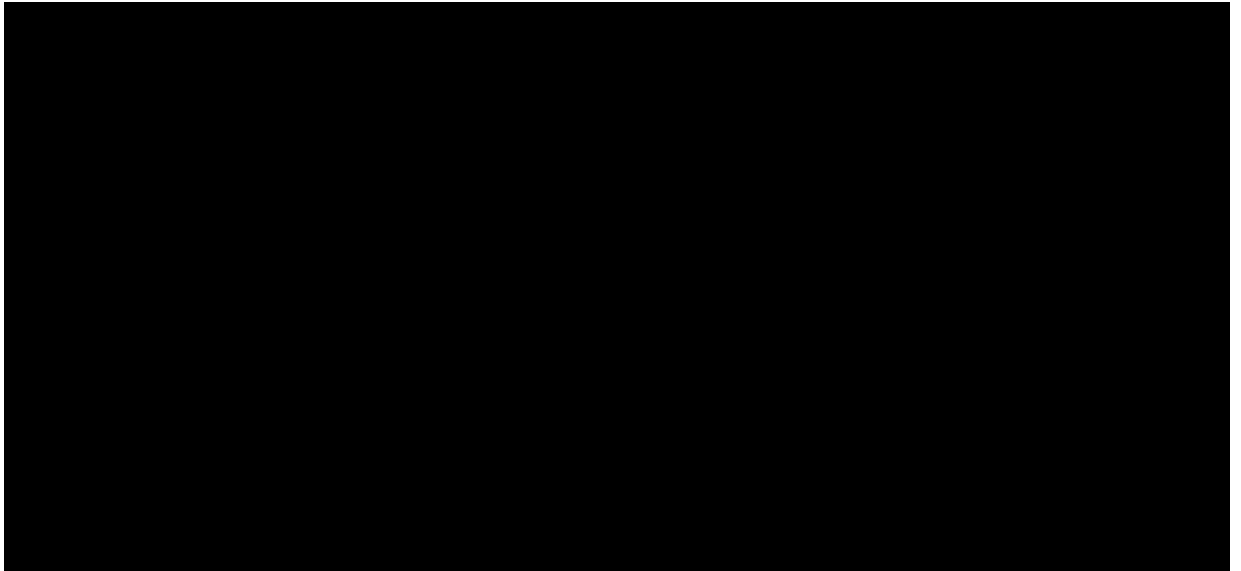
Detailed below are the Project Scope and associated Assumptions, and then the structured approach to Project initiation, Project Planning (includes high-level activities to create the deliverables over 12 months), Project Execution (includes Communication management, Deliverables management plan, Risk management), Project organization (includes Team structure, R&R, Governance structure), Validation, and Project Closure, to achieve the program objectives.

2.2.1



2.2.1.1





2.2.2 Project Initiation

SVAM will create a Project Charter aligned to the scope of the RFP and the objectives of IES.

Project Charter will cover:

- Identification of stakeholders and their roles
- Project goals and objectives - derived from the RFP scope and objectives
- List of the deliverables to be produced
- Project team structure
- Project Governance and Communication protocols, and Change management
- Project measurements – Performance metrics and Quality metrics
- Functional organizations involved and their contact personnel

The Project Charter will set the foundation for project management and be updated by the SVAM Project Manager Lead as the project progresses. The Project Charter is a deliverable to be approved by ITS/IES stakeholders.

2.2.3 Project Planning

SVAM will start the Project Planning and on-boarding of team members once project charter is signed off. As a part of this process, we will create Work Breakdown Structure (WBS), Communication Plan, Quality Plan, Risk Management Plan and Metrics measurement plan within the first two weeks of project kick-off. Listed below are the activities done as part of the planning process:

- Set up Steering Committee
- Project Team on-boarding and orientation
- Prepare detailed Microsoft Project Schedule (MPP)
- Prepare Deliverables Management Plan and list/description of Deliverables
- Define RACI Responsibility Matrix
- Develop Communication Plan
- Define Risk Management Plan
- Define Project Governance – Reporting and Escalation management

ITS/IES and SVAM will identify the stakeholders and plan for the meetings going forward. SVAM Project Manager (PM lead) will work with the team to breakdown the scope into detailed schedule, and then submit the Microsoft Project plan for review by IES.

Please find below the high-level activities planned to be performed to achieve the project objectives over 12 months. A more detailed plan is presented in SECTION B under “Proposed Project Timeline”.

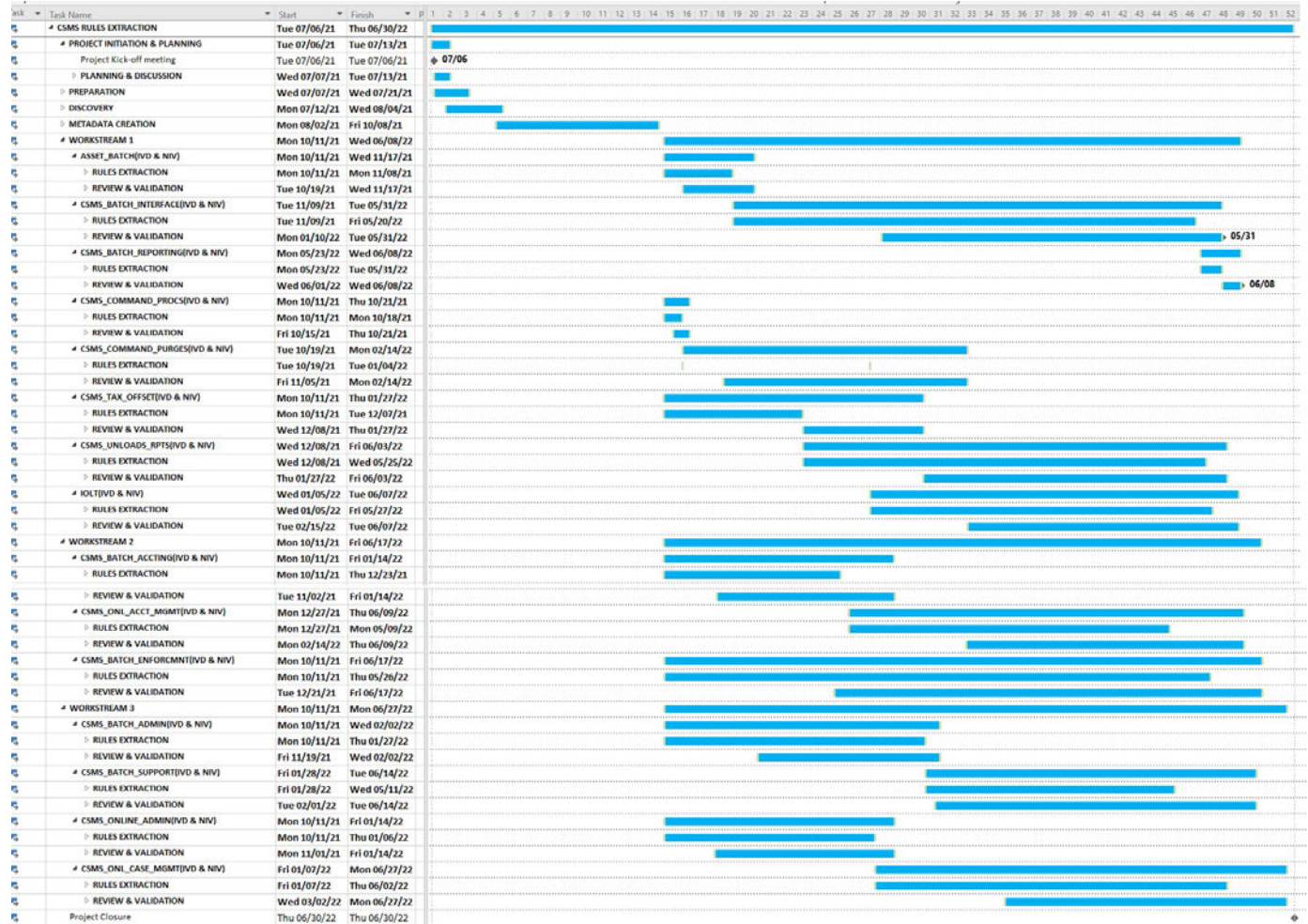


Figure 12: High-Level Project Timeline

The above timeline is based on the following rationale:

During the initial phase, we will develop an understanding of the CSMS system, the functional workflows, the inventory of COBOL programs under scope, and how the inventory can be grouped into work packages to be assigned to the project teams. Work packages represent functionally dependent set of programs delivering a certain user functionality through a specific Process Flow. Based on the information available in the RFP and the lines of code and their logical affinity, we have grouped the subsystems into three workstreams as follows; they go into the three servers:

Grouping of CSMS subsystems (IVD and NIV) for BRE analysis		
Workstream 1 (Server 1)	Workstream 2 (Server 2)	Workstream 3 (Server 3)
ASSETS_BATCH	CSMS_BATCH_ACCTING	CSMS_BATCH_ADMIN
CSMS_BATCH_INTERFACE	CSMS_BATCH_ENFORCMNT	CSMS_BATCH_SUPPORT
CSMS_BATCH_REPORTING	CSMS_ONL_ACCT_MGMT	CSMS_ONLINE_ADMIN
CSMS_COMMAND_PROCS		CSMS_ONL_CASE_MGMT
CSMS_PURGES		
CSMS_TAX_OFFSET		
CSMS_UNLOADS_RPTS		
IOLT		

Once the subsystems were grouped as above, the project effort estimation was done using the following rationale. The Effort estimation has three major components:

- a) Environment Setup and generation of Repositories
- b) Curation Effort
- c) USE CASE generation effort

a. Environment Setup

Effort has been taken for the management of the uploaded components and source inventory as they are being uploaded into the Repositories. We have considered a minimum of 3 servers. Hence, we have budgeted for 3 teams (one for each Server). This team will also extract the missing components list and will work with the IES team to complete the inventory

b. Curation Effort

The analysis of the data of the subsystems and their components indicates that there is a mix of components with varying sizes and complexities. Further there are three sub-systems with Online programs. Effort has been normalized based on the following factors:

- ... LOC size of the subsystems
- ... Functional affinity of the subsystems
- ... Online or Batch
- ... Similarity between IVD and NIV
- ... Potential complexity of the components
- ... Estimated time required for the IES SMEs to validate the business rules.

c. USE CASE generation effort.

Post the generation and validation of the Pseudo Code, effort has been considered for the creation of the USE CASE document. Based on the details provided by IES, there are 5,248 elements and each element may represent one Use Case. Again, the size, complexity, and functional affinity of the components have been considered in estimating the effort. The overall effort has been normalized across the various elements to get to the final effort.

2.2.4 Project Execution

Based on our experience with similar legacy modernization programs, we have proposed a 5-phase approach for the extraction of legacy rules from CSMS subsystems into Use cases as specified in the project scope. The five phases are:

- Preparation
- Discovery
- Metadata Creation
- Rules Extraction
- Review & Validation

Please Refer to section [# 2.1](#) for detailed description of the five phases.

2.2.4.1 Project Communication Management

SVAM has a ready to use Project Management SharePoint site that can be installed on an on-premise instance or can be accessed from the cloud. We can implement the SharePoint TeamSite on the cloud and provide access to IES staff. This will be in addition to our team's communications via emails. The goal with the TeamSite is to have a central location where all project documentation and important messaging elements (meeting agenda, minutes etc.) are stored and made accessible to the project stakeholders. Additionally, all updates and escalations will be documented and tracked on project management TeamSite. This solution will be used to manage the process described in [Deliverables Management Plan](#).

2.2.4.2 Deliverables Management Plan

The Deliverable Management Plan (DMP) describes how the project deliverables will be submitted, reviewed and approved, and includes how they and associated documentation will be submitted for review and acceptance by NYS. The DMP will include all templates and project management methodologies including agendas, minutes, utilization of Evolveware licenses, and required cadences. The DMP will include the process for deliverable submission, review (including timeframes) and approval, form and format for deliverable submission, and the escalation process to be followed if either party is not in compliance with the Deliverable Management Plan. Each project deliverable will pass through a set of review steps by SVAM QA Analyst where it will be checked for completeness and correctness, before submission to IES SMEs for review and approval. Once a deliverable is accepted, it will be stored in IES document repository and the IES SPOC (who may play the role of Document Owner or Document configurator) shall lock the document to prevent further editing without following a change management process. Our Deliverables Management approach is depicted in below figure.

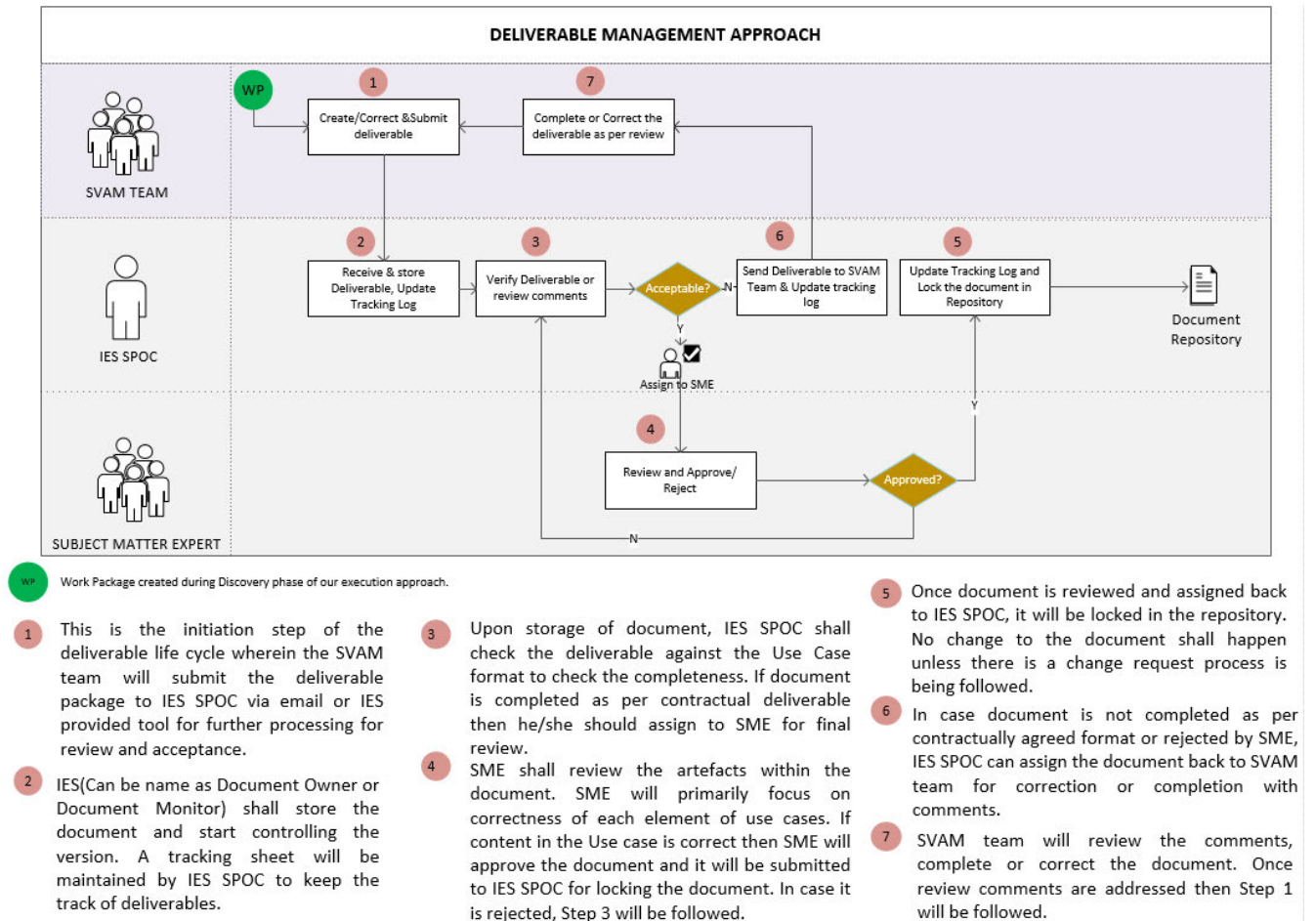


Figure 13: Deliverables Management Approach

2.2.4.3 Project Risk Management

SVAM will define a Risk Management Plan during the planning phase. SVAM Project Manager is responsible for identifying risks, classifying risks, analyzing to determine probability and impact, and creating mitigation plan. Some of the potential risks are:

Risk	Likely Consequences	Mitigation Plan
Delays in approving project artifacts, project decisions and project management processes	There will be an impact on the timeline and budget allocated to the project	SVAM is committed to meet the agreed timeline. To achieve this, we require quick approval and decision making. Project Steering Committee (PSC) will ensure timely approval of the project artifacts and make decisions within defined time.
Changes in Source code released to SVAM or inconsistency with Production version	It will impact the business rule extraction and documentation. SVAM team might fail to capture all the business rules of As-Is system, if there is gap between production version and shared version of Source code.	Shared code version should be replica of production equivalent and considered as baseline code for rules extraction/documentation. IES to enable SVAM and ensure that the production replica of the code is uploaded on the server.
Application access	SVAM team may not be able to verify the Use Cases and As-Is system documentation.	Access to Sandbox or equivalent application system may be provided to mitigate the risk of errors.
Information Security	Breach of information will have significant impact on client operations	A preventive measure will be taken by SVAM to protect the data of IES and ensure the confidentiality of individuals' data. Each employee will sign a non-disclosure agreement before they start working on this assignment.

2.2.5 Project Organization

Our Project organization is structured to facilitate the coordination and implementation of project activities. Our organization structure has a proven track record of effective delivery. It fosters interaction among team members and stakeholders.

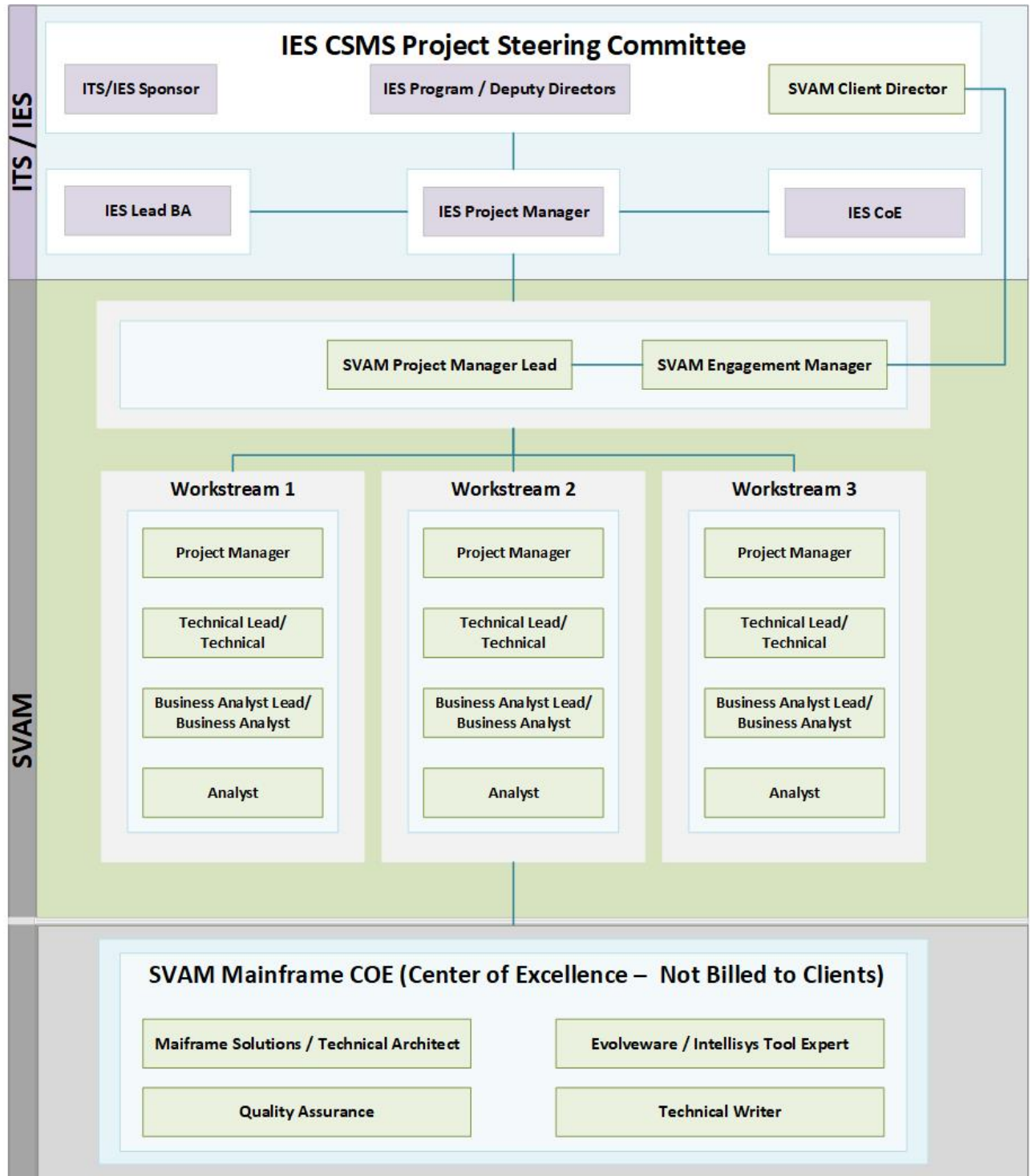


Figure 14: Project Organization Structure

2.2.6 Project Resource Plan

Our resource plan is based on the RFP requirements and will ensure that the objectives of the project and IES are met. As explained earlier, we have grouped the team under three workstreams (servers). The Project Manager Lead will have responsibility over all the three workstreams and be the SVAM point of contact for ITS/IES. Workstreams 1, 2 and 3 will each have a dedicated team including a Business Analyst Lead, Business Analyst(s), Technical Lead, Technical(s), Project Manager, and Analyst Key Personnel. In addition, SVAM has set up CoEs (Centers of Excellence) for various technologies/competencies; these are not billed to clients but are accessible by various project teams. The Mainframe CoE has Mainframe Solution/Technical Architects, Intellisys tool Experts, Quality Assurance analysts and Documentation writers. The goal is to achieve an optimal utilization of relevant resources and technical expertise to meet IES project requirements.

IES CHILD SUPPORT MANAGEMENT SYSTEM - RESOURCE PLAN														
Workstream(WS)	Resources	M1	M2	M3	M4	M5	M6	M7	M8	M9	M10	M11	M12	
	Project Manager Lead													
Workstream 1 (Server 1)	Business Analyst Lead													
	Business Analyst													
	Business Analyst													
	Technical Lead													
	Technical													
	Technical													
	Technical													
	Project Manager													
	Analyst Key Personnel													
Workstream 2 (Server 2)	Business Analyst Lead													
	Business Analyst													
	Business Analyst													
	Technical Lead													
	Technical													
	Technical													
	Technical													
	Project Manager													
	Analyst Key Personnel													
Workstream 3 (Server 3)	Business Analyst Lead													
	Business Analyst													
	Business Analyst													
	Technical Lead													
	Technical													
	Technical													
	Technical													
	Project Manager													
	Analyst Key Personnel													

Figure 15: Project Resource Plan

2.2.6.1 Project Steering Committee

Project Steering Committee (PSC) will consist of the Project Management members from ITS/IES and the Project Client Director from SVAM. The PSC will act to create the conditions for success for the project execution group and provide all necessary support to meet the objectives. It will provide direction to the project and make strategic decisions when required.

2.2.6.2 Suggested responsibilities of the Project Steering Committee include:

- Create the conditions for success for the project team
- Review pending and unresolved issues and provide decisions and/or take suitable actions leading to their resolution
- Identify and evaluate the changes to the scope and content of work during the project which may impact the baseline plan
- Monitor the fulfillment of contractual terms
- Compare project status against plan and direct corrective action to maintain progress
- Provide direction to the SVAM project team and coordinate with IES program manager
- Resolution of issues that might require changes to the contractual terms

2.2.6.3 Suggested responsibilities of IES include:

- Coordinate with SVAM's Project Manager in carrying out the project activities successfully through joint planning, scheduling, and prioritization of activities, risk management, project tracking and resolution of any issues
- Timely response for required approvals at various stages of the project
- Planning of committee meetings
- Project status meetings on weekly basis
- Support SVAM team to manage risks of the project

2.2.6.4 Responsibility Matrix

Key responsibilities of ITS/IES and SVAM are described below:

S#	Description of Work	Responsibility		Deliverables by SVAM
		SVAM	IES	
1	Identify project team consisting of Project Manager, point of contact and team members from SVAM.	✓		
2	Identify the project team consisting of single point of contact and other department members representing ITS/IES.		✓	
3	Provide access to project artefacts and ITS/IES facilities to SVAM team during project period.		✓	
4	Execute on Project requirements.	✓		
5	Provide clarifications to queries raised by SVAM team, when required.		✓	
6	Submit detailed project plan to IES.	✓		MPP
7	Submit Deliverables Management Plan	✓		DMP
8	Review and approve of detailed Project plan and Deliverables Management Plan		✓	
9	Track project schedule as per the agreed project plan.	✓		
10	Participate in meetings to review the progress of the project, discuss issues and concerns, and initiate corrective action, where required.	✓	✓	Minutes of meeting
11	Prepare all Use Cases and As-Is documentation as per project requirement	✓		Use Case documents and As-Is documentation
12	Project completion sign-off.		✓	

2.2.6.5 Approach to Project Reporting and Governance

As part of Project Reporting, SVAM Project Manager will maintain all meeting minutes and discussions pertaining to the project. The entire project team will use the following tools and techniques to ensure the overall success of this project:

- Weekly project status meetings / conference calls
- Weekly project status reports
- Meeting agendas / meeting notes
- Updated project plan / backlog of pending tasks
- List of issues/Risks in Issue/Risk register

Project Governance			
Mechanism	Frequency	Attendance	Topics
Executive Connect	Quarterly	Project Sponsors from ITS, IES, SVAM	Review Project Status Review Management concerns Plan Management actions
Steering Committee	Monthly	Senior Stakeholders from ITS, IES, SVAM	Project Status Project Metrics review Issues & Resolution Risks & Mitigation
Project Review meeting	Weekly	Project Managers and key team members from ITS, IES, SVAM	Project Status Issues & Resolution Scope, Cost, Schedule impacts Risks & Mitigation

2.3 Validation

The collection and evaluation of data from the various project phases/activities shall be used to establish the correctness and completeness of the deliverables. Intellisys provides lot of cross references to validate the business rules extracted. This can be done with several objects referenced by the Cobol programs and their traceability to the deliverables.

The [Deliverables Management Plan](#) describes the workflow for validation of the use cases. Objective of validation phase as follows:

- Review of Use Case elements.
- Atomicity of the Use Cases.
- Use Case alignment with the application workflow
- Ensure that Alternate workflows are covered
- If access is available to run time environment (say QA) of CSMS, we can check that the application workflows are captured correctly.

2.3.1 Project Closure

Upon completion of the various deliverables as mentioned in the RFP, and their approval by SME's, SVAM will hand over the same to IES. This will include the following artifacts:

- Microsoft Project Schedule (MPP)
- Deliverables Management Plan
- Finalized template for Use Cases.
- As Is system documentation generated by Intellisys tool.
- Approved and signed-off Use Case Documents for CSMS

2.4 Proposed Project Timeline

The proposed Project Timeline has been engineered considering the scope of the project and to ensure a manageable success in the execution of the same. The timeline echoes the Technical approach and its tasks and the Management approach to ensure a smooth execution of the project.

ID	Task Name	Duration	Predecessor	Start	Finish
1	CSMS RULES EXTRACTION	250 days		Tue 7/6/21	Thu 6/30/22
2	PROJECT INITIATION & PLANNING	6 days		Tue 7/6/21	Tue 7/13/21
3	Project Kick-off meeting	1 day		Tue 7/6/21	Tue 7/6/21
4	PLANNING & DISCUSSION	5 days		Wed 7/7/21	Tue 7/13/21
10	PREPARATION	11 days		Wed 7/7/21	Wed 7/21/21
16	DISCOVERY	18 days		Mon 7/12/21	Wed 8/4/21
23	METADATA CREATION	49 days		Mon 8/2/21	Fri 10/8/21
35	WORKSTREAM 1	166 days		Mon 10/11/21	Wed 6/8/22
36	ASSET_BATCH(IVD & NIV)	28 days		Mon 10/11/21	Wed 11/17/21
37	RULES EXTRACTION	21 days		Mon 10/11/21	Mon 11/8/21
44	REVIEW & VALIDATION	22 days		Tue 10/19/21	Wed 11/17/21
51	CSMS_BATCH_INTERFACE(IVD & NIV)	139 days		Tue 11/9/21	Tue 5/31/22
52	RULES EXTRACTION	133 days		Tue 11/9/21	Fri 5/20/22
59	REVIEW & VALIDATION	99 days		Mon 1/10/22	Tue 5/31/22
66	CSMS_BATCH_REPORTING(IVD & NIV)	12 days		Mon 5/23/22	Wed 6/8/22
67	RULES EXTRACTION	6 days		Mon 5/23/22	Tue 5/31/22
74	REVIEW & VALIDATION	6 days		Wed 6/1/22	Wed 6/8/22
81	CSMS_COMMAND_PROCS(IVD & NIV)	9 days		Mon 10/11/21	Thu 10/21/21
82	RULES EXTRACTION	6 days		Mon 10/11/21	Mon 10/18/21
89	REVIEW & VALIDATION	5 days		Fri 10/15/21	Thu 10/21/21

ID	Task Name	Duration	Predecessor	Start	Finish
96	▲ CSMS_COMMAND_PURGES(IVD & NIV)	80 days		Tue 10/19/21	Mon 2/14/22
97	▷ RULES EXTRACTION	52 days		Tue 10/19/21	Tue 1/4/22
104	▷ REVIEW & VALIDATION	67 days		Fri 11/5/21	Mon 2/14/22
111	▲ CSMS_TAX_OFFSET(IVD & NIV)	73.45 days		Mon 10/11/21	Thu 1/27/22
112	▷ RULES EXTRACTION	40 days		Mon 10/11/21	Tue 12/7/21
119	▷ REVIEW & VALIDATION	33.45 days		Wed 12/8/21	Thu 1/27/22
126	▲ CSMS_UNLOADS_RPTS(IVD & NIV)	122.05 days		Wed 12/8/21	Fri 6/3/22
127	▷ RULES EXTRACTION	116.55 days		Wed 12/8/21	Wed 5/25/22
134	▷ REVIEW & VALIDATION	88.8 days		Thu 1/27/22	Fri 6/3/22
141	▲ IOLT(IVD & NIV)	107 days		Wed 1/5/22	Tue 6/7/22
142	▷ RULES EXTRACTION	101 days		Wed 1/5/22	Fri 5/27/22
149	▷ REVIEW & VALIDATION	79 days		Tue 2/15/22	Tue 6/7/22
156	▲ WORKSTREAM 2	172.25 days		Mon 10/11/21	Fri 6/17/22
157	▲ CSMS_BATCH_ACCTING(IVD & NIV)	66 days		Mon 10/11/21	Fri 1/14/22
158	▷ RULES EXTRACTION	52 days		Mon 10/11/21	Thu 12/23/21
165	▷ REVIEW & VALIDATION	50 days		Tue 11/2/21	Fri 1/14/22
172	▲ CSMS_ONL_ACCT_MGMT(IVD & NIV)	115 days		Mon 12/27/21	Thu 6/9/22
173	▷ RULES EXTRACTION	93 days		Mon 12/27/21	Mon 5/9/22
180	▷ REVIEW & VALIDATION	82 days		Mon 2/14/22	Thu 6/9/22
187	▲ CSMS_BATCH_ENFORCMNT(IVD & NIV)	172.25 days		Mon 10/11/21	Fri 6/17/22
188	▷ RULES EXTRACTION	158 days		Mon 10/11/21	Thu 5/26/22
195	▷ REVIEW & VALIDATION	123.25 days		Tue 12/21/21	Fri 6/17/22
202	▲ WORKSTREAM 3	171 days		Mon 10/11/21	Wed 6/15/22
203	▲ CSMS_BATCH_ADMIN(IVD & NIV)	78 days		Mon 10/11/21	Wed 2/2/22
204	▷ RULES EXTRACTION	74 days		Mon 10/11/21	Thu 1/27/22
211	▷ REVIEW & VALIDATION	49 days		Fri 11/19/21	Wed 2/2/22
218	▲ CSMS_BATCH_SUPPORT(IVD & NIV)	96 days		Fri 1/28/22	Tue 6/14/22
219	▷ RULES EXTRACTION	73 days		Fri 1/28/22	Wed 5/11/22
226	▷ REVIEW & VALIDATION	94 days		Tue 2/1/22	Tue 6/14/22
233	▲ CSMS_ONLINE_ADMIN(IVD & NIV)	66 days		Mon 10/11/21	Fri 1/14/22
234	▷ RULES EXTRACTION	60 days		Mon 10/11/21	Thu 1/6/22
241	▷ REVIEW & VALIDATION	51 days		Mon 11/1/21	Fri 1/14/22
248	▲ CSMS_ONL_CASE_MGMT(IVD & NIV)	111 days		Fri 1/7/22	Wed 6/15/22
249	▷ RULES EXTRACTION	94 days		Fri 1/7/22	Fri 5/20/22
256	▷ REVIEW & VALIDATION	83 days		Thu 2/17/22	Wed 6/15/22
263	Project Closure	1 day		Thu 6/30/22	Thu 6/30/22

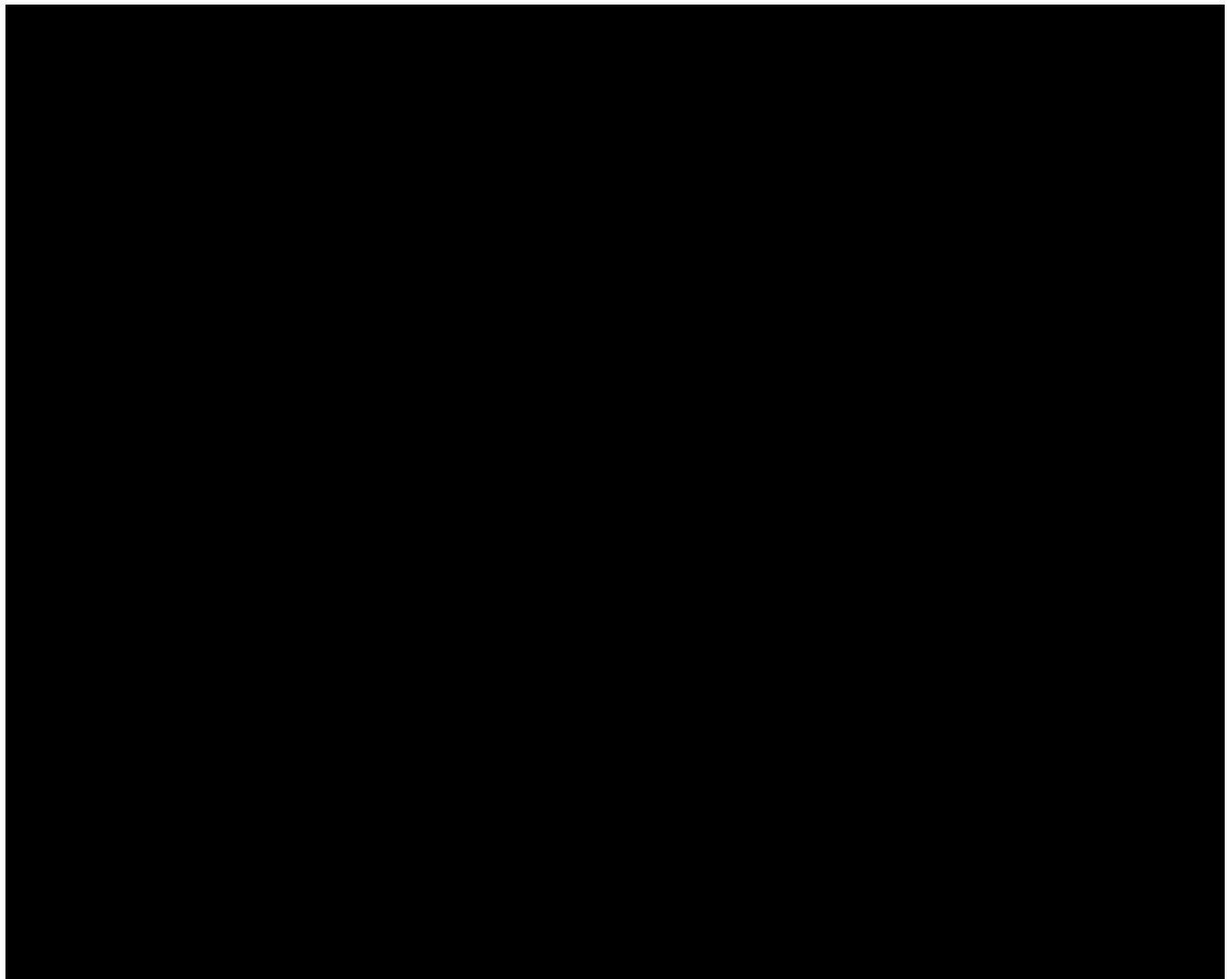
Figure 16 : Timeline Plan

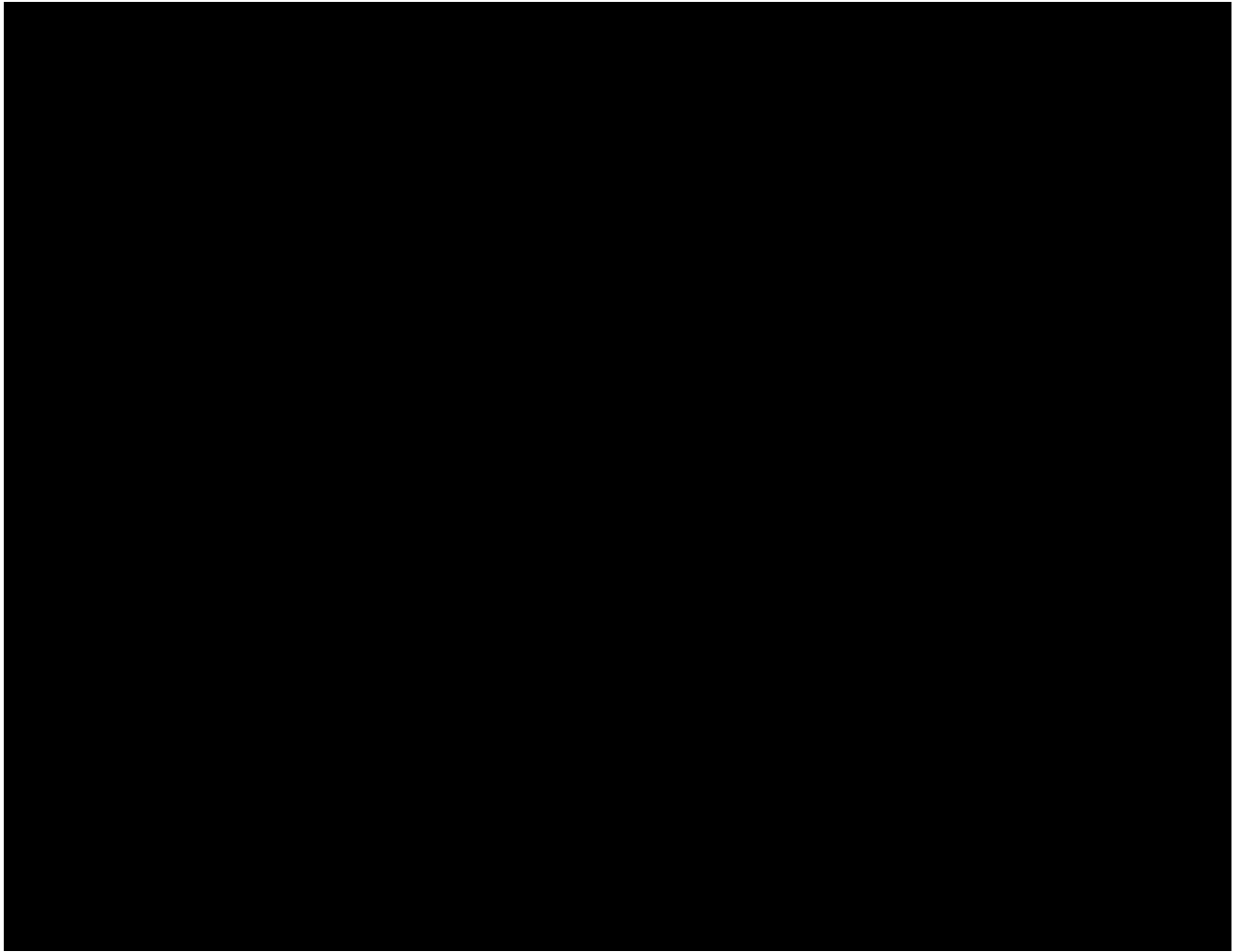
3 Section C: Staffing Management Plan

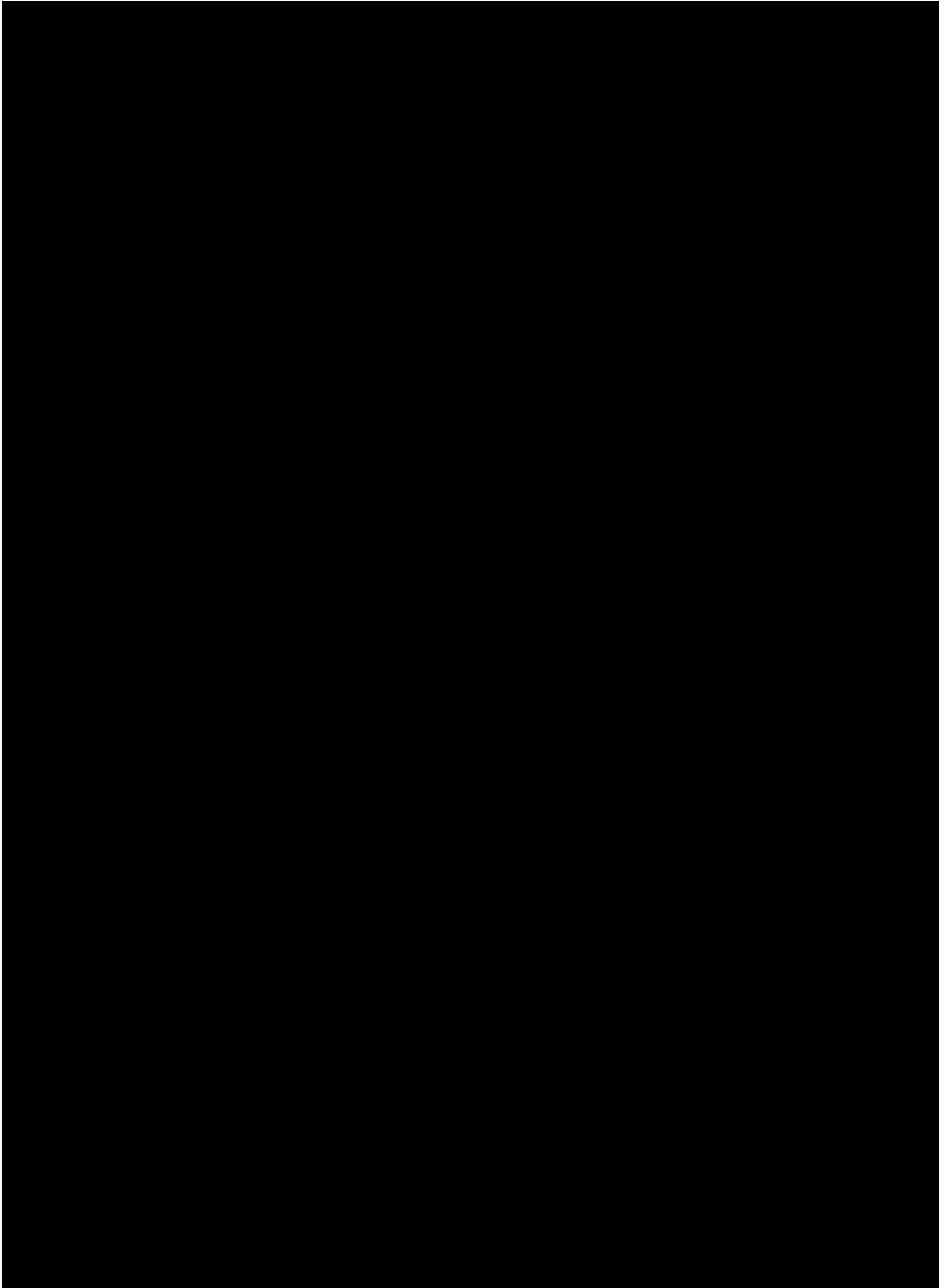
The purpose of the Staffing Management Plan is to ensure that the project has sufficient number of staff with the appropriate skills and experience to ensure successful delivery of the project deliverables and meet the stated objectives. The goals of the staffing plan are as follows:

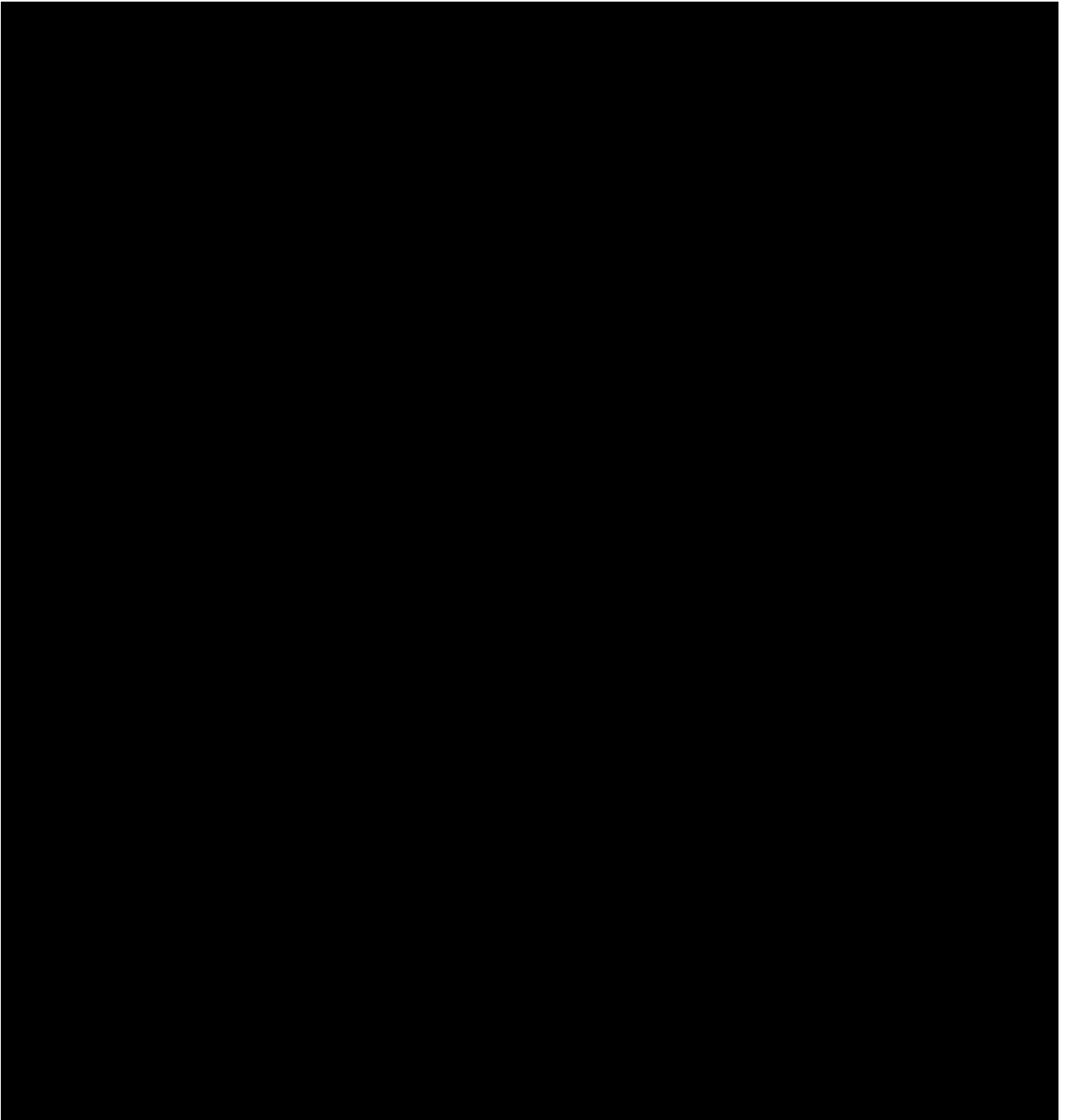
- Define a clear and detailed role/responsibility for the project team members.
- Ensure that the tasks assigned to the team members have a defined deliverable and timeline.
- In the event of staff attrition, ensure that there is no disruption to project progress and replacement is done quickly.
- Ensure necessary training is organized if any team member requires it.
- Ensure team motivation and dynamics.
- Project manager will monitor and record the progress of deliverables as per plan. In the case of any deviation from the project schedule, project manager will add more resources or re-schedule the plan without impacting final delivery timeline.

3.1 Role Requirement (Number of staff including Key Personnel and any support positions)









3.2 Project oversight – our hallmark to success

The proposed staffing management plan is built on the strength of SVAM experience over several similar projects, the adherence to PMP (PMBOK principles), CMMI guidelines, and TOGAF architecture. The executive management of SVAM will remain closely engaged with strategic initiatives like the CSMS program at ITS/IES and ensure that the client expectations are exceeded. In addition to regular weekly project status meetings, we host monthly steering committee meeting with key stakeholders. In addition, we have a quarterly call between the Client sponsor and the CEO of SVAM. We firmly believe that transparency and oversight at multiple levels is required for the success of large projects.

In addition to the project team, we will draw specialist support from CoEs (Centers of Excellence) set up by SVAM and shared across multiple clients. They are not billed to clients but ensure that we get the best of technology and processes to our clients. For CSMS project, the Mainframe CoE and Intellisys tool CoE will play a major role in providing the appropriate solution/technical architecture and tool expertise. We have also provided for EvolveWare consultant(s) to be part of the project team for a certain period to help the team.

3.3 SVAM Recruitment Process

SVAM follows a standard model for finding and hiring new employees. Typically, the ownership of the recruitment process resides within the Human Resources function, although we occasionally use third-party recruiting firms.

The following steps are followed in the recruitment process.

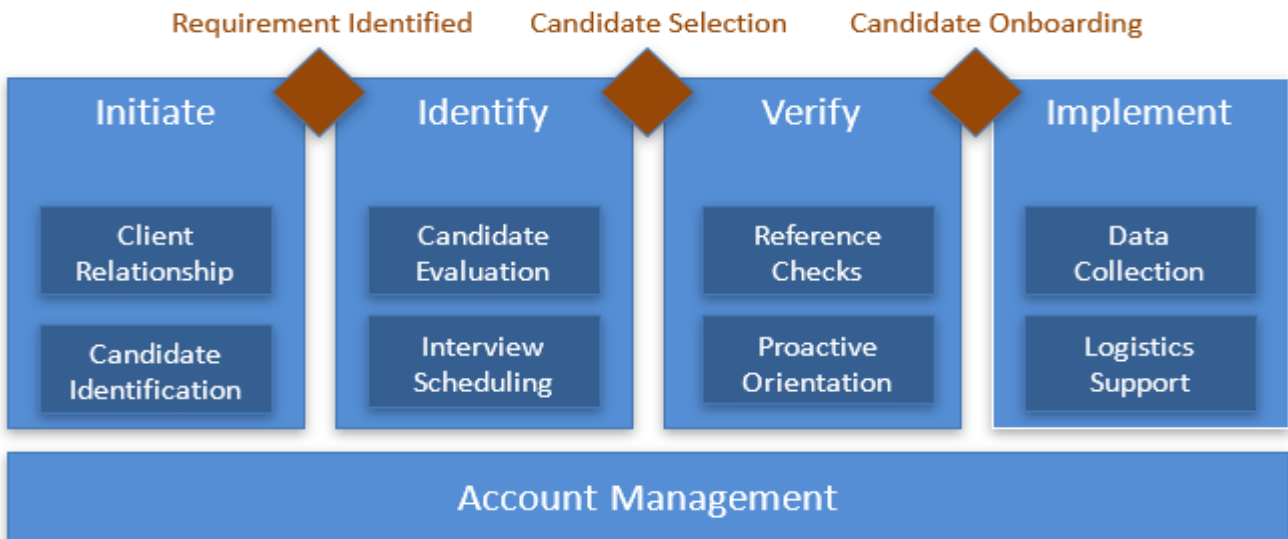


Figure 15: Recruitment Process

Our step-by-step recruitment process is as follows:

Initiate

- **Client Relationship** - Our team focuses heavily on creating and maintaining great relationships with our clients. The first step involves thoroughly understanding the job requirements, which includes but is not limited to technologies, soft skills, culture, and on the job expectations.
- **Candidate Identification** - The next step involves identifying appropriate candidates from our vast network. The team selects a 100% match from SVAM's network of 25,000+ candidates.

Identify

- **Candidate Evaluation** - The selected candidates are then put through a rigorous set of interviews that involve both HR and technical rounds.
- **Interview Scheduling** - Once we have the best candidates identified, they are presented to the client and/or the service delivery team. Interviews are then scheduled for the candidates selected by the client and/or the Service Delivery Team.

Verify

- **Reference Checks** - The candidates selected by the client and/or service delivery team are put through reference and background checks including drug/blood.
- **Proactive Orientation** - We conduct orientations of the candidates to ensure smooth and successful interviews and that candidates completely understand client's requirements. This allows SVAM's project team members to hit the ground running.

Implement

- **Data Collection** - We collect data on every consultant that helps us manage our recruiting methodology to better understand attrition, quality, and satisfaction.
- **Logistics Support** - Our team closely works with the selected candidate to provide any logistical support necessary to ensure there are no hiccups leading to the job start date.

3.3.1 Availability of SVAM's management team

For ensuring the success of the ITS contract, One of SVAM's management team executives will be closely monitoring the quality and delivery of our services. SVAM's President & CEO Anil Kapoor will be the Executive Sponsor for this contract.

3.3.2 Continuous training and support of employees and consultants

SVAM firmly believes that satisfied employees lead to satisfied customers. We do not place and forget. We leverage the entire SVAM organization by providing technical support, peer-to-peer mentoring and continual education for our teams to remain as effective as possible.

3.3.3 We establish continuous touch points to measure client satisfaction

We administer customer satisfaction surveys at regular intervals. The surveys essentially gauge client satisfaction regarding the recruiting process, candidate fit, his/her performance and any shortcomings.

3.3.4 We minimize attrition by ensuring the right fit

In our experience, vendors and clients experience unwanted attrition and lower than necessary performance when they rush into a candidate selection and try to "make it work." To avoid this, we train our account management and recruiting professionals to match the following:

- **The right role:** Attrition most often results when a consultant discovers that their skills are not the right match for the role. They become demoralized and lose interest, eventually leaving. To prevent this, we proactively screen the candidates and the client requirement to best suit both.
- **The right relationship:** Consultants, contrary to what some may believe, enjoy being part of teams and organizations. A feeling of support and connectedness is a very basic need, and one that keeps them interested in their assignment. Our account managers talk to their consultants assigned out in the field, at least weekly, to make sure they feel supported.
- **The right compensation:** As part of our methodology, we establish the optimal competitive market price for each consultant, without increasing the risk of their attrition later. There are also 'Project outcome-based bonuses', to retain and get the best output from the project resources. 'People are our primary asset' and we nurture them with short term and longer-term benefits. We also provide several opportunities for skill upgrade and career growth.



3.4 Key Personnel Management

SVAM has structured the delivery team into 3 work streams assigned to the 3 servers. The 5,248 elements of the CSMS system (IVD and NIV) will be distributed amongst the three work streams.

Each Work Stream is staffed by a Project Manager, Business Analyst Lead, Technical Lead, and Analyst. These leads will be assisted by Business Analysts and Technical (Cobol) resources. There is an overall Project Manager Lead shared across the three workstreams. For each role, key resources will be identified and for each key resource, we will identify a "second line" or 'shadow' resource as an understudy to the key resource. We have developed this 'Shadow resource' approach for project key resources, whose attrition/departure may impact project progress.

The 'Shadow' process works as follows:

The key SVAM person assigned to the IES project will have an offsite SVAM consultant of comparable skill set and who has been ramped-up on the project context (purpose, objectives, approach, and deliverables). The 'Shadow' may be working on another project or belong to SVAM CoE.

The Shadow consultant will stay reasonably current with the project plan, tasks, dependencies, and team communication. We recommend that the Shadow consultant is given access to project repositories so that he/she can be familiar with the work-in-progress and the work products. In some cases, the SVAM project team members may suggest to the project leadership that the Shadow consultant complete a small work deliverable to gain experience on the project artifacts. This transforms the Shadow's engagement from waiting to contributing.

In the event the key SVAM consultant leaves the project for any reason, the Shadow consultant would step in his/her shoes and join the project quickly. We normally maintain 5-10% Shadow consultants depending on the project technology, deliverables, and budget/timeline parameters.

3.5 Staff Replacement

SVAM has a rigorous process of onboarding employees but in certain cases, if employee is not performing as expected, a replacement will be initiated by Project Manager. A dedicated recruitment consultant will help identify, assess, validate, and recommend the right profiled candidate as a replacement. If employee has decided to exit, he/she needs to serve a contractual notice period mentioned in Employment contract. A proper transition plan will be created to ensure that knowledge is transitioned to the new staff. The stakeholders will be informed of the change and how knowledge transition is taking place.

3.6 SVAM's staffing plan is designed to ensure a successful project.

We designed our staffing process to improve on older, traditional models:

Activity	Traditional Models	SVAM Improvements
1. Readiness	No activity; reactive; scrambling and finding only the "nearest fit"	Proactive; knowing our network meets upcoming demands
2. Best Fit	Simple manual screening; a lot of client rejections	Three levels of automated screening; 12:1 ratio of resumes to candidates
3. Project Connection	Candidate presentment not managed well; ad hoc, uncomfortable process	Smoother, "no mistakes" process with properly oriented candidates
4. Follow Through	No activity; leave consultants and client	Remain engaged to ensure quality and satisfaction
5. Managing Performance	Disjointed process; no eye towards improvement	Single, rehearsed process, with monitors for progress and efficiency

4 Section D: Bidder Reference Form

Detailed below are three references to demonstrate our relevant experience. In the resumes, you will find several Unisys mainframe references for our consultants.

Bidder Project Reference #1	
Name of the Client Firm:	
Briefly describe the type and scope of services of the engagement.	
Was the engagement successfully completed on time and on budget? (if no, please explain)	
List any proposed key staff resources in the PBITS Mini- bid and their involvement in the past project:	
Engagement Budget:	
Engagement term:	
Reference Name and Title:	
E-mail	

Bidder Project Reference # 2	
Name of the Client/ Firm:	
Briefly describe the type and scope of services of the engagement.	
Was the engagement successfully completed on time and on budget? (if no, please explain)	
List any proposed key staff resources in the PBITS Mini-Bid and their involvement in the past project:	
Engagement Budget:	
Engagement Term:	
Reference Name & Title:	
E-mail Address:	

Bidder Project Reference # 3	
Name of the Client/ Firm:	
Briefly describe the type and scope of services of the engagement.	
Was the engagement successfully completed on time and on budget? (if no, please explain)	
List any proposed key staff resources in the PBITS Mini-Bid and their involvement in the past project:	
Engagement Budget:	
Engagement Term:	
Reference Name & Title:	
E-mail Address:	

5 Section E: Key Personnel Requirements

5.1 Project Manager Lead - Jai Bhimani

Project Manager Lead Job Function / Description: <ul style="list-style-type: none"> - Coordinates and delegates the assignments for the consultant project staff numbering over 20. - The focal point of contact for the requesting Agency regarding project status, meetings, reporting requirements, scope changes, and financial, administrative, and technical issues and concerns raised by consultant staff or Requesting Agency. 		Proposed Consultant Name: Jai Bhimani
Requirement 1: 8 years' experience desired in overseeing and managing medium to large scale projects comprised of sub-projects and distinct deliverables, often comprising a program with multiple work streams. Knowledge of the Project Management Body of Knowledge (PMBOK).		
Dates (month/year) of Experience:	August 2002 to December 2020	
Company Name(s):	Carnival Cruise Line	
Contact Name(s) and Title(s):	Ernesto Garcia, Supervisor, Carnival Cruise Line	
Contact email:	ernesto_garcia_064@yahoo.com (305) 586-9534	
Project(s) Name and Description: Description of Consultant's roles and responsibilities on the project(s) related to this requirement:	IT Applications Project Lead / Analyst and Project Coordinator <ul style="list-style-type: none"> • As the Project lead / Project Coordinator on the text notification enhancement, was assigned to implement changes to many internal UNISYS Clear Path 2200 COBOL applications. • Managed VB.NET applications, Web applications (using XML), and Mobile Web applications. • Led a team of UNISYS implementation managers, COBOL developers and Database Administrators, VB.NET developers, Web Methods developers and managers and the User Acceptance testing team. • Worked within the guidelines of an existing company contract with the vendor. Maintained constant communication between the Carnival team and the vendor. • These efforts produced such high-quality results that the vendor sent an appreciation letter to the Carnival upper management for the excellent project coordination and to continue the Carnival & vendor relationship. • As the Project Lead / Project Coordinator for the Early booking Automation enhancement, was assigned additional projects to design and implement changes to internal UNISYS Clear Path 2200 COBOL applications, VB.NET applications, and Web Applications (using XML). • The project was able to achieve a cost reduction by using 6 positions instead of the initial business estimate of 9 positions. 	

	<ul style="list-style-type: none"> • As the Project Lead / Project Coordinator for the FAX to Email marketing enhancement project, assigned to design and develop changes to internal UNISYS Clear Path 2200 COBOL applications (including SQL and RDMS), VB.NET changes and marketing Web applications (using JSON) • This project was to get customer documents created in a more modern fashion (Salesforce.com) instead of the old FAX server hardware. The applications converted thus far have produced high-quality results. • Implementation and Change Management tasks were conducted using ServiceNow (ITIL access). <p>SKILLS:</p> <ul style="list-style-type: none"> • UNISYS Clear Path 2200 (COBOL, DMS1100, DPS FORMGN, IPF, ECL, SQL, RDMS) • IBM 3090 (COBOL, CICS, DB2, TSO/ISPF, OS/MVS/JCL, DYL280) • UNIX (MICROFOCUS COBOL, PL/SQL with ORACLE database) • Project Methodologies: Initiation, Planning, Execution, Control, Closing, Project Tracking, and Communications • Problem Solving • Decision Making • Coaching / Mentoring • MS Office plus VISIO and PROJECT • Change Management (ServiceNow with ITIL access) • JAVA, Visual Basic • XML (for API) • JSON (for REST API) • COBOL to Web Methods Interface
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5.2 Business Analyst Lead - Ashoka Mandagere

Business Analyst Lead Job Function / Description: <ul style="list-style-type: none"> - Propose solutions based on customer needs and technical considerations. - Analyze job tasks, organizational structures, and user requirements to provide system-wide solutions. - Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, technology and current processes. 		Proposed Consultant Name: Ashoka Mandagere
Requirement 1: 8 years' experience desired with providing specialized knowledge of system requirements and programming specifications. Knowledge of the Business Analysis Body of Knowledge (BABOK).		
Dates (month/year) of Experience:	1978 - Present	
Company Name(s):	Carnival Cruise Line Dilutee and Touché Formula Consultants System One international Hindustan Aeronautics Limited	
Contact Name(s) and Title(s):	Bhogi Jayaram, Project Manager, Carnival Cruise Line	
Contact phone:	786-578-5474	
Project(s) Name and Description: Description of Consultant's roles and responsibilities on the project(s) related to this requirement:	Reengineering Billing Process involving IBM Fortran and COBOL DB2 Programs <ul style="list-style-type: none"> • Implemented the True-up processing system by completing the Business analysis, design, writing specifications and unit test plans for implementation. • Converted projected tax to actual tax calculations on the day before the cruise using data warehouse interface. • Designed a Target Offer System, Database Design, Program specification, test plans and led the development team to create a Cruise benefit initiative for profiled guests using embedded SQL with Data warehouse interface. • Member of Agile/ SCRUM eCommerce team, responsible for resolving issues and making incremental enhancements to Ecommerce as an Analyst and leading a team of developers for the backend processing. Dilutee and Touché, Napa Sonoma County, Sacramento, CA <ul style="list-style-type: none"> • Lead Analyst for Financial application for a Welfare system. • Successfully implemented the Financial & benefit verification module for California AFDC, Medicare, and Food stamps system. • Instrumental in rolling the welfare system to 28 Counties; it was a project with four international teams. SKILLS <ul style="list-style-type: none"> • UNISYS & IBM SOFTWARE development environment - Embedded SQL, UNISYS RDMS environment, RPG, DMS 1100, Mapper 4GL, ASCII DML COBOL, 	

	<p>FORTTRAN</p> <ul style="list-style-type: none">• SQL Database and VB (Visual Basic 6.0)• Microsoft Message queueing (MSMQ), XML, WEB-Methods• Scrum teams' functions• Pursuing BABOK• TFS and IBM Rational, Service Now• Microsoft Office and Visio• Document composing software "Dialogue" from HP• API with XML documentation and WEBM functionality and API testing• AWS Cloud Practitioner (Under training)• TERRAFORM• Quick Books• SQUARE• Emtex facility that enables printing from network• TSO/ISPF
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5.3 Technical Lead - Gary Sowada

Technical Lead Job Function / Description: <ul style="list-style-type: none"> - Leads or assists in the design of program specifications and the implementation of software solutions within a mainframe environment. - Assists with interpreting/translating COBOL code to non-technical business rule descriptions. - Provides specialized knowledge of complex customer processes and requirements and applies technical expertise to assist in defining, analyzing, validating, and documenting complex operating environments. 		Proposed Consultant Name: Gary Sowada
Requirement 1: 8 years' experience desired with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation and software conversions.		
Dates (month/year) of Experience:	Jun 1982 to Present (39 Years)	
Company Name(s):	Univac, Eagan, MN Sperry, Eagan, Minnesota JAT, Belgrade, Yugoslavia, Mexicana, Mexico City, Mexico Finnair, Helsinki, Finland Amadeus, Sophia Antipolis, France SAS, Copenhagen, Denmark Unisys, Eagan, Minnesota Board of Water & Light in Lansing, MI	
Contact Name(s) and Title(s):	Rod Davenport, Chief Information Officer, Board of Water & Light, Lansing, MI	
Contact email:	rod.davenport@lbwl.com 517-702-6333	
Project(s) Name and Description: Description of Consultant's roles and responsibilities on the project(s) related to this requirement:	<ul style="list-style-type: none"> • Developed and supported 24x7 Unisys Reservations and Cargo Production systems hosted on Unisys 2200 mainframes. • Worked with many Unisys products including EXEC, ECL, COBOL, C, MASM, DMS, RDMS, SQL, DPS, IRU, SSG, TTS, FREIPS, TPM, OpCon/xps & MQ Series. • Supported Unisys Cargo Production systems by troubleshooting issues, carrying a pager, performing database maintenance and customer service. • Supported the utility company's Unisys 2200 Customer Information System that was developed using UCOB and RDMS. • Worked with many Unisys products including EXEC, ECL, UCOB, RDMS, SQL, DPS, IPF, CTS, among others. • Installed the latest Unisys 2200 Airlines Reservations applications into Amadeus' production system. • Supported Unisys 2200 Reservations and Ticketing applications in a production environment by developing and maintaining them as required. 	

	<ul style="list-style-type: none"> • Trained local staff with the latest concepts of the airline's system by giving classes and providing one-on-one guidance. • Installed the latest Unisys 2200 Airlines Reservations middleware and message switching products into Finnair's existing production system. • Project lead for overall installation of standard airline products. • Installed the latest Unisys 2200 Airlines Reservations applications into Mexicana's new Reservation system. • Trained local staff with concepts of installed applications. • Installed the latest Unisys 2200 Airlines Reservations applications into Yugoslav Aero transport's new Reservation system. • Assisted in the conversion of Reservation PNR's from the existing system into Unisys standard format. • Researched the latest concepts in Database Management Systems as they relate to Defense Command and Control systems. • Composed extensive research paper and modeling tools that were the basis for next-generation database management systems for the Sperry defense industry. • Designed and implemented Computer-Aided Engineering on Unisys 1100 system that assisted design and material engineers in the defense industry. • Utilized standard Sperry (Unisys) products including EXEC, COBOL, DPS DMS 1100, IRU, DMU, IPF, etc. • Maintained well-established business applications including accounting, inventory, purchasing, etc. • Utilized standard Univac (Unisys) products including EXEC, COBOL, DPS, DMS 1100, IRU, DMU, IPF, etc.
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5.4 Analyst - Hari Babu Chidipotu

Analyst Job Function / Description: <ul style="list-style-type: none"> - Responsible for the quality of engagement milestones and deliverables. - Conducts analysis of deliverables to satisfy quality and acceptance requirements in Deliverable Management Plan, including but not limited to ensuring the deliverable is consumable and written in business terms. 		Proposed Consultant Name: Hari Babu Chidipotu
Requirement 1: 4 years' experience desired with specialized knowledge of system requirements and programming specifications. Analyzing job tasks, organizational structure, and user requirements to provide system-wide solutions. Applies analytical expertise to assist in defining, analyzing, validating, and documenting complex operating environments, states of technology and current processes.		
Dates (month/year) of Experience:	14 years	
Company Name(s):	Edward Jones, St. Louis, MO Broadcast Music Inc, Nashville, TN Bank of America Cap Gemini Tech Mahindra	
Contact Name(s) and Title(s):	Srinivas Indukuri	
Contact email:	615 830 3558 srini@insinfoservices.com	
Project(s) Name and Description: Description of Consultant's roles and responsibilities on the project(s) related to this requirement:	Edward Jones As a Consultant - Sr Programmer Analyst was responsible for Analysis, Design, Development, Testing, Implementing and Supporting various systems within Quotes and Trade Research area that acquires data related to Equities, Mutual funds, 401ks, Fixed income, Bonds, Treasuries, REITs, futures, currencies, Derivatives, Hedge funds, Global Markets from various vendors and maps to various Edward-Jones products and integrates with trading, accounting, and portfolio systems. Responsible for: <ul style="list-style-type: none"> • Requirements/Impact analysis • High and Low-level design and documentation • Code development using COBOL/DB2/IDMS/CICS/VSAM technologies. • Batch processing support and Data ingestion from various data servers and vendor databases, validations, cleansing and integrating to quotes databases. • CICS COMMAREA changes, Channels and Containers, implementation of TSQs, TDQs and daemon processing • Changed Distributed program interfacing using CTG comm-areas/TC/TR • Changed EXCI, MQ programs using zOS API • Changed CICS screens and exposed CICS modules as web services using Host Bridge interfacing • Collaboration with business users, vendors, DBAs/CICS Administrators as part of day-to-day workflow 	

- Unit, System Testing and validation process, Performance evaluation and implementing improvements.
- Worked on production abend analysis, resolution and Adhoc querying, reporting, DB updates in test regions.
- Implementation of changes as per defined change management process

Broadcast Music Inc, Nashville, TN

As a Consultant - Systems Analyst was responsible for systems analysis, rules extraction, coordination on requirements with business analysts and users, gap analysis, documentation, data mapping, test scenario/case preparations, data setup for testing, integration, test results validation and signoffs, batch jobs preparation & parallel testing of BMI royalty's collection and distribution systems. Part of BMI migration of the mainframe code to JAVA based SOA platform. As part of this initiative, **extracted the business rules from the existing code** and ported them to a new IBM ODM rule engine. The rules were validated against the existing system and tested to confirm the objectives are met.

Also responsible for BMI music royalties processing, payment system development and maintenance that includes both batch and online processing of complex calculations and integration effort with various open system upstream systems with the mainframe systems using the technologies COBOL, DB2, JCL, CICS, DFSORT, UNLOAD utilities, Data Stage. And on-call production support on a rotation basis

- SME for royalty distribution, accounting, and foreign processing
- Reverse engineering, Code Analysis and Translation document preparation.
- Part of the evaluation team to find a migration automation tool zeroed on Intellisys.
- Using Intellisys, Mainframe programs were analyzed to generate Business rules.
- Used Intellisys to generate JCL Workflow diagrams to describe the process flow.
- Used Intellisys to integrate the data dictionary, verbalization, and SME document preparation.
- Converted the extracted rules into business rules, validation rules, computation rules, data rules, orchestration rules and reporting rules.
- Business requirements gathering, impact analysis and Coordination with the business users.
- Business rule mapping to ODM rule engine using Intellisys and gap analysis.
- Created class diagrams preparation, interface analysis, design, and documentation.
- Parallel Test planning, execution planning, performance evaluation & Database query support
- Royalty distribution application maintenance and support.

Bank of America

As a Support Team Lead/Sr Analyst was responsible for Bank Card Center (BCC) production support team L2, L3 operations in the onsite model. Development in credit card billing systems (FM) and customer-facing systems like FFD, WCC, BACARDI.

- Managed the nightly batch cycles to ensure the SLAs are met.

	<ul style="list-style-type: none"> • Coordinating team meetings and status reports for LOB • Ensuring ITIL process adherence in all the L2, L3 activities of the production support cycle • Production ABEND triaging, resolution, tracking. • Process, performance improvement and reporting. • Change control. • Root Cause Analysis (RCA) and documentation. • Base Change proposal development (BCD) and documenting. • Change development, testing, test case development and review. • DB unload utility execution using utilities like FLOAD/MLOAD/FEXPORT for Bacardi • Extensively involved in creating SAS/Easytrieve reports for business user analysis. • Component packaging and implementation support. • Incident tracking and closure, Business review reports and statistics generation. • Gap analysis and the high-level design of the requirements, Low-level design, and documentation. • Code development, Unit, System & UAT test case preparation & execution • DB2 stored procedures development and integration • Worked on screen changes in fields in CICS and batch CICS/DB2. • CICS Web Services integration using MQ and RDZ. • Maintenance of existing Assembler modules • Responsible for Version control, movement of code and components from deployment area to integration system and production system • Worked on Production fixes - tickets. • Coordinated with the business users, front-end teams in closing the tickets. • Changed Assembler modules for the table base tables testing. • Handled scheduling changes in CA7 to view job details. • Performance monitoring, analysis, reporting & suggested design changes for performance improvement. • Implementation support and warranty period maintenance <p>Cap Gemini</p> <p>As a Team Lead maintained various projects as part of the TDI group. Was involved in various development and maintenance initiatives in financial, insurance and health care domains. Responsible for</p> <ul style="list-style-type: none"> • Requirement gathering, Conversion Requirement analysis and Impact Analysis, High level and low-level designing. • Work allocation, planning, coordination, meeting setups and reviews • Coding, testing and documentation, Data mapping and integrity maintenance. • Coordinated with LOB and created field mapping document from source to target system build. • Coordinated volume tests data preparation and completes the testing without performance issues.
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	<ul style="list-style-type: none"> • Worked on requests in streamlining new account opening process in mainframe so that it does not create incomplete account info in IMS DB. • Worked on requests aimed at enabling customers to sign account transfer agreements digitally, instead of downloading, signing, and sending them manually to ISRs. • Testing support, Defect resolution & Implementation support • Conversion tool enhancement, Performance process evaluation. • Coding conversion mapping modules and review • Unit testing and system test case documentation. • Written UNIX Shell scripts for the batch environment • Batch execution in UNIX environment. • Regression test support for acquirer module. <p>Tech Mahindra As a Software engineer involved in ECBR (enterprise customer billing solutions) team and responsible for enterprise application support which involves Executing system test cycles for different applications based on the timelines given by the client. Provide operational (Level 1) validations and maintaining the statistics.</p> <p>Responsibilities included:</p> <ul style="list-style-type: none"> • Coordinate SLA adherence as per the Batch flow diagrams provided. • Batch monitoring and milestones registration • Metrics collections and process improvement findings • Analysis and reporting • Co-ordinate the fix resolution with L2 teams • Regression test support for L2 teams and fix implementation
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5.5 Business Analyst Lead (2) - Brad Sweeny

<u>Business Analyst Lead (2)</u> Job Function / Description: <ul style="list-style-type: none"> - Propose solutions based on customer needs and technical considerations. - Analyzes job tasks, organizational structures and user requirements to provide system-wide solutions. - Applies analytical expertise to assist in defining, analyzing, validating and documenting complex operating environments, technology and current processes. 		Proposed Consultant Name: Brad Sweeney
Requirement 1: 8 years' experience desired with providing specialized knowledge of system requirements and programming specifications. Knowledge of the Business Analysis Body of Knowledge (BABOK).		
Dates (month/year) of Experience:	18+ years	
Company Name(s):	Hard Rock International Carnival Corporation OmniComm Systems Sheridan Healthcare Trafone Wireless SFN Group / Technisource Affiliated Financial Corporation (Mitsui Subsidiary) KOS Pharmaceuticals CVS/pharmacy Ness Global Services / Specialty Consultants	
Contact Name(s) and Title(s):	Will be furnished later	
Contact phone:	Will be furnished later	
Project(s) Name and Description: Description of Consultant's roles and responsibilities on the project(s) related to this requirement:	Hard Rock International, Davie, FL Business System Analyst Consultant September 2015 to Current <ul style="list-style-type: none"> • Was responsible for documenting the process and data flows when a customer Opts-In or Opts-Out of marketing communication. Created Confluence pages that detailed each process where a customer can Opts-In or Opts-Out of marketing communication. • Created Visio Flow Diagrams of the Acoustic Marketing Email Process to show how it functions. • Developed recommendations for improving the tracking of customer preference data. • Created business requirements for various marketing initiatives. 	

	<p>Carnival Corporation, Miami, FL Senior Technical Business System Analyst / Project Manager June 2015 to July 2020</p> <ul style="list-style-type: none"> • Created a new Business Requirement Document template that is used throughout the corporation. • Was responsible to produce business requirement documents and technical design documents for the Carnival mobile app that targets marketing initiatives to consumers for future cruise purchases, activities/packages they can purchase before their cruise, and activities/packages they can purchase during their cruise based on their past cruise experiences. • Created the requirements to integrate the business intelligence data from the Data Warehouse into the Carnival mobile app. • Gathered the requirements from accounting to develop a new process for approving and tracking all capital expense projects over \$1M. A new custom system was created that interfaced with Oracle Financials. • Worked with the Revenue Planning Group to develop Tableau dashboards to manage and track booking revenue. • Gather the requirements for a data warehouse environment that allows call center management to track, manage, and review the various calls coming into the call center. Developed Visio diagrams to show how various calls come into the call center and get routed to the appropriate team to handle the call. • Was responsible to gather requirements for automated reporting of human resource data for the Human Resource Department. • Project managed all large data warehouse projects. Created Project Charters, RACI Charts, Projects Plans, Status Reports, and Project Closure Documents. • Developed and executed a plan to implement data archiving using Informatica within the Data Warehouse. This involved working with each business area. This project led to creating Data Governance Policies. • Was the lead for implementing GDPR (General Data Protection Regulation) and CCPA (California Consumer Protection Act) consumer protection rights. This involved understanding the laws, developing requirements, creating Visio flow diagrams, building technology for the consumer to execute their rights, and reporting. <p>OmniComm Systems, Sunrise, FL Business Analyst Consultant September 2014 to May 2015 (End of Consulting Project)</p> <ul style="list-style-type: none"> • Responsible for producing the business and functional requirement documents and system design documents for 6 new product enhancements and a new user interface. • Gather requirements for a new patient data entry mobile app that allowed both patients and doctors to monitor statics during each phase of a drug trial. • Managed and planned the design and implementation of a new user interface, foreign language enhancement, and an electronic exchange of operational data between systems. • Responsible for the management of the product builds using TFS.
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- Built data models using Visio to display workflows.
- Made presentations to clients on the functionality of the new product enhancements.

Sheridan Healthcare, Sunrise, FL

Manager BI Data Warehouse and Health Information Exchange January 2012 to July 2014 (Company was acquired)

- Used the Agile Methodology to manage the design and development of the BI Data Warehouse utilizing MS SQL 2012.
- Responsible for producing business and technical specification documents for the BI Data Warehouse.
- Designed the interface architecture using SSIS of the clinical systems into the BI Data Warehouse.
- Designed the exchange of Anesthesia, Radiology, Neonatology, and Emergency data using SSIS from the HIE Database to the Billing System and BI Data Warehouse.
- Developed test plans for each Sprint Release.
- Created training documents and trained business users on using BI self-service analysis and reports.
- Responsible for the design and development of the HIE (Health Information Exchange) system. This was a custom C# .net system.
- Project Managed the interfacing of 260 healthcare facilities into the HIE.
- Created a Data Dictionary for the HIE Database and the Data Warehouse to show where data is stored and field definitions.

Tracfone Wireless, Miami, FL

Consultant October 2011 to January 2012 (End of Consulting Project)

- Built business modules and reports to analyze the performance of contracts.
- Designed and created tables that show various views of data to allow the business to conduct analysis.
- Created training and support documents to produce and support the reports I developed.
- Developed and produced tracking scorecards for merchandising and retail initiatives.
- Conducted data audits to verify business rules.

SFN Group / Technisource, Ft. Lauderdale, FL

Project Manager October 2010 to October 2011 (End of Consulting Project)

- Gathered, audited, and validated statistical and operational data for client implementations and integrations across functional teams.
- Managed IT client technology integrations using Microsoft Project for pay and bill system data loads, electronic invoicing, and other advanced invoice related report requirements.
- Responsible for managing project financials.
- Developed tracking scorecards for specific company initiatives.
- Analyzed multiple variables and advised leadership on data interpretation for operating or strategic plans.
- Managed report development for internal management and acted as a liaison for interpreting data, answering questions, and resolving problems.

	<p>Affiliated Financial Corporation (Mitsui Subsidiary), Sunrise, FL Manager IT Applications May 2007 to September 2010 (Company was acquired)</p> <ul style="list-style-type: none"> • Functional responsibility for all IT day-to-day operations. • Work closely with COO and other members of the executive team in developing and implementing all strategic initiatives. • Analyzed various operating functions including credit evaluation, information technology deployment, and portfolio servicing. • Gathered the requirements and designed a loan origination decision engine application. • Responsible for successful migration of data from AS400 to new SQL Server database. • Led the requirements gathering and design of new database including the rollout of a corporate data warehouse utilizing MS SQL 2005. • Designed OLAP cubes and reports. • Implemented SAP (general ledger), Power Olap (reporting software), and Altigen (voice over internet phone system). <p>KOS Pharmaceuticals, Weston, FL Senior Business Analyst November 2006 to April 2007 (Company was acquired)</p> <ul style="list-style-type: none"> • Implemented Hyperion as the financial reporting system. • Designed Essbase cubes and reports. • Performed and automated the daily and monthly reconciliation activities. • Troubleshoot Hyperion and interfacing Excel software issues. • Supervised all Hyperion database maintenance activities. • Worked with business units on developing the organizational budget. <p>CVS/pharmacy, Woonsocket, RI Senior Business Analyst May 2005 to October 2006 (Moved to Florida)</p> <ul style="list-style-type: none"> • Senior member of the pharmaceutical group. • Developed models used to analyze pricing and purchasing conditions for bids on generic pharmaceutical products. • Was responsible for scheduling, organizing, and working with pharmaceutical companies in completing a financial reconciliation. • Produced, analyzed, and summarized monthly store compliance reports for senior management. • Assisted in the strategy and development of our business unit's budget. • Worked directly with pharmaceutical companies on pricing and product issues <p>Ness Global Services / Specialty Consultants, East Providence, RI Consultant February 2003 to April 2005 (End of Consulting Project)</p> <ul style="list-style-type: none"> • Played a key role for implementing Oracle as a database, processing tool, and as an analysis tool. • Developed rules and procedures within Oracle for the service department allocations. • Implemented Essbase as a reporting tool and designed reports. • Developed forecasting modules to analyze various conversions. • Created before and after flow charts of operating areas.
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- | | |
|--|---|
| | <ul style="list-style-type: none">• Developed a database from the Data Warehouse for management to see different categories of project-based reporting for their department by creating queries, pivot tables, analysis tables, and graphs. |
|--|---|

5.6 Technical - Gaurav Sharma

Technical Job Function / Description: <ul style="list-style-type: none"> - Leads or assists in the design of program specifications and the implementation of software solutions within a mainframe environment. - Assist with interpreting / translating COBOL code to non-technical business rule descriptions. - Provides specialized knowledge of complex customer processes and requirements and applies technical expertise to assist in defining, analyzing, validating and documenting complex operating environments. 		Proposed Consultant Name: Gaurav Sharma
Requirement 1: 8 years' experience desired with writing application software, data analysis, data access, data structures, data manipulation, databases, programming, testing and implementation, technical and user documentation, and software conversions.		
Dates (month/year) of Experience:	15 years	
Company Name(s):	Tata Consultancy Services Carnival Cruise Lines Western Union	
Contact Name(s) and Title(s):	Venkat Rao Kolluru, Associate Manager, Western Union	
Contact email:	Venkat_koluru@hotmail.com	
Project(s) Name and Description: Description of Consultant's roles and responsibilities on the project(s) related to this requirement:	<ul style="list-style-type: none"> • One of the members of SME Pool which is a key team of 1 Platform Core Modernization. • Working as Mainframe SME with cloud overview. • Guiding migration teams in building correct and detailed FSD based upon which detailed TDD and future stack development is happening. • Guiding multiple WU Internal Teams to make them ready for Day 2 operations once the Migration effort is done. • Led Development Team for Multiple BAU Enhancements on Unisys Applications under Money Transfer Umbrella • Extensive Design and Development experience on Unisys Applications using Unisys COBOL, DMS, RDMS, SQL, ECL, DPS (FORMGEN), MAPPER, TIP, IPF, QLP, IQU • Was involved in the resolution of Critical/High Priority Production Accounting Issues in tight SLA guidelines • Prepared Business requirement documents (BRD) for multiple projects in the Accounting area where I was directly involved with business users for better understanding and analysis of the desired requirement. • Effectively managed Incidents and Change Requests being worked on by me 	

	<p>and my team using Client’s Incident Management Tool (HEAT) and Issue Log Tool (Rational Clear Quest).</p> <ul style="list-style-type: none"> • Involved in the Design/Effort Estimation process of new projects for which I created high-level and detailed design documents. • Followed Comprehensive review process of all deliverables to ensure that all deliverables are satisfying business objectives as well as following the guidelines and standards. • Developed many Performance Improvement Initiatives for Accounting: <ol style="list-style-type: none"> 1) Batch Process for Automated Credit Card Denial Processing so that only genuine request remain there in Denial Queue for user processing which reduced Denial Queue traffic by 80% 2) Worked on Mass Cancellation and Mass Refund process to make them completely automatic with majority control in the user's hand. 3) Developed many such processes in the field of Voyage Accounting, Refunds, Credit Card, Collections and Airline Accounting. • Assisted in development of new functions in Cruise Lines Accounting: Payments (Credit Card, ACH, Wire), Chargeback, Refund, Settlements, Billing, Collections • Worked with Credit Card Issuers on Settlement Version Compliance • Conducted knowledge sharing sessions based upon functional/ technical aspects for new as well as existing team members. • Monitored SLA’s of all incidents being worked upon by the Unisys Support team. • A key member of the Design and Development Team of Near Real Time (NRT) Services which was the steppingstone of this legacy migration. This migration is 90% complete. <p>SKILLS</p> <ul style="list-style-type: none"> • Certified AWS Solution Architect and AWS Cloud Practitioner • Certified ScrumMaster • Programming Languages: Unisys COBOL 85 • ECL (Executable Control Language) to run Unisys Batch Process • Databases: DMS, RDMS • TIP (Unisys Online) • DPS (Unisys Screen Design for TIP Interface) • SQL, CDML (Data Manipulation Language) • Core Java and Servlet Basics • Expertise in Analyzing, Designing and Developing Solutions for Unisys Mainframe-based Applications. • Expertise in Business Function re-engineering, Business Analysis, Client Communications, Project Management
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5.7 SVAM Engagement Manager - Purna Movva (Not billed to CSMS project)

Years of Experience:	35+ years
Company Name(s):	Department of Environmental Protection, NYC Bank of Montreal The Globe and Mail NCR, Mississauga
Contact Name(s) and Title(s):	Will be furnished later
Contact phone:	Will be furnished later
Project(s) Name and Description: Description of Consultant's roles and responsibilities on the project(s) related to this requirement:	<p>DEP, City of New York, Applications Development Manager May</p> <p>1997 to date Responsibilities</p> <ul style="list-style-type: none"> Providing technical leadership to 20 Customer Information System (CIS) applications development staff, supporting the on-line activities and the nightly billing and batch processes, and meeting the bureau's programming needs. The CIS application has a few million lines of COBOL code with 1,300 programs for both Batch and Online CICS screens. Over the years delivered major enhancements to CIS starting with Conversion of 100,000 accounts to IBM Mainframe CIS system from an outside database; CIS Y2K compliance; CASS certification; and monthly maintenance enhancements, Payment Incentive Programs, Annual Lien Sale Programs, Paperless Billing, Discounts for Direct Debit, Bulk Data Extracts from the AMR database, Conversion to Multi-Family Conservation Program, Payment Agreements, Mobile Apps for water On The Go, Procurement And Contract Management System (PACT), Green Infrastructure System , and Grievance Tracking system. For past few years, we have analyzed the legacy code and developed the CIS-NG using current modern technologizes as a user-friendly application that serves all customer service personnel related to the New York City's DEP (Department of Environmental Protection) and Water System. The DEP ensures that all residents and businesses of New York City, the most populous city in the country, are given access to clean and safe drinking water that is world-renowned for its quality. Neighborhoods in New York City receive their drinking water from reservoirs of the Catskill System and Delaware Systems, located west of the Hudson River. Each day, more than 1 billion gallons of fresh, clean water is delivered from these large upstate reservoirs to the homes and businesses of nearly 9 million customers throughout the city ii. The DEP's water system also filters through and treats 1.3 billion gallons of wastewater and stormwater daily. This polluted water ultimately flows into NYC's sewer system, which is also maintained by the DEP iii. Most businesses and private residents of NYC are billed by the DEP for their consumption of water. The user-friendly features of the CIS-NG application allow a DEP

	<p>employee to bill customers based on their usage as well as implement services that are related to the management of customers' accounts, account receivables, and the maintenance of utilities.</p> <ul style="list-style-type: none"> • Managed the implementation of the automated meter reading system (AMR) to increase billing accuracy which has led to the significant improvement in customer service and billing practices by providing more robust, accurate and easily accessible information available to all 834,000 water and sewer account holders throughout the City. • Managed the implementation of a web-based application for AMR-installed customers and property managers to view and manage their consumption on a daily, weekly, monthly, and yearly basis. This application will be made available to residents of each borough on a rolling basis as long as an AMR device has been installed on the property • Managed the Leak Detection project which sends an email alert to customers when the water consumption is significantly higher than their normal consumption pattern • Instrumental in building Browser-based Applications to simplify complex and manual oriented tasks to improve efficiency of BCS staff. With a single browser interface, the end user from the desktop computer accesses data from the mainframe and the server-based applications. Some of the applications are problem tracking system; appointments system; easily readable browser-based CIS application; and a robust collection system. Productivity improvements are equivalent to about 100 FTEs. • • Managed all aspects of the software development cycle following industry standard guidelines. Well versed in Web development environment and tools including Visual Studio, IIS, ASP, VBScript, Visual Source Safe, XML, JavaScript, HTML, Visual Basic and UDB. <p>BANK OF MONTREAL</p> <ul style="list-style-type: none"> • Interact with managers in Electronic Banking and Systems Operations in the planning, development and implementation of system changes. • Manage production support and maintenance to EFT/POS systems • Co-ordinate the immediate addressing and rectifying of critical application problems. • Utilize strong technical and analytical ability to produce effective business solutions. • Responsible for establishing and maintaining effective working relationships with customers, vendors and external consultants, as well as internal staff. • Implemented various productivity improvements: Automated Test Facility, System Documentation in Hypertext, Automated Quick Fix Forms, Applications in Lotus Notes. • Represent the Bank at Interac Technical Committee. • Functional responsibilities for staff of 18 analysts and programmers in the EFT/POS group. Plan and arrange courses to improve staff skills and effectiveness.
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	<p>Project Manager: 1986 to 1988</p> <ul style="list-style-type: none"> • Provided project management to MasterCard, Merchant release with 15 people. • Provided project management to MasterCard, Data Capture releases with 15 people. • Worked effectively at all levels of organization to achieve project goals. • Delivered PRC presentations. • Hands-on management style. • Support Manager of 12 different systems. • Very responsive to customer requests - received numerous appreciation notes from them. <p>Staff Systems Designer: 1984 to 1986</p> <ul style="list-style-type: none"> • Developed design for Affiliate Expansion, Foreign Currency Conversion, Inet Settlement. • MasterCard capacity enhancements seldom missed most unreasonable schedules. <p>Senior Systems Designer: 1982 to 1984</p> <ul style="list-style-type: none"> • Support coordinator, Designer for Banknet Authorization Projects. <p>Senior Programmer: 1981 to 1982</p> <ul style="list-style-type: none"> • Lead Designer for MasterCard re-write • Learned a great deal about Quick Fix and Emergency Quick Fix methodology. <p>Programmer: 1978 to 1980</p> <ul style="list-style-type: none"> • As a member of the MasterCard team - gained programming skills and business expertise in Interest Calculations, Authorization Criteria. <p>ADDITIONAL WORK EXPERIENCE</p> <p>THE GLOBE AND MAIL, Toronto, Ontario: 1977 to 1978, Applications Programmer NCR, Mississauga, Ontario: 1975 to 1977</p>
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**NEW YORK STATE OFFICE OF INFORMATION TECHNOLOGY SERVICES
EMPIRE STATE PLAZA, SWAN STREET BUILDING, CORE 4, 2ND FLOOR, ROOM 2404
ALBANY, NY 12223**

MINI-BID # ITS-PBITS-2021-41SM

CHILD SUPPORT MANAGEMENT SYSTEM LEGACY RULES EXTRACTION

**CONTRACT CATEGORY: PROJECT BASED INFORMATION TECHNOLOGY
CONSULTING SERVICES**

GROUP: 73600 --- AWARD NUMBER: 22772

FIXED-PRICE BASIS ONLY

Lot No. 2

ADMIN/FINANCIAL PROPOSAL

SUBMITTED BY:

Tim Chaudhry



233 East Shore Road, Suite 201













Great Neck, NY 11023

516-466-6655 Ext 205

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Attachment 1 – PBITS Submission Checklist

Admin/Financial Proposal	Check for Yes	Notes
Title Page and Table of Contents		
Attachment 1 – PBITS Submission Checklist <i>(This form must be submitted with the proposal, and be signed by the vendor)</i>		
Attachment 2 – Non-Collusive Bidding Certification <i>(This form must be submitted with the proposal, signed and notarized by the vendor)</i>		
Attachment 3 - Subcontractor Information		
Attachment 4 – Form A/B Consultant Disclosure <i>(Form A is to be submitted with proposal; Form B is for reference)</i>		
Attachment 5 -PBITS Financial Response <i>(Contractor must fill in Bidder Legal Name, Equivalent Vendor Title, Total Hours, Not-to-Exceed NYS Contract Hourly Rate, and Total Min-Bid Hourly Rate. Deliverable Summary will auto-populate, no information should be entered on this tab.)</i>		
Attachment 8 – PBITS Non-Disclosure Agreement		
Attachment 9 - FTI Appendix 2017		
Attachment 10 - NYS DTF Tax form 202		
Attachment 12- SDVOB Utilization Plan		
Attachment 13 - Sexual Harassment Prevention Certification		
MWBE & EEO COMPLIANCE FORMS: <ul style="list-style-type: none"> • MWBE 100 Utilization Plan • EEO-100 Staffing Plan • EEO-101 Work Force Utilization/Diversity Report • MWBE Equal Employment Opportunity Form 4 <i>(All forms listed must be signed by the vendor and submitted)</i> <p>ALL FORMS ARE AVAILABLE AT: https://its.ny.gov/minority-and-womens-business-enterprise-mwbe-supplier-diversity-program </p>		

Proof of all required Insurance <i>(Proof of insurance is provided on the insurance matrix from OGS, ITS does not have any additional insurance requirements.)</i>	<input checked="" type="checkbox"/>	
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Technical Proposal	Check for Yes	Notes
Attachment 6 – PBITS Technical Response <i>(This form must be submitted as part of the proposal; signed and notarized by the Bidder. The Bidder must submit items A, B, C, D, and E listed below in the sections located in Attachment 6.)</i>	<input checked="" type="checkbox"/>	
Section A: Experience and Qualifications <ul style="list-style-type: none"> Executive Summary Company Background 	<input checked="" type="checkbox"/>	
Section B: Project Technical Approach, Proposed Project Work Plan and Timeline <ul style="list-style-type: none"> Project Technical Approach Proposed Project Work Plan Proposed Project Timeline 	<input checked="" type="checkbox"/>	
Section C: Staffing Management Plan	<input checked="" type="checkbox"/>	
Section D: Bidder Reference Form	<input checked="" type="checkbox"/>	
Section E: Key Personnel Requirements	<input checked="" type="checkbox"/>	

The selected Vendor will be required to submit the following form before services can begin:

Exhibit 1 - NDA Onboarding <i>(This needs to be filled out by vendor and signed and notarized after an award is made prior to the consultant/s starting work)</i>	<input type="checkbox"/>	
Exhibit 14 – OTDA Non-Disclosure Agreement <i>(This needs to be filled out by vendor and signed and notarized after an award is made prior to the consultant/s starting work)</i>	<input type="checkbox"/>	

Name of Bidder (Firm Name): SVAM International Inc.

Name of Signatory: Anil Kapoor

Title of Signatory: President & CEO



Signature

04/27/2021

Date

Attachment 2 – Non-Collusive Bidding Certification

NON-COLLUSIVE BIDDING CERTIFICATION REQUIRED BY SECTION 139-D OF THE STATE FINANCE**LAW**

SECTION 139-D, Statement of Non-Collusion in bids to the State:

BY SUBMISSION OF THIS BID, BIDDER AND EACH PERSON SIGNING ON BEHALF OF BIDDER CERTIFIES, AND IN THE CASE OF JOINT BID, EACH PARTY THERETO CERTIFIES AS TO ITS OWN ORGANIZATION, UNDER PENALTY OF PERJURY, THAT TO THE BEST OF HIS/HER KNOWLEDGE AND BELIEF:

1. The prices of this bid have been arrived at independently, without collusion, consultation, communication, or agreement, for the purposes of restricting competition, as to any matter relating to such prices with any other Bidder or with any competitor;
2. Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other Bidder or to any competitor; and
3. No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

A BID SHALL NOT BE CONSIDERED FOR AWARD NOR SHALL ANY AWARD BE MADE WHERE [1], [2], [3] ABOVE HAVE NOT BEEN COMPLIED WITH; PROVIDED HOWEVER, THAT IF IN ANY CASE THE BIDDER(S) CANNOT MAKE THE FOREGOING CERTIFICATION, THE BIDDER SHALL SO STATE AND SHALL FURNISH BELOW A SIGNED STATEMENT WHICH SETS FORTH IN DETAIL THE REASONS THEREFORE:

Subscribed to under penalty of perjury under the laws of the State of New York, this
26th day of April, 2021 as the act and deed of said corporation of
 partnership.

STATE OF NEW YORKCOUNTY OF NEW YORK } SS

On the 26th day of APRIL in the year of 2021, before me personally
 appeared

ANIL KAPOOR, personally known to me or proved to me on the
 basis of satisfactory evidence to be the individual whose name is subscribed to the foregoing
 Non-collusive Bidding Certification (instrument) and acknowledged to me that he/she
 executed the same in his/her capacity, and on his/her own behalf.

RAJEEV KAVL Notary Public

Registration No:

[Signature]
 Notary Public, State of New York
 No. 01KA5080893
 Qualified in Nassau County
 Commission expires June 23, 2023

[Signature]
 Version Date: 12 / 1 / 2016
 RAJEEV KAVL
 Notary Public, State of New York
 No. 01KA5080893
 Qualified in Nassau County
 Commission expires June 23, 2023

Page 1 of 2

IF BIDDER(S) (ARE) A PARTNERSHIP, COMPLETE THE FOLLOWING:**NAMES OF PARTNERS OR PRINCIPALS****LEGAL RESIDENCE**

_____	_____
_____	_____
_____	_____

IF BIDDER(S) (ARE) A CORPORATION, COMPLETE THE FOLLOWING:**NAME****LEGAL RESIDENCE**President: Anil KapoorNassau, New YorkSecretary: Vikas DhablaniaNassau, New YorkTreasurer: Anil KapoorNassau, New York**Identifying Data**Potential Contractor SVAM International Inc.Address 233 East Shore Road, Suite 201, Great Neck, New York, 11023

Street, City, Town, etc.

Telephone 516 466 6655

(If applicable, Responsible Corporate Officer)

Name Anil KapoorTitle President & CEO

Signature _____

Joint or combined bids by companies or firms must be certified on behalf of each participant.

SVAM International Inc.

Legal name of person, firm or corporation

Legal name of person, firm or corporation

By Anil Kapoor

Name

Name

President and CEO

Title

Title

Address 233 East Shore Road, Suite 201

Address _____

Street

Street

Great Neck,NY

City

State

City

State

Attachment 3 - Subcontractor Information

Note: Copy and paste the table below to provide information for each additional Subcontractor proposed.

Subcontractor Legal Information			
Business Name:			
Business Address:			
Federal EIN Tax ID:			
MWBE/SDVOB /SBE			
Primary contact Information			
Name and Title:			
Address:			
E-mail:			
Parent Company Legal Information			
Business name:			
Federal EIN Tax ID:		NYS Vendor ID:	
Subcontractor Corporate Business Profile			
Subcontractor involvement in this PBITS engagement:			
Description of Subcontractor core business profile:			
Subcontractor Service Offerings:			

Subcontractor Legal Information			
Business Name:			
Business Address:			
Federal EIN Tax ID:			
MWBE/SDVOB /SBE			
Primary contact Information			
Name and Title:			
Address:			
E-mail:			
Parent Company Legal Information			
Business name:			
Federal EIN Tax ID:		NYS Vendor ID:	
Subcontractor Corporate Business Profile			
Subcontractor involvement in this PBITS engagement:			
Description of Subcontractor core business profile:			
Subcontractor Service Offerings:			

Subcontractor Legal Information			
Business Name:			
Business Address:			
Federal EIN Tax ID:			
MWBE/SDVOB /SBE			
Primary contact Information			
Name and Title:			
Address:			
E-mail:			
Parent Company Legal Information			
Business name:			
Federal EIN Tax ID:		NYS Vendor ID:	
Subcontractor Corporate Business Profile			
Subcontractor involvement in this PBITS engagement:			
Description of Subcontractor core business profile:			
Subcontractor Service Offerings:			

Attachment 4 – Form A Consultant Disclosure

New York State Consultant Services
Contractor's Planned Employment

From Contract Start Date Through The End Of The Contract Term

State Agency Name: **Office of the State Comptroller**

State Agency Department ID: TBD

Agency Business Unit: TBD

Contractor Name: SVAM International Inc.

Contract Number: ITS-PBITS-2021-41SM

Contract Start Date: 06/01/2021

Contract End Date: 05/31/2022

Employment Category	Number of Employees	Number of hours to be worked	Amount Payable Under
Total this page			\$4,894,560
Grand Total			\$4,894,560

Name of person who prepared this report: Anil Kapoor

Title: President & CEO

Phone #: 516-466-6655

Preparer's Signature: _____

Date Prepared: 04/27/2021

(Use additional pages, if necessary)

Page 1 of 1

Attachment 5 -PBITS Financial Response

[illegible]

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 6 - BATCH ENFORCMNT

Mini-Bid Title (See Section 3.3)	Equivalent Vendor Title	Total Hours	Not-to-Exceed NYS Contract Hourly Rate	Total Mini-Bid Hourly Rate	Total Cost Per Category
Business Analyst Lead (or vendor title equivalent)					
Business Analyst (or vendor title equivalent)					
Technical Lead (or vendor title equivalent)					
Technical (or vendor title equivalent)					
Project Manager Lead (or vendor title equivalent)					
Project Manager (or vendor title equivalent)					
Analyst Key Personnel (or vendor title equivalent)					

Section 3.5 USE Case Documents for CS

Mini-Bid Title (See Section 3.3)
Business Analyst Lead (or vendor title equivalent)
Business Analyst (or vendor title equivalent)
Technical Lead (or vendor title equivalent)
Technical (or vendor title equivalent)
Project Manager Lead (or vendor title equivalent)
Project Manager (or vendor title equivalent)
Analyst Key Personnel (or vendor title equivalent)

Section 3.5 USE Case Documents for CS

Mini-Bid Title (See Section 3.3)
Business Analyst Lead (or vendor title equivalent)
Business Analyst (or vendor title equivalent)
Technical Lead (or vendor title equivalent)
Technical (or vendor title equivalent)
Project Manager Lead (or vendor title equivalent)
Project Manager (or vendor title equivalent)
Analyst Key Personnel (or vendor title equivalent)

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 9 - BATCH SUPPORT

Mini-Bid Title (See Section 3.3)	Equivalent Vendor Title	Total Hours	Not-to-Exceed NYS Contract Hourly Rate	Total Mini-Bid Hourly Rate	Total Cost Per Category
Business Analyst Lead (or vendor title equivalent)					
Business Analyst (or vendor title equivalent)					
Technical Lead (or vendor title equivalent)					
Technical (or vendor title equivalent)					
Project Manager Lead (or vendor title equivalent)					
Project Manager (or vendor title equivalent)					
Analyst Key Personnel (or vendor title equivalent)					

Section 3.5 USE Case Documents for CS

Mini-Bid Title (See Section 3.3)
Business Analyst Lead (or vendor title equivalent)
Business Analyst (or vendor title equivalent)
Technical Lead (or vendor title equivalent)
Technical (or vendor title equivalent)
Project Manager Lead (or vendor title equivalent)
Project Manager (or vendor title equivalent)
Analyst Key Personnel (or vendor title equivalent)

Section 3.5 USE Case Documents for CS

Mini-Bid Title (See Section 3.3)
Business Analyst Lead (or vendor title equivalent)
Business Analyst (or vendor title equivalent)
Technical Lead (or vendor title equivalent)
Technical (or vendor title equivalent)
Project Manager Lead (or vendor title equivalent)
Project Manager (or vendor title equivalent)
Analyst Key Personnel (or vendor title equivalent)

Mini-Bid Title (See Section 3.3)	Equivalent Vendor Title	Total Hours	Not-to-Exceed NYS Contract Hourly Rate	Total Mini-Bid Hourly Rate	Total Cost Per Category
Business Analyst Lead (or vendor title equivalent)					
Business Analyst (or vendor title equivalent)					
Technical Lead (or vendor title equivalent)					
Technical (or vendor title equivalent)					
Project Manager Lead (or vendor title equivalent)					
Project Manager (or vendor title equivalent)					
Analyst Key Personnel (or vendor title equivalent)					
Section 3.5 USE Case Documents for CS					
Mini-Bid Title (See Section 3.3)					
Business Analyst Lead (or vendor title equivalent)					
Business Analyst (or vendor title equivalent)					
Technical Lead (or vendor title equivalent)					
Technical (or vendor title equivalent)					
Project Manager Lead (or vendor title equivalent)					
Project Manager (or vendor title equivalent)					
Analyst Key Personnel (or vendor title equivalent)					
Section 3.5 USE Case Documents for CS					
Mini-Bid Title (See Section 3.3)					
Business Analyst Lead (or vendor title equivalent)					
Business Analyst (or vendor title equivalent)					
Technical Lead (or vendor title equivalent)					
Technical (or vendor title equivalent)					
Project Manager Lead (or vendor title equivalent)					
Project Manager (or vendor title equivalent)					
Analyst Key Personnel (or vendor title equivalent)					

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 15 - TAX OFFSET

Mini-Bid Title (See Section 3.3)	Equivalent Vendor Title	Total Hours	Not-to-Exceed NYS Contract Hourly Rate	Total Mini-Bid Hourly Rate	Total Cost Per Category
Business Analyst Lead (or vendor title equivalent)					
Business Analyst (or vendor title equivalent)					
Technical Lead (or vendor title equivalent)					
Technical (or vendor title equivalent)					
Project Manager Lead (or vendor title equivalent)					
Project Manager (or vendor title equivalent)					
Analyst Key Personnel (or vendor title equivalent)					

Section 3.5 USE Case Documents for CS

Mini-Bid Title (See Section 3.3)
Business Analyst Lead (or vendor title equivalent)
Business Analyst (or vendor title equivalent)
Technical Lead (or vendor title equivalent)
Technical (or vendor title equivalent)
Project Manager Lead (or vendor title equivalent)
Project Manager (or vendor title equivalent)
Analyst Key Personnel (or vendor title equivalent)

Section 3.5 USE Case Documents for CS

Mini-Bid Title (See Section 3.3)
Business Analyst Lead (or vendor title equivalent)
Business Analyst (or vendor title equivalent)
Technical Lead (or vendor title equivalent)
Technical (or vendor title equivalent)
Project Manager Lead (or vendor title equivalent)
Project Manager (or vendor title equivalent)
Analyst Key Personnel (or vendor title equivalent)

DELIVERABLE SUMMARY TAB

Bidder Legal Name:	SVAM International Inc.
---------------------------	--------------------------------

Total Project Cost (30% Evaluation Weight)

The Deliverable Summary provides overview of each deliverable cost. This table will auto-calculate with formulas from the "Cost Proposal" tab to assist with evaluation and verification of costs.

		Total Fixed Price for the Project:	\$	4,894,560.00
		Total Fixed Price Minus Retainage for the Project (85%):	\$	4,160,376.00

Section 3.5 Microsoft Project Schedule

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 Deliverable Management Plan

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 3 - ASSETS BATCH

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 4 - BATCH ACCTING

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 5 - BATCH ADMIN

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 6 - BATCH ENFORCMT

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 7 - BATCH INTERFACE

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 8 - BATCH REPORTING

		Total Deliverable Cost		
		Total Deliverable Cost minus retainage (minus 15%)		

Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 9 - BATCH SUPPORT

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 10 - COMMAND PROCS**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 11 - ONLINE ADMIN**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 12 - ONLINE ACCT MGMT**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 13 - ONLINE CASE MGMT**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 14 - PURGES**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 15 - TAX OFFSET**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 16 - UNLOADS RPTS**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)**Section 3.5 USE Case Documents for CSMS NYC and Upstate Subsystems - Deliverable 17 - IOLT**

Total Deliverable Cost

Total Deliverable Cost minus
retainage (minus 15%)

Signed By: _____

Dated: 04/27/2021

Anil Kapoor, President & CEO

Attachment 8 – PBITS Non-Disclosure Agreement

CONFIDENTIALITY/NON-DISCLOSURE AGREEMENT

With regard to my work with New York State Office of Information Technology Services

I, Anil Kapoor

am: President & CEO

(INDIVIDUAL's name)

- ☐ an employee of Requestor
- ☐ volunteer with Requestor
- ☒ contractor of Requestor
- ☐ an employee of a contractor of Requestor
- ☐ a volunteer with a contractor of Requestor
- ☐ a subcontractor to a contractor of Requestor
- ☐ an employee of a subcontractor to Requestor
- ☐ a volunteer with a subcontractor to Requestor

and;

A. Access or Exposure Protected Information In General

I understand that as part of performing my duties as an employee, volunteer, contractor or subcontractor I may have access to, see or hear "Protected Information," which, for purposes of this agreement, shall include, but not be limited to:

1. Data or information obtained from sources outside of OTDA, such as Federal Tax Information (FTI); Federal Parent Locator Services (FPLS) information; Unemployment Insurance Benefit (UIB) information; Social Security Administration (SSA) information; and, Medicaid (MA) information.
2. Data or information maintained in and/or obtained from OTDA-owned applications, systems, networks and/or databases, including but not limited to: Welfare Management System (WMS); Child Support Management System (CSMS); Automated State Support Enforcement and Tracking System (ASSETS); Benefits Issuance Control System (BICS); Cognos; Computer Output to Laser Disk (COLD) report system; and/or the Commissioner's Dashboard.
3. Data or information identifying an individual, particularly where such disclosure could result in an unwarranted invasion of personal privacy. Such data or information may include, but is not limited to: home addresses; telephone numbers; Social Security

- numbers; client identification numbers; payroll information; financial information; health information; and/or, eligibility and benefit information;
4. Computer codes or other electronic or non-electronic data or information, the disclosure of which could jeopardize the compliance stature, security or confidentiality of OTDA's information technology solutions, applications, systems, networks or data;
 5. Non-final OTDA policy or deliberative data or information related to the official business of OTDA;
 6. Data or information which is not otherwise required to be disclosed under the NYS Freedom of Information Law;
 7. Any other material designated by OTDA as being "Confidential," "Personal," "Private" or otherwise "Sensitive."

I acknowledge and agree that all Protected Information (oral, visual or written, including both paper and electronic) which I see or to which I have access shall be treated as strictly confidential and shall not be released, copied or otherwise re-disclosed, in whole or in part, unless expressly authorized by the New York State Office of Temporary and Disability Assistance (OTDA).

I understand and agree that access to and the use of Protected Information obtained in the performance of my duties shall be limited to purposes directly connected with such duties, unless otherwise provided in writing by OTDA. When access to such information or data also results in access to Protected Information or data beyond that which is necessary for the purpose for which access was granted, I agree to access only that Protected Information needed for the purpose for which access was given.

When I no longer require the use of or access to such Protected Information, whether because of termination of employment, reassignment of job duties or otherwise, I agree that I will not access or attempt to access any Protected Information, including, but not limited to any Protected Information in State systems or other sources, to which I have been given access. I will return any and all reports, notes, memoranda, notebooks, drawings, data and other Protected Information developed, received, compiled by or delivered to me in order to carry out my functions or which may be in my possession, regardless of the source of the Protected Information. Any Protected Information not returned will be catalogued, and thereafter securely scrubbed, shredded, or otherwise disposed of in accordance with New York State EISO policies [<http://www.its.ny.gov/tables/technologypolicyindex>].

I understand that federal and State law and regulation prohibit the release or disclosure of such Protected Information, in whole or part. I acknowledge and hereby agree that I will not copy, re-disclose or otherwise share Protected Information in whole or in part in any form to anyone unless

I am expressly directed to do so by my supervisor and such disclosure complies with applicable federal and State law and regulation. I further understand that if I am unsure as to what information is confidential, I will immediately, and prior to any such access, use, or re-disclosure, consult with OTDA or my supervisor.

I will safeguard, and will not disclose to unauthorized parties, any user name and/or password that may be issued to me in furtherance of my access to the Protected Information unless authorized. I understand that my access to Protected Information may be revoked at any time if my responsibilities change, or for any other reason at the discretion and direction of OTDA, or my supervisor. Further, I will not facilitate access or disclosure of Protected Information to any unauthorized person or entity, whether by knowingly providing my user name and/or password or otherwise.

I will comply with all applicable Federal and State confidentiality, record security, compliance and retention laws, regulations, policies and procedures..

I will immediately report to my supervisor any activities by any individual or entity that I have reason to believe may compromise the availability, integrity, security or privacy of the Protected Information. I will immediately notify OTDA and my supervisor of any request for Protected Information that does not come from an individual directly involved in the project.

I agree not to attach or load any hardware or software to or into any State or Requestor equipment unless properly authorized, in writing, to do so by OTDA. I will use only my access rights to, and will access only those systems, directories, and Protected Information authorized for my use by OTDA.

I will not use OTDA telecommunications, Internet, E-mail or other services or equipment for any illegal, disruptive, unethical or unprofessional activities, for personal gain, or for any purpose that could jeopardize the legitimate interests of the State or expose some or all Protected Information.

I agree not to knowingly take any actions that may intrude upon, disrupt or deny OTDA or Requestor services or the flow of any Protected Information.

I agree to store any Protected Information received in secure, locked containers or, where stored on a computer or other electronic media, in accordance with state and federal law and regulation, as well as OTDA's and New York State Office of Information Technology Services' (ITS) security policies that protects Protected Information from unauthorized disclosure.

I agree that no brochure, news/media/press release, public announcement, memorandum or other information of any kind regarding this Agreement or any Protected Information shall be disseminated in any way to the public, nor shall any presentation be given regarding this Agreement without the prior written approval of OTDA.

B. Access or Exposure to Information With Heightened Obligations:**I. Child Support Information**

1. I acknowledge that, through attendance at a training program provided or approved by OTDA, I have been advised of the laws, regulations, policies, and rules governing use and disclosure of child support information, including federal information (as defined below) and agree to follow the same.
2. I will not access child support information on any system maintained by New York State for any purpose other than those permitted by law, including:
 - Actions necessary to establish paternity, establish, modify or enforce orders of child support or combined orders of child and spousal support.
 - The administration of the child support program, including data and systems management.
 - Verifying child support or combined child and spousal support payments to persons in Medicaid (MA), Temporary Aid to Needy Families (TANF) or Supplemental Nutrition Assistance Program (SNAP) households as part of an eligibility determination or recertification;
 - Obtaining information about child support orders and combined orders of child and spousal support for the purpose of administering the MA, TANF or SNAP program.
 - Investigation of fraud in the MA, TANF, or SNAP program.
3. I will not access any cases, accounts, files or screens except those necessary to perform my duties.
4. I understand that all child support information I have access to, whether in paper, electronic, or other format is confidential and may not be used or disclosed for any other purpose, or be released to any party, without prior written consent of the OTDA Division of Child Support Enforcement or (if employed by a social services district) the Coordinator of the child support unit of the social services district where I am employed, or the designee of either.
5. I understand that any access, use, or disclosure for any unauthorized purpose without prior written consent as set forth in paragraph 4 shall constitute a breach of confidentiality and may result in disciplinary proceeding, criminal charges, and/or civil liability.

NOTICE: Pursuant to Social Services Law 111-v, any person who willfully discloses or permits disclosure or release of Confidential Information obtained hereunder shall be guilty of a class A misdemeanor and shall be liable to any person who incurs damages due to said disclosure in a civil action.

II. Federal Information

1. For the purposes of this Agreement, “federal information” shall mean all information obtained through the Federal Parent Locator System (FPLS), including National Directory of New Hires (NDNH), and the Federal Case Registry (FCR). The FPLS is an automated national information system which locates employment, income, asset and home address information on parents in child support cases. The NDNH contains new hire (W-4), quarterly wage (QW) and unemployment insurance (UI) information on employees in both the public and private sector. The FCR collects and maintains records provided by state child support agency registries, which include abstracts of support orders and information from child support cases. This information must be safeguarded as required by state and federal rules whether in transmission or at rest, and in both electronic and paper form. Federal information must be protected from improper disclosure in accordance with state and federal rules regardless of where it is stored or displayed, including the Automated State Support Enforcement and Tracking System (ASSETS), the Child Support Management System (CSMS), and Computer Output to Laser Disk (COLD), or a local system. Federal information that has been independently verified is no longer federal information, but remains child support information subject to Section I, above.
2. I will not access federal information for any purpose other than those permitted by law, including:
 - Actions necessary to establish paternity, establish, modify or enforce order of child support or combined orders of child and spousal support.
 - The administration of the child support program.
 - Information obtained from the NDNH or FCR may be disclosed to agencies administering plans or programs under titles IV-A, IV-B, IV-D and IV-E of the federal Social Security Act for the purpose of assisting that program to carry out its responsibilities of administering title IV-A, IV-B, IV-D and IV-E programs.
 - Certain location and employment information from the FPLS may be disclosed to locate an individual for the purposes of establishing parentage or relative foster care under titles IV-B or IV-E of the federal social security act.
3. I acknowledge that paragraphs three through five in Section B, I above, apply to use, disclosure and safeguarding of federal information.

III. Federal Tax Return Information

I have read the quoted provisions of Section 6103, 7213, 7213A and 7431 of the Internal Revenue Code contained in Attachment B of this Agreement and I understand that Section 6103 of the Internal Revenue Code imposes strict confidentiality requirements on child support enforcement personnel who have or have had access to federal tax returns or return information and that

Sections 7213, 7213A and 7431 of the Internal Revenue Code impose criminal and civil penalties for unauthorized inspection or disclosure of any tax return or return information. I further understand that:

1. All tax returns and return information which the Internal Revenue Service discloses to state and local child support enforcement agencies are confidential under the terms of Section 6103(a) of the Internal Revenue Code, and may not be disclosed by any officer or employee of any state or local child support enforcement agency or other person except as authorized by Internal Revenue Code;
2. All tax returns or return information which the Internal Revenue Service discloses to state and local child support enforcement agencies may be used only for purposes of and to the extent necessary in establishing and collecting child support obligations from, and locating, individuals owing such obligations;
3. Willful unauthorized inspection or disclosure of a tax return or return information by an officer or employee of a state or local child support enforcement agency or other employees is unlawful under the terms of Section 7213 and 7213A of the Internal Revenue Code and punishable as a felony by a fine in any amount not exceeding \$5,000 or imprisonment of not more than five (5) years, or both, together with the costs of prosecution. Willful unauthorized inspection of a tax return or return information is punishable by a fine of up to \$1,000 and/or imprisonment of up to one year, together with the costs of prosecution;
4. Under the terms of Section 7431 of the Internal Revenue Code, a taxpayer may bring a civil lawsuit to recover actual and punitive damages from an officer or employee of a state or local child support enforcement agency or other person who has disclosed, whether knowingly or by reason of negligence, such taxpayer's tax return or return information in violation of the provisions of Section 6103 of the Internal Revenue Code; and
5. The civil and criminal penalties apply even if the unauthorized disclosures were made after employment has ceased with the child support agency, agents or contractors.

I understand and agree that the terms of this Agreement shall continue even when I am no longer an OTDA or Requestor employee, contractor, subcontractor, or volunteer and that I will abide by the terms of this Agreement in perpetuity.

I understand that failure to comply with these requirements may result in disciplinary action, termination, civil action and/or criminal prosecution, as well as any other penalties provided by law.

This Agreement shall be governed by the laws of the State of New York, unless otherwise required by Federal law.

(INDIVIDUAL's Signature)

X

(INDIVIDUAL's Printed Name)

Anil Kapoor

(Entity of which INDIVIDUAL is an employee, subcontractor or volunteer)

SVAM International Inc.

04/27/2021

(Date)

ATTACHMENT A**Legal and Regulatory References**

This policy addresses and incorporates compliance with a variety of Federal and State statutory, regulatory and policy requirements related to confidentiality, privacy and information security, including but not limited to the following:

Child Support

- General Rules: 42 U.S.C. § 654(26); 45 C.F.R. § 303.21; SSL § 111-v; 18 NYCRR 346.1(e), 347.19
- Child Support Management System (CSMS) data: 42 U.S.C. § 654a(c), (d); 45 C.F.R. § 307.13; SSL § 111-v
- Domestic Violence Indicators: 42 U.S.C. § 653(b)(2); 42 U.S.C. § 654(26)(e); SSL § 111-v(2)(a)
- Federal and State Case Registry: 42 U.S.C. §§ 653(h), (m); 42 U.S.C. § 654a(e); SSL § 111-b(4-a)
- Federal Parent Locator Service/State Parent Locator Service: 42 U.S.C. §§ 653(a)–(c), (l), (m); 42 U.S.C. § 654(8); 42 U.S.C. § 663; SSL § 111-b(4)
- Financial Institution records: 42 U.S.C. § 666(a)(17); 42 U.S.C. § 669a(b); SSL § 111-o
- Government Agency and Private records: 42 U.S.C. § 666(c)(1)(D); SSL § 111-s
- IRS and State Tax Information: 26 U.S.C. § 6103(p)(4)(C); 26 U.S.C. §§ 6103(l)(6), (8); 26 U.S.C. § 6103(l)(10)(B); NY Tax Law §§ 697(e)(3), 1825; SSL § 111-b(13)(b); See also IRS Publication 1075: Tax Information Security Guidelines for Federal, State, and Local Agencies (2014), available at www.irs.gov/pub/irs-pdf/p1075.pdf
- New Hires Data: 42 U.S.C. §§ 653(i), (j)(2), (l), (m); 42 U.S.C. 653a(h); SSL § 111-m

Public Assistance

- Fair Hearing records: 45 C.F.R. § 205.10(a)(19); 18 NYCRR 357; 18 NYCRR 358-3.7; 18 NYCRR 358-4.3; 18 NYCRR 358-5.11(b); 18 NYCRR 387.2(j)
- General rules: SSL § 136; 18 NYCRR §§ 357.1 – 357.6
- IRS and State Tax Information: 26 U.S.C. § 6103(l)(7); 26 U.S.C. § 6103(L)(8); SSL §§ 23; 136-a(2); NY Tax Law §§ 697(e)(3), 1825; see also IRS Publication 1075: Tax Information Security Guidelines

for Federal, State, and Local Agencies (2014), available at www.irs.gov/pub/irs-pdf/p1075.pdf

- Welfare Management System (WMS) data: SSL § 21

Medical Assistance

- General rules: 42 U.S.C. § 1396a(a)(7), amended by Pub. L. No. 113-67, 127 Stat. 1165 (2013); 42 C.F.R. § 431.300 et seq; SSL §§ 136, 367-b(4), 369(4); 18 NYCRR 357.1 – 357.6; 18 NYCRR 360-8; Public Health Law § 2782 (AIDS information)
- HIPAA regulations: 45 C.F.R. pt. 160; 45 C.F.R. pt. 164

Supplemental Nutrition Assistance Program (SNAP)

- General Rules: 7 U.S.C. § 2020(e)(8); 7 C.F.R. § 272.1(c); 7 C.F.R. § 278.1(q); 18 NYCRR 387.2(j); 18 NYCRR 357

Other Statutes and Policies

- Criminal Offenses involving Computers (including governmental and personal records): NY Penal Law art. 156
- Freedom of Information Law: NYS Public Officers Law, Article 6, §§ 84 – 90
- Internet Security and Privacy Act: State Technology Law 201-208; N.Y.S. Executive Order No. 117, 9 NYCRR 5.117 (Jan. 28, 2002)
- NYS Office of Information Technology Services, Information Technology Standard, Cyber Incident Response NYS-S13-005
- NYS Office of Information Technology Services, Information Technology Policy, Information Security NYS-P03-002
- Personal Privacy Protection Law: NYS Public Officers Law, Article 6-A, §§ 91 – 99
- State Archives and Records Administration: Arts and Cultural Affairs Law 57.05 and 57.25

ATTACHMENT B

Internal Revenue Code (IRC) Section 6103(1)(6) provides:

The Secretary of Health and Human Services shall disclose return information to State and local child support enforcement agencies only for purposes of, and to the extent necessary in, establishing and collecting child support obligations from, and locating, individuals owing such obligations.

IRC Section 6103 imposes strict confidentiality requirements on child support enforcement personnel who have access to federal tax returns or return information. IRC Section 6103(a) provides: Returns and return information shall be confidential, and except as authorized by this title:

- (1) no officer or employee of the United States,
- (2) no officer or employee of any State or of any local child support enforcement agency who has or had access to returns or return information under this section, and
- (3) no other person (or officer or employee thereof) who has or had access to returns or return information under subsection (e)(1)(D)(iii), subsection (k)(10), paragraph (6), (10), (12), (16), (19), (20), or (21) of subsection (l), paragraph (2) or (4)(B) of subsection (m), or subsection (n),

shall disclose any return or return information obtained by him in any manner in connection with his service as such an officer or an employee or otherwise or under the provisions of this section. For purposes of this subsection, the term “officer or employee” includes a former officer or employee.

IRC Sections 7213, 7213A and 7431 impose criminal and civil penalties for unauthorized disclosure or inspection of any tax return or return information:

Criminal Penalty - Section 7213(a)(2), provides that an unauthorized disclosure of return or return information shall be a felony punishable by up to 5 years imprisonment and \$5,000 fine:

- (2) State and other employees - It shall be unlawful for any officer, employee, or agent, or former officer, employee, or agent, of any State (as defined in Section 6103(b)(5)), or any local child support enforcement agency willfully to disclose to any person, except as authorized in this title, any return or return information (as defined in Section 6103(b)) acquired by him or another person under subsection (1) (6) or (1) (10) of Section 6103. Any violation of this paragraph shall be a felony punishable by a fine in any amount not exceeding \$5,000, or imprisonment of not more than 5 years, or both, together with the costs of prosecution.

Criminal Penalty - Section 7213A(a)(2), provides that it shall be unlawful for any person willfully to inspect, except as authorized by this title, any return information acquired by such person or another person under a provision of Section 6103 referred to in Section 7213(a)(2). Section 7213A(b) further provides that any violation of subsection (a) shall be punishable upon conviction by a fine in any amount not exceeding \$1,000, or imprisonment of not more than 1 year, or both, together with the costs of prosecution.

Civil Penalty - Section 7431, provides that a taxpayer may bring a civil action to recover actual and punitive damages from a person who discloses the taxpayer's tax return or return information in violation of the provisions of Section 6103:

- a) In General - (2) . . . If any person who is not an officer or employee of the United States knowingly, or by reason of negligence, discloses any return or return information with respect to a taxpayer in violation of any provision of section 6103, such taxpayer may bring acivil action for damages against such a person in a district court of the United States.
- c) Damages - In any action brought under subsection (a), upon a finding of liability on the part of the defendant, the defendant shall be liable to the plaintiff in an amount equal to the sum of--
 - (1) the greater of--
 - (A) \$1,000 for each act of unauthorized disclosure of a return or return information with respect to which such defendant is found liable,
 - or
 - (B) the sum of--
 - (i) the actual damages sustained by the plaintiff as a result of suchunauthorized disclosure, plus
 - (ii) in the case of a willful disclosure or a disclosure which is the result ofgross negligence, punitive damages, plus
 - (2) the costs of the action.

Attachment 9 - FTI Appendix 2017

Version 4/6/17

Contract # ITS-PBITS-2021-41SM**FTI Appendix****Safeguarding Federal Tax Information****I. PERFORMANCE**

In performance of this contract, the Contractor agrees to comply with and assume responsibility for compliance by his or her employees with the following requirements:

- (1) All work will be performed under the supervision of the contractor or the contractor's responsible employees.
- (2) The contractor and the contractor's employees with access to or who use Federal Tax Information¹ (FTI) must meet the background check requirements defined in IRS Publication 1075.
- (3) Any FTI made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone other than an officer or employee of the contractor is prohibited.
- (4) All FTI will be accounted for upon receipt and properly stored before, during, and after processing. In addition, all related output and products will be given the same level of protection as required for the source material.
- (5) The contractor certifies that the data processed during the performance of this contract will be completely purged from all data storage components of his or her computer facility, and no output will be retained by the contractor at the time the work is completed. If immediate purging of all data storage components is not possible, the contractor certifies that any FTI or IRS Data² remaining in any storage component will be safeguarded to prevent unauthorized disclosures.
- (6) Any spoilage or any intermediate hard copy printout that may result during the processing of FTI or IRS Data will be given to the agency or his or her designee. When this is not possible, the contractor will be responsible for the destruction of the spoilage or any intermediate hard copy printouts, and will provide the agency or his or her designee with a statement containing the date of destruction, description of material destroyed, and the method used.
- (7) All computer systems receiving, processing, storing or transmitting FTI must meet the requirements defined in IRS Publication 1075. To meet functional and assurance requirements, the security features of the environment must provide for the managerial, operational, and technical controls. All security features must be available and activated to protect against unauthorized use of and access to FTI.
- (8) No work involving FTI furnished under this contract will be subcontracted without prior written approval of the IRS.
- (9) The contractor will maintain a list of employees authorized access. Such list will be provided to the agency and, upon request, to the IRS reviewing office.
- (10) The agency will have the right to void the contract if the contractor fails to provide the safeguards described above.
- (11) (Include any additional safeguards that may be appropriate.)

¹ Federal Tax Information (FTI) consists of federal tax returns and return information (and information derived from it).

² Data is a representation of facts, concept, information, or instruction suitable for communication, processing, or interpretation by people or information systems.

Version 4/6/17

Contract # ITS-PBITS-2021-41SM**II. CRIMINAL/CIVIL SANCTIONS**

(1) Each officer or employee of any person to whom FTI is or may be disclosed shall be notified in writing by such person that the FTI disclosed to such officer or employee can be used only for a purpose and to the extent authorized herein, and that further disclosure of any such FTI for a purpose or to an extent unauthorized herein constitutes a felony punishable upon conviction by a fine of as much as

\$5,000 or imprisonment for as long as 5 years, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized further disclosure of FTI may also result in an award of civil damages against the officer or employee in an amount not less than \$1,000 with respect to each instance of unauthorized disclosure. These penalties are prescribed by IRCs 7213 and 7431 and set forth at 26 CFR 301.6103(n)-1.

(2) Each officer or employee of any person to whom FTI is or may be disclosed shall be notified in writing by such person that any FTI made available in any format shall be used only for the purpose of carrying out the provisions of this contract. Information contained in such material shall be treated as confidential and shall not be divulged or made known in any manner to any person except as may be necessary in the performance of this contract. Inspection by or disclosure to anyone without an official need-to-know constitutes a criminal misdemeanor punishable upon conviction by a fine of as much as \$1,000 or imprisonment for as long as 1 year, or both, together with the costs of prosecution. Such person shall also notify each such officer and employee that any such unauthorized inspection or disclosure of FTI may also result in an award of civil damages against the officer or employee [United States for Federal employees] in an amount equal to the sum of the greater of \$1,000 for each act of unauthorized inspection or disclosure with respect to which such defendant is found liable or the sum of the actual damages sustained by the plaintiff as a result of such unauthorized inspection or disclosure plus in the case of a willful inspection or disclosure which is the result of gross negligence, punitive damages, plus the costs of the action. The penalties are prescribed by IRCs 7213A and 7431 and set forth at 26 CFR 301.6103(n)-1.

(3) Additionally, it is incumbent upon the contractor to inform its officers and employees of the penalties for improper disclosure imposed by the Privacy Act of 1974, 5 U.S.C. 552a. Specifically, 5 U.S.C. 552a (i)(1), which is made applicable to contractors by 5

U.S.C. 552a(m)(1), provides that any officer or employee of a contractor, who by virtue of his/her employment or official position, has possession of or access to agency records which contain individually identifiable information, the disclosure of which is prohibited by the Privacy Act or regulations established thereunder, and who knowing that disclosure of the specific material is prohibited, willfully discloses the material in any manner to any person or agency not entitled to receive it, shall be guilty of a misdemeanor and fined not more than \$5,000.

(4) Granting a contractor access to FTI must be preceded by certifying that each individual understands the agency's security policy and procedures for safeguarding IRS Data. Contractors must maintain their authorization to access FTI through annual recertification. The initial certification and recertification must be documented and placed in the agency's files for review. As part of the certification and at least annually afterwards, contractors must be advised of the provisions of IRCs 7431, 7213, and 7213A. (See, IRS Publication 1075: *Exhibit 4, Sanctions for Unauthorized Disclosure*, and *Exhibit 5, Civil Damages for Unauthorized Disclosure*). The training provided before the initial certification and annually thereafter must also cover the incident response policy and procedure for reporting unauthorized disclosures and data breaches. (See, IRS Publication 1075: *Section 10, Reporting Improper Inspections or Disclosures*). For both the initial certification and the annual certification, the contractor must sign, either with ink or electronic signature, a confidentiality statement certifying their understanding of the security requirements.

III. INSPECTION

The IRS and the agency, with 24 hour notice, shall have the right to send its inspectors into the offices and plants of the contractor to inspect facilities and operations performing any work with FTI under this contract for compliance with requirements defined in IRS Publication 1075. The IRS' right of inspection shall include the use of manual and/or automated scanning tools to perform compliance and vulnerability assessments of information technology (IT) assets that access, store, process, or transmit FTI. On the basis of such inspection, corrective actions may be required in cases where the contractor is found to be noncompliant with contract safeguards.

I have read and received this FTI Appendix

SVAM International Inc.

Contractor


Anil Kapoor, President & CEO

Consultant

Attachment 10 - NYS DTF Tax form 202

DTF-202 (12/14)

New York State Department of Taxation and Finance

Attachment 10

Agreement to Adhere to the Secrecy Provisions of the Tax Law And the Internal Revenue Code

The New York State Tax Law and the Department of Taxation and Finance (department) impose secrecy restrictions on:

- all officers, employees, and agents of the department;
- any person or entity engaged or retained by the department on an independent contract basis;
- any depository, its officers and employees, to which a return may be delivered;
- any person who is permitted to inspect any report or return;
- a contractor, subcontractor, or any employee of a contractor or subcontractor hired by the department; and
- visitors to the department's buildings or premises.

Except in accordance with proper judicial order or as otherwise provided by law, it is unlawful for anyone to divulge or make known in any manner the contents or any particulars set forth or disclosed in any report or return required under the Tax Law. Computer files and their contents are covered by the same standards and secrecy provisions of the Tax Law and Internal Revenue Code that apply to physical documents;

New York State Tax Law section 1825 makes it a crime to intentionally disclose tax information. Such crime is punishable by a fine not exceeding \$10,000, imprisonment not exceeding one year, or both. In the case of a corporation, a fine of up to \$20,000 may be imposed. State officers and employees making unlawful disclosures are subject to dismissal from public office for a period of five years.

Unauthorized disclosure includes the willful browsing or accessing of taxpayer information by a person not authorized to view it. New York State Penal Law §§ 156.05 and 156.10, related to unauthorized access and computer trespass, make it unlawful to access or view taxpayer information from a computer system without a legitimate business need, punishable by up to four years imprisonment. As to employees, both of the department as well as employees of contractors, agents, and subcontractors, this includes access by an employee who is not required by his or her work assignments to view that tax information. Unlawful access, viewing and/or disclosure may also be subject to other New York State Penal Law violations as may be applicable.

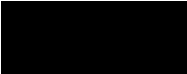
Important note: there is never a work-related reason to access one's own, a friend's, or a family member's tax information. In addition to other penalties that may be imposed, doing so may subject a person to immediate dismissal. Access to tax information and department systems is subject to monitoring.

Unauthorized disclosure of automated tax systems information developed by the department is strictly prohibited. Examples of confidential systems information include: functional, technical, and detailed systems design; systems architecture; automated analysis techniques; systems analysis and development methodology; audit selection methodologies; and proprietary vendor products such as software packages.

The Internal Revenue Code contains secrecy provisions that apply to federal tax reports and returns. Pursuant to Internal Revenue Code sections 6103 and 7213, penalties similar to those in New York State law are imposed on any person making an unauthorized disclosure of federal tax information. In addition, Internal Revenue Code section 7213A prohibits the unauthorized inspection of returns or return information ("browsing"). The unauthorized inspection of returns or return information by any person is punishable by a fine not exceeding \$1,000 for each access, or by imprisonment of not more than one (1) year, or both, together with the costs of prosecution.

Individual certification

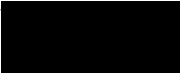
I certify that I have read the above document and that I have been advised of the statutory and department secrecy requirements. I certify that I will adhere thereto, even after my relationship with the department is terminated.

Signature		Name of person signing	(print) Anil Kapoor	Date signed	04-27-2021
Address (number and street)	233 East Shore Rd, STE 201	City	Great Neck	State	NY
				ZIP code	11023

Contractor (organization) certification

I certify that I have read the contents of this *Agreement to Adhere to the Secrecy Provisions of the Tax Law and the Internal Revenue Code*, represent that I am authorized to bind the organization to this agreement, and am executing this certification on behalf of the organization.

Prior to allowing any employee, agent, or subcontractor of the organization to access department data, the organization will provide each such individual with the information contained herein, and have each execute this agreement in his or her individual capacity. The organization will provide a copy of all executed Forms DTF-202 to the department. In addition, the organization agrees to provide each such individual with such further training concerning the secrecy provisions discussed herein as may be required by the department, and will retain proof that each such individual has received such training, which shall be provided to the department at its request.

Organization name SVAM International Inc.			
Name of person signing (<i>print</i>) Anil Kapoor		Title of person signing President & CEO	
Signature		Date signed 04/27/2021	
Address (<i>number and street</i>) 233 East Shore Road, Suite 201		City Great Neck	State ZIP code NY 11023

Attachment 12- SDVOB Utilization Plan



SDVOB UTILIZATION PLAN

SDVOB 100 (Revised 1/15)

INSTRUCTIONS: This form MUST be submitted with any bid, proposal, or proposed negotiated contract prior to contract award. This Utilization Plan must contain a detailed description of the supplies and/or services to be provided by each NYS-certified Service-Disabled Veteran-Owned Business (SDVOB), including the offeror if a NYS-certified SDVOB, and estimated (or actual if known) annual dollar value under the contract and reflect the SDVOB participation goals specified in the contract or procurement document.

Will there be SDVOB participation for services provided under this contract? ☒ YES Complete the form. ☐ NO If No, please contact ITS Procurement & Contracts Support for help.

Contract Overview

Offeror/Contractor Name: SVAM International Inc. Telephone: 516-466-6655 SFS Vendor ID:

Address: 233 East Shore Rd. STE 201 Federal ID N :

City, State, Zip: Great Neck, NY 11023 Solicitation N : ITS-PBITS-2021-41SM

SDVOB: Complete box below for each NYS-Certified SDVOB Contractor/Subcontractor. Add more pages if needed.	Classification	Description of Scope of Work (Subcontracts/Supplies/Services)	Annual Dollar Value of Subcontracts/Supplies/Services
Name: <u> </u> Address: <u> </u> City, State, Zip: <u> </u> Telephone: <u> </u> Fed. ID. No: <u> </u>	<input checked="" type="checkbox"/> SDVOB	<input checked="" type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Services</u> <input type="checkbox"/> INDIRECT (Spending in support of company operations.) Description: <u> </u> <input type="checkbox"/> Copy of written agreement attached (Required for teaming	\$ <u>To Be Determined</u>
Name: <u> </u> Address: <u> </u> City, State, Zip: <u> </u> Telephone: <u> </u> Fed. ID. No: <u> </u>	<input checked="" type="checkbox"/> SDVOB	<input checked="" type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Services</u> <input type="checkbox"/> INDIRECT (Spending in support of company operations.) Description: <u> </u> <input type="checkbox"/> Copy of written agreement attached (Required for teaming	\$ <u>To Be Determined</u>

☒ VENDOR CERTIFICATION: I hereby affirm that the information supplied in this utilization plan is true and correct.

SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR/CONTRACTOR'S ACKNOWLEDGEMENT AND AGREEMENT TO COMPLY WITH THE SDVOB REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 17-B, 9 NYCRR PART 252, AND THE ABOVE REFERENCED SOLICITATION. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FINDING OF NONCOMPLIANCE AND/OR TERMINATION OF THE CONTRACT.

Signature:
Print Name: Anil Kapoor
Title: President & CEO

Date: 04/27/2021
Telephone No: 516-466-6655
Email: anil@svam.com



**Office of Information
Technology Services**

SDVOB UTILIZATION PLAN

FOR AUTHORIZED USE ONLY			
SDVOB Utilization Plan Approved:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date:
Notice of Deficiency Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date:
Notice of Acceptance Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date:
Reviewed By:	Date:		
Comment(s):			

Attachment 13 - Sexual Harassment Prevention Certification



Office of Information Technology Services

ITS-PBITS-2021-41SM CHILD SUPPORT MANAGEMENT SYSTEM LEGACY RULESEXTRACTION ATTACHMENT 15 – Sexual Harassment Prevention Certification

State Finance Law §139-L requires bidders on state procurements to certify that they have a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment training (that meets the Department of Labor's model policy and training standards) to all its employees.

Bids that do not contain the certification will not be considered for award; provided however, that if the bidder cannot make the certification, the bidder may provide a signed statement with their bid detailing the reasons why the certification cannot be made.

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies its own organization, under penalty of perjury, that the bidder has and has implemented a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to all of its employees. Such policy shall, at a minimum, meet the requirements of section two hundred one-g of the labor law.

Bidder Certification:

By my signature below, I certify that I am a duly authorized signatory of the Bidder with the ability to legally bind the _____ certify that Bidder adheres to State Finance Law §139-L.

Signature: _____ Date: 04/27/2021

Printed Name: Anil Kapoor

Title: President & CEO

Bidder Name: SVAM International Inc

MWBE & EEO COMPLIANCE FORMS

MWBE 100 Utilization Plan



INSTRUCTIONS: This form MUST be submitted with any bid, proposal, or proposed negotiated contract prior to contract award. This Utilization Plan must contain a detailed description of the supplies and/or services to be provided by each NYS certified Minority and Women-owned Business Enterprise (M/WBE), including the offeror if a NYS certified MWBE, the MWBE goal and percent, and estimated (or actual if known) annual dollar value under the contract.

Will there be M/WBE participation for services provided under this contract? YES ☒ NO ☐

Contract Overview

Offeror/Contractor Name: SVAM International Inc Telephone: 516-466-6655
Address: 233 East Shore Rd STE 201 Federal ID No: [REDACTED] SFS Vendor ID: [REDACTED]
City, State, Zip: Great Neck, NY 11023 Solicitation No: ITS-PBITS-2021-41SM

NYS Certified M/WBE Fill out box below for each NYS Certified M/WBE Prime Contractor or Subcontractor	MWBE Certification	Description of Scope of Work (Supplies/Services)	MWBE Goals and Est. Annual Dollar Value
Name: <u>SVAM International Inc</u> Address: <u>233 East Shore Road, STE 201</u> City, State, Zip: <u>Great Neck, NY 11023</u> Telephone: <u>516-466-6655</u> Fed. ID. No: <u>[REDACTED]</u> Vendor ID: <u>[REDACTED]</u>	<input checked="" type="checkbox"/> MBE <input type="checkbox"/> WBE <input type="checkbox"/> DUAL	DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Services</u> INDIRECT (Spending in support of company operations.) Description: _____ <input type="checkbox"/> - This is a Joint Venture, Teaming or Mentor-Protégé Agreement, or Similar arrangement, and as required the agreement or arrangement is included with this MWBE Utilization Plan for review and approval.	Designate one: <input checked="" type="checkbox"/> Prime <input type="checkbox"/> Subcontractor Designate either MBE or WBE and the Goal %: <input checked="" type="checkbox"/> MBE <u>15</u> % <input type="checkbox"/> WBE ____ % Est. Annual Dollar Value: \$ <u>To Be Determined</u>
Name: <u>[REDACTED]</u> Address: <u>[REDACTED]</u> City, State, Zip: <u>[REDACTED]</u> Telephone: <u>[REDACTED]</u> Fed. ID. No: <u>[REDACTED]</u>	<input type="checkbox"/> MBE <input checked="" type="checkbox"/> WBE <input type="checkbox"/> DUAL	DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Services</u> INDIRECT (Spending in support of company operations.) Description: _____ <input type="checkbox"/> - This is a Joint Venture, Teaming or Mentor-Protégé Agreement, or Similar arrangement, and as required the agreement or arrangement is included with this MWBE Utilization Plan for review and approval.	Designate one: <input type="checkbox"/> Prime <input checked="" type="checkbox"/> Subcontractor Designate either MBE or WBE and the Goal %: <input type="checkbox"/> MBE ____ % <input checked="" type="checkbox"/> WBE <u>15</u> % Est. Annual Dollar Value: \$ <u>To Be Determined</u>

☒ **VENDOR CERTIFICATION:** I hereby affirm that the information supplied in this utilization plan is true and correct.

SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR/CONTRACTOR'S ACKNOWLEDGEMENT AND AGREEMENT TO COMPLY WITH THE M/WBE REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 15-A, 5 NYCRR PART 142, AND THE ABOVE REFERENCED SOLICITATION. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FINDING OF NONCOMPLIANCE AND/OR TERMINATION OF THE CONTRACT.

Signature: [REDACTED] Date: 04-27-2021
Print Name: Anil Kapoor Telephone No: 516-466-6655
Title: President & CEO Email: anil@svam.com

M/WBE UTILIZATION PLAN

FOR AUTHORIZED USE ONLY

Utilization Plan Approved: ☐ Y ☐ N Date:Notice of Deficiency Issued: ☐ Y ☐ N Date:Notice of Acceptance
Issued: ☐ Y ☐ N Date: _____

Reviewed By: Date:

Comment(s):

EEO-100 Staffing Plan

EQUAL EMPLOYMENT OPPORTUNITY – STAFFING PLAN

EEO-100 (v.2015.12.09es)

(Instructions on Page 2)

Contractor's Name: SVAM International Inc Telephone: 516-466-6655

Address: 233 East Shore Rd STE 201 Federal ID No.: [REDACTED] SFS Vendor ID: [REDACTED]

City, State, ZIP: Great Neck, NY 11023 Contract No(s): ITS-PBITS-2021-41SM

Report includes -Please select one from the options below:

Reporting Entity - Please select one from the options below:

- ☒ Work force utilized on this contract
- ☐ Contractor/Subcontractor's total work force

- ☒ Contractor
- ☐ Subcontractor

Job Categories	Total Work Force	Race/Ethnicity - report employees in only one category													
		Hispanic or Latino		Not-Hispanic or Latino											
				Male						Female					
		Male	Female	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races
Executive/Senior Level Officials and Managers															
First/Mid-Level Officials and Managers															
Professionals															
Technicians															
Sales Workers															
Administrative Support Workers															
Craft Workers															
Operatives															
Laborers and Helpers															
Service Workers															
TOTAL															

PREPARED BY (Signature): [REDACTED]

DATE: 04-27-2021

NAME AND TITLE OF PREPARER: Anil Kapoor - President & CEO
(print or type)

TELEPHONE/EMAIL: 516-466-6655 / anil@svam.com

STAFFING PLAN INSTRUCTIONS

General Instructions: All Bidders/Applicants in the proposal/application must complete an EEO Staffing Plan (EEO 100) and submit it as part of the package. Where the work force to be utilized in the performance of the State contract/project can be separated out, the Bidder/Applicant shall complete this form only for the anticipated work force to be utilized on the State contract/project. Where the work force to be utilized in the performance of the State contract/project cannot be separated out, the Bidder/Applicant shall complete this form for Bidder/Applicant's total work force.

Instructions for Completing:

1. Enter the Project number that this report applies to, along with the name, address, and federal ID number of the Bidder.
2. Check the appropriate box to indicate if the work force being reported is just for the contract/project or the Bidder/Applicant's total work force.
3. Check off the appropriate box to indicate if the Bidder completing the report is the contractor or subcontractor.
4. Enter the total work force by EEO job category.
5. Break down the total work force by gender and race/ethnic background and enter under the heading Race/Ethnicity. Contact the M/WBE Coordinator, MWBEgrants@nysed.gov, if you have any questions.
6. Enter the name, title, phone number and email address for the person completing the form. Sign and date the form in designated areas.

RACE/ETHNIC IDENTIFICATION

For purposes of this form NYSED will accept the definitions of race/ethnic designations used by the federal Equal Employment Opportunity Commission (EEOC), as those definitions are described below or amended hereafter. (Be advised these terms may be defined differently for other purposes under NYS statutory, regulatory, or case law). Race/ethnic designations as used by the EEOC do not denote scientific definitions of anthropological origins. For the purposes of this report, an employee may be included in the group to which he or she appears to belong, identifies with, or is regarded in the community as belonging. The race/ethnic categories for this survey are:

- **Hispanic or Latino** - A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.
- **White (Not Hispanic or Latino)** - A person having origins in any of the original peoples of Europe, the Middle East, or North Africa.
- **Black or African American (Not Hispanic or Latino)** - A person having origins in any of the black racial groups of Africa.
- **Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)** - A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
- **Asian (Not Hispanic or Latino)** - A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam.
- **American Indian or Alaska Native (Not Hispanic or Latino)** - A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment.
- **Two or More Races (Not Hispanic or Latino)** - All persons who identify with more than one of the above five races.
- **Disabled** - Any person who has a physical or mental impairment that substantially limits one or more major life activity; has a record of such an impairment; or is regarded as having such an impairment
- **Vietnam Era Veteran** - a veteran who served at any time between and including January 1, 1963 and May 7, 1975.

EEO 100

MWBE Equal Employment Opportunity Form 4



Office of Information Technology Services

MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES – EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT (Form #4)

M/WBE AND EEO POLICY STATEMENT

I, Anil Kapoor/SVAM International Inc, the (awardee/contractor) awardee agree to adopt the following policies with respect to the project being developed or services rendered at ITS-PBITS-2021-41SM

M/WBE This organization will and will cause its contractors and subcontractors to take good faith actions to achieve the M/WBE contract participations goals set by the State for that area in which the State-funded project is located, by taking the following steps:

- (1) Actively and affirmatively solicit bids for contracts and subcontracts from qualified State certified MBEs or WBEs, including solicitations to M/WBE contractor associations.
- (2) Request a list of State-certified M/WBEs from the contracting agency and solicit bids from them directly.
- (3) Ensure that plans, specifications, request for proposals and other documents used to secure bids will be made available in sufficient time for review by prospective M/WBEs.
- (4) Where feasible, divide the work into smaller portions to enhanced participations by M/WBEs and encourage the formation of joint venture and other partnerships among M/WBE contractors to enhance their participation.
- (5) Document and maintain records of bid solicitation, including those to M/WBEs and the results thereof. Contractor will also maintain records of actions that its subcontractors have taken toward meeting M/WBE contract participation goals.
- (6) Ensure that progress payments to M/WBEs are made on a timely basis so that undue financial hardship is avoided, and that bonding and other credit requirements are waived or appropriate alternatives developed to encourage M/WBE participation.

EEO (a) This organization will not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, age, disability or marital status, will undertake or continue existing programs of affirmative action to ensure that minority group members are afforded equal employment opportunities without discrimination, and shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force on state contracts.
(b) This organization shall state in all solicitation or advertisements for employees that in the performance of the State contract all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex disability or marital status.
(c) At the request of the contracting agency, this organization shall request each employment agency, labor union, or authorized representative will not discriminate on the basis of race, creed, color, national origin, sex, age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of this organization's obligations herein.
(d) Contractor shall comply with the provisions of the Human Rights Law, all other State and Federal statutory and constitutional non-discrimination provisions. Contractor and subcontractors shall not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, pregnancy or pregnancy-related conditions, gender identity, familial status, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.
(e) This organization will include the provisions of sections (a) through (d) of this agreement in every subcontract in such a manner that the requirements of the subdivisions will be binding upon each subcontractor as to work in connection with the State contract

Agreed to this 27th day of April, 2021

By: [Redacted Signature]

Print: Anil Kapoor Title: President & CEO

(Name of Designated Liaison) is designated as the Minority Business Enterprise Liaison responsible for administering the Minority and Women-Owned Business Enterprises - Equal Employment Opportunity (M/WBE-EEO) program.

Proof of all required Insurance (Insurance Matrix)

Group 73600

Award 22772
Contractor Insurance Information

PBITS

Contractor Name	Lot 1	Lot 2	Lot 3	Technology Errors and Omissions	Crime
3Di, Inc.		X		Accepted	Time of First Transaction
Abator Information Services, Inc.	X	X		Accepted	Time of First Transaction
Aeon Nexus Corporation	X	X		Accepted	Time of First Transaction
Applied Geographics, Inc.		X		Accepted	Time of First Transaction
Business Information Technology Solutions Inc.		X		Accepted	Time of First Transaction
Business Logic Inc.	X			Accepted	Time of First Transaction
Capstone Strategy Group, LLC	X			Accepted	Time of First Transaction
CDW Government LLC		X		Time of First Transaction	Accepted
Cogent Technologies, Inc.	X			Accepted	Time of First Transaction
Compulink Technologies Inc.	X	X		Time of First Transaction	Accepted
Computer Professionals International	X			Time of First Transaction	Accepted
Counterpointe Solutions, Inc.		X		Time of First Transaction	Time of First Transaction
CTG, Incorporated		X		Time of First Transaction	Time of First Transaction
Digits LLC	X			Time of First Transaction	Time of First Transaction
Experis US, Inc.		X		Accepted	Time of First Transaction
ExperSolve, Inc.	X			Accepted	Time of First Transaction
Geographic Information Services, Inc.		X		Time of First Transaction	Accepted
ImageWork Technologies Corp.	X	X		Accepted	Time of First Transaction
Infor Public Sector, Inc.		X		Time of First Transaction	Time of First Transaction
Information Methods Incorporated	X	X		Accepted	Time of First Transaction
Information Resource Group, Inc.		X		Accepted	Time of First Transaction
Infosys International, Inc.	X	X		Time of First Transaction	Time of First Transaction
innoSoul, Inc.	X			Time of First Transaction	Time of First Transaction
International Projects Consultancy Services (IPCS) Inc.	X			Accepted	Time of First Transaction
Intueor Consulting Inc.	X	X		Time of First Transaction	Time of First Transaction
IQ Infotek Inc.	X	X		Accepted	Time of First Transaction
iSecure LLC	X			Time of First Transaction	Time of First Transaction
ITCON Services LLC		X		Time of First Transaction	Time of First Transaction
IV4 Inc.	X			Time of First Transaction	Time of First Transaction
Metis Associates, Inc.	X			Accepted	Time of First Transaction

Contractor Name	Lot 1	Lot 2	Lot 3	Technology Errors and Omissions	Crime
Mission Critical Partners, Inc.		X		Accepted	Time of First Transaction
Mythics, Inc.		X		Accepted	Time of First Transaction
Network Outsource, Inc.	X	X		Accepted	Time of First Transaction
Oakland Consulting Group, Inc.		X		Time of First Transaction	Time of First Transaction
Om Tek LLC	X			Time of First Transaction	Time of First Transaction
Phoenix Business Inc.		X		Accepted	Time of First Transaction
Quantilus, Inc.	X			Accepted	Time of First Transaction
RCI Technologies, Inc.	X	X		Accepted	Time of First Transaction
RKV Technologies, Inc.		X		Accepted	Time of First Transaction
Stellar Services, Inc	X	X		Accepted	Time of First Transaction
Stone Environmental, Inc.		X		Accepted	Time of First Transaction
Systems Management Planning Inc.	X			Time of First Transaction	Time of First Transaction
Systems Soft Technologies LLC		X		Time of First Transaction	Accepted
Technology Professionals Group, Inc.	X			Time of First Transaction	Time of First Transaction
Troy Web Consulting, LLC	X			Time of First Transaction	Time of First Transaction
UAO Enterprises, Inc.	X			Time of First Transaction	Time of First Transaction
Unique Comp Inc	X	X		Time of First Transaction	Time of First Transaction
Ventek, Inc.	X	X		Accepted	Time of First Transaction
VHB Engineering, Surveying and Landscape Architecture, P.C		X		Time of First Transaction	Time of First Transaction
Windsor Solutions, Inc.		X		Accepted	Time of First Transaction
WisEngineering LLC	X	X		Time of First Transaction	Accepted
Zambri & Associates LLC	X			Time of First Transaction	Time of First Transaction
Zambri & Associates LLC	X			Time of First Transaction	Time of First Transaction

OGS has made a change to the Insurance Matrix. Going forward, the Matrix will only list Contractors that have yet to submit accepted proof of Technology Errors & Omissions and/or Crime Insurance coverage that meets all contract requirements. Lot 1 and 2 Contractors were not required to meet these two insurance requirements until the time of their first transaction.

If an Authorized User does not see a Contractor's name on the Insurance Matrix, it is because of the above mentioned change. That is to say, any Contractor that does not appear in the Matrix has met all insurance-related contract requirements at this time.

Authorized Users may send any inquiries concerning the insurance status of all Contractors to ogs.sm.PBITS.AuthorizedUsers@ogs.ny.gov.

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