AGREEMENT

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THIS AGREEMENT is made and entered, in duplicate, as of June 6, 2016, for reference purposes only, pursuant to a minute order adopted by the City Council of the City of Long Beach at its meeting on November 3, 2015, by and between MACIAS GINI & O'CONNELL LLP, a California limited liability partnership formerly known as INTELLIBRIDGE PARTNERS LLC, a California limited liability company ("Consultant"), with a place of business at 3000 S Street, Suite 300, Sacramento, California 95816, and the CITY OF LONG BEACH, a municipal corporation ("City").

WHEREAS, City requires specialized services requiring unique skills to be performed in connection with as-needed professional and technical services ("Project"); and

WHEREAS, City has selected Consultant in accordance with City's administrative procedures and City has determined that Consultant and its employees are qualified, licensed, if so required, and experienced in performing these specialized services; and

WHEREAS, City desires to have Consultant perform these specialized services, and Consultant is willing and able to do so on the terms and conditions in this Agreement;

NOW, THEREFORE, in consideration of the mutual terms, covenants, and conditions in this Agreement, the parties agree as follows:

1.   SCOPE OF WORK OR SERVICES.

A.   Consultant shall furnish specialized services more particularly described in Exhibit "A", attached to this Agreement and incorporated by this reference, in accordance with the standards of the profession, and City shall pay for these services in the manner described below, not to exceed Two Hundred Thousand Dollars ($200,000), at the rates or charges shown in Exhibit "B".

B.   The City's obligation to pay the sum stated above for any one

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fiscal year shall be contingent upon the City Council of the City appropriating the necessary funds for such payment by the City in each fiscal year during the term of this Agreement. For the purposes of this Section, a fiscal year commences on October 1 of the year and continues through September 30 of the following year. In the event that the City Council of the City fails to appropriate the necessary funds for any fiscal year, then, and in that event, the Agreement will terminate at no additional cost or obligation to the City.

C.   Consultant may select the time and place of performance for these services; provided, however, that access to City documents, records and the like, if needed by Consultant, shall be available only during City's normal business hours and provided that milestones for performance, if any, are met.

D.   Consultant has requested to receive regular payments. City shall pay Consultant in due course of payments following receipt from Consultant and approval by City of invoices showing the services or task performed, the time expended (if billing is hourly), and the name of the Project. Consultant shall certify on the invoices that Consultant has performed the services in full conformance with this Agreement and is entitled to receive payment. Each invoice shall be accompanied by a progress report indicating the progress to date of services performed and covered by the invoice, including a brief statement of any Project problems and potential causes of delay in performance, and listing those services that are projected for performance by Consultant during the next invoice cycle. Where billing is done and payment is made on an hourly basis, the parties acknowledge that this arrangement is either customary practice for Consultant's profession, industry or business, or is necessary to satisfy audit and legal requirements which may arise due to the fact that City is a municipality.

E.   Consultant represents that Consultant has obtained all necessary information on conditions and circumstances that may affect its performance and has conducted site visits, if necessary.

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F. CAUTION: Consultant shall not begin work until this Agreement has been signed by both parties and until Consultant's evidence of insurance has been delivered to and approved by City.

2. TERM. The term of this Agreement shall commence at midnight on January 1, 2016, and shall terminate at 11:59 p.m. on January 22, 2017, unless sooner terminated as provided in this Agreement, or unless the services or the Project is completed sooner.

3. COORDINATION AND ORGANIZATION.

A. Consultant shall coordinate its performance with City's representative, if any, named in Exhibit "C", attached to this Agreement and incorporated by this reference. Consultant shall advise and inform City's representative of the work in progress on the Project in sufficient detail so as to assist City's representative in making presentations and in holding meetings on the Project. City shall furnish to Consultant information or materials, if any, described in Exhibit "D", attached to this Agreement and incorporated by this reference, and shall perform any other tasks described in the Exhibit.

B. The parties acknowledge that a substantial inducement to City for entering this Agreement was and is the reputation and skill of Consultant's key employee, John Matison. City shall have the right to approve any person proposed by Consultant to replace that key employee.

4. INDEPENDENT CONTRACTOR. In performing its services, Consultant is and shall act as an independent contractor and not an employee, representative or agent of City. Consultant shall have control of Consultant's work and the manner in which it is performed. Consultant shall be free to contract for similar services to be performed for others during this Agreement; provided, however, that Consultant acts in accordance with Section 9 and Section 11 of this Agreement. Consultant acknowledges and agrees that (a) City will not withhold taxes of any kind from Consultant's compensation; (b) City will not secure workers' compensation or pay unemployment insurance to, for or

3

on Consultant's behalf; and (c) City will not provide and Consultant is not entitled to any of the usual and customary rights, benefits or privileges of City employees. Consultant expressly warrants that neither Consultant nor any of Consultant's employees or agents shall represent themselves to be employees or agents of City.

5. <u>INSURANCE</u>.

A. As a condition precedent to the effectiveness of this Agreement, Consultant shall procure and maintain, at Consultant's expense for the duration of this Agreement, from insurance companies that are admitted to write insurance in California and have ratings of or equivalent to A:V by A.M. Best Company or from authorized non-admitted insurance companies subject to Section 1763 of the California Insurance Code and that have ratings of or equivalent to A:VIII by A.M. Best Company, the following insurance:

(a) Commercial general liability insurance (equivalent in scope to ISO form CG 00 01 11 85 or CG 00 01 10 93) in an amount not less than $1,000,000 per each occurrence and $2,000,000 general aggregate. This coverage shall include but not be limited to broad form contractual liability, cross liability, independent contractors liability, and products and completed operations liability. City, its boards and commissions, and their officials, employees and agents shall be named as additional insureds by endorsement (on City's endorsement form or on an endorsement equivalent in scope to ISO form CG 20 10 11 85 or CG 20 26 11 85 or both CG 20 10 07 04 and CG 20 37 07 04 or both CG 20 33 07 04 and CG 20 37 07 04), and this insurance shall contain no special limitations on the scope of protection given to City, its boards and commissions, and their officials, employees and agents. This policy shall be endorsed to state that the insurer waives its right of subrogation against City, its boards and commissions, and their officials, employees and agents.

(b) Workers' Compensation insurance as required by the California

4

Labor Code and employer's liability insurance in an amount not less than $1,000,000. This policy shall be endorsed to state that the insurer waives its right of subrogation against City, its boards and commissions, and their officials, employees and agents.

(c) Professional liability or errors and omissions insurance in an amount not less than $1,000,000 per claim.

(d) Commercial automobile liability insurance (equivalent in scope to ISO form CA 00 01 06 92), covering Auto Symbol 1 (Any Auto) in an amount not less than $500,000 combined single limit per accident.

B. Any self-insurance program, self-insured retention, or deductible must be separately approved in writing by City's Risk Manager or designee and shall protect City, its officials, employees and agents in the same manner and to the same extent as they would have been protected had the policy or policies not contained retention or deductible provisions.

C. Each insurance policy shall be endorsed to state that coverage shall not be reduced, non-renewed or canceled except after thirty (30) days prior written notice to City, shall be primary and not contributing to any other insurance or self-insurance maintained by City, and shall be endorsed to state that coverage maintained by City shall be excess to and shall not contribute to insurance or self-insurance maintained by Consultant. Consultant shall notify City in writing within five (5) days after any insurance has been voided by the insurer or cancelled by the insured.

D. If this coverage is written on a "claims made" basis, it must provide for an extended reporting period of not less than one hundred eighty (180) days, commencing on the date this Agreement expires or is terminated, unless Consultant guarantees that Consultant will provide to City evidence of uninterrupted, continuing coverage for a period of not less than three (3) years, commencing on the date this Agreement expires or is terminated.

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E.   Consultant shall require that all subconsultants or contractors that Consultant uses in the performance of these services maintain insurance in compliance with this Section unless otherwise agreed in writing by City's Risk Manager or designee.

F.   Prior to the start of performance, Consultant shall deliver to City certificates of insurance and the endorsements for approval as to sufficiency and form. In addition, Consultant shall, within thirty (30) days prior to expiration of the insurance, furnish to City certificates of insurance and endorsements evidencing renewal of the insurance. City reserves the right to require complete certified copies of all policies of Consultant and Consultant's subconsultants and contractors, at any time. Consultant shall make available to City's Risk Manager or designee all books, records and other information relating to this insurance, during normal business hours.

G.   Any modification or waiver of these insurance requirements shall only be made with the approval of City's Risk Manager or designee. Not more frequently than once a year, City's Risk Manager or designee may require that Consultant, Consultant's subconsultants and contractors change the amount, scope or types of coverages required in this Section if, in his or her sole opinion, the amount, scope or types of coverages are not adequate.

H.   The procuring or existence of insurance shall not be construed or deemed as a limitation on liability relating to Consultant's performance or as full performance of or compliance with the indemnification provisions of this Agreement.

6.   ASSIGNMENT AND SUBCONTRACTING.   This Agreement contemplates the personal services of Consultant and Consultant's employees, and the parties acknowledge that a substantial inducement to City for entering this Agreement was and is the professional reputation and competence of Consultant and Consultant's employees. Consultant shall not assign its rights or delegate its duties under this Agreement, or any interest in this Agreement, or any portion of it, without the prior approval

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of City, except that Consultant may with the prior approval of the City Manager of City, assign any moneys due or to become due Consultant under this Agreement. Any attempted assignment or delegation shall be void, and any assignee or delegate shall acquire no right or interest by reason of an attempted assignment or delegation. Furthermore, Consultant shall not subcontract any portion of its performance without the prior approval of the City Manager or designee, or substitute an approved subconsultant or contractor without approval prior to the substitution. Nothing stated in this Section shall prevent Consultant from employing as many employees as Consultant deems necessary for performance of this Agreement.

7. CONFLICT OF INTEREST. Consultant, by executing this Agreement, certifies that, at the time Consultant executes this Agreement and for its duration, Consultant does not and will not perform services for any other client which would create a conflict, whether monetary or otherwise, as between the interests of City and the interests of that other client. And, Consultant shall obtain similar certifications from Consultant's employees, subconsultants and contractors.

8. MATERIALS. Consultant shall furnish all labor and supervision, supplies, materials, tools, machinery, equipment, appliances, transportation and services necessary to or used in the performance of Consultant's obligations under this Agreement, except as stated in Exhibit "D".

9. OWNERSHIP OF DATA. All materials, information and data prepared, developed or assembled by Consultant or furnished to Consultant in connection with this Agreement, including but not limited to documents, estimates, calculations, studies, maps, graphs, charts, computer disks, computer source documentation, samples, models, reports, summaries, drawings, designs, notes, plans, information, material and memorandum ("Data") shall be the exclusive property of City. Data shall be given to City, and City shall have the unrestricted right to use and disclose the Data in any manner and for any purpose without payment of further compensation to Consultant. Copies of Data may be retained by Consultant but Consultant warrants that Data shall not be made

1 available to any person or entity for use without the prior approval of City. This warranty

2 shall survive termination of this Agreement for five (5) years.

3   10.   TERMINATION. Either party shall have the right to terminate this

4 Agreement for any reason or no reason at any time by giving fifteen (15) calendar days

5 prior written notice to the other party. In the event of termination under this Section, City

6 shall pay Consultant for services satisfactorily performed and costs incurred up to the

7 effective date of termination for which Consultant has not been previously paid. The

8 procedures for payment in Section 1.B. with regard to invoices shall apply. On the effective

9 date of termination, Consultant shall deliver to City all Data developed or accumulated in

10 the performance of this Agreement, whether in draft or final form, or in process. And,

11 Consultant acknowledges and agrees that City's obligation to make final payment is

12 conditioned on Consultant's delivery of the Data to City.

13   11.   CONFIDENTIALITY. Consultant shall keep all Data confidential and

14 shall not disclose the Data or use the Data directly or indirectly, other than in the course of

15 performing its services, during the term of this Agreement and for five (5) years following

16 expiration or termination of this Agreement. In addition, Consultant shall keep confidential

17 all information, whether written, oral or visual, obtained by any means whatsoever in the

18 course of performing its services for the same period of time. Consultant shall not disclose

19 any or all of the Data to any third party, or use it for Consultant's own benefit or the benefit

20 of others except for the purpose of this Agreement.

21   12.   BREACH OF CONFIDENTIALITY. Consultant shall not be liable for

22 a breach of confidentiality with respect to Data that: (a) Consultant demonstrates

23 Consultant knew prior to the time City disclosed it; or (b) is or becomes publicly available

24 without breach of this Agreement by Consultant; or (c) a third party who has a right to

25 disclose does so to Consultant without restrictions on further disclosure; or (d) must be

26 disclosed pursuant to subpoena or court order.

27   13.   ADDITIONAL COSTS AND REDESIGN.

28   A.   Any costs incurred by City due to Consultant's failure to meet

the standards required by the scope of work or Consultant's failure to perform fully the tasks described in the scope of work which, in either case, causes City to request that Consultant perform again all or part of the Scope of Work shall be at the sole cost of Consultant and City shall not pay any additional compensation to Consultant for its re-performance.

B.   If the Project involves construction and the scope of work requires Consultant to prepare plans and specifications with an estimate of the cost of construction, then Consultant may be required to modify the plans and specifications, any construction documents relating to the plans and specifications, and Consultant's estimate, at no cost to City, when the lowest bid for construction received by City exceeds by more than ten percent (10%) Consultant's estimate. This modification shall be submitted in a timely fashion to allow City to receive new bids within four (4) months after the date on which the original plans and specifications were submitted by Consultant.

14.   AMENDMENT. This Agreement, including all Exhibits, shall not be amended, nor any provision or breach waived, except in writing signed by the parties which expressly refers to this Agreement.

15.   LAW. This Agreement shall be construed in accordance with the laws of the State of California, and the venue for any legal actions brought by any party with respect to this Agreement shall be the County of Los Angeles, State of California for state actions and the Central District of California for any federal actions. Consultant shall cause all work performed in connection with construction of the Project to be performed in compliance with (1) all applicable laws, ordinances, rules and regulations of federal, state, county or municipal governments or agencies (including, without limitation, all applicable federal and state labor standards, including the prevailing wage provisions of sections 1770 *et seq.* of the California Labor Code); and (2) all directions, rules and regulations of any fire marshal, health officer, building inspector, or other officer of every governmental agency now having or hereafter acquiring jurisdiction.

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16. <u>PREVAILING WAGES.</u>

A. Consultant agrees that all public work (as defined in California Labor Code section 1720) performed pursuant to this Agreement (the "Public Work"), if any, shall comply with the requirements of California Labor Code sections 1770 *et seq.* City makes no representation or statement that the Project, or any portion thereof, is or is not a "public work" as defined in California Labor Code section 1720.

B. In all bid specifications, contracts and subcontracts for any such Public Work, Consultant shall obtain the general prevailing rate of per diem wages and the general prevailing rate for holiday and overtime work in this locality for each craft, classification or type of worker needed to perform the Public Work, and shall include such rates in the bid specifications, contract or subcontract. Such bid specifications, contract or subcontract must contain the following provision: "It shall be mandatory for the contractor to pay not less than the said prevailing rate of wages to all workers employed by the contractor in the execution of this contract. The contractor expressly agrees to comply with the penalty provisions of California Labor Code section 1775 and the payroll record keeping requirements of California Labor Code section 1771."

17. <u>ENTIRE AGREEMENT.</u> This Agreement, including all Exhibits, constitutes the entire understanding between the parties and supersedes all other agreements, oral or written, with respect to the subject matter in this Agreement.

18. <u>INDEMNITY.</u>

A. Consultant shall indemnify, protect and hold harmless City, its Boards, Commissions, and their officials, employees and agents ("Indemnified Parties"), from and against any and all liability, claims, demands, damage, loss, obligations, causes of action, proceedings, awards, fines, judgments, penalties, costs and expenses, including attorneys' fees, court costs, expert and witness fees, and other costs and fees of litigation, arising or alleged to have arisen, in whole or

10

in part, out of or in connection with (1) Consultant's breach or failure to comply with any of its obligations contained in this Agreement, including any obligations arising from the Project's compliance with or failure to comply with applicable laws, including all applicable federal and state labor requirements including, without limitation, the requirements of California Labor Code section 1770 *et seq.* or (2) negligent or willful acts, errors, omissions or misrepresentations committed by Consultant, its officers, employees, agents, subcontractors, or anyone under Consultant's control, in the performance of work or services under this Agreement (collectively "Claims" or individually "Claim").

B.   In addition to Consultant's duty to indemnify, Consultant shall have a separate and wholly independent duty to defend Indemnified Parties at Consultant's expense by legal counsel approved by City, from and against all Claims, and shall continue this defense until the Claims are resolved, whether by settlement, judgment or otherwise. No finding or judgment of negligence, fault, breach, or the like on the part of Consultant shall be required for the duty to defend to arise. City shall notify Consultant of any Claim, shall tender the defense of the Claim to Consultant, and shall assist Consultant, as may be reasonably requested, in the defense.

C.   If a court of competent jurisdiction determines that a Claim was caused by the sole negligence or willful misconduct of Indemnified Parties, Consultant's costs of defense and indemnity shall be (1) reimbursed in full if the court determines sole negligence by the Indemnified Parties, or (2) reduced by the percentage of willful misconduct attributed by the court to the Indemnified Parties.

D.   The provisions of this Section shall survive the expiration or termination of this Agreement.

19.   AMBIGUITY. In the event of any conflict or ambiguity between this Agreement and any Exhibit, the provisions of this Agreement shall govern.

20.   NONDISCRIMINATION.

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A.   In connection with performance of this Agreement and subject to applicable rules and regulations, Consultant shall not discriminate against any employee or applicant for employment because of race, religion, national origin, color, age, sex, sexual orientation, gender identity, AIDS, HIV status, handicap or disability.   Consultant shall ensure that applicants are employed, and that employees are treated during their employment, without regard to these bases. These actions shall include, but not be limited to, the following: employment, upgrading, demotion or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship.

B.   It is the policy of City to encourage the participation of Disadvantaged, Minority and Women-Owned Business Enterprises in City's procurement process, and Consultant agrees to use its best efforts to carry out this policy in its use of subconsultants and contractors to the fullest extent consistent with the efficient performance of this Agreement.   Consultant may rely on written representations by subconsultants and contractors regarding their status. Consultant shall report to City in May and in December or, in the case of short-term agreements, prior to invoicing for final payment, the names of all subconsultants and contractors hired by Consultant for this Project and information on whether or not they are a Disadvantaged, Minority or Women-Owned Business Enterprise, as defined in Section 8 of the Small Business Act (15 U.S.C. Sec. 637).

21.   EQUAL BENEFITS ORDINANCE.   Unless otherwise exempted in accordance with the provisions of the Ordinance, this Agreement is subject to the applicable provisions of the Equal Benefits Ordinance (EBO), section 2.73 et seq. of the Long Beach Municipal Code, as amended from time to time.

A.   During the performance of this Agreement, the Consultant certifies and represents that the Consultant will comply with the EBO.   The Consultant agrees to post the following statement in conspicuous places at its place

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of business available to employees and applicants for employment:

"During the performance of a contract with the City of Long Beach, the Consultant will provide equal benefits to employees with spouses and its employees with domestic partners. Additional information about the City of Long Beach's Equal Benefits Ordinance may be obtained from the City of Long Beach Business Services Division at 562-570-6200."

B.   The failure of the Consultant to comply with the EBO will be deemed to be a material breach of the Agreement by the City.

C.   If the Consultant fails to comply with the EBO, the City may cancel, terminate or suspend the Agreement, in whole or in part, and monies due or to become due under the Agreement may be retained by the City. The City may also pursue any and all other remedies at law or in equity for any breach.

D.   Failure to comply with the EBO may be used as evidence against the Consultant in actions taken pursuant to the provisions of Long Beach Municipal Code 2.93 et seq., Contractor Responsibility.

E.   If the City determines that the Consultant has set up or used its contracting entity for the purpose of evading the intent of the EBO, the City may terminate the Agreement on behalf of the City. Violation of this provision may be used as evidence against the Consultant in actions taken pursuant to the provisions of Long Beach Municipal Code Section 2.93 et seq., Contractor Responsibility.

22.   NOTICES. Any notice or approval required by this Agreement shall be in writing and personally delivered or deposited in the U.S. Postal Service, first class, postage prepaid, addressed to Consultant at the address first stated above, and to City at 333 West Ocean Boulevard, Long Beach, California 90802, Attn: City Manager, with a copy to the City Engineer at the same address. Notice of change of address shall be given in the same manner as stated for other notices. Notice shall be deemed given on the date deposited in the mail or on the date personal delivery is made, whichever occurs first.

23.   COPYRIGHTS AND PATENT RIGHTS.

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OFFICE OF THE CITY ATTORNEY
CHARLES PARKIN, City Attorney
333 West Ocean Boulevard, 11th Floor
Long Beach. CA 90802-4664

A.   Consultant shall place the following copyright protection on all Data: © City of Long Beach, California _____, inserting the appropriate year.

B.   City reserves the exclusive right to seek and obtain a patent or copyright registration on any Data or other result arising from Consultant's performance of this Agreement. By executing this Agreement, Consultant assigns any ownership interest Consultant may have in the Data to City.

C.   Consultant warrants that the Data does not violate or infringe any patent, copyright, trade secret or other proprietary right of any other party. Consultant agrees to and shall protect, defend, indemnify and hold City, its officials and employees harmless from any and all claims, demands, damages, loss, liability, causes of action, costs or expenses (including reasonable attorney's fees) whether or not reduced to judgment, arising from any breach or alleged breach of this warranty.

24.   <u>COVENANT AGAINST CONTINGENT FEES</u>. Consultant warrants that Consultant has not employed or retained any entity or person to solicit or obtain this Agreement and that Consultant has not paid or agreed to pay any entity or person any fee, commission or other monies based on or from the award of this Agreement. If Consultant breaches this warranty, City shall have the right to terminate this Agreement immediately notwithstanding the provisions of Section 10 or, in its discretion, to deduct from payments due under this Agreement or otherwise recover the full amount of the fee, commission or other monies.

25.   <u>WAIVER</u>. The acceptance of any services or the payment of any money by City shall not operate as a waiver of any provision of this Agreement or of any right to damages or indemnity stated in this Agreement. The waiver of any breach of this Agreement shall not constitute a waiver of any other or subsequent breach of this Agreement.

26.   <u>CONTINUATION</u>. Termination or expiration of this Agreement shall not affect rights or liabilities of the parties which accrued pursuant to Sections 7, 10, 11,

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1   17, 19, 22 and 28 prior to termination or expiration of this Agreement.

2   27.   TAX REPORTING. As required by federal and state law, City is

3   obligated to and will report the payment of compensation to Consultant on Form 1099-

4   Misc. Consultant shall be solely responsible for payment of all federal and state taxes

5   resulting from payments under this Agreement. Consultant shall submit Consultant's

6   Employer Identification Number (EIN), or Consultant's Social Security Number if

7   Consultant does not have an EIN, in writing to City's Accounts Payable, Department of

8   Financial Management. Consultant acknowledges and agrees that City has no obligation

9   to pay Consultant until Consultant provides one of these numbers.

10   28.   ADVERTISING. Consultant shall not use the name of City, its officials

11   or employees in any advertising or solicitation for business or as a reference, without the

12   prior approval of the City Manager or designee.

13   29.   AUDIT. City shall have the right at all reasonable times during the

14   term of this Agreement and for a period of five (5) years after termination or expiration of

15   this Agreement to examine, audit, inspect, review, extract information from and copy all

16   books, records, accounts and other documents of Consultant relating to this Agreement.

17   30.   THIRD PARTY BENEFICIARY. This Agreement is not intended or

18   designed to or entered for the purpose of creating any benefit or right for any person or

19   entity of any kind that is not a party to this Agreement.

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1   IN WITNESS WHEREOF, the parties have caused this document to be duly

2   executed with all formalities required by law as of the date first stated above.

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4   MACIAS GINI & O'CONNELL LLP, a California limited liability partnership formerly known as INTELLIBRIDGE PARTNERS LLC, a California limited liability company

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7   July 19 _____, 2016   By _____ Sharon Kropf

    Name Sharon Kropf
8   Title Director

9   July 20 _____, 2016   By _____ Shannon Ticker

    Name Shannon Ticker
10 Title Client Services Supervisor

11 "Consultant"

12 CITY OF LONG BEACH, a municipal corporation
13
                                        EXECUTED PURSUANT
14 August 4 _____, 2016   By _____   TO SECTION 301 OF
                                        THE CITY CHARTER.
    City Manager
15   Assistant City Manager

16 "City"

17 This Agreement is approved as to form on _____ July 21 _____, 2016.

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19 CHARLES PARKIN, City Attorney

    By _____
20   Deputy

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EXHIBIT "A"

Scope of Work

OVERVIEW OF PROJECT

The City of Long Beach (City) is requesting proposals from qualified and professional information Technology (IT) firms, teams and/or individuals to IT professional Services to the City's Technology Services Department (TSD). TSD is seeking to pre-qualify IT Professional Services firms for providing consulting services for the enhancement and support of various application systems, and to provide qualified consultants on an hourly basis for IT projects. The City is also seeking firms capable of providing fixed-cost estimates for future technology initiatives.

SCOPE OF PROJECT

The City is requesting proposals from qualifies and professional IT firms, teams and/or individuals with experience in three areas: 1) application-specific services; 2) general IT services; and 3) project-specific services. The qualified firm, team and/or individuals shall provide professional IT services on an "as needed" basis for projects determined during the term of the contract.

Application-Specific Services

TSD routinely engages consultants to assist City staff to enhance or support various City systems. Qualified firms and consultants, with specific knowledge and experience with these systems, are needed for these efforts. These systems include:

- Hansen 8 CDR/Billing
- ESRI GIS
- CityWorks
- Oracle Customer Care & Billing
- Oracle's CC&B/MWM/WSS
- Ektron CMS

General IT Services

TSD periodically has the need to retain consultants for short-term or long-term special projects. When these needs arise, TSD will select candidates from an established list of pre-qualified consultant firms. TSD seeks IT professionals in the following specialties: (full requirements are listed in Section 7 - Project Specifications)

- Business Analyst (Senior and Entry-Level)
- Project Manager
- Legacy System Programmer
- Applications / Web Developer
- Website Graphic Designer
- Database Administrator
- Mobile application Developer
- Network Administrator
- Communications specialist

- Wireless Communications Specialist (RF& WiFi)
- Voice Communications Specialist (VOIP)
- Desktop Technician

Project-Specific Services

TSD Occasionally has the need for specific technical skills to complete projects such as the development of small Web-based (.NET) or mobile (iPhone/Android) applications. For these particular needs, quotes will be obtained from the pre-approved vendors in advance.

PROJECT SPECIFICATIONS

Application-Specific Services

If proposing support for Application-Specific Services, consultants must demonstrate their experience, knowledge and expertise providing services for the specific application and version used by the City, by providing current references, and description of services provided to other businesses or agencies.

Application	Version
Hansen CDR/BillinQ	8.3x
ESRI GIS	10.x
Cityworks	2012.1
Oracle CC&B	2.x

General IT Services

If proposing the ability to provide General IT Services, consultants must be able to provide the following services:

- Pass-through staffing where the City identifies the resource.
- Allow the City to indicate the threshold and criteria when looking for available resources (e.g. Attempt to find a Jr. BA with one to two years of experience for less than $35/hr)
- Find qualified resources based on technical skills desired.

Business Analyst

- Possession of a Bachelor's degree with specialization in computer systems, programming, systems analysis or a related field; or a Bachelor's degree and 5 plus years of work experience as a Project Manager and/or Business Analyst;
- Comprehensive knowledge of business processes and workflow processes;
- Comprehensive knowledge of research and analysis methods and techniques;
- Thorough knowledge of computer systems and business applications;
- Ability to multi-task and manage parallel initiatives with sometimes-conflicting resources demands. Ability to find creative ways to mitigate the risks and the resource conflicts in order to deliver on the highest value projects;
- Ability to research and analyze computer software applications;
- Ability to develop effective business processes and work flow processes;
- Ability to translate designated business functions and requirements into functional system design specifications;
- Ability to effectively assess situations and solve problems logically and systematically;
- Ability to prepare reports and related information as needed;
- Ability to keep abreast of current trends and developments in business and technical solutions;
- Ability to communicate technical information to line personnel;
- Ability to communicate with others and assimilate and understand information in a manner consistent with the essential job functions;
- Ability to perform requirements definition;
- Ability to identify, analyze, define, develop plans and implement changes to computer related systems;
- Ability to establish and maintain effective working relationships with other City departments and software vendors;
- Effective written and oral communications skills;
- Additional coursework or certification as a Business Analyst is desirable.

Project Manager

- Possession of a Bachelor's degree with specialization in computer systems, programming, systems analysis or a related field; or a Bachelor's degree and 5 plus years of work experience as a Project Manager;
- Experience with Software Development Lifecycle (SDLC) best practices
- Previous experience managing deployment of software application, including finance, Utility Billing, and HR;
- Experience managing projects that were on completed on schedule and on budget;
- Full understanding of Project Management Institute (PMI) methodology;
- Ability to see the "big picture" and how each project will affect the business;
- Ability to successfully function in a matrixed management environment;
- Comprehensive knowledge of business processes and workflow processes;
- Comprehensive knowledge of research and analysis methods and techniques;
- Thorough knowledge of computer systems and business applications;

- Ability to multi task and manage parallel initiatives with sometimes-conflicting resources demands. Ability to find creative ways to mitigate the risks and the resource conflicts in order to deliver on the highest value projects;
- Ability to translate designated business functions and requirements into functional system design specifications;
- Ability to assess situations and solve problems logically and systematically;
- Ability to prepare status reports and presentation to upper management
- Ability to communicate technical information to line personnel;
- Ability to communicate with people at all levels of the organization, assimilate and understand information in a manner consistent with the essential job functions;
- Ability to perform requirements definition;
- Ability to identify, analyze, define, develop plans and implement changes to computer related systems;
- Ability to establish and maintain effective working relationships with other City departments and software vendors;
- Effective written and oral communications skills;
- Additional coursework or certification as a Project Manager is desirable;
- PMP Certification desirable.

Legacy System Programmer

- Possession of a Bachelor's degree with specialization in computer systems, programming, systems analysis or a related field; or a Bachelor's degree and 5 plus years of work experience as a Programmer/ Analyst;
- Proficient on the IBM Mainframe MVS OS;
- Senior programming skill using COBOL, IMS/DB DC and DLI, CICS, MVS/JCL, TSO, DB2 and assorted utilities such as Fileaid, File Manager and Expediter;
- Proficient using Microsoft products Excel, Work and MS Project;
- Excellent communication skills.

Applications/Web developer

- 4+ years professional work experience in software development
- Hands-on experience in one or more: .NET framework: ASP.NET, VB.NET, XML, classic ASP, SQL Server, Web Services, HTML, Crystal Reports, Java, and JavaScript
- Experience with Visual Studio.NET and other VS Tools in an application development environment
- Experience with the following a plus: WebSphere, Weblogic, Apache/Tomcat, Internet Information Services, ANT, CSS, PHP. PERL, Cold Fusion, SharePoint, AJAX, XML, J2EE, JDBC, Eclipse, ANT, Struts, JUNIT, JBOSS, NetBeans, JSP, JSF, and JSTL
- Ability to perform requirements definition
- Ability to identify, analyze, define, develop plans and implement changes to computer related systems
- Experience with Software Development Lifecycle (SDLC) best practices

4

Website/Graphic Designer

- Experience with one or with one or more: Adobe PhotoShop, InDesign, Illustrator, Dreamweaver, Premiere, Adobe Flash, HTML
- Experience with the following a plus: ActionScript, CSS, XML, ActionScript, Web 2.0, JavaScript, Animation/character design with 3D Studio Max, AJAX Frameworks, Microsoft Visual Studio .Net 2003 (2005)
- Experience with graphics design and creation
- Experience designing consumer oriented web-based interfaces
- Must have a high level of knowledge and application of CSS and JavaScript in developing the Presentation Layer of web applications (User Interface, User Experience and Interactivity)
- Experience working with website content management - Ektron CMS

Database Administrator

- Experience with either Oracle or Microsoft database administration
- Strong experience in developing and maintaining relational databasesincluding backup/recovery procedures is required
- DBMS software installation, configuration and upgrade experience
- Experience with patch management is essential.
- Experience with RDBMS performance tuning, and data security protocols.
- SQL performance tuning skills to identify poorly performing queries, guide developer in rewriting SQL to reduce 10 and CPU cost and assures index optimization.
- Experience with a RAG or clustered environments

Systems Support I Production Support Specialist

- Ability to support Client Server/Web Applications (COTS)
- Understanding of SQL and Oracle Databases
- General understanding of FTP Processes
- Technical background
- Excellent verbal and written communication skills
- Customer service skills

iPhone Developer

- Strong Objective C and C++ Skills
- Excellent problem solving abilities
- Good communication Skills
- !Phone SDK 3.0
- Xcode IDE/Cocoa Touch
- Algorithms and data structures

- OOP design patterns

Windows Server Administrator

- Active Directory management
- Creation of policies for things like acceptable use
- Backup strategy
- OS patching/upgrades
- Software installs/upgrades
- Monitoring/alert config
- Performance tuning
- Security of data- and physical security of the servers themselves
- End-user training on server use

Communications Network Specialists

- Principles of Metropolitan Area Network (MAN) design, implementation, and administration
- Principles of Local Area Network (LAN) design, implementation, and administration such as Virtual Local Area Networks (VLAN) and Wireless Local Area Networks (WLAN)
- Principles of design, development, implementation, storage, and operation of data (both local and wide area), video and voice telecommunications systems
- Characteristics, capabilities, and uses of telecommunications system components, including data communications lines and equipment, data-access arrangement equipment, input and output devices, communications processors, line concentrators, telecommunications software, switching networks, multiplexers, terminals, modems, and voice PBX systems
- Computer networks ETHERNET, 1 Base-T, LAN, WAN, PBX/KSU, VOIP voice systems
- Communications network architectures, programmable protocol analyzers, and communications hardware
- Network security and access control such as Intrusion Protection Systems (IPS) and Virtual Private Network (VPN) Appliances
- Components, capabilities and uses of servers and other computer equipment Operation and application of a wide variety of network software
- Troubleshooting methods and equipment used in the detection of malfunctions and the maintenance of optimum operating efficiency of telecommunications systems Operation of data scopes, programmable protocol analyzers and voice/data test sets
- Spelling, punctuation, and English usage
- Principles of recordkeeping

Voice Communications Specialist (VoiP)

This position is responsible for planning, and implementing VoiP . The candidate will set goals, monitor work, and evaluate results to ensure objectives and operating requirements are met and are in line with the needs and mission of the organization. Although the primary focus of this position is to implement and support VoiP installations, the candidate may also be tasked with general network support and build-outs including security, routing, switching, wireless, and other network related duties.

The candidate will also be required to provide mentoring, and training.

Essential Functions:

- Work with management team to develop a comprehensive and successful Cisco Unified Communications business unit and plan
- Work with customer to deploy and install elements of their Cisco Unified Communications system.
- Responsible for design, staging, configuration, implementation, and support for VoiP installations as necessary

Wireless communications Specialist CRF&WiFi)

Radio Frequency Engineer is responsible for the analysis, design, implementation, optimization and enhancement of wireless telecommunications networks. Responsibilities include link budgets analysis, system dimensioning for coverage and capacity including traffic analysis, initial system design and dimensioning, coverage planning, site identification, evaluation and zoning support, frequency planning, interference analysis and optimization. The individual will typically oversee and guide the work of Associate and Design Engineers, in charge of managing the day to day operations of the projects, and interface with Project Managers. The Senior Engineer will answer technical questions as well as day to day operational questions.

DeskTop Support Technician. This position assists staff in Corporate Office and remote locations with technical support of desktop computers, applications and related technology. Support includes specifications, installation and testing of computer systems and peripherals within established guidelines. Employee will also assist in the maintenance and testing of network servers, and associated equipment.

- Responsibilities:

  - Assist staff with the installation, configuration and ongoing usability of desktop computers, peripheral equipment and software.
  - Works with vendor support contacts to resolve technical problems with desktop computing equipment and software.

- Ensure desktop computers interconnect seamlessly with diverse systems including associated validation systems, file servers, email servers, computer conferencing systems, application servers and administrative systems.
- Works with procurement staff to purchase hardware and software
- Assesses functional needs to determine specifications for purchases
- Maintain Telephone Systems

- Qualifying Experience:

  - 0 -2 years experience supporting Windows 2000 and XP desktop/laptop PCs
  - Experience troubleshooting hardware issues and replacing hardware on both desktop and laptop PCs
  - Experience installing software, patches, updates on Desktops, Laptops, Servers
  - Experience troubleshooting basic network, software, printing problems
  - Customer Service Experience a must

Project-Specific Services

If proposing the ability to bid on Project-Specific Services, consultants must be able to meet the following criteria:

Able to provide fixed-price cost estimates.

Agree to follow the City's development standards and conventions (Microsoft .NET shop) and provide transfer of knowledge and source code.

Agree that all work product will be the property of City to use, modify, and distribute royalty-free (with the exception of any 3rd party components).

Additional Requirements

Please address the following:

Please provide a description of your candidate screening process.

Do you have a minimum term commitment when placing consultants (e.g. 1 month, 6 months, or no minimums)?

Are there any penalties to the City or the consultant if the consultant applies for and is hired for an internal City position? If so, are these penalties eliminated after a certain amount of time on contract (e.g. 3 mos., 6mos.)?

Are you able to provide contractors that are local Long Beach Residents?

If a Project arose that required a fixed bid, would you be able to provide the bid based on requirements supplied?

Are there additional "value added" services that your company can provide to support technical projects?

Proposal for
City of Long Beach
TS 14-011

Information Technology Professional Services
November 26, 2013
Original
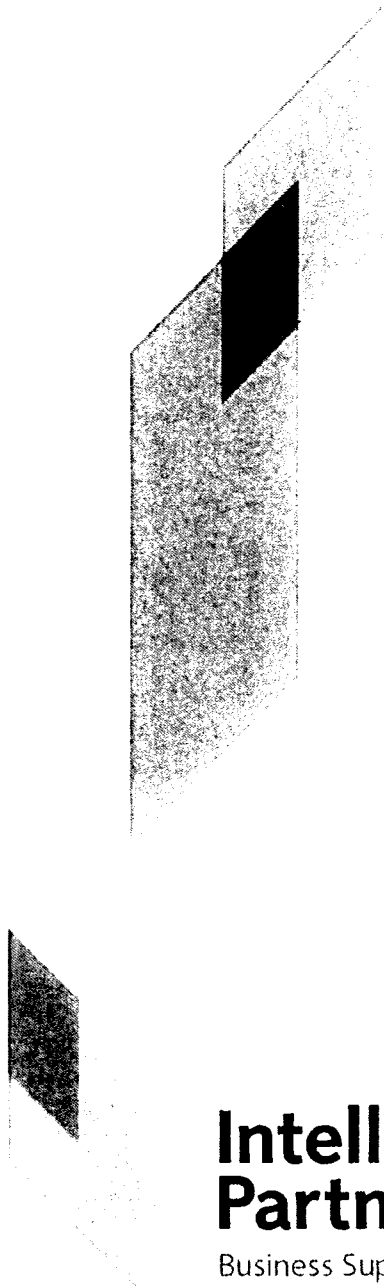
IntelliBridge
Partners

One Firm. All Angles˙

Business Support + Consulting

3000 S Street / Suite 300 / Sacramento, CA 95816/ 916.642.7116

IntelliBridge Partners

One Firm All Angles

City of Long Beach
City Clerk-Michelle King
333 W Ocean Blvd/Plaza Level
Long Beach, CA 90802

Dear Ms. King:

On behalf of IntelliBridge Partners, I am pleased to present our proposal to provide General Information Technology Professional Services to the City of Long Beach. Our firm is a proven professional technical staffing and consulting firm with a strong background placing temporary staff with local government in Southern California.
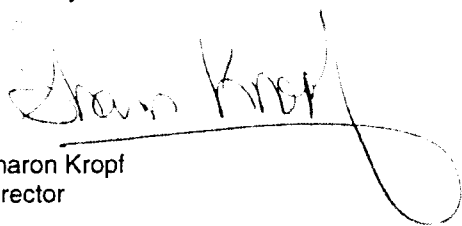
> - We know how government entities operate since we have provided temporary staffing and professional consulting services to over 200 of these types of organizations and are on preferred Information Technology and Accounting/Finance vendor lists for 16 local government entities.
> - Knight Communications, our subcontractor, is well known in Southern California for their IT expertise with various local government agencies.
> - Our databases contain a large number of prequalified IT consultants.
> - Our prices are realistic for the Southern California market to help ensure high quality staff.

Our fundamental business principle of commitment to quality, responsiveness, professionalism and honesty provides the City of Long Beach with the security of dealing with a professional services firm that is honest, fair, flexible and accountable to you. These principles and values guide us in developing our strategic goals and implementing the policies that drive success.

We are headquartered in Sacramento, California with offices in Newport Beach, Los Angeles, San Diego, Walnut Creek, and Seattle. I am available throughout the proposal evaluation process. I have over twenty years of experience providing temporary staffing to organizations similar to the City of Long Beach and understand the concerns and issues you are faced with when having to fill an open position. I can be reached at (949) 296-4315 or skropf@intellibridgepartners.com.

I truly appreciate this opportunity to present our services to City of Long Beach. I look forward to assisting you with your needs and will be diligent in ensuring our relationship is a rewarding experience.

Sincerely,

Sharon Kropf
Director

Table of Contents

5.1.1 Demonstrated Competence

IntelliBridge Partners is a West Coast firm and a division of Macias Gini & O'Connell LLP (MGO). IntelliBridge Partners specializes in providing professional IT temporary staffing and IT consulting services. Our firm was established in 1992 and has provided IT consulting services to government entities since 2002. The combination of our intense regional market focus and synergy between our offices and subcontractor provides our clients the very best technical consultants available. IntelliBridge Partners has earned respect based on integrity and proven performance.

IntelliBridge Partners has worked extensively with local government agencies for the past twenty years, allowing us to understand what makes government unique. In addition, our subcontractor has over thirty years of IT consulting experience. These experiences allow us to assist the City of Long Beach in providing the best IT consultants to work in your technical environment and be a fit within your organization.

> Our managers have specialized expertise placing staff in information technology positions. On average, the firm fulfills 50-75 placements in government organizations per year.
> IntelliBridge Partners employs a Human Resources Senior Manager and Senior Human Resources Generalist to maintain compliance with all federal and state legal requirements. In addition, the firm retains an attorney for more complex liability and legal matters.

In the following sections IntelliBridge Partners' will demonstrate our ability to match candidates to your requirements. We possess a strong management team and skillful core staff that utilize highly automated processes, procedures and databases. Our recruiting staff is comprised of:

> A team of specialists who have a high degree of knowledge of local government operations and previous government management experience. We utilize a customized web-based database with access to pre-screened and qualified professionals. Our recruiting process centers on proactive solicitation of professionals in anticipation of our clients' needs.

5.1.2 Experience in Performance of Comparable Engagements

IntelliBridge Partners currently holds Master Service and Vendor Agreements with multiple government agencies, including:

> Southern California Association of Governments (Multiple Temporary Staffing Services)
> Superior Court of Orange County (Multiple Temporary Staffing Services)
> Bay Area Air Quality Management District (IT)
> CalOptima (IT and Multiple Temporary Staffing Services)
> City of Phoenix (IT)
> County of Sacramento (IT)
> San Mateo County Transit District (IT and Accounting/Finance)
> State of California Master Service Agreements (all IT categories)
> State of California Multiple Award Schedules (IT and Business Process Consulting)
> Port of Los Angeles (Accounting and Finance)
> Port of Long Beach (Accounting and Finance)
> City of Stockton (Multiple Temporary Staffing Services)
> Santa Clara Valley Transportation Agency (IT)
> City of Palo Alto (IT)
> State of Washington -State Auditor's Office (IT)
> San Diego Association of Governments (IT and Accounting/Finance – pending Board approval)

Our employees work with the full spectrum of technologies in positions associated with our client's information systems projects and products. IntelliBridge Partners has earned respect based on integrity and proven performance. We believe that the skills and experience of our staff and communication with our clients drive the success of an engagement. If the City of Long Beach needs an IT Project Manager, DBA, or a VoIP Communication Specialist, IntelliBridge Partners can quickly and efficiently take care of your temporary staffing needs.

IntelliBridge Partners and our subcontractor, Knight Communications specialize in the following practice areas:

IT Project Management & Administration

- Project & Program Management – Integration, Scope, Quality, Schedule and Cost Management
- Operational Management, Business Transition & Change Management
- Procurement Management
- Business Process Management
- ITIL
- GIS
- Organizational Change Management
- Supply Chain Systems
- Business Analysis
- Technical Writer
- Business Intelligence
- Audio Visual Technician

Systems Implementation and Development

- System Architecture & Design
- Database Analysis, Architecture & Administration
- Web 2.0 Application Development
- .NET Programming
- Software Consulting, Planning and Design
- Full Life Cycle Software Development
- Application Transformation
- Custom In-House Development
- Quality Assurance
- Systems Integration & Implementation
- Ecommerce Architecture and Implementation
- 3rd Party Package Selection & Integration
- Software Installation and Training
- Software Service & Maintenance

Network / Public Safety

- Network Administration (Exchange/Active Directory)
- Desktop, Network and Server Security Best Practices
- Internet work Design, Consultancy and Implementation Services
- Wireless Infrastructure
- Network Engineering (LAN and WAN including all servers, switches, hubs, routers, modems, cabling, data circuits etc.)
- Network Architecture & Design
- Backup Recovery Specialists
- Network Management
- Systems Analysis
- 3rd party vendor evaluate and management
- Hardware/software diagnostics /resolutions
- Wireless Infrastructure
- Computer Operator/Help Desk/Field Service
- Public Safety IT installation, integration and management

Information Technology Security

- IT Security Engineering
- IT Security Metrics & Analytics
- Risk Management Framework
- Security Requirements Management
- IT Security Governance Strategy
- Disaster Recovery Planning
- Resource Planning & Analysis

Our firm demonstrates our commitment to the public sector through the investment of both financial and human resources. In addition to the dedication of our statewide practice to issues facing governmental entities, IntelliBridge Partners has contributed countless hours in consultation with the many agencies that regulate and shape the environment in which they operate. Our role as a thought leader to the public sector is evidenced through our participation on national committees, technical publications and articles authored by our partners, designing "cutting-edge" approaches to service delivery, and the specialty training we provide to industry associations and our client. Following are partial client lists of the government agencies we have served.

Client List

Temporary Staffing and Recruitment (Partial List)
Providing recruiting and staffing services in Information Technology, Accounting/Finance &Human Resources

Cities	Cities	Special District:
■ Alameda ■ Bell Gardens ■ Camarillo ■ Clayton ■ Crescent City- ■ Coachella ■ Colton ■ Costa Mesa ■ Culver City ■ Del Mar ■ Diamond Bar ■ El Segundo ■ Emeryville ■ Fremont ■ Glendale ■ Glendora ■ Hayward ■ Inglewood ■ La Habra Heights ■ La Mirada ■ Livermore ■ Lompoc ■ Long Beach ■ Los Alamitos ■ Maywood ■ Monrovia ■ Moreno Valley	■ Monterey Park ■ Murrieta ■ Norwalk ■ Oceanside ■ Oakley ■ Orinda ■ Palo Alto ■ Pinole ■ Pittsburg ■ Placentia ■ Rancho Cucamonga ■ Redlands ■ Richmond, VA ■ San Luis Obispo ■ Santee ■ San Gabriel ■ Santa Clara ■ Sausalito ■ Seal Beach ■ Soledad ■ Solana Irrigation District ■ Sonoma ■ South Gate ■ South Pasadena ■ St. Helena ■ Stockton	■ Bay Area Air Quality Management District ■ Berkeley Housing Authority ■ CalOptima ■ Calaveras County Water District ■ CA Joint Powers Insurance Authority ■ Encina Wastewater Authority – Finance Consultant ■ Lake Arrowhead Community Services District ■ Napa Sanitation District ■ Orange Co. Local Area Formation Commission ■ Southern CA Association of Governments **County:** ■ Humboldt ■ Monterey ■ Placer ■ San Bernardino ■ Yuba ■ Sacramento **Town:** ■ Fairfax ■ Mammoth Lakes

Information Management
Assessment of system controls, general controls, application controls, system security controls, information management structures, and IT technology performance.

■ City of Chowchilla ■ City of Fresno ■ City of Galt ■ City of Lodi ■ City of Los Angeles ■ City of Modesto ■ City of Oakland ■ City of Rohnert Park ■ City of Sacramento ■ City of Sacramento Bldg. & Planning ■ City of San Diego ■ City of San Jose ■ City of Santa Rosa ■ City of Stockton ■ City of Stockton ■ City of Woodland ■ County of Contra Costa ■ County of Fresno ■ County of Glenn	■ County of Orange ■ County of Riverside ■ County of Sacramento ■ County of San Bernardino ■ County of San Diego ■ County of San Mateo ■ County of Santa Clara ■ County of Solano ■ County of Sonoma ■ County of Tulare ■ County of Tuolumne ■ County of Ventura ■ AC Transit ■ Bay Area Transit Authority ■ California Tahoe Conservancy ■ CA Information Tech Services Dept. ■ CALSTRS	■ North Coast Community College District ■ Orange County Transit Authority ■ Port of Oakland ■ Rancho Santiago Community College District ■ Riverside County Trans Commission ■ Sacramento County Employee Retirement System ■ Sacramento Housing & Redevelopment ■ SF Community College District ■ San Jose Employee Retirement System ■ Santa Ana College ■ Valley Transportation Authority ■ WestEd ■ Yolo Superior Court ■ Golden Gate Bridge ■ Metrolink

Business Process Review	IT Feasibility Study	Strategic Planning
Review of work process for mapping workflow for IT system implementation.	A comprehensive study of realistic alternatives to resolve an information technology need(s) that are consistent with the agency's overall strategy.	Work with organizational leaders in identifying, formulating, and implementing business policy/strategy.
▪ AC Transit ▪ California Tahoe Conservancy ▪ City of Woodland Community Development Department ▪ County of Yolo Alcohol and Drug Treatment Department ▪ County of San Diego Treasury Tax Collector's Office – Property Tax Division ▪ County of San Diego Treasury Tax Collector's Office -Accounting Division ▪ Sacramento Employee Retirement System	▪ California Department of Consumer Affairs ▪ California Department of Developmental Services ▪ California Department of Fish and Game ▪ California State University, Fresno Auxiliary Organizations	▪ California Board of Barbering and Cosmetology ▪ California Commission on State Mandates ▪ California Department of Conservation ▪ California Department of Transportation ▪ State of Washington

Financial Management Examination of an organizations financial management processes and fiscal health		
Cost Allocation Plan: Provide technical assistance in formulating and evaluating indirect cost allocation plans in accordance with OMB Circular A-87.	**Overhead Rate and Cost Assessments:** Analysis of overhead rate charges, economic planning emphasizing the environment and cost alternatives to maximize productivity ratio.	**Fiscal Analysis:** Examination of operations and program results to evaluate efficiency, economy, and effectiveness.
▪ California Dairy Marketing Branch ▪ City of Elk Grove ▪ City of Los Angeles ▪ City of Modesto ▪ Orange County Transportation Authority ▪ San Francisco Community College District ▪ SunLine Transit Agency ▪ California Public Utilities Commission ▪ Los Angeles Metropolitan Transportation Authority ▪ California State University, Sacramento, College of Continuing Education	▪ California Department of Health Services ▪ California Office of the Auditor General ▪ California Public Utilities Commission ▪ California Transportation Commission ▪ City of Galt ▪ City of Imperial Beach ▪ City of La Mesa ▪ City of Los Angeles Department of Public Works ▪ City of Los Angeles, Bureau of Street Lighting ▪ City of Modesto ▪ City of Sebastopol ▪ City of Stockton ▪ County of Yolo ▪ El Dorado County Environmental Management Department	▪ California Department of Parks and Recreation ▪ Californian Department of Managed Health Care ▪ City of Fresno ▪ City of Los Angeles ▪ City of San Jose, Water Department ▪ City of Woodland Public Works Department ▪ Contra Costa County Community Services Department ▪ County of Fresno ▪ County of Sonoma ▪ County of San Bernardino ▪ Kern Medical Center ▪ SunLine Transit Agency ▪ WestEd ▪ Yolo County Mental Health Department ▪ City of San Jose, Treasury Division Investment Unit

Performance Based Evaluations: Examination of operations and programs to evaluate efficiency, economy, and effectiveness		
State ▪ Washington State Auditor's Office ▪ California Board of Barbering and Cosmetology ▪ California Board of Corrections ▪ California Coastal Commission ▪ California Department of Education ▪ California Department of General Services, Office of Fleet Management ▪ California Department of General Services, Office of Public School Construction ▪ California Tahoe Conservancy **County** ▪ County of El Dorado, Grand Jury ▪ County of Sacramento, Metro Fire ▪ County of San Diego ▪ County of Monterey ▪ County of San Mateo ▪ Santa Cruz County Regional Transportation Commission ▪ Placer County Transit ▪ Placer County Transportation Planning Agency	**Transit** ▪ Auburn Transit ▪ AC Transit District ▪ City of Ripon Transit ▪ Consolidated Transit Services Agency ▪ Lincoln Transit ▪ Los Angeles County Metropolitan Trans. Authority ▪ Omnitrans ▪ San Joaquin Rapid Transit District ▪ Santa Cruz Metropolitan Transit District ▪ Sun Line Transit Agency **Local** ▪ Capitol Area Development Authority ▪ City of Elk Grove ▪ City of Fresno ▪ City of Los Angeles Bureau of Street Lighting ▪ City of Los Angeles Community Development Department ▪ Los Angeles Community Redevelopment Agency ▪ City of Sacramento Building and Planning Dept. ▪ City of San Jose Investment Department ▪ Fresno Area Workforce Investment	**Private and Non-Profit** ▪ Surplus Line Association ▪ Kaiser Permanente ▪ Blue Cross – Southern California ▪ Health Net ▪ Onlok Health Plan ▪ Health Net Vision ▪ Health Net Dental ▪ Pacific Care Health Plan ▪ Kern Family Systems ▪ Care 1st ▪ Concord Dental ▪ San Francisco Health Plan ▪ Contra Costa Health Plan ▪ UDI Health Plan ▪ UC San Diego Health Plan ▪ US Behavioral Health Plan ▪ Southeastern Economic Development Corporation ▪ Harvey M. Rose Associates, LLC ▪ WestEd ▪

Following are just a few examples of the ways IntelliBridge Partners has provided IT assistance to the government and private sector:

- Private Insurance Company: Our client needed a J2EE Application Developer for a six month project to support the client's internet claim submission system. IntelliBridge Partners delivered a consultant who exceeded their expectations and was under budget.

- Private Insurance Company: When a local company with eight locations across the US needed assistance finding an IT Director to develop strategies for meeting current and future business needs, they chose IntelliBridge Partners to conduct the recruitment. IntelliBridge successfully found a candidate that met their needs.

- State of California: IntelliBridge provided a Technical Writer for a California Department of Health Services (DHCS) contract to lift and shift multiple Department of Mental Health (DMH) systems from the DMH environment to the Department of Health Care Services (DHCS) environment.

- Bay Area Quality Management District: Provided a Bay Area government client with an IT Project Manager to handle a large multi-million dollar project that is over budget, behind schedule and experiencing technical issues.

- **Bay Area Quality Management District:** Provided a Bay Area government client with a Database Administrator and developer to assist them during the implementation of a new production system.

- **State of California, Los Angeles County Investment Retirement Board, Counties of Tulare, Solano, San Diego, Santa Clara, & Yolo:** Conducted information technology reviews to ensure that information systems contained adequate system controls; assessed organizational IT environment for proper segregation of duties, systems management, change controls, and system implementation management. These reviews required conducting interviews, examining information management policies and procedures, IT strategic plans, staff workload ratios, productivity requirements, and reviewing organizational structures.

- **City of Sacramento:** Evaluated the City of Sacramento Planning and Building Department's information technology management operations and activities. IntelliBridge examined information management flow processes and validating the accuracy and reliability of transactions entered into information management systems.

- **Multiple Government Clients:** Extensive experience with PeopleSoft, Oracle and SAP implementation and analysis for multiple clients. Provided business process reengineering and IT (including Oracle ERP) enhancement project. Developed documentation strategy and templates for financial systems implementation.

- **Multiple Government Clients:** Experience with State and local government in Strategic/Organizational Planning; Business Process Reengineering; Business and Requirements Analysis; Data Analysis; DD&I; FSR/ITPP/RFP; IV&V and IPOC. Background includes experience with JAD, RAD, and BPR workshops, interviews, documentation and documentation review management. In depth experience with project documentation such as: data requirements and standards; requirements review and traceability; feasibility studies; business analysis reports; BPA/BPR/BPI formal documentation and reports; business process flow and work flow diagramming and documentation.

- **Sacramento Housing & Redevelopment Agency:** Developed a framework for the Sacramento Housing & Redevelopment Agency's information technology operations. The engagement included the suggested framework for IT Governance, Service Level Agreements, Change Control Management, Systems and Network Monitoring, Capacity Management, Problem Management, and Performance Indicators.

- **Bay Area Quality Management District:** Provided an oversight review of the development and implementation of City of Long Beach's permitting and inspection system. The review examined the project progression, budget, expenditures and communications. A project management charter template, project management plan template, and cost reporting template were developed and provided to the Bay Area Quality Management District.

- **County of San Bernardino:** County of San Bernardino requested that we conduct a comprehensive performance audit of county transportation operations. A primary component of our approach was to conduct a business process review of IT, finance, procurement and human resources functions, and benchmark financial management, operations, and IT efficiency. We established over a half dozen metrics and compared the results over time throughout the County. The benchmarks included IT costs per FTE, revenue per service mile, cost per passenger, and cost per payroll transaction, turnover rates and average length of employment.

- **City of Los Angeles:** Project Manager and Technical Lead for feasibility study of centralizing billing and payment processing operations for the City of Los Angeles. Analyzed and determined business process, information system, and staffing costs and benefits of a phased scenario of centralizing a significant amount of the City's billing and payment processing operations. Developed detailed economic models and an implementation plan to support centralization recommendations.

- CalSTRS: Provided oversight of the data transformation and conversion processes between the CalSTRS legacy systems and new SAP enterprise resource planning (ERP) system. Provided control elements for SAP data conversion plan. Conducted detailed risk analysis on likelihood and impact of conversion issues for all data conversion objects. Developed conversion control plan to assure conversion integrity and managed business performance to conversion control plan.

- Information Management and Technology Reviews: Sunline Transit Agency, Valley Transportation Authority, AC Transit, Omnitrans, North Coast Community College District, South Coast Community College District, CalTech/OCIO, CA Dept. of Rehabilitation, CA Dept. of Education, CA Dept. of Child Support Services, CalPERS, CalSTRS, plus numerous City and Counties in CA. Conducted information management reviews to assess the alignment of IT goals and objectives with agency goals and objectives. Reviews included: (1) assessment of the IT organization for proper segregation of duties, and alignment with agency goals and objectives (e.g., strategic plans) (2) verification that information systems contained adequate system controls; and (3) assessment of systems management, change controls, and system implementation management. These reviews required conducting interviews, examining information management policies and procedures, reviewing IT strategic plans, and reviewing organizational structures.

5.1.3 Reasonableness of Cost

IntelliBridge Partners understands the budget constraints of local government and strives to provide high quality IT temporary personnel to the City of Long Beach. We also know the IT market for various skill sets and make sure that we provide rates to our clients that reflect the market so that we ensure our ability to staff the positions. IntelliBridge Partners' rates listed in the cost section offers all-inclusive hourly rates for each position. In addition, there are no extra charges for project management, payroll taxes, or employee benefits. The City of Long Beach will only pay for actual hours worked by each temporary employee.

5.1.4 Expertise and Availability of Key Personnel

Our office in Newport Beach with assistance from our other offices will be managing this assignment. Sharon Kropf will oversee all aspects of the contract. Steven Andersen and Bob Gill will be the Technical Project Managers providing technical management of your account. Sharon Kropf, Steven Andersen and Bob Gill will be available on-site as needed throughout the lifetime of the project.

Sharon will be in charge of all technology resource management and recruitment efforts for City of Long Beach. Sharon leads the Business Support Division of IntelliBridge Partners and has more than 20 years of experience providing technology recruitment services. Sharon understands technical contract management and recruiting from a government perspective. She worked for over 10 years as an approved technical vendor to the Los Angeles Unified School District, Sacramento County, State of California and University of California, Office of the President. Her team has placed approximately two hundred consultants with government agencies. In addition, Sharon has worked nationwide technical staffing for AT&T and Verizon. Sharon was responsible for managing IT vendor accounts with over one hundred technical consultants located across the United States which generated approximately $5 million a year in revenue.

Mr. Andersen is a Technical Manager for IntelliBridge Partners. He is a certified Project Management Professional (PMP) with over twenty-five years of business process improvement, project management, and quality management experience with both private sector and government organizations. He specializes in project management, business process improvement, quality management, risk analysis, change management, training, and ERP systems.

Mr. Bob Gill is also a Technical Project Manager for IntelliBridge Partners. He is obtaining his renewal for his Project Management Professional (PMP) certification. His expertise is in providing general and strategic management, project management, and information technology services to government, academic, and private sector clients. Specialties include: business process improvement; project management and oversight; business and IT risk analysis; IT system feasibility studies; technology training; data/database management; and research, analysis, writing and reporting, public speaking.

5.1.5 Financial Stability

IntelliBridge Partners, LLC is a division of Macias Gini & O'Connell LLP (MGO). MGO is a diversified services firm with offices located in Sacramento, Oakland, Walnut Creek, Los Angeles, Newport Beach, San Diego and Seattle. MGO provides consulting, temporary services, assurance, tax, and business management, primarily to state and local governmental entities, small and medium sized private and public companies, high net worth individuals and not-for-profit enterprises throughout California and select markets in the western region of the United States. MGO manages and reports its operations along five primary lines of business: Public Sector, Corporate Services, Non Profit, Business Management, and IntelliBridge Partners.

IntelliBridge financials are reported through MGO. MGO and its divisions, including IntelliBridge Partners have never filed for bankruptcy. IntelliBridge financials are reported through MGO and our Dun and Bradstreet report is included as an attachment.

5.1.6 Conformance with the Terms of this RFP

IntelliBridge Partners has no exceptions or deviations from RFP.

7.4.1 Description of Candidate Screening Process

Each recruitment starts with the job order. We carefully review the information provided to us by the City of Long Beach and ask questions to make sure we fully understand the requirements of each position. We go beyond generic job descriptions and evaluate each specific situation. Our ability to talk with our clients, listen carefully, and use that information effectively helps our placements have a high degree of success.

Once the job order is established, we begin the search process. We refuse to use a "cookie cutter" approach to recruitments and each one is tailored to the unique variables of that assignment. Some of the key search tools we have developed include our extensive database of candidates, referrals, job boards, attendance at technical job fairs, advertisements, social media, our twice monthly newsletter, and website (www.intellibridgepartners.com). We know where to find specialized candidates on the internet and utilize subscription services as needed. We have also established strong alliance partnerships with various subcontractors who can be a source for candidates.

IntelliBridge Partners places a high value on relationships with both customers and temporary personnel. We pride ourselves in treating others the way we want to be treated, with respect, dignity and professionalism. For example, one of our priorities is to personally review each resume that is submitted to us and individually respond to every candidate. This personal attention reflects positively on both our firm and the clients we recruit for.

Although we use automated processes in various aspects of our work, we do not allow automation to take the place of our many years of experience in evaluating candidate potential. This personal attention results in higher quality recruiting and a loyal candidate base. Quality candidates have a choice of which firms to work with and IntelliBridge Partners is proud to be regarded as a highly desirable place to work.

We present our methodology below that outlines the specific tasks that we will implement upon receiving a job order from City of Long Beach:

Recruitment
- Carefully evaluate each job order and obtain clarifications from City of Long Beach representatives as necessary to fully understand needs, current issues, challenges and opportunities of the position.
- Assess our current pool of talented professional for potential matches.
- Develop a market search that will attract additional candidates, if needed. This can include industry-wide publications, the internet and other resources.
- Utilize social media for additional outreach as appropriate.

Initial Candidate Search Criteria
- Develop process matrix evaluation tool. The tool will identify the education, experience, desired skills and behaviors that will give insight into how candidates will lead and approach the positions.
- Using the evaluation tool, review and screen potential candidates.
- Compare and validate applicant results.
- Select candidates who meet the process matrix evaluation tool.
- Conduct initial interviews to evaluate candidates and develop a list of candidates to advance to the next phase of the process.

Candidate Assessment
- Coordinate assessment interviews. Assessment interviews can be conducted by IntelliBridge Partners, City of Long Beach, or both as preferred by City of Long Beach.
- Provide direction for candidate flow throughout the assessment process.
- Answer questions and assist City of Long Beach throughout the assessment process.

Selection
- Coordinate all on-boarding activities for candidate selected by City of Long Beach.

Feedback and Follow-up
- Provide updates to City of Long Beach.
- Handle all administrative details regarding the candidate selection process.
- Communicate with candidates regarding their status throughout the temporary staffing hiring process.
- Upon selection of a candidate, conduct a thorough background check and verification of personal qualifications. Background check parameters will conform to City of Long Beach specifications.
- Once we have selected candidates that meet your criteria, the following screening protocol will be utilized to meet the requirements of City of Long Beach.

Reference Checks
- Each candidate's work and personal references are checked by IntelliBridge Partners' staff. Our reference checking policy is to contact two or more former supervisors of each candidate. When that is not possible, we seek to talk with appropriate managers and colleagues who have had sufficient interactions with the candidate to make a reasonable assessment of their performance. Reference checks are done in-house by IntelliBridge Partners staff to ensure the quality and reliability of the information we obtain. Because of our extensive network of contacts in government, we often already have relationships with the individuals we call to provide reference information, thus facilitating our ability to get accurate insights about our candidate's work performance. Our protocol includes questions relating to technical ability, people skills, strengths/weaknesses, ethical behavior, and eligibility for rehire. We summarize this information in narrative form that can be reviewed by our clients on request.

Verification of education. licenses and certifications
- We retain an outside firm to provide education verification, DMV driving record, credit reports and other checks as required by our clients.

Drug Testing
- We retain an outside company to conduct drug screenings if required by our client. The company has a network of drug testing sites provided through patient service centers, as well as local independent clinics across the country. IntelliBridge Partners receives 24-hour negative and pending notification, and 48-hour positive verification on drug screenings.

Criminal Background Checks
- We utilize an outside company to conduct comprehensive investigative background screenings tailored to your specifications. We automatically conduct a seven year federal and county criminal check and social security verification. You have our guarantee that each candidate is thoroughly screened to your requirements before placing them with your organization.

- Criminal background checks are performed via courthouse records searches by an outside company we retain. We receive a concise report outlining all felony and misdemeanor activity for the past seven years for an applicant. Typical turn-around times are 24 to 72 hours for the completed report.

7.4.2 Minimum term Commitment

IntelliBridge Partners does not require a minimum term commitment from the City of Long Beach for our IT temporary placement services.

7.4.3 Penalties to the City for Hire of Consultant

IntelliBridge Partners will waive all recruitment fees (penalties) for temporary employees that have completed 500 hours of work at City of Long Beach or the equivalent of ninety days.

7.4.4 Provide Contractors that are Local Long Beach Residents

IntelliBridge Partners will make every effort to provide IT temporary employees that are residents of the City of Long Beach when sourcing for IT temporary employees.

7.4.5 Fixed Bid Requirements

IntelliBridge Partners has the ability to respond and propose on fixed bid contracts based on the requirements from the City of Long Beach.

7.4.6 Value Added Services

In order to provide better service delivery and establish a rapport with the IntelliBridge team, we approach each new engagement by establishing shared expectations and a clear understanding of roles and responsibilities at the start of each project. We believe this background is critical to the overall success of working together as a team. If appropriate, IntelliBridge Partners holds an entrance conference to meet with the City of Long Beach staff. The primary objective of this meeting is to confirm both parties' understanding of issues, expectations, scope, deliverables, and to discuss the communication protocols that will be used for the engagement.

We recommend that specific agenda items for this meeting include the following:

1. Review and discussion of the job order or project, deliverables, schedules, critical success factors, and communication strategy.
2. Review and discussion of any data that we or the City will need.
3. Establishment of agreement on temporary employee and/or project progress reporting frequency and format.

We will carefully review the information you provide to us and ask questions to make sure we fully understand the expected outcomes. Our ability to talk with our clients, listen carefully, and use that information effectively helps our work product result in a high degree of success.

9.1.1 Company Ownership

IntelliBridge Partners is a west coast company and a division of Macias Gini & O'Connell LLP, a top 100 public accounting firm. MGO is a Limited Liability Partnership and IntelliBridge Partners is a Limited Liability Company.

9.1.2 Location of Company Offices

Sacramento (Headquarters)	**Newport Beach**	**San Diego**
3000 S Street, Ste. 300	4675 MacArthur Court, Ste. 600	12264 El Camino Real, Ste. 402
Sacramento, CA 95816	Newport Beach, CA 92660	San Diego 92130
Los Angeles	**San Diego**	**Seattle**
2029 Century Park East, Ste. 1500	225 Broadway, Ste. 1750	701 Fifth Avenue, Ste. 4256 Seattle,
Los Angeles, CA 90067	San Diego 92101	WA 98104
Los Angeles	**Walnut Creek**	
777 S. Figueroa St., Ste. 2500	2121 N. California Blvd, Ste. 750	
Los Angeles, CA 90017	Walnut Creek, CA 94596	

9.1.3 Location of the Office Servicing any California Accounts.

IntelliBridge Partners has eight office locations with over 250 employees. The primary office for this project will be Newport Beach with resources also in Sacramento.

9.1.4 Number of Employee's (Locally & Nationally)

IntelliBridge Partners and our parent company, Macias Gini & O'Connell LLP have over two hundred and fifty employees located throughout California.

9.1.5 Locations from which Employees will be Assigned

Our temporary employees will be assigned from our Newport Beach location.

9.1.6 Point of Contact

Sharon Kropf
Director, Business Support Services
4675 MacArthur Court Suite 600
Newport Beach, CA 92101
949-296-4315
skropf@intellibridgepartners.com

9.1.7 Company History

IntelliBridge Partners is a west coast company and a division of Macias Gini & O'Connell LLP, a top 100 public accounting firm. We are a division of Macias Gini & O'Connell LLP. IntelliBridge Partners was formerly named Macias Consulting Group and was established in California on January 16, 1992 by Dr. Kenneth A. Macias. On July 7, 2009 our name was changed to IntelliBridge Partners, LLC.

9.1.8 Length of Time Providing Service

IntelliBridge Partners has over twenty-two years of consulting experience in the government sector.

9.1.9 Resumes of Key Staff

Sharon Kropf
Director, Business Support Services
4675 MacArthur Court, Ste. 600
Newport Beach, CA 92660
(949) 296-4315
skropf@intellibridgepartners.com

Steven Andersen
Technical Project Manager
3000 S Street, Suite 300
Sacramento, CA 95816
(916) 642-7048 / (916) 779-3554 fax
sandersen@intellibridgepartners.com

Bob Gill
Technical Project Manager
3000 S Street, Suite 300
Sacramento, CA 95816
(916) 642-7058 / (916) 779-3554 fax
bgill@intellibridgepartners.com

Resumes of temporary employees that match your required resource needs are included as an attachment to this RFP and show a representation of the types of IT temporary employees we have on staff, have previously placed or have in our database and can find for the City of Long Beach.

Sharon Kropf

Director, Business Support Services

Role on Engagement

Sharon will be the point of contact for this engagement, and provide overall project oversight and ensure the quality service provided to City of Long Beach.

Qualifications and Background

Ms. Kropf has more than twenty years of account management, business development, human resource and executive recruitment experience. She is responsible for assisting small and large companies and several local and state governments in executive recruitment and placement. Expert in all phases of account management and recruiting processes, including direct-hire, on-site, off-site, contract and work visa candidates. Highly skilled with human resources information systems and Internet tools. Strong background in proposal development.

Ms. Kropf has an extensive background identifying and developing strategic relationships with partners or potential clients by developing business and marketing strategies to increase company growth. She manages all activities relating to the Business Support Division, to include: proposal development, staff augmentation, and client and consultant relations.

Relationship of Work Experience to the RFP

☑ Expertise in technical staffing for government and expertise working with all levels of government.
☑ Experience partnering directly with clients to develop, implement and evaluate effective strategies and high quality processes to recruit and attract top government talent.
☑ Knowledge of performance evaluation methods and approaches.
☑ Strong background in technical recruitment for all levels of positions.

Related Experience

Account Management and Technical Recruitment

- Extensive background identifying and developing strategic relationships with partners or potential clients by developing business and marketing strategies to increase company growth. Manage all activities relating to the Business Support Division, to include: proposal development, staff augmentation, and client and consultant relations.
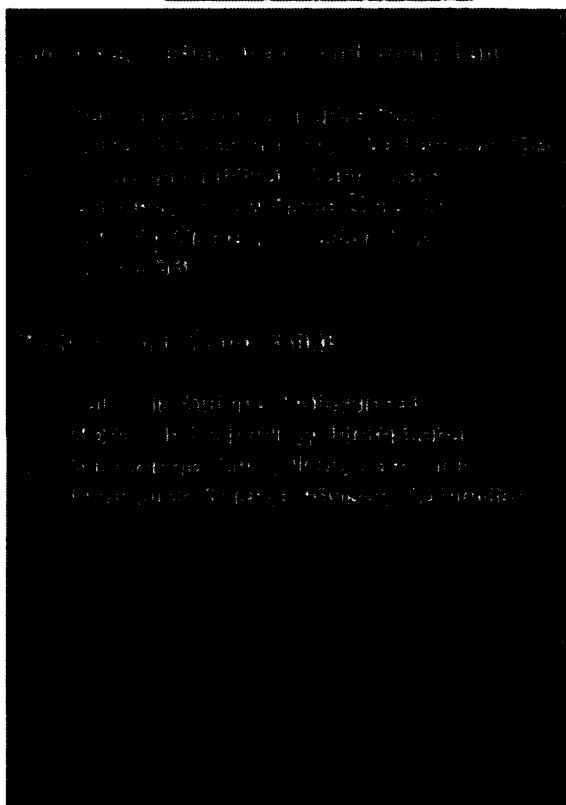
- Partner directly with clients to develop, implement and evaluate effective strategies and high quality processes to recruit and attract top government talent.

- Manage client engagements and provide oversight of resources located at client sites.

- Provided over ten years of service to Sacramento County as an approved IT Vendor (3 renewals). Responsible for a team that placed approximately forty technical staff including: project managers, business analysts, developers, quality assurance, database, network, and help desk consultants.

- Provided vendor management for AT&T and Verizon technical staffing for over five years with yearly revenues over five million dollars and over 100 contractors placed at various locations across the nation.

- Background in writing proposals and managing on-call contracts for State/Local Governments. Awarded State of California, IT Multiple Award Schedule (MSA) for all IT categories; California Multiple Award Schedule (IT Services); Santa Clara Valley Transportation Authority IT Vendor List; CalPERS IT Spring-Fed Pool, County of Sacramento IT Vendor Pool, City of Stockton IT/Accounting/Administration Vendor List; City of Phoenix, AZ IT Vendor List; Southern California Association of Governments and the Superior Court of Orange County.

- Responsible for the designing and implementing a Department of Defense program for over 3,000 employees. Developed monthly newsletters and created and presented briefings and training classes of up to 200 people.

Steven Andersen, MBA, PMP

Technical Project Manager

Role on Engagement

Steven will provide the technical management and contingent staff oversight on projects. He will ensure the highest quality of service for City of Long Beach.

Qualifications and Background

Mr. Andersen is a Manager for IntelliBridge Partners. He is a certified Project Management Professional (PMP) with over twenty-five years of experience. He specializes in project management, group facilitation, business process improvement, quality management, change management, training, and information technology.

Steven is trained in process improvement, and has 15 years' experience applying this methodology for public and private sector organizations. He has also applied and trained others in numerous group facilitation methodologies, including World Café and Dynamic Facilitation.

In addition to strong State of California qualifications, he brings 19 years of project and program management experience with HP. He has a Masters in Management, Marketing and Operations Research from the JL Kellogg Graduate School of Management

Relationship of Work Experience to the RFP

☑ Extensive project management experience with private and public sector organizations.
☑ Effective IT Manager
☑ Technical lead for a comprehensive study of information technology workload and staffing requirements.
☑ Developed scheduling processes for MS Exchange upgrade project, resulting in doubling of nightly mailbox migrations to new Exchange system.

Related Experience

County of Santa Clara, Social Service Agency: Conducted a business process review of the payroll processing, case management, and telephone management operations for the In-Home Supportive Services (IHSS) program. Conduced dynamic facilitation interviews of IHSS teams to determine process issues, process opportunities and concerns regarding potential solutions. Developed ten process and information technology-related recommendations and 39 related actions for improved service delivery.

County of Santa Clara, Social Service Agency: Developed a detailed workload and staffing model for the CalFresh (Food Stamps) and Medi-Cal call center. Led the conducting of over 150 structured interviews to determine process times for 85 percent of the call center's task workload. Combined interview results with analysis of task assignment database to develop required staffing. Also developed a set of prioritized process improvement recommendations for call center operations.

City of Los Angeles, Community Redevelopment Agency (CRA): Evaluated the effectiveness of the contracting and purchasing program and contract management information system at the CRA. Used World Café

facilitation methodology to distill improvement best practices from nine different departments. Provided over twenty recommendations to streamline workflow, enhance process performance measures, clarify ownership, and improve interdepartmental communications.

City of Los Angeles: Project Manager and Technical Lead for feasibility study of centralizing billing and payment processing operations for the City of Los Angeles. Conducted multiple sessions with city staff to analyze and determine business process, information system, and staffing costs and benefits of a phased scenario of centralizing a significant amount of the City's billing and payment processing operations. Developed detailed economic models and an implementation plan to support centralization recommendations.

California State Teachers' Retirement System (CalSTRS): Provided oversight of the data transformation and conversion processes between the CalSTRS legacy systems and new SAP enterprise resource planning (ERP) system. Provided control elements for SAP data conversion plan. Conducted detailed risk analysis on likelihood and impact of conversion issues for all data conversion objects. Developed conversion control plan to assure conversion integrity and managed business performance to conversion control plan.

County of Santa Clara, Social Services Agency: Facilitated a series of sessions with CalWORKS case workers, union representatives, and management representatives to determine an appropriate caseload standard for case workers providing continuing benefits services. The County initiated our engagement in response to an agency reorganization which redistributed CalWORKS and related social service cases to two different organizations. Developed a detailed workload analysis and a list of realistically implementable improvements. Also identified issues and drivers supporting a high and low caseload. Our resulting caseload standard recommendation was accepted by the union and by county management.

County of Monterey, Resource Management Agency: Evaluated the effectiveness of the financial and project tracking systems used by the County's and Redevelopment and Housing Office (RHO). Assessed the capability of the current financial management and project tracking systems to meet the fiscal, Federal grant reporting, and project reporting requirements of the RHO. Determined additional functionality needed to address unmet reporting needs. Developed a work plan for implementing any needed business process, information system, and training-related changes.

Alameda-Contra Costa Transit District (AC Transit): Developed documentation strategy and templates for PeopleSoft financial systems implementation. Facilitated meetings with AC Transit and system integrator staff to identify potential transition issues and develop post-implementation business processes. Created system training aids for AC Transit staff.

California Department of Motor Vehicles (through previous employer): Project Manager and Technical Lead for supply chain business process reengineering (including IT enhancement) project. Performed comprehensive reengineering of DMV supply chain business processes. Reengineering included a detailed process analysis, including IT system interfaces, of seventeen current materials management processes in support of an underutilized enterprise resource planning (ERP) system.

Hewlett-Packard Company (employee):

- Project manager for directing transition of factory-based custom UNIX server integration services from Roseville, California to Houston, Texas. Re-engineered business processes to accommodate changes in factory layout, third-party logistics provider contract terms and skill set, and factory information systems.
- Project manager for project to migrate $50 million per year custom UNIX server integration services from post-server shipment to factory floor. Results saved 3 to 5 days in solution cycle time and over 25 percent in solution labor content. Reengineered business processes across several organizational functions.

Bob Gill

Technical Project Manager

Role on Engagement

Bob will provide the technical management and temporary staff oversight on projects.
He will ensure the highest quality of service for City of Long Beach.

Qualifications and Background

Mr. Gill is a Manager for IntelliBridge Partners. Bob has project management experience on large/statewide system development projects, including addressing company-wide organization change, business process improvements, oversight of multiple projects, monitoring project portfolios, business and IT risk assessments, IT system feasibility studies, technology training, and data and database management. Bob is adept at research, analysis, writing, and reporting, and is an accomplished public speaker.
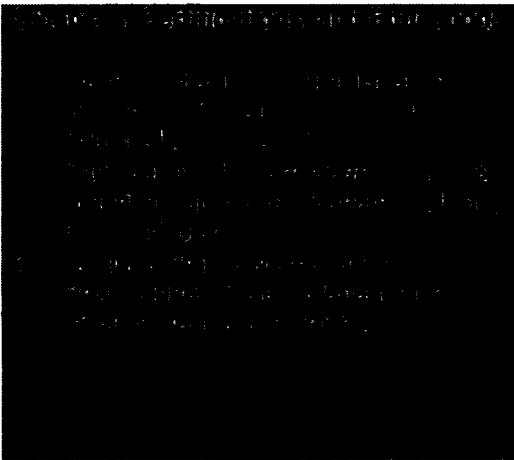
Relationship of Work Experience to the RFP

☑ Expertise in technical project management for government and expertise working with all levels of government.
☑ Experienced conducting risk assessments.
☑ Strong background in business process improvement.

Related Experience

Recent projects include:

- **CA Energy Commission** - Monitored progress and contract compliance of 100 projects in an environment of political sensitivity and media scrutiny; simplified processes; minimized disruption;
- **CA Dept. of Pesticide Regulation** – Assessed risks and confirmed current security related to all areas of information systems; satisfied oversight agencies; developed a time-saving template and process for use by other departments;
- **CA Dept. of Pesticide Regulation** – Rewrote the Department's *Continuity of Operations* plan to be simple, clear, and useful to executive staff in case of disasters or large-scale emergencies;
- **CA Office of the State Controller** – Identified 200+ process improvements to the Property Tax Postponement program resulting in cost savings to the agency and immediate payments to customers;
- **Gorman Health Group** – Developed local and nationwide networks of physicians, hospitals, and ancillary providers for Medicare certification, establishing new revenue streams for DaVita Healthcare and People's Insurance; developed and managed databases (MS Access) tracking detailed data on providers; provided technical support to field staff; introduced bar-code technology and processes for mass mailings, minimizing time and errors for local office data processing.

San Joaquin Valley College

Academic Dean: Responsible for the day-to-day operations of all academic programs and faculty as part of the start-up of the Sacramento campus, voicing faculty concerns to management, and interpreting executive/management decisions to faculty. Responsibilities included oversight of Medical Assistant and Pharmacy Technician programs.

University of California, Davis / UCD Medical Center

Business administration positions mostly within Medical Center departments, including procurement, grants management, statistical research and analysis, budget development and justification, and intellectual property rights and records. Assisted with the start-up of a dermatopathology service to local physicians.

Gartner Executive Programs

Program Director/Relationship Manager for key Gartner clients. Provided on-call advice to, and custom research projects for, over sixty public sector CIOs and IT managers. Researched and delivered presentations on current industry issues and trends; held regular meetings with IT executives; provided updates on technology trends, helping clients "Stay ahead of the curve" on technology issues; facilitated networking events for the CIO/business technology community; and helped IT executives connect with Gartner's vast research and advisory resources.

The Warner Group (subsequently acquired by the Gartner Group).

Consultant/Project Manager - Researched and analyzed business and technology problems, performed organizational studies, technology market studies, and feasibility studies related to technology in the workplace. Firm wide responsibilities included marketing, recruiting, staff training and development, strategic planning, and general management. Managed multiple projects concurrently, including work with staff, management, and executive leadership of organizations including:

- **CA Health & Welfare Data Center** – drafted a Transition Plan, including a summary of ongoing business and the status of special projects, for the new governor's administration;
- **CA Department of Developmental Services** - established the feasibility and budget of a proposed statewide case management system shared by 18 semi-autonomous regional centers;
- **CA Department of Developmental Services** – drafted a Business Continuity Plan anticipating potential Year 2000 ("Y2K") impacts on inpatient and outpatient facilities statewide;
- **CA Department of Motor Vehicles** – improved project management processes following a failed system project;
- **CA Highway Patrol** – quantified and assessed the statewide IT Infrastructure as a basis for future IT improvements;
- **CA Highway Patrol** – established the feasibility and budget of a proposed interstate trucking system project;
- **CA Department of Transportation** – reviewed and resolved technical problems delaying a system implementation shared by two distinct agencies; minimized staffing needs and realized system efficiencies;
- **CA Department of Food and Agriculture** – assessed the organization's readiness for three proposed Business Process Reengineering (BPR) projects.

Carrera Consulting Group

Consultant/Director: Change Management Services. Client responsibilities included managing projects related to strategic business and technology planning, training, organizational change, analysis of business and technology problems, technology market studies, and feasibility studies regarding new information technologies.

- **California Department of Social Services** – managed the data conversion process on a Child Support Enforcement System project, building a shared statewide database from 57 California county systems; hired expert programmers who solved previously unsolvable problems;
- **California Student Aid Commission** – developed the Commission's *Strategic Information Systems Plan* in light of an understaffed IT division and a difficult relationship with the primary support vendor;
- **California Department of Rehabilitation** – developed the Department's *Strategic Information Systems and Technology Plan*, addressing a troubled system development project underway;
- **California Student Aid Commission** – measured and established baseline productivity of the of the entire Commission, and assisted with a reorganization of the IT Division;
- **California Department of Social Services** – planned for the training of, and developed the training curriculum for social workers statewide on this Child Welfare Case Management System;
- **California State Water Resources Control Board** – designed and conducted a survey of employees around the state as part of this Strategic Plan;
- **California Office of the State Controller** – developed the Department's Strategic IT Plan, including a proposed budget and implementation plans;

- **California Department of General Services** – measured the productivity of administrative staff in Sacramento following a Performance-Based Budgeting methodology;
- **California Office of the Secretary of State** – developed both a Strategic Business Plan and Strategic Information Systems Plan, including proposed budgets and implementation plans.

Andersen Consulting (now Accenture)

Consultant/Project Manager with the Change Management Services practice, addressing organizational changes including business process changes, organizational/staffing changes, IT-related training, user help, and technical support. Clients included:

- **St. Joseph's Hospital, Burbank, CA** – back-office review of AP/AR processes and patient/insurer relations, resulting in $1 million+ in savings over three years;
- **California Department of Social Services/Merced County** – trained non-computer users to use a graphical user interface system deploying artificial intelligence and PC/network/mainframe structure in support of the State's welfare system. Lowered staffing levels and increased caseload levels, saving over $1 million/year while *increasing* staff salaries.
- **Pacific Bell** – identified process improvements and necessary workflow changes as part of a new customer billing system;
- **Jet Propulsion Laboratory** – identified new payroll processes as part of this replacement of the Lab's HR Management system;
- **The Capital Group** – identified the impact of implementing thirteen new information systems within little more than one year for this international investment firm; despite a certain level of chaos, the firm was able to surge ahead of competition in terms of its support to analysts and brokers;
- **California State Treasurer's Office** – with only two weeks lead time, developed training for 30 staff on a new business system.

PROFESSIONAL and GRADUATE-LEVEL COURSES TAUGHT

The Learning Organization	University of Phoenix, Sacramento	One conduct
Critical Thinking	University of Phoenix, Sacramento	One conduct
Ethics in Management	University of Phoenix, Sacramento	Four conducts
Business Process Reengineering	U.C. Davis Extension	Developed & delivered four times

9.2.1 Does the Proposal include the use of Subcontractors?

Yes.

9.2.1.1 Identification of Specific Subcontractors/Specific Requirements

Knight Communications Inc. is an information technology solutions provider for Public Safety (Police & Fire) agencies and local governments. Knight Communications Inc. is a Small Business, certified by the State of California, Department Of General Services Office of Small Business and DVBE Certification, and a Minority Business Entity certified by the City of Los Angeles. Knight Communications has over 30 years of experience - 15 years as part of Continental Computer and 15 years as an independent Knight Communications. Knight Communications Company goals include:

- ➤ To provide strategic, high quality, innovative IT services and serve as an enabler to improve the delivery of client services and improve the efficiency, productivity, and financial performance of our clients' operation
- ➤ To recruit and retain highly qualified, educated, extremely motivated and empathetic personnel
- ➤ To provide long-term customer commitment and satisfaction
- ➤ To be environmentally conscious and promote "Green IT"

KC Mouli, Cofounder/CTO of Knight Communications has been a law enforcement technology consultant since 1986, primarily as a public safety consultant for various police departments in California. Mr. Mouli has a Master's Degree in Engineering and as a consultant and contractor; he has evaluated, chosen and implemented various public safety technology systems such as, CAD, RMS, mobile data systems, fingerprinting solutions, traffic systems, AVL systems, video surveillance systems, automatic license plate reader systems, radio systems and networks for law enforcement agencies. He has teamed with public safety agencies in assisting the agencies in the selection of law enforcement related information systems and technologies. His participating includes RFP creation, evaluation of proposals, contract negotiations, implementation, testing, training and management of systems.

9.2.1.2 Subcontractor Information

Knight Communications Incorporated
427 Yale Avenue, Suite: 201
Claremont, CA 91711
Website: www.knightcommunications.com

Contact Name: Paul Ramakrishnan
Contact Title: CEO
E-mail Addresses: paul@knightcommunications.com
Telephone Number: 909-621-3559

Other info: Not owned by any other organization or individual
              No failures or refusals to complete a contract
              No lawsuits or litigations regarding projects, contracts or services
              No financial interests in other lines of business

9.2.1.3 Knight Communication (Subcontractor) References

Reference 1

Name of Reference	Lili Hadsell
Title	Chief of Police, Baldwin Park Police Department
Contact Information	Phone: (626) 960-1955 x 406 E-mail: lhadsell@baldwinpark.com
Agency Name	City of Baldwin Park

Reference 2

Name of Reference	Jeff Mendenhall
Title	Chief of Police, Upland Police Department
Contact Information	Phone: 909-946-7624 E-mail: jmendenhall@uplandpd.org
Agency Name	City of Upland

Reference 3

Name of Reference	Chief Bob Guthrie
Title	Chief of Police, Arcadia Police Department
Contact Information	Phone: 626-574-5178 E-mail: bguthrie@ci.arcadia.ca.us
Agency Name	City of Arcadia

9.2.1.4 Proof of Payment

IntelliBridge Partners will provide proof of payment for any subcontractors used under this contract. IntelliBridge Partners will invoice the City of Long Beach and once payment has been received, payment to our subcontractor will be made within 10 business days. An e-mail will be sent to the person designated by the City of Long Beach once payment by IntelliBridge to the subcontractor has been made.

9.2.1.5 Required Insurance for Subcontractors

IntelliBridge Partners shall not allow our subcontractor to commence work until IntelliBridge has received from the subcontractor all required insurance documents.

9.3 References

Our philosophy in developing lasting relationships with our clients is to ensure we provide exceptional quality service. We provide this through an understanding of the needs of our clients, cost effectiveness and efficiency.

As the professional service provider for numerous agencies throughout California, IntelliBridge Partners has established an excellent working relationship with our clients and delivers quality services in a timely manner with an insightful perspective on ways to improve service delivery The breadth of our client base gives us a greater perspective to ascertain and meet the needs of diverse clients. IntelliBridge Partners staff has worked with many prominent public sector organizations including the ones listed. We offer the references below to provide additional support as to why we believe our firm is qualified to perform the work described in this RFP. While our proposal describes our services and approach, our clients can attest to the quality and timeliness of our service.

Reference 1

Client Name	County of Placer
Contact Information	Jerry Gamez Administrative Services Director 11459 F Ave Auburn, California 95603 530 745 3150 jgamez@placer.ca.gov
Project Dates	May 2010 to Present
Description of Services	Temporary Services – Graphic Artists/Media Analyst/Buyer. IntelliBridge Partners provided Production Graphic Artist services to client when our client experienced a temporary increase in workload and the loss of employees. IntelliBridge provides a Media Analyst with extensive experience with the latest software design programs and work on multiple platforms. We provide a Buyer to their Procurement Department to replace an employee out on medical leave.

Reference 2

Client Name	Southern California Association of Governments
Contact Information	Rhonda Lawrence, SCAG Project Manager 818 West 7th Street, 12th Floor Los Angeles, CA 90017 213-236-1917
Dates of Service	November 2011 to Present (contracted through October 2013)
Description of Service	Provide on-call temporary services. To date, a Senior Accountant and two Graphic Artists have been placed.

Reference 3

Name of Reference	Rex Sanders
Title	Manager, Executive Operations
Contact Information	939 Ellis Street San Francisco, CA 94109 415-749-4951 rsanders@baaqmd.gov
Agency Name	Bay Area Air Quality Management District
Dates of Service	November 2012-August 2013
Description of Service	Provide Sr. IT project management services for the My Air Online Program including: permit and compliance systems, a new www.baaqmd.gov website and a public data system.

9.4 Business License

IntelliBridge Partners will obtain a business license and/or pay a business license tax if we are selected to provide IT Temporary Services for the City of Long Beach.

Proposal for

City of Long Beach

Resume Samples

Information Technology Professional Services
November 26, 2013
Original
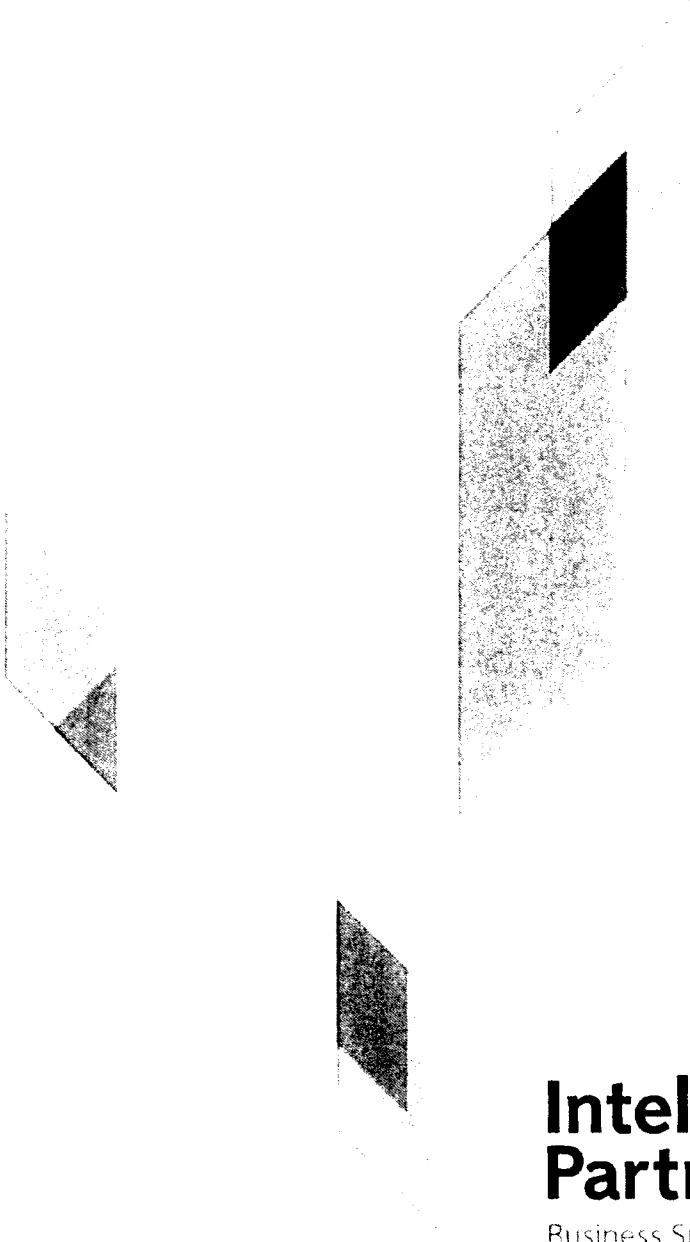
IntelliBridge
Partners

One Firm. All Angles˙

Business Support – Consulting

This candidate was recruited by Sharon Kropf for multiple assignments with County of Sacramento and State of California, California Department of Corrections.

Business Analyst

Qualifications and Background

Sr. Business Analyst with over twenty years of experience in the government and private sector focusing in information technology projects. Extensive training and experience in software applications including accounting, banking, marketing, government, and utilities. Experience covers the entire System Development Life Cycle (SDLC) including project planning and management, requirements analysis, process and data modeling, database design, application programming, software quality assurance and testing, data analysis, risk review, application implementation, change management/version control, issue tracking, proposal development, assessments and research, requests for proposals, technical writing and documentation.

Licenses, Certifications, and Education

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Related Experience

State of California   ***February 2010 – Present***
Senior Analyst/Consultant
Senior analyst on a State of California ERP Project. The planned system is a statewide ERP application to replace many existing legacy applications across multiple state agencies and departments. Primary duty is process and technical analysis and evaluation for the proposal and evaluation phase of the procurement process.

In addition, designed, developed, and maintained a MS Access based System and Process Survey Management system. The application is used to enter, catalog and report on legacy system and process surveys.

California Department of Corrections and Rehabilitation (CDCR)   ***July 2009 – January 2009***
Senior Analyst/Consultant
Responsible for the business process analysis, requirements definition, use case, and gap analysis/assessment deliverables. The proposed system is a statewide application that will replace several existing CDCR legacy applications and also implement new functionality into SOMS (Strategic Offender Management System), a new enterprise-wide application. His duties include process analysis, development of requirements, use case development, and gap analysis/assessment.

California Department of Corrections and Rehabilitation (CDCR)   ***April 2008 – June 2009***
Senior Analyst/Consultant
Worked on a project team responsible for the implementation of a new statewide prison canteen management system and inmate trust accounting system. The new system is a statewide Microsoft VB.Net/SQL Server application running in a Windows client server environment.

Duties included development of requirements, technical documentation, software change management, and MS Access application development. He performed analysis, evaluation, and best practice reviews of a variety of information technology areas including test and implementation, change management, and application documentation.

Redesigned the change management and application testing process. He also worked with the software development team, user group, and project management in a variety of areas including requirements specifications, document management, and testing.

CalPERS (California Public Employees Retirement System)   *April 2007 – March 2008*
Senior Analyst/Consultant
Performed senior analyst duties on the CalPERS Customer Education System (CES) project. His duties included development of requirements, use cases, application quality assurance and testing.

Developed test cases and test data, performed tests, and reported system defects. He also assisted developers in troubleshooting. He recommended system enhancements, prepared status reports, and analyzed and validated test results. He also provided support to the user community during customer acceptance testing. His duties also included conducting user needs analysis; use case development, JAD session participation and development of functional requirements specifications. The application was Java based with an Oracle database backend.

CA State Disbursements Unit (Consultant)   *December 2004 – December 2006*
Senior Analyst/Consultant
Duties included development of requirements, technical procedures, software change management, software QA/testing and application support during the initial startup phase and during ongoing operations.

Member of the Electronic Payment application and the SDU Reporting application requirements teams; both VB.Net/ASP.Net web based applications. His accomplishments and duties included conducting user needs analysis, use case development, leading JAD sessions, and developing functional requirements specifications. He also performed testing of the Electronic Payment application.

In addition, he also conducted the applications design, software coding, and testing of a Microsoft Access based SDU Report Design and Definition application. This application was used to define and design the CA SDU reports that were required by the RFP/Statement of Work. He also developed an Employer Mailing tracking application

Responsible for coordinating, scheduling and implementing software changes for all environments (Test, Training, Production, and Disaster Recovery.) He also was responsible for developing related Change Control processes and procedures. Provided SDU site technical and application support. Researched and responded to reported application incidents and worked with SDU operations staff and vendor developers to resolve issues.

Maintained and supported the SDU Defect and Incident management application (Test Track Pro, a Windows/SQL Server application.) He was responsible for migrating Test Track Pro from the Denver site to the CA SDU and providing ongoing support (developing custom Crystal reports, UI changes, etc.)

CALWin (Consultant)   *February 2003 – December 2004*
Senior Analyst/Consultant
Conducted a comprehensive analysis and review of the CALWin User Acceptance Testing (UAT) Reporting process. In addition to recommending reporting usability and reliability enhancements and best practices he also recommended the establishment of a single integrated UAT reporting application.

Responsible for porting the MS Access UAT Reporting application to the Microsoft.Net/Visual Studio 2005 platform (VB.Net, ASP.Net, Crystal Reports, and MS SQL Server.) The MS Access application was completely redesigned and re-written using VB.Net and MS SQL Server. ASP.Net and Crystal Reports were used to provide a new web based reporting module.

Hewlett-Packard   *January 2002 – February 2003*
Senior QA/Business Analyst
Performed analyst and quality assurance duties for a new E-Commerce/Web based Parts Ordering and Claims processing application. Conducted analysis and review of application functional and design documentation and performed gap analysis of specification documents. He also recommended system usability and functional enhancements. Defined the application testing process, and participated in test planning and scheduling. He developed test scenarios and scripts from functional and design documents, prepared test data, and executed the tests. Identified and reported both business issues and system defects, as well as analyzed and validated test results. He was also responsible for preparing progress and status reports. The environment included SAP, Clarify, HP-UX, Bluestone, Tuxedo, SonicMQ, Java and Oracle.

State of California (Consultant)   *August 2001 – November 2001*
Senior QA/Business Analyst
Performed quality assurance duties for a new Client/Server based Clarify CRM case management application at the Department of Managed Health Care. He conducted reviews of application functional and design requirements, and participated in test planning and scheduling. He planned and led the User Acceptance Testing efforts. He developed test cases and test data, performed tests, and reported system defects. The environment included Windows/NT, MS SQL Server, Clarify, and Visual Basic.

State of California (Consultant)   *September 2000 – August 2001*
Senior Systems/Business Analyst
Member of the project team responsible for the requirements definition and design specification of a new statewide application at the State of California's Department of Health Services (Children's Medical Services). His accomplishments and duties included conducting user needs analysis, leading JAD sessions, preparing process definition and design, developing functional requirements specifications and use cases, and documenting data requirement specifications.

OTHER EMPLOYMENT:
Intel Corporation (Consultant)   *Dec 1999 – Sep 2000*
Senior Software Quality/Test Engineer

Providian Financial Corporation. (Net National Consultants)   January 1998 – December 1999
Project Manager/QA Analyst

Pacific Bell/SBC (IBM Global Services)   *Mar 1997 – Dec 1997*
Senior Business Analyst/Lead Systems Analyst

Sacramento Municipal Utility District   *March 1992 –*
March 1997
Senior Business Analyst/Project Leader

Srikant Aiyar

Project Manager

Qualifications and Background

I.T. Management / Project Management Professional - Experienced, client-focused I.T. Program / Project Manager with expertise in all phases of development with proven success in delivering large scale, complex projects with multiple platforms on time and on budget leading the development and management of business application systems.
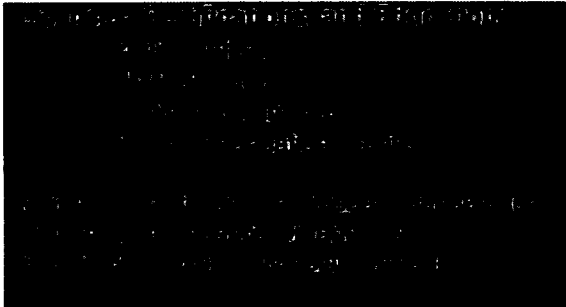
Related Experience

Project Manager, Knight Communications   08/13 – Present

Quality Software Service Inc. (QSSI), Columbia MD   02/13 – 08/13
ACA – FFM Programs Manager

Managing 8+ Programs under the Internal and External testing of Federal Healthcare Testing Contract. Currently manage over 50 Team members and contractors onsite and near shore. The team consists of requirement analysts and testing analysts responsible for Centres for Medicare and Medicaid Services in Maryland.

Additional responsibilities
- Manage portfolio Quality and work with the internal QMO assigned to raise the CMMI level to 5
- Configuration and Risk Management Committee management and reporting to executive level management.
- Facilitate Client facing meeting and consolidate and manage other service providers.
- Six Sigma Committee member
  - The current project is a study to improve process using Six Sigma.

Lockheed Martin Information Systems & Global, Rockville MD   09/09 – 11/12
Program/Project Manager

Managed multiple projects capturing data from failed banks and recently acquired failed banks all over the United States of America. All projects are implemented using SDLC/PMLC and within SOX compliance requirements.
- The Program involves following a proprietary project life cycle.
- Used SharePoint to maintain project documents and status – From initialization to Closing
- Project Assessing, capturing and hosting data retrieved for future analysis and processing.
- Manage multiple teams at multiple sites. Each project site entertains diverse project challenges – streamlining the on boarding process along with scope management increased the assessment and initial analysis along with Relationship building skills and continuous risk management each project is successfully completed.
- Introduced continuous process improvements (e.g. workflow optimization, QA process improvement which increased efficiency by 20% and reduced errors by 85%.
- Developed and maintained up-to-date project status reports/files (computerized and manual).

Cognizant Technology Services   04/07 – 03/09
Account Manager/Program Manager

Clients:
Washington Mutual Bank (04/07 – 07/08)
Account Manager/Program Manager
- Profit /Loss responsibilities to manage Washington Mutual Bank - Credit Card account.
- DB Hardening and Payment Processing Project (Budgeted for 7 MM and 11 Month Duration).
- PeopleSoft FMS system maintenance
- Payments Projects using Scrum/Agile Methodology
- Daily Operations and with multiple Program Manager direct reports.
- Used SharePoint to maintain project documents and status, including globally dispersed team communication and meeting minutes.
- Onshore/Offshore coordination, along with delivery oversight. Identifying business needs and translating these into business requirements, exhibiting a comprehensive knowledge of the business and system flows within the organization.
- Leveraged continuous process improvements
    - Workflow optimization, QA process improvement.
    - Increased revenue by 80% the first quarter along with increased efficiency of project and application management by 20% and reduced errors by 85%.
    - Developed and maintained up-to-date project status reports/files(computerized and manual).

Hudson Bay Company (07/08 – 11/08)
Project Manager / Sr. I.T. Consultant
Managed and led multiple product releases all projects are implemented through full life cycle of SDLC.
- Delivered Phase I of an Integration Center of Excellence (ICE) Project.
- Prepared and transferred second phase of the Project for Hudson Bay Company, Ontario Canada.
- The project scope was to set up and deliver an ICE Factory – and SDLC process for HBC. Delivery of Phase I of this project was completed end of July with Phase II estimated commencement in late October, November 2008.

Symantec Product Release PMO Project Manager / Sr. I.T. Consultant   (11/08 – 03/09)
I.T. Program Manager

Managed and led multiple product releases. All projects are implemented through full life cycle of SDLC.
- In close cooperation with the Program Office in Symantec Corporation in San Jose as a Program Manager.
- Maintain the existing speed to market pace and provide program/project risk assessment.
- Established a Program Office process, and established   work flow, pre and post release review of risks and risk mitigation strategy.
- Provided sound thought leadership and next steps to gain and maintain senior management team buy in for the merger of redundant systems in testing and deployment.
- Managed Projects using SCRUM Methodology
- This program involved multiple projects – working towards developing the Norton Product and the peripheral support services. The responsibility of the program manager included establishing project, program and risk best practices and communicating with upper management, geographically dispersed teams, and working effectively with a loose matrix organization to effectively exercise monitoring and control best practices.

HSBC Card Services, Salinas CA   06/2003 – 03/07
Senior Project Manager – Originations

Manage all aspects of bank and portfolio acquisition and merger projects, including leading the team to quantify the effort for data analysis, extraction and implementation.
- Facilitating the development of solution roadmap.
- Risk Management facilitation, including monitoring and control to successfully complete the projects.
- Used SharePoint to maintain project documents and status, project communication and change control documentation.
- Managed Projects using PeopleSoft CRM and FMS modules
- Complete Program delivery oversight.
- Identifying and maintaining Risk Management Plan .
- Maintain vendor Relationships and Resource planning.
- Mentoring PM in creating and communicating project plans .
- Encouraging effective communication within cross-functional teams.
- Resolving and Escalating Project slippage where needed to key stakeholders, meeting all project goals and timelinesDeveloping and evangelizing a business case for the solution.
- The most important responsibility is to my clients and my company - which is to deliver the project on time and most importantly without defects. To date I have delivered all projects on time and without incident.

Brain Tech World Inc., Aurora IL   09/96 –06/2003
Principal Consultant
Created and operated an outsourcing company from 1996 to 2003.
- Effectively increased profitability and revenue by increasing projects to accommodate 80+ professional consultants.
- Worked as an independent consultant, my responsibilities included - Business development, relationship management.
- Led and delivered many diversified projects including mergers, system and data analysis, identifying redundant systems, working with client team to design and implement merged systems.
- PL/1, COBOL, JCL, CICS, JavaScript, DB2, SAS and GUI, including MS-Office and many proprietary client systems.

PRIOR EXPERIENCE AVAILABLE UPON REQUEST
TECHNICAL SKILLS

Program Management/Operations (ITIL)	Project Management (PMP)
Risk Management (PMI-RMP)	CSM (Certified Scrum Master)
PMLC – Program Office	SDLC – Software Development
Rational Unified Process - Iterative Waterfall Project Methodology	SCRUM/Agile Methodology
MS-Office Suite including MS-Project	Relationship Management
Business Development	

Dan

Legacy Systems Programmer

Qualifications and Background

I.T. Management / Project Management Professional - Experienced, client-focused I.T. Program / Project Manager with expertise in all phases of development with proven success in delivering large scale, complex projects with multiple platforms on time and on budget leading the development and management of business application systems.

Related Experience

Segula Technologies, Inc.,San Diego, CA   6/2010 – 12/2010
Contract Programmer/Analyst

Code and test major enhancements of Union Bank mortgage banking system for bank acquisitions utilizing COBOL and CICS in an IBM mainframe environment. Created custom Microsoft Excel spreadsheets for data analysis and testing validation.

Insurance Company of the West,San Diego, CA   5/2005 – 10/2009
Senior Programmer Analyst

- Maintain and enhance large insurance computer system utilizing COBOL and CICS. Duties included providing business and technology solutions and working closely with internal business partners. Created and maintained various SQL databases for business reporting needs utilizing SQL and Excel spreadsheets. Business applications included Workers Compensation underwriting and claims, Commercial Property, Auto insurance, Statistical Reporting to insurance bureaus.

NextStudent,Phoenix, AZ   7/2002 – 10/2003
Marketing I.S. Manager

- Managed affiliate partnering program for company that specialized in educational loans. Daily contact with partners, some web page design, created and maintained EIS systems with Microsoft Access and SQL Server. Liaison with IT department for design and implementation of software.

Union Bank of California   **San Diego, CA**   5/2000 – 3/2002
Systems Specialist II

- Programmer Analyst for Bank by Phone and Bank@Home (internet banking software).
- Designed, coded, tested, implemented and maintained various software enhancements.
- Designed and coded software using MQ Series to interface with mainframe banking software
      applications and web software.

XyberNET, San Diego, CA   2/1996 – 4/1999
Senior Programmer Analyst

- Lead Programmer for on-line Extended Vehicle Warranty system.
- Responsible for all analysis, specifications, coding, testing, implementation and trouble-shooting.
- Extensive client interaction including strategic planning, analysis of business needs and daily operations.

- Installation Manager
- Managed unit of six Programmer Analysts, responsible for developing, modifying and maintaining XyberNET software systems.
- Acted as System Architect and had control of what and how the software was enhanced.
- Responsible for unit's employee hiring, reviews, training, guidance and mentoring.

Allianz Life Insurance Company, Minneapolis, MN 3/1995 – 2/1996
Systems Consultant

- Coded and tested major enhancements to existing Marketing on-line system.

Deluxe Corporation, Shoreview, MN 8/1994 – 2/1995
Systems Consultant

- Designed, coded, tested and implemented major enhancements to a Loan Coupon processing and printing system.

Blue Cross Blue Shield, Eagan, MN 6/1994 – 8/1994
Systems Consultant

- Designed, coded, tested and implemented into production a new Budget Forecasting system.

The St. Paul Companies, Inc., St. Paul, MN 12/1987 – 6/1994
Programmer Analyst

- Data modeled, analyzed, prepared specifications, coded, tested and implemented a large DB2 Data Warehouse.
- Extracted management reporting information from the Data Warehouse using SQL using both mainframe and PC-based software (SQL Server, Microsoft Access, BusinessObjects) for numerous Decision Support Systems.
- Supervised and delegated work for independent contract programmers.
- Analyzed, estimated, coded, tested and debugged enhancements for a large on-line insurance claims processing system consisting of over 1,000 on-line screens interacting with 50 IMS and DB2 databases.
- Maintained and enhanced an automobile insurance inquiry system in DB2 relational databases.

Howard Publications, Oceanside, CA 3/1986 – 8/1987
Programmer Analyst

- Implemented into a production environment, enhanced, tested and debugged a major financial billing package involving 350 batch and 180 CICS COBOL on-line programs.
- Supervised installation and operation of a 4GL accounting package running under UNIX for 18 distributed sites.

This candidate was recruited by Sharon Kropf for multiple assignments with State of California, Energy Commission

Applications/Web Developer

Qualifications and Background

Accomplished Developer with 15+ years of Relational Database experience, including more than six years developing custom applications for the California Energy Commission and California Department of Agriculture.

- Problem solver with extensive project management experience (thrives in a multi-project development environment). Proven track record of converting systems requirements into easy-to-use database applications.
- Analyzes client requirements, and ascertains needs beyond the requests. Rapidly assimilates new technologies and methodologies to implement customized, state-of-the-art solutions.
- Maintains a clear focus on overall company and project objectives (i.e., designed an application that reduced staff (from 4 to 1) required to produce monthly publications for the CA Department of Agriculture).
- Highly effective communicator. Ability to interface and build rapport with clients/end-users, technical specialists, and management.

[redacted]

Related Experience

California Energy Commission **4/2010 – Present**
Database Web Application Developer (Off-site)

High Performance Buildings and Standards Development Office:

- Analyze and document an MS Access Application for use in Low Cost Housing Cost Analysis. Upgrade all cost calculations from Access queries to SQL Server 2005 Views and T-SQL and CLR Stored Procedures. Convert the Access Interface to a public membership Web Application using VB.NET, and ASP.NET using AJAX technology. Develop Administrative Web Site for maintaining memberships and update Energy Cost and Tax Rate Tables.

Trident Marketing, Southern Pines, NC **1/2010 – 6/2010**
Database Web Application Developer

- Participated in developing a monthly recurring credit card chard system, using Web Services, MS SQL Server, VB.Net and ASP.NET.
- Maintained and Developed improvements to e-mail marketing system using in house MS SQL Server, VB.Net, ASP.NET and Web Services connecting to Vendor E-mail systems.

California Energy Commission **2/2008 – 7/2009 & 10/2009 – 5/2010**
Database Web Application Developer (Off-site)

Energy Efficiency Division:

- Add new features, update data validation routines, import historical data and provide other maintenance functions for the "Appliance Compliance Program" Application developed in previous contracts, into a Web Application using VB.NET, ASP.NET using AJAX technology.
- Performed database maintenance of the MS SQL Server 2005 database, using Microsoft Visio for table maintenance and updated data validation stored procedures in T-SQL and VB.NET CLR based on Appliance Energy Efficiency Regulation changes and additions approved by the Energy Commission.

RSVP Communications   **12/2007 – 3/2008**
Database Web Application Developer

- Modify an existing web based call center script from handling one single script to using multiple scripts based on the type of business being called.
- Modify and optimized database structures and T-SQL stored procedures to retrieve caller info and proper call script, look up information and save prospect answers. Used SQL Server 2000 for data store, Web Site developed using VB.NET 2004 and ASP.NET.

California Energy Commission   **12/2005 – 1/2008**
Database Web Application Developer (Off-site)

Energy Efficiency Division:
- Re-engineer "Appliance Compliance Program" Application developed in previous contracts, into a Web Application using SQL2005, VB.NET and ASP.NET using AJAX technology.
- Analyzed existing application and staff work routines to design an improved user experience. Designed an application requiring 25% less time and effort to add new appliances.
- Upgraded the database from SQL Server 2000 to 2005 using Microsoft Visio for Database modeling. Upgraded database access and data validation using T-SQL and VB.NET CLR stored procedures.
- Developed two ad-hoc reporting systems one for application users without SQL knowledge. This system collects information from the user and writes the required T-SQL statement on the fly. The other system provides the database structure to the user who can then write their own SQL statements. The system checks the statement for proper syntax and then executes.

California Energy Commission   **3/2004 – 12/2005**
Database Web Application Developer (Off-site)

Energy Efficiency Division:
- Designed in cooperation with Commission Staff an intranet online searchable application for the "Appliance Compliance Program". Developed a Website for searching and downloading of the "Appliance Compliance Program" Database.
- Uploaded and converted Historical Data stored in several hundred Excel Spreadsheets to the "Appliance Compliance Program" Database and modified the VB6 Application to display and report on the newly imported data.
- Created multi-User networked version of "Appliance Compliance Program" developed in previous contracts, using VB6 and SQL Server 2000

California Energy Commission   **1995 – 1/2004**
Database Application Developer

Energy Efficiency Division, 1997 – 1/2004
- Designed, developed, and implemented a database application for the "Appliance Compliance Program" to validate and maintain data submitted by appliance manufacturers (VB 6 and SQL Server 2000). Allowed Energy Commission staff to search, view, and edit individual and multiple models, and produce pre-programmed and ad-hoc reports in Excel and MS Access. Used Microsoft Visio for Database Modeling.

Financial Services Office, 2001 – 2002 & 1999 – 2000:
- Created and implemented a relational-database application for the "Solar Energy and Distributed Generation Grant Program" using VB6 and MS Access to track applications and payments to the new grant program.
- Troubleshot and completed programming of a database application for the "Emerging Renewable Buydown Program" using MS Access to track applications and payments (tracked applications for rebates, rebate payments, and created customized reports).

Technology Evaluation Office, 1998 – 2000:
- Designed an application for the "Renewable Resources Trust Fund" to calculate and track purchases / sales of renewable-energy sources by Power Retailers (programmed using VB5 and MS Access).

CA Energy Commission – Energy Supply/ Demand Forecast   1995 – 1996
- Developed application to collect and report forecast energy supply and demand data in MS Access (designed based on required data for the reports).

California Department of Agriculture   1996 – 2002
Database Application Developer (Dairy Marketing Branch)

- Analyzed and redesigned an existing spreadsheet application used to calculate milk production prices from all California dairies (used Visual Basic 6, and a normalized relational database in SQL Server 7).
- Re-programmed and provided ongoing maintenance to the existing Statistics Database. Implemented an MS Access application to capture, maintain, and report Dairy Production and Sales data for the California Dairy Industry. Used ERWin Data Modeler for Database Development.
- Programmed an application to manage and print all mailing label lists (up to 30 reports and newsletters monthly, with custom recipients). Allowed staff to enter and edit a single addressee, and assign to multiple lists.

MCI State Government and University Markets   1996 – 1997
Database Application Developer
- Analyzed and redesigned the existing manual system to capture internal work request from a nation-wide sales force. Developed MS application to record and assign work requests, and monitor and report work progress to managers and sales force.

Other Employment
Harbourton Mortgage Company   1996
Database Application Developer (Information Systems Department)

California Department of Corrections   1996
Database Application Developer

### ReForm Automation, Sacramento, CA   1994 – 1995
Database Application Developer

Natalie Andres

Website/Graphic Designer

Qualifications and Background

I.T. Management / Project Management Professional - Experienced, client-focused I.T. Program / Project Manager with expertise in all phases of development with proven success in delivering large scale, complex projects with multiple platforms on time and on budget leading the development and management of business application systems.
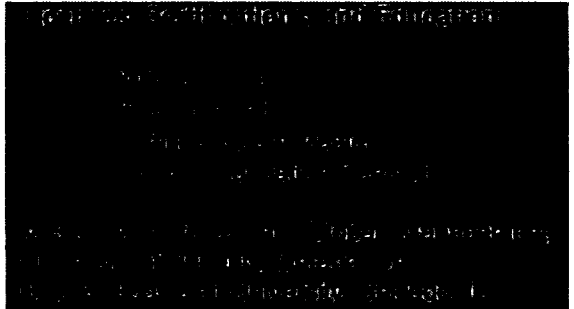
Related Experience

IntelliBridge Partners -Southern California Association of Governments   10/2011 – 4/2012
Website/Graphic Designer

- Provided graphic design and website design services to client.

Nouveau Stylo Creative Graphic Design   February 2009 – present
Owner

Paul Hastings   July 2009 – present
Client Finance Portfolio Coordinator Website/Graphic Designer

Tier One Tutors   February 2009 – July 2009
Office Manager

Mark Woolen & Associates   Summer 2008
Editing Intern

Hippodrome Theatre   May 2007 – December 2008
Marketing Intern

Current TV   October 2007 – May 2008
Student Executive Producer

Database Administrator

Qualifications and Background

Twenty-seven years' experience in software development and business solutions. Emphasis on commercial and government database applications using SQL.

Related Experience

Copart   **July 2010 to present**
SQL specialist for system re-architecture from RPG-based IBM iSeries legacy infrastructure. Wrote coding standards and introduction to SQL and DB2. Reviewed code and analyzed existing applications regarding isolation and concurrency, ETL, and error handling.

First Republic Bank   **December 2008 to May 2010**
Data Specialist for Anti-Money Laundering group.
Maintained and enhanced proprietary risk-rating system based on SQL Server 2005 stored procedures in Transact SQL. Data loads used Excel, Access, and text files. Wrote VBA modules for data validation, correction, and ETL for major upgrade to third-party transaction analysis software, provided test data and verified data formats.

County Department of Human Assistance   **August to December 2008**
As Database Analyst / SQL Expert developed, debugged, and tuned SQL queries against multi-million row tables in county welfare SQL Server 2005 database for the Management Reporting Unit. Designed load process of extracts from FTP site. Built database extracts in Access for reporting re-use. Coached unit members on use of SQL, Access, Excel, and automation.

CPS Human Resources   **February 2007 to August 2008**
Software Development Group's database developer, enhancing classic ASP web sites and .NET Windows Forms application. Designed, coded, and implemented new ASP.NET web sites in SQL Server 2000 and 2005 using Transact-SQL triggers and stored procedures. Consulted on SQL production administration (including backup and restore routines), database security approaches, enterprise systems such as CRM and Asset Management.

Wells Fargo   **July 2006 to February 2007**
Implemented SQL Server 2000 data updates to Wells Fargo Wholesale Division's internal web application for business intelligence. Developed enhancements to Transact-SQL stored procedures, analyzed data-tier issues, analyzed performance with SQL Profiler.

Golden 1 Credit Union   **March 2005 to May 2006**

Performed SQL Server backups and restores, and other DBA tasks and troubleshooting for enterprise-wide EMC document and image management system. Crafted utilities for extract, administration, and monitoring with VBScript, NT command script, and proprietary language. Enhanced system environment to make it more consistent, transparent, and maintainable – reducing long-term support cost and flattening learning curve for future administrators. Executed major upgrades and security conversion.

Emageon   **October 2004 to March 2005**

Consultant for implementing Sales Force Automation and Customer Relationship Management. Designed custom enterprise data schema. Developed queries and integrated data result sets from multiple sources.

California Department of Social Services **November 2003 to April 2004/ July to October 2004**

Microsoft SQL Server specialist on Community Care Licensing Division development team. Designed, coded, and documented Rapsheet database in SQL Server with triggers and stored procedures, using a Visual Basic 6 front-end. System loads data from mainframe feeds. Extensive Data Transformation Services development including ftp and file system manipulation.

Vesta Corporation Payment Processing **October 2002 to November 2003, May and June 2004**
Database developer for reporting and data warehousing. Responsible for bringing new schema into existing data warehouse. Crucial team member on new warehouse infrastructure to improve performance, flexibility, and stability. Responsible for data transformation for data feeds to Lawson accounting. Fixed existing systems and developed Transact-SQL for new requirements. Consolidated 17 stored procedures into three. Extended data warehousing capability, designing and coding meta-data tables for driving parts of the system.

Kaplan, Inc. Educational Company **June 2002 to September 2002**
As Database Developer, created complex SQL queries and stored procedures to feed online reporting system using ASP, XML, Active Directory, C#. Queries used derived tables, table functions, user-defined functions, and table variables. System was a commercial web site analyzing standardized school tests.

Probation Department **April 2001 to November 2001**
As department DBA, designed and implemented databases in Microsoft SQL Server for ASP applications. Developed triggers, views, and stored procedures. Created data feeds from county mainframe ADABAS system to web applications.

Intel **July 1999 to March 2001**

Database developer, specializing in web reporting using Cognos PowerPlay. Designed on-line OLAP reports. Developed complex Impromptu reports and catalogs for Oracle database, including cross-tabs and sub-reports. Performed a variety of development tasks, including requirements gathering, analysis, design, Excel and Access programming, and extensive NT command line scripts. Designed and executed data conversion.

Other Employment as a DBA:

UC Davis Medical Center	April 1999 to July 1999
Caere Corporation	September 1998 to April 1999
COMSYS	May 1998 to August 1998
Packard Bell NEC	1997 – 1998
Market Power	1996 - 1997
Sacramento Courts	1994-1996
Philips Interactive	1992-1994
Senn-Delaney	1991-1992
Skandisk Partnership	1984-1990

Jason Sam

System Support/Production Support Specialist

Qualifications and Background

Over fifteen years of experience supporting public safety information technology infrastructure. Extensive background designing, managing and supporting public safety network infrastructure.

Related Experience

Knight Communications, Inc.   **1996 – Present**
Systems Manager

- Responsible for the entire IT systems infrastructure and applications from design, implementation and management at Police Client site.
- Manage and maintain network applications such as CAD, RMS, MDS, ArcGIS, Sierra Permits, TMS, FireHouse, Telestaff, and Video Surveillance Systems.

Knight Communications, Inc.   **1994 – 1995**
Network Administrator

- Network Management at police client sites.

Knight Communications, Inc.   **1992 – 1994**
Support Engineer

- Install and configure workstations and servers.
- Troubleshoot PC problems.
- Set up LAT and TCP/IP protocol connections.

IPhone Developer

Qualifications and Background

Over fifteen years of experience of application development experience specializing in mobile and social networking applications. Strong expertise in leading teams as a hands-on architect.
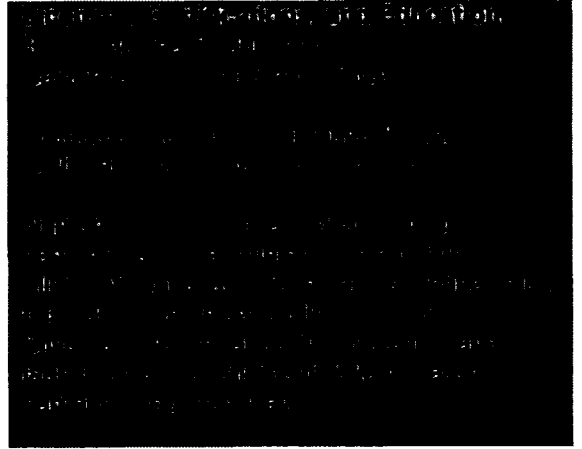
Related Experience

Subfuzion, Inc. Santa Clara, CA   **May 2009 – Present**
Chief Architect
- Led a team of developers and web and UI designers on four different projects over the past two years. Also, helped manage one of our client's development teams.

Social Networking App (www.tennyeats.com)
- Architect and lead developer of a team of programmers and UI designers for a social network app for food enthusiasts due for imminent release. The app provides Facebook integration, photo sharing, check-in, and other social features.
- Technology includes iPhone (XCode development in Objective-C for iOS 4), MVC 3 for the website, and cloud-hosted (Azure) REST-based web services, blob and table (NoSQL) storage.

Novartis Diagnostics - LynXX
- Successful delivery of DNA analysis application developed for major biomedical company.
- Responsible for architecture, implementation, and managing a team of developers and UI designers; technology included Silverlight 4 for a rich client experience that could be used in the lab and by remote scientists, WCF for the web services layer, and SQL Server 2008.
- Interactive wireframes developed with SketchFlow were used for an iterative design process for an active feedback loop while working with Novartis project management, scientists and test and verification engineers.

Skylink Design – SLATE
- Successful delivery of a mission-critical diagnostics application for a major mobile carrier (under NDA), planned to ship to nearly a thousand retail stores; includes a rich client interface, sophisticated architecture that supports running diagnostics in asynchronous test processes, web services and data storage tiers on the carrier's back end
- Responsible for the architecture, management presentations, design specifications, and framework implementation for the user interface, application, and service layers from project inception through acceptance testing; managed Subfuzion and Skylink developer/QA onsite resources during development.
- Technologies used included .NET 4, C#, WCF, WPF, JavaScript engine for diagnostics framework, ASP.NET for web portal UI, SQL Server 2008.

BD Biosciences - FACSuite
- Helped build a service framework for communicating with BD Biosciences' (San Jose, CA)
- next generation Cytometer (blood analysis) platform.
- Project architecture based on WCF, WPF, and Microsoft Enterprise Library for logging, Unity for dependency injection (IOC supporting simulation, test, and production environments), and PostSharp for aspects (AOP).
- Created the production WPF application as part of FACSuite that will be used for device monitoring and log analysis in the field.
- Created services for communicating with the device for transferring data, monitoring events and logs, and performing remote installs, patches, and upgrades. Created associated Windows Service applications for hosting the various system services.
- Created a taskbar system tray Control Panel application used for monitoring/accessing remote instrument service status and control functions.
- Created Visual Studio setup projects with custom installer actions for provisioning services, as well as for installing client workstation tools, system tray control panel application, and functional test clients.
- Created / assisted in development of various WPF functional test applications to aid testers and serve as a reference for the UI team, including the primary functional test client, instrument data and event viewer, and log viewer.

APX, Inc., Santa Clara, CA   September, 2008 – May, 2009
Chief Architect
- Liaising closely with the CTO, provided technical leadership through active, hands-on development, mentorship, and driving adoption of best of breed tools, technologies, patterns and practices, and agile development methodologies to build the next generation flagship platform product (APX MarketSuite). The product, built utilizing the latest Microsoft platform technologies, facilitates scheduling and settlement in the competitive electricity markets.
- Provide end-to-end architectural oversight and technical direction across Web, Service, and Data tiers. Conduct planning and design reviews with technical leads.
- Led adoption of agile methodology based on TFS 2008, continuous integration (CI), and automated deployments.
- Actively led Service Tier development, including all WCF/WF/LINQ development; directly responsible for the Job Scheduler/Dispatcher/Workflow engine implementation for scheduling, submission and harvesting of data with external service providers/consumers.
- Mentored team on multithreading, data binding, and various patterns and practices.
- Initiated adoption of WPF for internal business/operations applications and development
- support tools.
- Implemented the Service Tier leveraging WCF Workflow Services hosted under ASP.NET
- for scalability and a Windows Service to host the scheduling/dispatching function.
- Implemented harvesting/submission services leveraging LINQ to XML for integration with the California ISO and external partners/customers.
- Implemented the data access layer leveraging LINQ to SQL; extensively augmented data context and model classes with supplementary queries and utility methods.
- Provided common framework code, including extensive type factory support, formatting and validation extension methods, and custom logging support built on top of the Microsoft Enterprise Library.

Neudesic, LLC. Irvine, CA   October 2007 – July 2008
Contractor (Principal Consultant)
- Contracted with a premiere national Microsoft Gold Certified Partner headquartered in Irvine as .NET architect and programmer for one of its clients, DRI (http://www.dridefault.com), a provider of loan servicing software for the banking industry, to design and build the next generation version of their flagship application.

- Led the DRI team on migration from a 2-tier ASP.NET web application to an n-tier architecture using WCF, Entity Framework and ADO.NET Data Services, and development of a functional WPF desktop client application, subsequently migrated to a Silverlight 2 browser-based rich client.
- Created and maintained the Visual Studio database solution for the project; created post- deployment SQL scripts for populating initial and test data, along with provisioning logins, enterprise logging, and ASP.NET security provider tables.
- Architect for the service tier (implemented with WCF); developed various infrastructure, administrative, data and business services, including two financial services (Title, REO), notification service, REST-based document storage/retrieval service, and service provider administration service. Implemented ASP.NET security for authentication and authorization of WCF services for Silverlight client.
- Created Silverlight UI for service provider administration. Lead developer for initial WPF
- client application.
- Created Windows Workflow service for Title service provider selection and title processing, which included periodic status checks with external service providers for title status and subsequent retrieval.
- Installed and configured TFS 2008 with separate build server and configured for continuous integration builds. Migrated team from Nunit to Visual Studio Team Test.

Spot Runner, Inc. Los Angeles, CA   **June 2007 – October 2007**
Sr. Application Developer
- Assisted the MarketPlace (Malibu) team in development of WCF services for an advertising campaign management application for media buyers/agencies and sellers to complement Spot Runner's consumer Web portal.
- Implemented IIS-hosted WCF services for the seller portal. Included end-to-end responsibility of several vertical application slices: wrote consumers (custom proxy and channel classes) for the client UI; wrote service tier services, which in turn leveraged manager classes that manipulate data using custom entity classes from the data tier; also wrote various stored procedures for SQL Server used by the entity classes for storing and retrieving data for processing seller orders as well as for supporting importing/exporting partner orders.
- Implemented a MessageRendering service used for website email generation (e.g., Welcome, Lost Password, etc.). Provided MSMQ-based service endpoints for guaranteed delivery of message rendering requests from the website to the MessageRendering service, which managed invocation of a message rendering web application to generate HTML-based email messages, and then forwarded final rendered messages over another queue to the SMTP server for delivery.
- Implemented a data mapping framework for importing and exporting various media buyer goal files, which include custom file formats, XML, and Excel spreadsheets, used by the industry. Created a custom Web.config configuration section handler so that specific formats could be mapped to specific parsers. The custom configuration section is used by a factory to return the appropriate import kit and parser instance at runtime an agency's campaign goal data. Created builder classes which use the parsers to assemble goal related entities that are used to create media buying proposals.
- Secured the MarketPlace application with a combination of transport and message security to meet specific application requirements. Managed WCF configurations to provide correct bindings for secure endpoints and credentials behaviors for message protection (signing and encryption). Wrote scripts to create and manage certificates for developer, integration, quality assurance, and performance testing environments, and provided guidance for ensuring website security after deployment to production environment.

Ortega InfoSystems, Inc., Fremont, CA   **July 2006 – June 2007**
- Consultant position as architect and lead programmer to design and build Ortega's next generation .NET 3.0 solution, including WPF desktop client application and WCF-based backend, from the ground up as a replacement for the previous version of its flagship facility management, security, and network video surveillance application (which was based on an IIS/ASP backend and Internet Explorer ActiveX rich browser client). Created initial client prototype as a Windows Forms application.

- Designed and implemented primary application WCF net.tcp services (data and service contracts) hosted as Windows services: Configuration Service, Notification Service (duplex publish and subscribe), Recorder Service, and Video Clip Management Service.
- Wrote a C++/CLI interop layer to manage Ortega's core Win32/C++ server application and wrote C++/CLI adapters for authentication and authorization, primarily to leverage
- CredUIPromptForCredentials and EditSecurity APIs. The application uses the
- standard Windows ACL editor to apply access control entries (ACEs) to private application securable objects (for example, for setting camera view/control/configure permissions).
- Provided training for other members of the team to migrate from C++ to .C# and C++/CLI.

Yahoo!, Inc. Sunnyvale, CA   2005 – July 2006
Senior Engineer
- Member of SiteBuilder Java development team responsible for Yahoo's desktop client for authoring Yahoo! Small Business websites(http://webhosting.yahoo.com/ps/sb/index.php).
- Was selected to participate on a four engineer team to develop a Rich Internet Application using Adobe Flex as a successor to SiteBuilder for creating next generation themed websites in Yahoo! Business. Backend services written in Java and hosted under Tomcat. Participated in development from initial development phase until delivery to QA.
- Prototyped Flex 2 rich clients and explored integration of existing Yahoo libraries for customer's web hosting control panel applications as well as for generating dynamic websites. Was actively involved in the Adobe Flex 2 private beta program since the original alpha in 2005.
- Helped develop internal PHP frameworks and provided PHPUnit training.

Intertrust Technologies, Corp. Sunnyvale, CA   2003 – 2005
Sr. Web Services Architect
- Designed and implemented a Java Web Services framework to provide standards-based support for Web Service call interceptors to enforce security policies for digital rights management in peer-to-peer network environments.
- Wrote a complete, space-optimized XML parser in C (using Flex and Bison) with 100% support for XML Schema; reduced footprint by eliminating DTD support (not required for SOAP and other Web Services related specifications) that was suitable for a consumer device reference platform.

Planetweb, Inc. Redwood Shores, CA   2001 – 2003
Chief Architect
- Java architect and team lead for Planetweb's Enhanced Device Enabling Network (EDEN), an Internet portal and a dedicated Java client running under Planeweb's browser with custom device JVM.
- Designed and led a team of developers in building a J2EE/Oracle portal backend. The backend managed user accounts and application and content provisioning for service subscribers.
- Designed and implemented the client Java framework, which provided runtime support for subscription, authentication, and managing applications provisioned to consumers via the portal.
- Sole developer for Planetweb Instant Messenger server, client, and protocol adapter for
- Yahoo Instant Messenger. This commercial product shipped in the retail channel in 2001.
- Developed various client services and applications, including: Discovery (enabled an authenticated device to determine the subscription services available to it); InstantOn (cached dynamic content, such as ads, for presenting to the user when the device was powered on but not yet connected to the Internet); Ticker (allowed for information like stock prices to be presented in a device-specific manner); and Instant Messenger (enabled users to use their device to message one another via Planetweb or Yahoo). Also developed a graphical client for connecting to the Planetweb portal to upload and manage photo album content via service providers, such as Ofoto,
- Served as technical representative for Planetweb to the DVD Forum, a consortium of manufacturers, content developers/providers, and software developers that control DVD standards

(www.dvdforum.com). The next generation of DVD player is intended to be Internet-enabled and conform to a full suite of W3C recommendations to enable web- enhanced content (markup and Flash). Planetweb actively participated as a member of various expert groups and chaired the Text expert group. Wrote the specification section on Text, character encoding, and font support for the next generation, enhanced DVD platform. Delivered a well-received presentation explaining character encodings, font technology, and relationships to W3 standards which was requested for in-house training at Microsoft (see References - Kilroy Hughes).

enScaler, Inc. Sunnyvale, CA   **2000 – 2001**

Director, Software Development

- Software Director of 11-person engineering team for a provider of streaming media client and server applications.
- Designed user interface and led 3-person team on development of a commercial video application to support user login, event scheduling, encoding, uploading, and managing videos stored on central streaming media servers (www.videosareforever.com).
- Led 4-person team on development of a class library (MediaAPI) for managing streaming media assets for the mediaScaler server platform (www.mediascaler.com).

Miro, Inc. (formerly Radius, Inc.) Mountain View, CA   **1999 – 2000**

- Led engineering team, worked with product management and chief color scientist, on full life-cycle development of various commercial Windows, Mac, and browser-based (Netscape plugin) applications and utilities for color calibration and management.
- Designed various commercial applications that shipped in the retail channel for the Windows platforms. Wrote Windows shell integration code for Display control panel and Taskbar systray notification area. Wrote Windows USB interface module for ColorMatch Pro calibration software.
- Sole developer from concept to implementation to production deployment of free, web- based version of ColorMatch Web. Wrote Windows browser plugin, designed and implemented the UI, and created all visual assets (except photos). Wrote Java version for ColorMatch for iMac that supported a USB sensor for optimal iMac color calibration for web designers. This product also shipped in the retail channel.

Objectmedia, Inc. Cupertino, CA   **1996 – 1999**

Principal

- Developed in-flight (C++/Win32) and web-based (Java) gaming applications under contract to InterGame / British Airways. Received "Game of the Month" from Mplayer (www.mplayer.com).
- Led team of seven people, including programmers and artists, and also external art and music contractors during game and multimedia development.
- Developed ObjectMedia's programmer tools and libraries, including J/FX (a Java animation framework) and V/FX, a high-performance C/x86 Assembly 32-bit color animation engine and C++ framework for Windows 95/NT multimedia applications.

Other Employment

Robot Research Corporation, San Diego, CA   *1995 – 1996*

Navy Fighter Weapons School (TOPGUN),San Diego, CA   **1995**

Software Engineer

- As a civil service (government) employee upon exiting the Navy. Developed the Strike Fighter Training System (SFTS) concept to create sophisticated interactive training and simulation for enhancing visualization, comprehension and retention

U.S. Navy,San Diego, CA   *1989 – 1995*

Jeffrey Wagner

Windows Server Administrator

Qualifications and Background

Over fifteen years of experience supporting public safety information technology infrastructure. Extensive background designing, managing and supporting public safety network infrastructure. Network analysis; upgrading/maintenance of networking components on LAN and WAN networks,Extensive experience with Microsoft Windows 2003/2008,Experience with Unix, Linux and Mac OS,Exceptional troubleshooting ability,Proficient in technical terminology, communication, and presentation skills,Experience with HTML, ASP, basic C, and C++ languages

Related Experience

Knight Communications, Arcadia, CA   **Oct 2000 - Current**
Information Services Manager/System Administrator
Client Sites: City of Arcadia

- Analyze system programs, applications, performance and efficiency of multiple departments
- Research and implement purchasing of software and hardware; including building scope of work for RFPs and drafting staff reports for city council approval.
- Oversee network connectivity, implementation, integration, and troubleshooting for servers, remote access, storage devices, routers, firewalls, switches, and printers
- Integration of inter-departmental software between Police, Fire, and City
- Oversee all aspects of Network infrastructure (LAN & WAN), (CAT 5, Fiber, telephone wiring),
- Manage IIS web servers including internal Intranet and public facing websites
- Implementation and maintenance of Microsoft databases (Access, SQL Server and SQL Express) for multiple departments including data conversions
- Installation and maintenance of Microsoft Exchange 2010; including Outlook Web Apps (OWA) and Blackberry Enterprise Server (BES)
- Implementation of virtual servers in multiple locations using VMWare ESXi
- Management of Disk to Disk to Tape backup routine; including implementation of offsite Disaster Recovery Site for city financial systems
- Support and maintain Windows 2003/2008 servers including Active Directories and domain upgrades/migrations
- Implementation and migration of Police Department document management system from unsupported proprietary software to Laserfiche document management systems
- Work directly with city, fire, and police employees to assist in troubleshooting and maintenance
- Direct employees in performing information technology tasks
- Monitor overall efficiency of network and server system performance
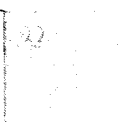
Parkash Raja Mathalairajan

Communication Network Specialist/ Voice Communications Specialist

Qualifications and Background

Experience gained in networking being an 'Computer Systems Analyst' for government agencies in Southern California - where I had to manage network issues, maintain the servers and WAN.Solid background in NETWORKING CONCEPTS – Routing and configure routers, network trouble shooting, DNS routing issues and congestion control.Good knowledge about SOA – Developed interest in Service oriented Architecture while using the REST services for the Web Based Functionality.
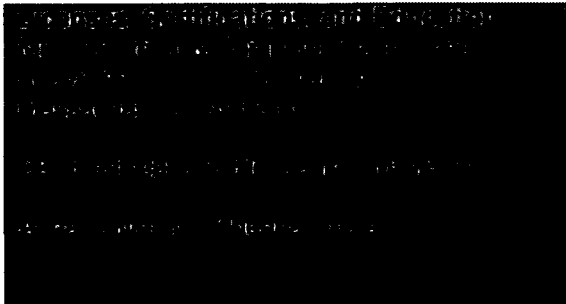
Related Experience

Knight Communications Inc.   July 2011-
Present
Computer Systems Analyst

Computer Systems Analyst For Baldwinpark Police Department   June2012- Present
Responsibilities include:
- CAD/RMS/Mobile Systems Administration including Users, Server, Network, Database backup and recovery management, FileonQ Administration, Mirra 4 Voice System Administration, Disaster Recovery Management, Design and Implementation,
- Infrastructure Management -Servers, Desktops, Virtual Machines, Routers, Switches, Firewall, Web/Spam filters, Security policies, DVR, Wireless Routers, Exchange Server, Office 2007, Windows Update Server, Tape Libraries, Active Directory Management, Shell Scripting, Sound and Video editing, Active Synchronization, Web site Management, In-car video Systems, and MDCs.
- Platforms: AIX6.1, Windows 2000, 2003, 2008, XP, Vista, 7.

Network Analyst And Website Deployment For The City Of Norwalk   Feb2012-May2012
- Project was to setup an intranet website for the City of Norwalk, CA
- This included setting up a new server and installing various components like IIS and SQL server
- Pages were designed as requested by the client and linked all the information to the Exchange Server.
- Created the "IT Disaster Recovery Plan" and "IT Master Plan" for the fiscal years 2012-2016
- Learnt about managing the Microsoft Exchange Server.

Web Based Gis For The City Of Rialto, Ca   Aug2011- Jan2012
- I had to create a web based GIS system for the Fire Department's EOS (Emergency Operating Service)
- Spatial Analysis could be done. The Web programming involved was Flash programming (XML)
- All the data were stored on a SQL database for the mapping; this helped me gain experience working directly on setting up and managing a SQL server.
- The web based functionality was linked together using the service architecture (SOA)- 'REST'

Network Technician   May2010- September 2010
- Posted at the Baldwin Park PD and Monterey Park PD to manage the Network and Systems.
- Managed and troubleshoot Public security software like JDIC, Evidence and SPILLMAN and worked with the MDC (Mobile dispatch Computers)

Karen Gary Bagdasaryan

Wireless Communicatons Specialist

Qualifications and Background

- Software compiling/testing/debugging
- Detailed documentation
- Building computers
- Network Administration
- Cisco Routers
- Windows, VMS, Linux and Unix

Related Experience

Knight Communications, Claremont, California   05/2008 - Present
Systems Manager
Provide Systems/Network support to Government Clients

Client sites: City of Monterey Park, and City of Baldwin Park
- Install and manage operating systems and application software
- Manage and Maintain the entire Network infrastructure including wireless
- Server Management
- Network Administration including switches and routers
- Firewall Administration

LibeTech, Inc., Glendale, California   09/2003 – 10/2005
IT Technician

Worked in a group environment. Trouble shooting computer issues in relation to hardware and software. Providing upgrades in terms of hardware and software. Provided user backups and provided custom software installations.
- LAN installation & maintenance using Microsoft Windows Server 2000

Herbert Hoover High School, Glendale, California   09/2000 – 06/2001
Network Administrator

Helped to maintain the schools network and provided support to the teachers and students. Installed packaged software through scripts, and worked with Ghost software to clone PC's.
- Aided students and teachers in use of computers.

Luis Rojas Jr.

Desktop Support/Technician

Qualifications and Background

Over six years of experience providing computer and network support with a strong background working with public safety and local government agencies.

Related Experience

Knight Communications - Network Engineer   **June 2006-Current**

Maintain/Upgrade hardware and software for 320+ user's workstations as well as 25+ servers. Maintain printer and computer peripherals for user workstations. As Backup Admin, run weekly backups for client Servers. Upgrade of servers and software. Cabling. Inventory Management.. Monitor internet usage and server storage to optimize network performance/security.

Client sites: City of Arcadia, City of Norwalk, City of Monterey Park and Baldwin Park.

TAC World Wide – PC Inventory Team – Torrance, CA   **April 2006-May 2006**

Identify computer hardware & peripherals and insert data into mobile asset device to transfer into global database. Update computer software and anti-virus programs to be up to date with manufactures current versions.

Best Buy – Computer Tech – Culver City, CA   **Oct 2005-Jan 2006**

Geek Squad computer service, repair/troubleshoot computer systems. Remove spyware, viruses, and backup customer's data. Consult with customers for software and hardware upgrades. Consult with customers for new system builds to suite user's needs.

Net Tong – Manager – Santa Monica, CA   **Jan 2005-Mar 2005**

I cared for the customers' needs as well as computers/server. Kept hardware and server operational. Used desktop roll back software to prevent users from damaging computer programs/OS file system.

Lalitha Srikrish

GIS Specialist

Qualifications and Background	Licenses, Certifications, and Education

Over 8 consecutive years of experience working with City Administration and City Police Departments, specializing in Crime Analysis and Civil Planning using GIS and other relevant software.

Related Experience

GIS Specialist/Crime Analyst   **2003 - Present**
Knight Communications, Inc., Claremont, CA

Part of IT Services Team - Providing Crime analysis and GIS-based services for

City of Rialto:
- Designed, Developed and implemented a GIS response network for the Fire Department Emergency Operations Center (EOC) that in turn benefited other city departments such as Public works, Development services, Finance etc.
- Provided visual and analytical tools dedicated to increasing the efficiency of Fire Department EOC operations while creating a core GIS system for use city-wide
- Prepared customized maps and layers using ArcGIS tools

Upland Police Department:
- Researched, compiled and cross checked data from department databases, to identify existing or projected trends and patterns of criminal and other public safety related activities
- Prepared and published various weekly, monthly & annual analytical and statistical reports, charts, graphs, maps etc in addition to ad hoc reports for police department Intranet, Chief, department heads and users.
- Retrieved, interpreted and presented data in map and report format from the Computer Aided Dispatch System (CAD), Records Management System (RMS) and other information systems
- Performed data analysis for GIS applications, including maintenance of existing systems and research development for future enhancements
- Provided guidance to users in formulating requirements; advise on alternatives and on implications of new or revised GIS software and applications
- Developed & maintained city base maps and associated layers - like parcels, schools, parks, airports, hydrants, common places like restaurants, banks, malls etc.
- Operated and maintained related hardware, software, scanners, windows based workstations

Baldwin Park and Monterey Park Police Department:
- Prepared monthly Crime maps and statistics for Part 1 Crimes, Traffic Collisions etc., using ArcView
- Prepared customized reports, graphs, maps, and layers per department requests for all Part 1, Part 2 and associated public safety information
- Prepared monthly Part 1 Crime maps, statistics and reports
- Prepared quarterly "False Alarm" reports

MagnaQuest, Inc., Phoenix, AZ   **2002 - 2003**
Marketing Manager and Business Analyst
- Utilized GIS tools to provide product analysis and strategies for marketing software for Public Safety for MagnaQuest's client blueFORUM, Inc.

MagnaQuest Technologies Private Limited, India   1999 - 2000
Business Analyst
- Assisted management of customer accounts by analyzing & documenting customer needs and requirements for product development.

Speck Systems Limited, India   1998 - 1999 GIS
Analyst
- Performed detailed Trend Analysis and Network Analysis
- Assisted in Application Development and Customization, including the designing of GIS databases/software and a customized geospatial database that is accessible over the internet or an intranet

CBSI, Inc., India   1997-1998
Communications Consultant
- Coached and assisted students in improving their communication skills
- Responsible for coordinating with various organizations and recruiting agencies in organizing campus interviews
- Served as technical support to the LAN/WAN environment and desktop users as needed

EXHIBIT "B"

Rates or Charges

Cost Proposal

10.3 General IT Services

IntelliBridge Partners' rates listed below offers all-inclusive hourly rates for each position. There are no extra charges for project management, payroll taxes, or employee benefits. The City of Long Beach will only pay for actual hours worked by each temporary employee. It is anticipated that no overtime hours will be worked and overtime costs are not included in the hourly rates for each position. If overtime is required and temporary staff does not fall within the computer exemption for overtime, then IntelliBridge will only charge the City for the payroll and overhead costs incurred in following California overtime laws.

10.3.1 Percentage Markup

The percentage markup for pass-through staff will be 30%.

10.3.2 Sample Hourly Rates

Resource Type	On-Site hourly rate	Off-site hourly rate (inclusive of travel/expenses)
Business Analyst	$80.00 - $100.00	$75.00 - $95.00
Project Manager	$115.00 - $160.00	$100.00 - $140.00
Legacy System Programmer	$95.00 - $115.00	$80.00 - $100.00
Applications/Web Developer	$100.00 - $135.00	$90.00 - $125.00
Website/Graphic Designer	$75.00 - $95.00	$65.00 - $95.00
Database Administrator	$135.00 - $165.00	$120.00 - $150.00
Systems Support/Production Support Specialist	$100.00 - $125.00	$100.00 - $115.00
iPhone Developer	$110.00 - $145.00	$115.00 - $135.00
Windows Server Administrator	$95.00 - $125.00	$85.00 - $115.00
Communications Network Specialists	$115.00 - $135.00	$110.00 - $125.00
Voice Communications Specialist (VoIP)	$95.00 - $125.00	$85.00 - $125.00
Wireless Communications Specialist (RF &Wi-Fi)	$95.00 - $130.00	$85.00 - $120.00
Desktop Support Technician	$38.00 - $48.00	$35.00 - $48.00

EXHIBIT "C"

City's Representative:

Howard Ross, Technical Support Officer

(562) 570-6637

EXHIBIT "D"

Materials/Information Furnished: None