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Request for Proposal

Information Technology Consulting Services

Due Date & Time: December 14, 2023, at 10:00 AM

Proposed to:

Rockaway Township Department of Administration, Division
of Purchasing
65 Mount Hope Road, Rockaway NJ 07866

CMMI ML3 APPRAISED
Appraisal # 63279 | Exp. Jan 20, 2026

Submitted By:

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1 CAPABILITY TO PROVIDE SERVICES

Cogent Infotech Corporation (Cogent), is pleased to submit its response to the Township of Rockaway to provide full range of Information Technology Consulting Services.

Cogent is an S based Corporation and one of the most sought 'IT Consulting Service' providers for 20+ years offering best-in-class services to some of leading State, Federal and Federal and local companies across the United States. We quickly acclimate and work with our clients to fit our expertise and accelerators within their environment on large IT contracts across the state and Federal government. Our substantial past performance and reputation for excellence with our clients attest to the fact that we continually deliver low-risk, high-quality, value-added IT Consulting Service solutions. Evidence of our excellence is whereby our team being awarded contracts from various government clients to include California, Texas, Pennsylvania, Ohio, New Jersey, Florida, Georgia, New York, Virginia, Oregon and Washington, Department of Justice, and Department of State.



20+ years
of Industry
experience
providing IT
Consulting
Services



Successfully
supporting
120+
Public
Sector
agencies and
65+ Fortune
500 Companies



Nationally
recognized
MBE
certified
firm by the
NMSDC



National
footprint
across all
50 states
serving
diverse
client base



US based
Executives, Local
Delivery and
Account
Management teams
with dedicated
point of contact



Global delivery
model with over
400 vertically
aligned
recruiters, data
miners and
research
analysts.



Debt free
organization with an
impressive D&B Score
validating financial
stability and the
ability to make
financial
investments



Proprietary AI
driven technology
Assists with
locating passive
talent by skill
sets, demographics,
and location

Our Core Competencies/Service Offering

Cogent is specialized in providing mentioned services:

IT Consulting Services	
• Help Desk Solutions	• IT Support Services
• Managed Network Security	• Systems Management
Hardware	Software
• Cisco	• Microsoft
• HP Servers/Racks/KVMs	• Network Management Software
• Routers/ Switches	• Windows/ SQL servers

Qualifications

- **Technology:** We have the required mix of Staff and technology to meet the deliverables needed under this contract. Our experience within the Service categories mentioned in the RFP will enable us to avoid the potential problems.
- **Identifying and Resolving Problems:** Cogent is skilled in identifying hardware, software and network problems and capable enough in determining the best solution to take corrective action. We have provided timely resolution of technical problems or escalation on behalf of the customer and ensure their satisfaction.
- **Prior Experience in Server Management & Network Maintenance:** Using our Server management services, we have helped our clients to keep out any unwanted viruses, malware, and other forms of cyber threats. Moreover, our IT experts have monitored servers for any suspicious activity so that they can stop a cyber-attack before it influences operations. Cogent's dedicated Server management team have taken preventative measures so that they can promptly eliminate the effects of any malfunctions with servers, including lost data. We have performed back up and test for integrity regularly for every server. Cogent will perform regular check-ups to provide valuable insight for forming future strategies. We have evaluated, recommended, and implemented network bridging and protocol conversion HW/SW; cross-network data sharing and exchange software; and methodologies for data protection.
- **Collaboration:** To achieve client program and performance objectives, we encourage and facilitate a collaborative environment, offering information sharing and communication across program stakeholders.
- **Responsiveness:** We are responsive to client needs and evolving requirements, maintaining an agile, timely, and flexible organizational structure that fully supports our clients' objectives.
- **Management:** Cogent brings effective and efficient methods and methodologies, innovation, and synergy to Rockaway Township. Our technical and management experience over the past 20+ years within the Public Sector has afforded us unique expertise to manage and maintain workflows in ever-changing organizational and operational environments. We implement clear and unambiguous lines of communication, responsibility, and authority. Cogent's organizational methodology demonstrates transparency from the corporate level to the program management/operations level, to the project task execution level.
- **Our PEOPLE:**
 - We only hire TOP 10% of technical talent.

- Over 55% of our people possess master's degrees, majority from leading US Universities.
 - One of the highest employee satisfaction ratings on Glassdoor.com.
 - 96% employee retention rate.
- **Single Point of Contact** - Cogent will maintain a single point of contact for managing the Township's requirements. This not only ensures continuity, but also reduces the chances of miss-communication and/or confusion about who to contact.
- **Current Experience** - Cogent is currently providing Information Technology Services and Support to entities in the 35+ states. These contracts are very competitive and sometimes these contracts have 200+ vendors on them. We have embraced the competition as a challenge and have used that as motivation to outperform our competitors by providing excellent talent at a much lower cost.
- **Business Size** - Cogent is a recognized Small, Disadvantaged and Minority Business Enterprise. We are big enough to deliver for sizable clients like the State of California, New Jersey, Utah, Texas, and Florida etc., while also being small enough to pay attention to every single important detail.

Cogent is well-prepared to meet Township of Rockaway's IT support needs, leveraging our extensive experience, dedication to the highest standards of service, and unwavering commitment to public safety. We understand the critical importance of IT services to government agencies and look forward to the opportunity to provide the Township of Rockaway's with our IT support services and contribute to the continued success of emergency services within Township of Rockaway.

- **Professional Support and IT Services:** Cogent boasts a strong track record of delivering IT support services to local government agencies, including emergency services. With a team of experts and a commitment to staying current with technological advancements, we are well-prepared to provide Township of Rockaway with comprehensive IT support. Our services encompass the maintenance of Rockaway's computer network, both in the short term and long term, while prioritizing exceptional customer service.
- **On-site Dedicated Team Member:** To ensure that Township of Rockaway's IT systems operate at peak efficiency, we will assign a dedicated team member to work on-site as per your preference. Our professional will oversee the day-to-day maintenance of your IT infrastructure, including network infrastructure, hardware, application services, repair services, and system security. We understand the importance of maintaining operational continuity and are ready to adapt to your needs as they evolve.
- **24/7 Emergency Support:** We recognize the critical nature of emergency services. Cogent is committed to being available 24 hours a day, 7 days a week, to address any emergencies or IT service disruptions. This unwavering support will ensure that Township of Rockaway continues to operate effectively under any circumstances, safeguarding public safety.
- **Remote IT Support Services:** In addition to on-site support, we will provide 24-hour remote IT support services, ensuring that issues will be addressed promptly, no matter when they occur. Our remote support team is equipped to troubleshoot, monitor, and maintain your IT systems from a distance, further minimizing downtime.
- **On-site Visits to Public Safety Agencies:** We are prepared to travel to public safety agencies within Township of Rockaway as required. This mobility allows us to provide direct assistance,

conduct assessments, and address IT concerns on-site, ensuring seamless collaboration with other agencies.

- **Interagency Cooperation:** Our experienced team will assist Township of Rockaway's IT staff in interacting with other agencies and service firms, fostering collaboration on IT-related matters. We understand the importance of coordination and communication in the public safety sector and are committed to supporting these efforts.
- **Infrastructure and Software Recommendations:** We will collaborate with Township of Rockaway's IT staff to identify evolving needs and make recommendations for network infrastructure, hardware, software, and licensing. Our proactive approach will help you stay ahead of technological advancements and ensures cost-effective, scalable solutions.

Specific to the scope of this RFP, Cogent has successfully managed 20+ years of experience in the industry. We are confident in our ability to elevate the Township's IT infrastructure and cybersecurity measures.

- a. **Pro-active System Maintenance and Cybersecurity:** Our expertise lies in pro-active system maintenance for all network devices. We conduct routine maintenance, monthly reviews, and robust security management to preempt cyber-attacks. Our penetration testing methodologies ensure that vulnerabilities are identified and addressed promptly, fortifying your network against potential threats.
- b. **Remote Corrections and On-site Maintenance:** While our primary approach is remote corrections for efficiency, we understand that on-site maintenance may be necessary. Rest assured, our responsive team is equipped to handle both scenarios seamlessly, ensuring minimal disruptions to your operations.
- c. **Work Ticket Solution and Response Time:** Our advanced work ticket solution guarantees a swift response to regular requests within 2 – 4 hours. Our proposal includes a detailed categorization of response times, showcasing our commitment to meeting your specific needs.
- d. **Emergency Response:** We guarantee an emergency response time within two (2) hours for critical operational issues, such as servers down, email access problems, network performance issues, and other system challenges. Our rapid response ensures your systems are operational when you need them the most.
- e. **Remote Monitoring and OPRA Response:** Our remote monitoring and email support cover all departments, ensuring a prompt response to Open Public Records Act (OPRA) requests. While we don't provide legal review for OPRA, we ensure timely production of records.
- f. **Regular Support and Updates:** We provide continuous support and updates for Microsoft Operating Systems, Microsoft Office Suite, network firewall, system security, backup appliances, anti-virus, and all other software applications used by the Township.
- g. **Comprehensive IT Support:** Our services will extend to preventative maintenance, troubleshooting, network server/workstation upkeep, hardware/software inventory, licensing documentation, disaster recovery, strategic planning, security clearance for Criminal Justice systems, and collaboration with Township insurance and risk managers.

1.1.1 Quality Control/Quality Assurance

Our commitment to quality performance is demonstrated by our development of, and rigorous adherence to, integrated Quality Assurance (QA) processes and standards. Cogent will create a work environment that is compliant with Level 3 of the Software Engineering Institute's (SEI) Capability Maturity Model (CMM). This establishes a framework by which the planning,

engineering, and managing of software development and maintenance becomes a disciplined, repeatable process. We have the relevant work experience to enable us to provide all the required quality products and services from day one of this contract. Quality Control (QC) is essential to ensuring services are developed, delivered, and managed to meet or exceed Township of Rockaway's requirements. Our PM is responsible for training project teams before they begin working on any projects and continuing to oversee the implementation of our required quality measures through spot checks and planned audits. During project orientation, the entire project delivery team will be required to attend our corporate quality training.

Our Quality Performance Objectives are defined in 4 steps below:

Step 1: Defining Quality Objectives and Monitoring Performance

Within one week of contract award, our PM meet with the Township of Rockaway's Point of Contact (POC) to confirm a shared understanding of these measures and to incorporate any inputs. At this first meeting, we also work with the Township of Rockaway to confirm processes for data collection, validation, calculations, and reporting.

Based on the results of this initial meeting, our PM verify that our help desk, network support, and other processes generate necessary data and documentation. The PM monitors processes, calculates performance measures, and compiles regular reports for senior management, the PM, POC.

During the transition period, we recommend a teleconference with the POC biweekly to review performance against objectives e.g. completeness and accuracy of credentialing application and pre-employment packets, the quality of applicants, and progress towards fill rates. Frequent meetings during transition also help to resolve any issues regarding data collection, calculations, and short-term corrective actions.

After transition and through the end of the first year of the contract, we recommend meeting with the POC, as often as determined by the Government telephonically or in-person, to review all performance objectives. After the first year of the contract, as operations stabilize, we recommend quarterly meetings or as often as desired by the Government.

Step 2: Identifying Trends, Problems, and Issues

For each reporting period, our PM compares actual performance against targets. The PM coordinates an analysis of performance problems in four categories:

- Actual performance did not meet target
- Actual performance met target, but minor changes in future results could threaten the achievement of targets ("near miss")
- Leading indicators suggest an increasing likelihood of future problems
- Actual performance meets targets, but shows meaningful deterioration over previous levels

For each performance problem, the PM assess the problem, evaluate root causes, and prepare a draft corrective action plan. Each corrective action plan includes activities, schedule milestones, responsibilities, work products, expected performance outcomes, and management checkpoints.

The PM review the draft corrective action plan with the POC, and other managers and staff, making appropriate changes to reflect their input. If the improvement plan is approved, implementation follows the same process as a corrective action.

Step 3: Corrective Actions

Cogent working in conjunction with the PM who is responsible for the successful implementation of each corrective action plan. The PM verifies that actions are completed on schedule, work products meet specifications, and management checkpoints are completed.

The PM meets with the POC weekly and as often as needed to review corrective action status. The PM also monitors changes in performance as the plan proceeds – to verify, for example, that the change improvement in competitive salary/benefit structure have the expected impact on turnover percentage (retention rate) or that changes in recruiting processes have the expected impact on fill rates (initial and replacements). The status of each corrective action plan is reviewed with the government in monthly meetings (or more often, if needed).

Step 4: Follow-Up to Determine Resolution

For each corrective action, the PM is responsible for monitoring actual performance to verify that the action is effective. The PM reviews these results with the government every month (more often, if needed).

The PM, in collaboration with the POC jointly decide when a corrective action can be formally closed. If the corrective action improved performance as desired, no further action is required, other than continued routine performance monitoring. If the corrective action failed to improve performance, or failed to improve performance at an acceptable level, then we return to Step 2: Identifying Trends, Problems, and Issues to re-assess the problem, prepare and implement a new or revised corrective action plan, and monitor outcomes. In revisiting these steps, we incorporate the additional data and lessons learned from the initial actions.

2 RESUME

2.1.1 Resume 1

Henry Okyere

PROFESSIONAL SUMMARY:

- With over 7 years of experience in System Administration specializing in Linux, Windows, Mac OS, and the Cloud.
- Expert at maintaining server performance, troubleshooting complex issues, and leading migration projects.
- Eager to leverage advanced skills in a challenging environment that nurtures growth and innovation.
- Expertise in IT management, customer service, and problem-solving.
- Possesses superb communication and organization skills with attention to detail as well as extensive knowledge in a variety of systems.
- I specialize in working with the Linux command line and using the GUI interface to execute commands to accomplish the requested procedure or projects.
- I have an Extensive understanding of installing, configuring, and administering Red Hat, Centos, and Ubuntu.
- I do have working experience in the cloud and have had the chance to work with both AWS and Azure.
- I possess very strong interpersonal and communication skills and the ability to learn and adapt.
- Seeking a challenging role to utilize my technical proficiency, problem-solving abilities, and strong attention to detail in providing robust server infrastructure and ensuring smooth system operations.

CERTIFICATION:

- CompTIA Security+
- AWS Solutions Architect Associate
- Azure

EDUCATION:

- African University College of Communication – Bachelors 2015

SKILLS LIST:

- Linux Server Administration: Proficient in managing Linux-based systems (Red Hat, CentOS, Ubuntu) including installation, configuration, troubleshooting, performance tuning, and security hardening.
- System Deployment and Maintenance: Experienced in deploying and maintaining Linux servers in both physical and virtual environments and skilled in server provisioning, system updates, patch management, and disaster recovery.
- Shell Scripting and Automation skills: Strong scripting skills in Bash to automate routine tasks, streamline processes, and enhance system efficiency.
- Experience in the configuration of automation tools such as RHEL satellite, Ansible, Chef, Docker, Kubernetes, and maintaining CI/CD pipeline.
- Networking: Solid understanding of TCP/IP protocols, network configuration, and troubleshooting. Knowledgeable in DNS, DHCP, VPN, and firewall administration.
- Security: Expertise in implementing security measures, access controls, and vulnerability assessments.
- Proficient in configuring firewalls, SSL/TLS, and implementing best practices for server hardening.
- Monitoring and Performance Optimization: Proficient in utilizing monitoring tools (e.g., Nagios,) to monitor server performance, identify bottlenecks, and optimize system resources.
- Backup and Recovery: Skilled in implementing backup strategies, scheduling backups, and ensuring data integrity. Also experienced in disaster recovery planning and execution.

- Virtualization: Hands-on experience with virtualization technologies (e.g., VMware, AWS, AZURE) for creating and managing virtual machines.
- Team Collaboration: Strong interpersonal and communication skills, working effectively within cross-functional teams, and collaborating with stakeholders to deliver efficient solutions.
- CCNA - Routing and Switching

PROFESSIONAL EXPERIENCE:**Dish Network LLC****Sep 2022 – Present****Linux System Administrator | Cloud Administrator**

- Troubleshooting and resolving customer issues following a Jira ticketing system. This includes deep dive analysis to get to the root cause of issues and resolve them.
- Building servers and provisioning them for customers. Mostly Virtual machines (ESXi and Hyper-V) but sometimes go to the Data Centre to build physical machines.
- Managing customer AWS environment. Building EC2s, creating Lambda functions, utilizing CloudWatch and using other AWS services to help build a robust environment.
- Securing Environments following best practices. Managing a hardening procedure and using ways to secure servers and networks.
- Scanning Servers using Tenable and using STIG viewer to analyze vulnerabilities and remediate them.
- Utilizing Ansible for automation includes patching servers in both the test and production environment.
- Running a 24/7 on-call rotation to monitor company servers and report issues through ticketing and phone calls.
- Responsible for creating and managing user accounts, security, rights, disk space, and process monitoring Centos and RHEL
- Installed and configured Logical Volume Manager-LVM and RAID
- Installing Windows Active Directory and adding users and groups for authentication
- Monitoring Servers using Nagios and troubleshooting alerts as they are received.
- Use tools such as top, map, ps, etc. for performance analysis, and tuning for the betterment of the network and various applications and services.
- Utilizing AWS snapshots and creating Images of servers for backups before major works for business continuity
- Creating AWS Security groups to manage outbound and Inbound traffic.
- Documenting best practices in the environment and making sure our internal wiki is up to date.
- Creating NFS share to share files in various environments.
- Serving as Team Lead during monthly patching; this includes coordinating with other players and running patch scripts. Building and managing multiple Servers on VMware, AWS
- Documenting procedures and creating How-To documents for publishing in our company wiki.
- Creating change requests to implement changes in the production environment based on business needs.

National Health Insurance**Aug 2016 – Sep 2022****Systems Administrator**

- Creating user profiles and giving permissions to users and files in different departments in the organization
- User and Security Management in Linux/UNIX (Change permission, create, modify, delete groups and user accounts in UNIX and Linux)
- Performed RPM and YUM (apt) package installations and changed management requests for software releases.
- Assigning tickets to various teams as they flow in our ticketing system.
- Configured DNS, NFS, FTP, Apache, HTTPS, DHCP remote access, and security management.

- Troubleshooting issues and resolving customer concerns
- Creating user accounts on Linux servers for the Engineering department
- Auditing and ensuring all servers are up to date with current users in the environment.
- Building of Linux servers on VMware and giving users privileges
- Scheduling of Cron Jobs
- Utilized Netstat and for performance analysis, problem prevention, identification, and resolution.
- Documented system configurations, procedures, and troubleshooting steps to ensure accurate knowledge transfer and facilitate future maintenance and troubleshooting.

2.1.2 Resume 2

John Szvec

PROFESSIONAL SUMMARY:

- Solutions-driven IT professional skilled in identifying root causes of technical issues to ensure the health and functionality of IT infrastructure.
- Tenacious problem solver is known for willingness to go “above and beyond” to drive issues to resolution.
- Dedicated and resourceful with a talent for absorbing new technology quickly.
- Leverage lead-by-example approach and positive, proactive work style to earn the trust and respect of management and staff.

Areas of Expertise:

- System Administration | AWS Cloud | Analysis & Troubleshooting | Operations Support Incident / Recovery Management | Windows / Linux Servers Cross-Functional Collaboration | Documentation Creation & Maintenance

CERTIFICATION:

- AWS Certified Solutions Architect – Associate; AWS Certified Developer – Associate; CompTIA Network+; Linux Essentials (LPI); MCSE 2003

TECHNICAL SKILLS:

- Hardware HPE Blade System c7000 Enclosure; Dell 2300, 2500, 2600 Servers; IBM 5500 Servers; IBM 4381, 3090, 9021 Mainframes; Cisco 3548 & 3550 Switches, 3COM 3300 Switches Protocols / Software Amazon AWS, Office 365; Okta; Active Directory; Confluence; Microsoft iSCSI; Group Policy; IIS; JIRA; GitHub; Linux Servers; Python; ServiceNow; Confluence; VMware; DNS; DHCP; WINS; TCP/IP; RAID; Avamar Backup Solutions Manager v4.3; McAfee Server Client; Ethernet; NetApp Snapback up; Cisco ANM Application Network; MS Exchange System Manager; NetIQ DRA; IBM Tivoli TPM, IBM-IEM; BigFix

PROFESSIONAL EXPERIENCE:

DEVOPS PROJECTS

ongoing-effort

- Building a multi-tier web application utilizing virtual servers hosted on Oracle Virtual Box. Technologies used, NGINX; Tomcat; Memcached, MySQL and RabbitMQ. Published by Nerd for Tech.
- AWS Cloud for Web App Setup [Lift & Shift] Application Lift & Shift on-prem to Cloud
- LAMP stack implementation: Linux; Apache web server; MySQL; PHP; AWS EC2. LAMP Stack project link.
- LEMP stack implementation: Linux; NGINX; MySQL; PHP. LEMP Stack project link.
- MERN stack implementation: MongoDB; Express.js; React; Node.js. MERN Stack project link.

HOTELS AT HOME, Fairfield, NJ

Feb 2023 - Present

Infrastructure Support Technician

- Successfully developed a bash script which imports 3rd party DigiCert certificates into AWS ACM and updates Windows IIS servers' certificates.

- Lead design engineer of a brand-new UV-Desk help desk ticket system.
- Utilized Manage Engine OS Deployer to streamline the setup and configuration process of laptops for new hires.
- Mentored Level 1 employees on practices and procedures for troubleshooting various issues.

ZT SYSTEMS, Secaucus, NJ**Jan 2023 - Feb 2023****Sr. Associate Thermal Test Technician**

- Troubleshoot thermal and airflow issues.
- Perform server and hard drive chassis' s wind tunnel tests.

VERVE FINANCIAL & TAX, Pequannock, NJ**Sep 2019 - Dec 2022****IT Administrator**

- Migrated and supported the Drake tax preparation software from local server to Drake's cloud solution.
- Managed and maintained windows 10 Pro laptops including users at home offices.

REFINITIV (Formerly Thomson Reuters), Hoboken, NJ**Oct 2013 - Jun 2019****Senior Systems Support Technician**

- Performed operational and administration functions required to implement and support global MIS systems and services, including Windows 2008, 2012, and 2016 servers.
- Acted as Incident Recovery Manager on service down instances. Facilitated problem management on repeat incidents in 15K Windows Server environment (8.5K virtual / 6.5K physical).
- Acted as Help Desk ticket queue manager to prioritize and assign tickets to team members and expediting any high priority incidents.
- Identified repeat incidents on specific Windows servers, determined common factor of failures and / or key issues, and took steps for resolution, reducing queue of unnecessary incidents thus freeing up support personnel time.
- Acted as Incident Recovery Manager on service down instances, ensured appropriate resources were available and escalated as required.
- Communicated impact and progress of recovery to upper management on an hourly basis.
- Documented troubleshooting steps taken towards recovery on MIC (Major Incident Control) ticket.
- Streamlined monthly Microsoft patching across entire enterprise by partnering with IEM manager and network team to coordinate migration of 15K Windows servers to new IEM infrastructure.
- Scheduled and performed changes to update and correct issues with monitoring and scanning tools installed on Windows servers, ensuring servers met standards and continued to function at 100%.
- Created weekly ServiceNow reports for the team's incident statistics for management review.

Thomson Reuters**Jan 2008 - Oct 2013****Implementation & Support Technician**

- Served as Global Systems Engineer implementing and supporting Thomson Reuter's brand new, flagship stock market analysis and news application, Eikon.
- Maintained responsibility for change management, implementation, installations, configurations, and problem management.
- Followed project, implementation, and service processes.
- Ordered server hardware, racked / installed Windows OS on 50 HP servers, and collaborated with application team to install, configure, and test application components, verifying quality of OS and application updates.
- Worked with Project Manager as Lead Technician in building and implementing 24 new HP 980 servers with Windows Server 2012 Standard for Vhayu Analytical Engine, resulting in upgrade of application to more powerful servers, which allowed application to function with greater stability and increased throughput.

- Trained new colleagues located in North America and Argentina via WebEx conferences, enabling new support personnel to function independently on assigned shifts and achieving more efficient support structure.
- Collaborated with colleagues located in Asia and South America, resolving incidents, and performing shift handover twice per day.

ADDITIONAL RELEVANT EXPERIENCE:

- P&O NEDLLOYD, East Rutherford, NJ
- Implementation & Support Analyst

2.1.3 Resume 3

Nathan Mahoney

PROFESSIONAL SUMMARY:

- Experienced IT professional with a background in remote and onsite technical support, project management, and IT infrastructure optimization.
- Proficient in troubleshooting a wide range of hardware and software issues, with a focus on resolving Level 1 and 2 problems efficiently.
- Strong communication skills and a passion for helping end-users. Committed to staying up-to-date with the latest technologies and certifications.

EDUCATION & CERTIFICATION:

- Per Scholas IT Support Training, New York City - Certification of Completion
- Google IT Support Professional Certificate (10/2020)
- CompTIA A+ Certification (Exp. 11/2025)
- CompTIA Net+ Certification (Exp. 11/2025)
- CompTIA IT Operations Specialist Certification (Exp. 11/2025)
- CompTIA Security+ Certification (Pending)
- The College of Westchester · June 2007 to May 2009 Associates in Applied Sciences Multimedia Development & Management

SKILLS LIST:

Technical Support:

- Network Operations and Troubleshooting
- Remote Desktop Support
- Remote Access Tools (e.g., TeamViewer, Chrome RDP)
- Mobile Device Support (iOS, Android)
- Desktop Support (ChromeOS, macOS, Windows OS)
- Virtualization (VMware)
- Hardware Troubleshooting
- VPN Setup and Troubleshooting

Networking:

- TCP/IP, DHCP, DNS, LAN/WAN Configurations
- Wi-Fi Support and Site Surveys
- Firewall and Security Protocols

Communication and Collaboration:

- Strong Interpersonal and Communication Skills
- Project Management
- Team Collaboration
- End-User Training and Guidance
- User Account Management
- Customer Support and Satisfaction

Software

- Microsoft Office Suite (Word, Excel, PowerPoint)

PROFESSIONAL EXPERIENCE:

MasterCard HQ, Purchase, NY

Feb 2023 – Aug 2023

IT Support Specialist

- Spearheaded top-tier on-site technical assistance, swiftly tackling hardware and software challenges for over 600 users in a dynamic corporate environment.
- Proficiently orchestrated the management of cables, monitors, and workstations for the entire user base, optimizing performance and pre-empting potential issues.
- Streamlined provisioning, maintenance, and recycling of docking stations, resulting in significant cost savings for the company.

Merrill Lynch Bank of America, (New York State & Connecticut)

Jan 2023 – Feb 2023

IT Asset Disposition Manager

- Forged robust partnerships with internal stakeholders and external vendors to ensure the successful implementation of IT asset management programs.
- Collaborated with Senior Leads in teams of 5 to efficiently dispose of 1,000+ end-of-life IT assets, saving \$100,000.
- Successfully orchestrated the configuration and deployment of computer workstations and devices, guaranteeing compliance with all company standards and requirements.
- Achieved unparalleled precision in asset tracking and delivered frequent, illuminating reports to senior management, ensuring transparency and accountability.

Google Inc., Remote

Apr 2019 – Dec 2022

Corporate Operations Engineer

- Pioneered cross-functional collaborations that fine-tuned corporate infrastructure, guaranteeing seamless operations across the board
- Diagnosed and resolved complex hardware and software issues, maintaining maximum performance.
- Expertly configured networks, including TCP/IP, DHCP, DNS, and LAN setups, ensuring efficient connectivity.
- Conducted comprehensive Wi-Fi site surveys and provided unwavering support to enhance network performance.
- Delivered top-tier remote technical support for Google's corporate platforms, including Android OS, Google Cloud, Google Suite, MacOS, and Windows OS, ensuring uninterrupted productivity.

2.1.4 Resume 4

Samuel Akanni

PROFESSIONAL SUMMARY:

- I help clients achieve agility, scalability, and sustainable fault-tolerant systems with DevSecOps skills to perform Cloud Engineering and Cloud Specialist tasks related to planning, designing, developing, and implementing cloud migration strategies for various applications that are migrating to the cloud and leveraging cloud-based solutions via prototypes, Proof of Concepts (PoC), Minimal Viable Products (MVPs), pilots, and working group participation.
- Define stakeholder requirements, create technical requirements documentation, manage deployments, KPIs, and continuous review of appropriate practices, standards, and guidelines leveraging AWS best practice
- Triage cross-company business needs and craft solutions that meet business requirements while maintaining confidentiality, integrity, and availability of information and systems.
- Day-to-day use of Microsoft Azure Active Directory to manage policies and user objects
- Designed a secured hybrid network connection between the provisioned private networks in the AWS Cloud space (VPC) and the corporate customer network leveraging AWS VPC Peering, VPN connection, AWS Transit Gateway

- Deployed and managed container technologies such as Docker and Kubernetes
- Reviewed and managed technical and business requirements for establishing new AWS Cloud platforms in line with the customer's IT Cost Budget, using AWS Cost Explorer, AWS Budget.
- Developed new strategies and IT procedures to increase efficiency and productivity by enhancing workflow and improving client satisfaction

EDUCATION:

- Bowie State University – Maryland, USA Master of Science, Management Information System (Information Security) January 2016 – December 2017
- Babcock University – Ogun, Nigeria Bachelor of Science, Computer Science (Information System) September 2009 – June 2014

CERTIFICATION:

- AWS Certified Solutions Architect Professional
- Certified Cloud Security Professional (CCSP)
- Project Management Professional (PMP)
- AWS Certified Advanced Networking Specialty
- AWS Certified Security Specialty
- AWS Certified Developer Associate
- ZScaler Certified TAC Associate – Private Access
- AWS Certified Solutions Architect Associate
- AWS Certified Cloud Practitioner
- CompTIA Security+
- Cisco Certified Network Associate (CCNA)

PROFESSIONAL EXPERIENCE:**Bethesda Consulting Group Baltimore, MD****Mar 2020 – Present*****Technical Lead, Cloud Enablement and Operations***

- Define stakeholder requirements, create technical requirements documentation, manage deployments, KPIs, and continuous review of appropriate practices, standards, and guidelines leveraging AWS best practice
- Triage cross-company business needs and craft solutions that meet business requirements while maintaining confidentiality, integrity, and availability of information and systems.
- Work with clients to design and implement solutions for migrations from OnPrem to the AWS cloud to onboard applications onto IaaS, PaaS, and SaaS offerings; automating microservices deployments leveraging Terraform scripting, Docker containers, and Kubernetes
- Provision environments for unit, integration, and QA testing of updates and feature changes to applications for change management, and conduct agile sprint meetings between teams to update product owners on progress
- Define and deploy solutions for threat and vulnerability management (TVM), central logging solution with a third party and AWS native tools, and automate everyday tasks such as Route 53/VPCs association, IAM keys rotation, and reporting
- Engage with cross-functional teams in the design and implementation of cloud and cloud-security projects and initiatives while providing technical and security assessments for new account requests
- Deploy, document (LLDs and SOPs), and deliver new Cloud (IaaS) resources to business applications within an AWS platform, including management of the cloud infrastructure portfolio according to the security policies and controls from EIS
- Lead migration projects from legacy account to AWS Landing Zone environment, and define efficient disaster recovery (DR) solutions while assisting with continuous improvement and SRE activities

- Build security architecture specifications for multiple information security domains, including cloud networking, endpoint services, and monitor cloud budgets by setting thresholds and reacting to event-driven alerts for cost optimization

Folger Shakespeare Library Washington, DC**Jun 2019 – Jun 2020****Hybrid Cloud Infrastructure Architect**

- Designed efficient solutions for migrations of on-prem applications to AWS cloud and participated in preparation and planning, migration, and validation of applications
- Delivered migrations of client's production environments and disaster recovery site to the public cloud, driving to reduce labor input, costs, implementation time, and time to benefit
- Use of Control Tower for landing zone setup and application of security guardrail to enforce logging, secure access control, and auditing multiple AWS accounts
- Design and deployment of scalable, highly available, secure, and fault-tolerant systems in AWS using AWS architectural best practices
- Implemented DevSecOps practices using agile methodology and tested versioned application codes with Code Build across servers in different environments using AWS cloud-native CI/CD tools like Code Commit, Code Deploy, and Code Pipeline on the various ECS, and Elastic Beanstalk environments
- Deployed a Service Oriented Architecture with IaC Cloud Formation, set up Kinesis Streams between the producers and consumers, managed and monitored the SOA with CloudWatch
- Manage cloud services including EC2, VPC, ELB, Route 53, Cloud Trail, IAM, and Trusted Advisor
- On boarded applications onto IaaS, PaaS, and SaaS offerings automating deployment leveraging Terraform, AWS CLI scripting, Docker containers, Kubernetes, AWS Systems Manager, and Ansible
- Monitored the migrated applications using custom CloudWatch metrics, enforced auditing of API calls with Cloud Trail, and compliance timeline of resources leveraging AWS Config aggregator
- Troubleshoot application performance issues with Developers by instrumenting application code with AWS X-Ray SDK for the end-to-end trace of requests and integration of decoupled applications with SQS for queuing messages
- Contributed to the development and continuous review of appropriate practices, standards, and guidelines leveraging AWS best practices

World Wildlife Fund Washington, DC**Dec 2018 – Jun 2019****Lead Cloud Engineer**

- Designed and implemented the network architecture leveraging cloud enterprise technology and services such as VPC, Subnets, Internet Gateway, NAT, Route Tables
- Orchestrated cloud governance, authorization, authentication, and identity access management of the client's entire cloud environment using AWS IAM services (IAM users, IAM groups, IAM roles, IAM policies, Identity federation), AWS Organization, AWS Single Sign-on
- Analyzed, configured, and provisioned security groups, network ACLs, Internet Gateways, and Elastic IPs to ensure a safe area for the organization in AWS public cloud
- Provisioned and managed S3 buckets, Glacier and set the lifecycle policies for storage and backup on AWS
- Automated backup and restoration processes with testing the recovery of those backups regularly utilizing services like AWS Backup, S3, AWS Lambda, IAM role
- Documented all infrastructure systems, operating systems, and mission-critical applications under the responsibility of Network Services and all proposed changes in the CM system and recorded appropriate migration and rollback steps, test approvals, and system outages
- Maintained Disaster Recovery procedures to ensure recovery of all identified systems, under the responsibilities of Network Services, in a declared disaster or a DR test

- Evaluated existing and new technologies for value and potential cost reduction while identifying overlap with existing solutions

Tai-Pedro & Associates Silver Spring, MD

Dec 2017 – Dec 2018

Senior Cloud Architect

- Designed the architectural frameworks solution (IaaS, PaaS, SaaS) that best suited the client's web application hosting demands in the AWS cloud platform, leveraging AWS services such as EC2, Elastic Beanstalk, S3 web hosting, ECS, Lambda, AWS Fargate, with focus on integrated and automated service delivery.
- Provided technical expertise in all areas of network and computer hardware and software interconnection and interfacing, which includes Cisco routers & switches, Palo Alto firewall, and SonicWALL Email Security Appliance
- Day-to-day use of Microsoft Azure Active Directory to manage policies and user objects
- Designed a secured hybrid network connection between the provisioned private networks in the AWS Cloud space (VPC) and the corporate customer network leveraging AWS VPC Peering, VPN connection, AWS Transit Gateway
- Deployed and managed container technologies such as Docker and Kubernetes
- Reviewed and managed technical and business requirements for establishing new AWS Cloud platforms in line with the customer's IT Cost Budget, using AWS Cost Explorer, AWS Budget.
- Developed new strategies and IT procedures to increase efficiency and productivity by enhancing workflow and improving client satisfaction
- Configured and maintained our CI/CD pipeline and worked closely with engineering and business owners to deliver application performance data that helps drive crucial decisions for future feature development and marketing strategy

Makoni Technologies, Inc. Bethesda, MD

Dec 2016 – Jun 2017

Cloud Security & Infrastructure Architect

- Communicated technical solutions involving cloud service adoption to both the development staff and customers (internal and external)
- Migrated on-premises database structure to Confidential Redshift data warehouse
- Analyzed cloud implementations and provided recommendations to increase the efficiency of systems leveraging
- AWS Trusted Advisor checks that present the customers with real-time guidance to help provision their resources following AWS best practices
- Built migration solutions for hybrid cloud platform (on-prem, off-prem, dedicated cloud) and managed active directory dependent workloads, using AWS AD connector, IAM role, configuring cross-account policies
- Delivered business applications within an AWS platform including Lambdas, API Gateway, Aurora, and Dynamo DB, EC2, Python, Java, SQL, GIT, Terraform, automated testing
- Contributed to technology strategy and engineering roadmaps around cloud platforms by executing strategic engineering proof of concepts around cloud platforms
- Collaborated with engineering and development teams to resolve application to platform integration issues for both IaaS and PaaS services
- Deployed multi-tier, scalable, and highly available applications using Java, Microsoft, and Database technologies, leveraging AWS services
- Recommended, scheduled, and performed network improvement activities and updated network documentation

Able Help Shipping Line Capitol Heights, MD

May 2015 – Jan 2016

Senior Network Engineer

- Responsible for managing IT Network (LAN) systems

- Implemented security policies using ACL, Palo Alto firewall, IPSEC, SSL, VPN, IPS/IDS, AAA (TACACS+ & RADIUS)
- Maintained router and switch configurations updated and changed configurations depending on corporate requirements and documentation
- Maintained and supported remote access solutions implemented at HQ, including Citrix and VPN
- Troubleshoot complex LAN/WAN infrastructure, including routing protocols EIGRP, OSPF, MPLS, and BGP
- Maximized network performance by monitoring outages and scheduling upgrades and backups
- Provided guidance for development teams on architectural solutions and best practices for cloud

Swap Space Systems Ltd Lagos, Nigeria

May 2012 – Jan 2015

Network Engineer

- Maintained a security strategy to reduce the risk of a security breach, also responsible for updating and patching server operating systems, firewalls, switches, routers, and other networking appliances and systems
- Documented all infrastructure systems, operating systems, and mission-critical applications under the responsibility of Network Services and all proposed changes in the CM system and recorded appropriate migration and rollback steps, test approvals, and system outages
- Day-to-day use of Microsoft Azure Active Directory to manage policies and user objects
- Installed new and rebuilt existing servers, configured hardware, peripherals, services, settings, directories, storage, etc. following standards and project/operational requirements
- Created and maintained VLANs for voice and data traffic, including wireless connections
- Tested and replicated network improvements in labs and recommended solutions for network optimization
- Complete end to end network design and configuration of new remote branch
- Configured wireless access points for mobile devices and Cisco ASA firewalls

3 BILLING SCHEDULE

Phase	Tasks	Cost (Firm Fixed) \$ 2024	Cost (Firm Fixed) \$ 2025	Cost (Firm Fixed) \$ 2026	Cost (Firm Fixed) \$ 2027	Cost (Firm Fixed) \$ 2028
Planning & Design	Monthly Test & Update Pro-active system maintenance for all network devices Install database software onto target server Risk Plan for all servers Work with database administrators to monthly test database and database server restore procedures.	\$ 9,012	\$ 9,283	\$ 9,561.15	\$ 9,847.98	\$ 10,143.42
Design & Development	Build, modify, schedule and monitor database maintenance jobs Verify the backup executed successfully and is executing according to scheduled backup cycle Verify that all database maintenance and data management processes are executed successfully and according to schedule.	\$ 13,518	\$ 13,924	\$ 14,341.72	\$ 14,771.98	\$ 15,215.13
Monitoring & compliance	Set up Monitoring Dashboard Provide security clearance to work on Criminal Justice systems Monthly Test & Update Quarterly/ annual patch update-a. Provide critical patches and upgrades Set up Monitoring Dashboard Provide security clearance to work on Criminal Justice systems	\$ 13,518	\$ 13,924	\$ 14,341.25	\$ 14,771.48	\$ 15,214.63
Backup & Recovery	Alert- Global, local and service level Post site creation Migrate on UAT	\$ 13,518	\$ 13,924	\$ 14,341.25	\$ 14,771.48	\$ 15,214.63
Security updates/hyper care	System integration testing New Site usage training Hypercare & User Testing	\$ 4,506	\$ 4,641	\$ 4,780.42	\$ 4,923.83	\$ 5,071.54
	Total	\$ 49,567	\$ 51,054	\$ 52,585.37	\$ 54,162.93	\$ 55,787.81

4 PROPOSED PLAN

Identifying Server type, configuration and set up		Azure DevOps	100%	20%		1
Divide them into A, B, C types wrt to SLA		Azure DevOps				
Strategic planning for future system upgrades, including advising on 5-year capital and operational budgeting		Azure DevOps				
Business continuity strategy for the database.		Azure DevOps				
Continue Daily monitoring		Azure monitoring tools	25%	25%	100%	4
Monthly Test & Update						
Pro-active system maintenance for all network devices						
Install database software onto target server						
Risk Plan for all servers						
Work with Township's database administrators to monthly test database and database server restore procedures.						
Plan the logical data storage, physical design, backup and recovery strategy						
Change Management workflow setup with data integration		Microsoft computation tools	25%	25%	100%	5
Provide for on-site and off-site system file backup for PC operations, which includes rebuilding the various databases in case of system malfunction.						
evaluate all database changes mechanism						
Set up Monitoring Dashboard- Solar base/ cloud analytics						
Provide security clearance to work on Criminal Justice systems						
Monthly Test & Update						
Quarterly/ annual patch update-a. Provide critical patches and upgrades						
Coordinate all patch scheduling and testing with the Township's database administrators.						
Work with Township's database administrators to monthly test database and database server restore procedures.						
Build, modify, schedule and monitor database maintenance jobs			25%	25%	100%	2
Verify the backup executed successfully and is executing according to scheduled backup cycle						
Verify that all database maintenance and data management processes are executed successfully and according to schedule.						
Resubmit any failed maintenance jobs and inform Township's database administrators of failure.						
Work with Township's database administrators to implement new database maintenance jobs or modification						
Work with Township's database administrators to monthly test database and database server restore procedures.						

Provide 24-7 coverage with four (4) hour emergency on site network and technical support, when required, to the Township.	A,B,C	Azure Monitoring, Log Analytics				
Monitoring Internet, web, portal information, service and work order ticketing electronically.		Azure Monitoring				
Provide regular support and updates for Microsoft Operating Systems, Microsoft Office Suite,		Microsoft services				

5 PROPOSED COVERAGE SCHEDULE

1. Regular Maintenance:

Frequency: Weekly

Activities:

Software updates and patch management.

Security system updates and vulnerability assessments.

Backup system checks and data integrity verification.

Hardware diagnostics and preventive maintenance.

2. Help Desk Support:

Frequency: Daily

Activities:

Addressing user issues and inquiries.

Troubleshooting software and hardware problems.

Providing assistance with password resets and access issues.

3. Network Monitoring:

Frequency: 24/7

Activities:

Real-time monitoring of network performance.

Identification and resolution of network issues.

Alert response and incident management.

4. System Upgrades:

Frequency: Monthly

Activities:

Planning and executing system upgrades.

Testing new software versions.

Ensuring compatibility with existing systems.

5. Security Audits:

Frequency: Quarterly

Activities:

Conducting security audits and assessments.

Reviewing access controls and permissions.

Implementing necessary security measures.

6. Disaster Recovery Testing:

Frequency: Semi-annually

Activities:

Testing the effectiveness of disaster recovery plans.

Simulating data loss scenarios and recovery procedures.

Updating and refining recovery plans as needed.

7. Training Sessions:

Frequency: Bi-annually

Activities:

Conducting training sessions for IT staff.

Providing user training on new systems or updates.

Ensuring staff is up-to-date on security protocols.

8. Documentation Review:

Frequency: Quarterly

Activities:

Reviewing and updating system documentation.

Ensuring that procedures and policies are current.

Documenting any changes made to the system.

9. Project Planning and Implementation:

Frequency: As needed

Activities:

Planning and implementing IT projects.

Coordinating with different departments for system integrations.

Conducting post-implementation reviews.

10. Emergency Response:

Frequency: 24/7 (as needed)

Activities:

Immediate response to critical system failures.

Implementing emergency procedures and resolution plans.

6 PAST PERFORMANCE

Cogent is a value-driven business consulting firm that advises on and executes complex and strategic initiatives, helping organizations overcome challenges and break new ground in their respective industries. We deliver secure and high performing applications for the clients which in turn create immense values for their business. We have an uncompromised asset which works in areas of IT consulting services. Our solutions are based on combination of insight, innovation and technical knowledge, backed by proven tools, methodologies and practices.

We provide similar Information Technology Consulting Services and Support to several State and Federal entities and thus is cognizant of the overall processes required in servicing the Public-Sector customers. Thus, there will be very little learning curve while serving Township of Rockaway.

Experience Providing Similar Services



New York City Housing
Authority, New York, NY –
General Professional and
Technical - Information
Technology Staff Augmentation
Services



City of Durham, North Carolina,
NC – IT Support Services



City of Philadelphia,
Pennsylvania, PA – IT Consulting
Services



City of Phoenix, Arizona, AZ -
Information Technology
Professional Services



City of Sacramento, California,
CA - Software Asset Management
(SAM) Professional Service
Support



Housing Authority of Salt Lake
City, Utah, UT – Information
Technology Services

Our Experience Providing Services To Public Sector Entities

The below mentioned list is an example of some of our Public - Sector entities to whom we have been providing or have provided services till date.

Public Sector Organization	Agency Name	Location
State of Texas	Department of Motor Vehicles	Austin, TX

	Comptroller of Public Accounts	Austin, TX
	Workforce Commission	Austin, TX
	Office of Attorney General	Austin, TX
	Lower Colorado River Authority - Enterprise Services	Austin, TX
	Port of Houston	Houston, TX
	Department of Transportation	Austin, TX
	Department of Family & Protective Services	Austin, TX
	Cancer Prevention Research Institute	Austin, TX
	Department of Health & Human Service Commission	Austin, TX
	City of Austin	Austin, TX
	Austin Community College	Austin, TX
	Dallas Fort Worth International Airport Authority	Dallas, TX
	Department of Motor Vehicles	Austin, TX
Harris County, TX	Central Technology Services	Houston, TX
	Justice Applications Division	Houston, TX
	Back Office Application Division	Houston, TX
State of California	Santa Clara University	Santa Clara, CA
	San Diego Metropolitan Transit System	San Diego, CA
	City of Sacramento	California, CA
	University of California San Francisco	San Francisco, CA
State Of North Carolina	Wake Forest University Medical Centre	Winston-Salem, NC
State of Virginia	Virginia State Police	Richmond, VA
State of Georgia	State Board of Workers Compensation	Atlanta, GA
	Department of Corrections	Atlanta, GA
	Department of Education	Atlanta, GA
State of Maryland	Maryland Health Benefit Exchange	Baltimore, MD
	Baltimore County Public Schools	Baltimore, MD
	San Antonio Water System	San Antonio, TX
State of Florida	Department of Corrections	Tallahassee, FL
	Department of Environmental Protection	Tallahassee, FL
	Pinellas County	Pinellas County, FL
	Florida Department of Transportation	Tallahassee, FL
	St. Johns River Water Management District	Palatka, FL

	Broward County Public Schools	Fort Lauderdale, FL
	Tampa International Airport Authority	Tampa, FL
Miami Dade County, FL	Department of Finance	Miami, FL
	Water and Sewer Department	Miami, FL
	Information Technology Department	Miami, FL
	Enterprise Portfolio Management Office	Miami, FL
State of New York	Division of Criminal Justice	Albany, NY
	NY Police Department	Endwell, NY
	Governor's Office of Employee Relations	Albany, NY
	NYC Department of Finance	New York, NY
	NYC Land Marks Preservation Commission	New York, NY
	New York City Fire Department	New York, NY
	New York City Housing Authority	New York, NY
	New York City School Construction Authority	Queens, NY
	New York City Civil Service Commission	New York, NY
State of Washington	Community Transit	Everett, WA
	Washington Health Benefit Exchange	Olympia, WA
State of Oregon	Department of Human Services	Salem, OR
	Department of Education	Salem, OR
State of Arizona	City of Phoenix	Phoenix, AZ

Our Recently Signed Contracts

Below provided is a list of our recently signed contracts. We are qualified to provide IT services as specified below.

Client: Housing Authority of Salt Lake City, UT

The Housing Authority of Salt Lake City (HASLC) is one of the largest providers of affordable housing in the State of Utah. HASLC owns over 30 affordable housing properties; located throughout Salt Lake City. We proudly serve thousands of people, most of whom are seniors, disabled individuals, and children.



Cogent was recently awarded for the **IT Services** contract issued by the Housing Authority of Salt Lake City (HASLC). Cogent is currently providing specialized support for HASLC's IT Department. Daily responsibilities include but are not limited to:

- Daily routine operations: ensuring that backups are working properly, check logs and status of servers and network devices.
- Monitoring and updating the internal HASLC ticketing system.
- Responding to the support requests within the internal SLA.
- Help maintaining an up-to-date inventory of all the hardware.
- Setting up new hardware, including personal computers, printers, and scanners.
- Help managing the internal phone system.
- Installation of personal computer operating system and other software needed by The Housing Authority.
- Managing the Active Directory users list.
- Maintaining SOP information.

Client: City Of Sacramento, CA

The City of Sacramento is California's capital city. It has a population of 469,864. Sacramento is a progressive city with great pride in its ethnic and cultural diversity, concern for environmental and social issues, and emphasis on quality in the provision of governmental services.

City of
SACRAMENTO
Information Technology

Cogent is currently helping the City of Sacramento (City) by providing ongoing support, including SAM data analysis and normalization, entitlement management, and report writing. Furthermore, we are responsible for performing the following deliverables:

- Following City and industry best practices and standards, designing and implementing SAM solutions to meeting City's requirements.
- Coordinating with City business stakeholders and SAM team members to propose SAM solutions, manage project timelines, and implement deliverables.
- Communicating effectively both orally and in writing in a variety of situations and formats; document project requirements, technical solutions, and knowledge transfer information.
- Performing requirement gathering sessions with the City stakeholders and departments.
- Developing, documenting, and optimizing the configuration of the solution to meet business, functional, and technical requirements without compromising upgradeability where possible.
- Recommending, documenting, and mentoring City staff in completing all configuration activities
- Providing a business and technical process map to show how proposed solution components affect business and technical processes.
- Documenting all the enhancements, plug-ins, reports, workflows, and extensions.
- Preparing licensing data based on publisher-generated license statements.
- Importing entitlement documents and assigning applicable computer, datacentre or user licenses.
- Collecting, validating, normalizing, and entering entitlement data, including associating contracts, EULAs, purchase records and other data used to prove software and subscription user rights.
- Developing in system and Power BI reports that provide full visibility of all software installed and used with the organization.

Client: New York Power Authority, NY

Cogent supported the users of the infrastructure they develop, and the first line of defence in protecting the cloud against hackers and viruses. Worked with developers and the IT staff to oversee the code releases. Managed source code in a centralized configuration management system. Triaged networking issues to determine if and when the Networking group needs to be involved. Implemented best practices and tools, related to DevOps. Developed software documentation to verify compliance with software CM plans and procedures. Implemented deployment processes that entail packaging releases, pushing releases and executing installs. Developed and maintained Continuous Integration processes, tools and execution; including test frameworks, code quality analysis, etc



**New York Power
Authority**

Dallas Independent School District School District, TX

Cogent gathered requirements, vendor specifications, planning project budgets, and schedules; developed and maintained detailed project plans, coordination and control, quality assurance, status reporting, project communications, and other related work. Gained a complete understanding of the project objectives, deliverables, timeline, budget, and outcomes anticipated. Work closely with the

DALLAS
INDEPENDENT SCHOOL DISTRICT

Security Team staff and stakeholders to ensure the outcomes are realized. Identified and obtained needed resources (professional services, personnel, equipment, supplies, training, technical writers, etc.) in collaboration with the Security Team. Maintained continuous communication with IT leadership and the Security Team staff to ensure project deliverables are met. Monitored progress on the project timeline and addressed missed targets/benchmarks immediately to avoid significant project delays. Periodically attended senior staff meetings to ask and answer questions, gain knowledge, and provide tactical updates. Provided oral and written reports as needed.

7 DOCUMENTS

7.1 OWNERSHIP DISCLOSURE CERTIFICATION

Ownership Disclosure Certification

N.J.S.A. 52:25-24.2 (P.L. 1977, c.33, as amended by P.L. 2016, c.43)

This Statement Shall Be Included with All Bid and Proposal SubmissionsName of Business: Cogent Infotech CorporationAddress of Business: 1035 Boyce Road, Suite 108, Pittsburgh, PA, 15241Name of person completing this form: Justin Acord**N.J.S.A. 52:25-24.2:**

"No corporation, partnership, or limited liability company shall be awarded any contract nor shall any agreement be entered into for the performance of any work or the furnishing of any materials or supplies, unless prior to the receipt of the bid or proposal, or accompanying the bid or proposal of said corporation, said partnership, or said limited liability company there is submitted a statement setting forth the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be.

If one or more such stockholder or partner or member is itself a corporation or partnership or limited liability company, the stockholders holding 10 percent or more of that corporation's stock, or the individual partners owning 10 percent or greater interest in that partnership, or the members owning 10 percent or greater interest in that limited liability company, as the case may be, shall also be listed. The disclosure shall be continued until names and addresses of every noncorporate stockholder, and individual partner, and member, exceeding the 10 percent ownership criteria established in this act, has been listed.

To comply with this section, a bidder with any direct or indirect parent entity which is publicly traded may submit the name and address of each publicly traded entity and the name and address of each person that holds a 10 percent or greater beneficial interest in the publicly traded entity as of the last annual filing with the federal Securities and Exchange Commission or the foreign equivalent, and, if there is any person that holds a 10 percent or greater beneficial interest, also shall submit links to the websites containing the last annual filings with the federal Securities and Exchange Commission or the foreign equivalent and the relevant page numbers of the filings that contain the information on each person that holds a 10 percent or greater beneficial interest."

The Attorney General has advised that the provisions of N.J.S.A. 52:25-24.2, which refer to corporations and partnerships apply to limited partnerships, limited liability partnerships, and Subchapter S corporations.

This Ownership Disclosure Certification form shall be completed, signed and notarized. Failure of the bidder/proposer to submit the required information is cause for automatic rejection of the bid or proposal

Part I

Check the box that represents the type of business organization:

- ☐ Sole Proprietorship (skip Parts II and III, sign and notarize at the end)
☐ Non-Profit Corporation (skip Parts II and III, sign and notarize at the end)
☐ Partnership
☐ Limited Partnership
☐ Limited Liability Partnership
☐ Limited Liability Company
☒ For-profit Corporation (including Subchapters C and S or Professional Corporation)
☐ Other (be specific): _____

Part II

- ☒ I certify that the list below contains the names and addresses of all stockholders in the corporation who own 10 percent or more of its stock, of any class, or of all individual partners in the partnership who own a 10 percent or greater interest therein, or of all members in the limited liability company who own a 10 percent or greater interest therein, as the case may be.

OR

- ☐ I certify that no one stockholder in the corporation owns 10 percent or more of its stock, of any class, or no individual partner in the partnership owns a 10 percent or greater interest therein, or that no member in the limited liability company owns a 10 percent or greater interest therein, as the case may be.

Sign and notarize the form below, and, if necessary, complete the list below. Please attach additional sheets if more space is needed:

Name: Mr. Manu Mehta, President
Address: 1775 Sapphire Court, Pittsburgh, PA 15241

Name: Mr. Nandan Banerjee
Address: 448 Hickory Grade Rd, Bridgeville, PA 15017

Name: _____
Address: _____

Name: _____
Address: _____

Part III

Any Direct or Indirect Parent Entity Which is Publicly Traded:

"To comply with this section, a bidder with any direct or indirect parent entity which is publicly traded may submit the name and address of each publicly traded entity and the name and address of each person that holds a 10 percent or greater beneficial interest in the publicly traded entity as of the last annual filing with the federal Securities and Exchange Commission or the foreign equivalent, and, if there is any person that holds a 10 percent or greater beneficial interest, also shall submit links to the websites containing the last annual filings with the federal Securities and Exchange Commission or the foreign

equivalent and the relevant page numbers of the filings that contain the information on each person that holds a 10 percent or greater beneficial interest."

- ☐ Pages attached with name and address of each publicly traded entity as well as the name and address of each person that holds a 10 percent or greater beneficial interest.

AND

- ☐ Submit here the links to the Websites (URLs) containing the last annual filings with the federal Securities and Exchange Commission or the foreign equivalent.

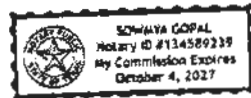
AND

- ☐ Submit here the relevant page numbers of the filings containing the information on each person holding a 10 percent or greater beneficial interest.

Subscribed and sworn before me this 11th day of
December, 2023.

(Notary Public) Sowmya Gopal

My Commission expires: 10/04/2027



Justin Acord
(Affiant)



Justin Acord, Executive Vice President

(Print name of affiant and title if applicable)

(Corporate Seal if a Corporation)

Part IV - Certification

I, being duly sworn upon my oath, hereby represent that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I acknowledge: that I am authorized to execute this certification on behalf of the bidder/proposer; that Rockaway Township is relying on the information contained herein and that I am under a continuing obligation from the date of this certification through the completion of any contracts with the Township to notify the Rockaway Township in writing of any changes to the information contained herein; that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I am subject to criminal prosecution under the law and that it will constitute a material breach of my agreement(s) with the, permitting the Township to declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): Justin Acord

Title: Executive Vice President

Signature: Justin Acord

Date: December 07, 2023

7.2 CHAPTER 25 OF THE LAWS OF 2012 (P.L.2012, C. 3; N.J.S.A. 52:32-55 ET. SEQ.)

Chapter 25 of the Laws of 2012 (P.L.2012, C. 3; N.J.S.A. 52:32-55 et. seq.):

All government contracting units in New Jersey are now required to receive certification that the person or entity submitting a bid, proposal or accepts any renewal of contract awarded pursuant to a bid or proposal shall complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at www.state.nj.us/treasury/purchase/odt/chapter25list.pdf. Bidders/proposers must review this list prior to completing the below certification. Failure to complete this certification will render a bid or proposal non-responsive.

PLEASE CHECK THE APPROPRIATE BOX

☒ I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the N.J. Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P.L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. I will skip Part 2 and sign and complete the Certification below.

OR

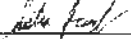
☐ I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such will result in the proposal being rendered as nonresponsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

PART 2: PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN	
You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran outlined above by completing the boxes below.	
PLEASE PROVIDE THOROUGH ANSWERS TO EACH QUESTION. IF YOU NEED TO MAKE ADDITIONAL ENTRIES PLEASE ADD ADDITIONAL PAGES.	
Name	Relationship to Bidder/Proposer
Description of Activities	
Duration of Engagement	
Anticipation Cessation Date	
Bidder/Proposer Contact Name	Phone#

Certification: I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal

Township of Rockaway Information Technology Consulting Pg. 21

offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the State of New Jersey and that the State at its option may declare any contract(s) resulting from this certification void and unenforceable.

Signed 

Company Cogent Infotech Corporation

7.3 BUSINESS REGISTRATION CERTIFICATE

**STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY
DIVISION OF REVENUE AND ENTERPRISE SERVICES
LONG FORM STANDING WITH OFFICERS AND DIRECTORS**

COGENT INFOTECH CORPORATION
0400269962



IN TESTIMONY WHEREOF, I have
hereunto set my hand and affixed
my Official Seal at Trenton, this
24th day of April, 2020



Elizabeth Maher Muoio
State Treasurer

Certificate Number : 6107059578

Verify this certificate online at

https://www1.state.nj.us/TYTR_StandingCert/JSP/Verify_Cert.jsp

W-9 Form (Rev. October 2018) Department of the Treasury Internal Revenue Service	Request for Taxpayer Identification Number and Certification ▶ Go to www.irs.gov/FormW9 for instructions and the latest information.	Give Form to the requester. Do not send to the IRS.
1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. Cogent Infotech Corporation		
2 Business name/disregarded entity name, if different from above		
3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only one of the following seven boxes.		
☐ Individual sole proprietor or single-member LLC ☐ C Corporation ☒ S Corporation ☐ Partnership ☐ Trust/estate		
☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ S		
Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is not disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.		
☐ Other (see instructions) ▶		
5 Address (number, street, and apt. or suite no.) See instructions. 1035 Boyce Road, Suite 108		Requester's name and address (optional)
6 City, state, and ZIP code Pittsburgh, PA 15241		
7 List account number(s) here (optional)		
Part I Taxpayer Identification Number (TIN)		
Enter your TIN in the appropriate box. The TIN provided must match the name given on line 1 to avoid backup withholding. For individuals, this is generally your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see <i>How to get a TIN</i> , later.		
Note: If the account is in more than one name, see the instructions for line 1. Also see <i>What Name and Number To Give the Requester</i> for guidelines on whose number to enter.		
Social security number		OR Employer identification number
		3 2 - 0 0 8 3 9 0 4
Part II Certification		
Under penalties of perjury, I certify that:		
1. The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me); and		
2. I am not subject to backup withholding because: (a) I am exempt from backup withholding, or (b) I have not been notified by the Internal Revenue Service (IRS) that I am subject to backup withholding as a result of a failure to report all interest or dividends, or (c) the IRS has notified me that I am no longer subject to backup withholding; and		
3. I am a U.S. citizen or other U.S. person (defined below); and		
4. The FATCA code(s) entered on this form (if any) indicating that I am exempt from FATCA reporting is correct.		
Certification instructions. You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally, payments other than interest and dividends, you are not required to sign the certification, but you must provide your correct TIN. See the instructions for Part II, later.		
Sign Here	Signature of U.S. person ▶ <i>[Signature]</i>	Date ▶ December 11, 2023
General Instructions		
Section references are to the Internal Revenue Code unless otherwise noted.		
Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to www.irs.gov/FormW9 .		
Purpose of Form		
An individual or entity (Form W-9 requester) who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) which may be your social security number (SSN), individual taxpayer identification number (ITIN), adoption taxpayer identification number (ATIN), or employer identification number (EIN), to report on an information return the amount paid to you, or other amount reportable on an information return. Examples of information returns include, but are not limited to, the following.		
• Form 1099-DIV (dividends, including those from stocks or mutual funds) • Form 1099-MISC (various types of income, prizes, awards, or gross proceeds) • Form 1099-B (stock or mutual fund sales and certain other transactions by brokers) • Form 1099-S (proceeds from real estate transactions) • Form 1099-K (merchant card and third party network transactions) • Form 1098 (home mortgage interest), 1098-E (student loan interest), 1098-T (tuition) • Form 1099-C (cancelled debt) • Form 1099-A (acquisition or abandonment of secured property)		
Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN.		
<i>If you do not return Form W-9 to the requester with a TIN, you might be subject to backup withholding. See What is backup withholding, later.</i>		

7.5 NON-COLLUSION AFFIDAVIT

Non-Collusion Affidavit
State of New JerseyCounty of Allegheny

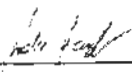
ss:

I, Justin Acord (name of affiant) residing in 1035 Boyce Road (name of municipality) in the County of Allegheny and State of Pennsylvania of full age, being duly sworn according to law on my oath depose and say that:

I am Executive Vice President (title or position) of the firm of Cogent Infotech Corporation (name of firm) the bidder making this Proposal for the bid entitled Information Technology Consulting Services (title of bid proposal) and that I executed the said proposal with full authority to do so that said bidder has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above named project; and that all statements contained in said proposal and in this affidavit are true and correct, and made with full knowledge that the Township of Rockaway relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract for the said project.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage, or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

Subscribed and sworn to
before me this day



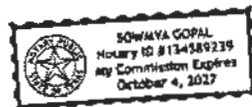
Signature
Justin Acord

Type or print name of affiant under signature

December 11th 2023

Sowmya Gopal Notary public of

My Commission expires 10/04/2027
(Seal)



7.6 EEO/AFFIRMATIVE ACTION COMPLIANCE

Required Evidence of EEO/Affirmative Action Compliance, prior to contract award

Cogent hereby states that if awarded the contract, we will provide the required evidence of EEO/Affirmative action compliance to the Township of Rockaway.

7.7 INSURANCE REQUIREMENTS

		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 12/12/2023															
THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER. IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. IF SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).																			
PRODUCER First National Insurance Agency, LLC 12 Federal Street Suite 405 One North Shore Center Pittsburgh PA 15212			CONTACT NAME: Allison Fuchs PHONE: 412-444-6781 FAX: 412-231-0249 E-MAIL: fuchs@fnb-corp.com ADDRESS: fnb-corp.com																
INSURED Cogent Infotech Corp 1035 Boyce Rd Suite 108 Pittsburgh PA 15241			INSURERS AFFORDING COVERAGE <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th>INSURER</th> <th>NAIC #</th> </tr> </thead> <tbody> <tr> <td>INSURER A: Philadelphia Indemnity</td> <td>18058</td> </tr> <tr> <td>INSURER B: Hartford Accident & Indemnity</td> <td>22357</td> </tr> <tr> <td>INSURER C: Twin City Fire Insurance Corp</td> <td>29458</td> </tr> <tr> <td>INSURER D:</td> <td></td> </tr> <tr> <td>INSURER E:</td> <td></td> </tr> <tr> <td>INSURER F:</td> <td></td> </tr> </tbody> </table>			INSURER	NAIC #	INSURER A: Philadelphia Indemnity	18058	INSURER B: Hartford Accident & Indemnity	22357	INSURER C: Twin City Fire Insurance Corp	29458	INSURER D:		INSURER E:		INSURER F:	
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INSURER D:																			
INSURER E:																			
INSURER F:																			
COVERAGES CERTIFICATE NUMBER: 80288705 REVISION NUMBER:																			
THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.																			
LINE	TYPE OF INSURANCE	POLICY NUMBER	POLICY EFF. DATE (MM/DD/YYYY)	POLICY EXP. DATE (MM/DD/YYYY)	LIMITS														
A	☒ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☒ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☒ PRO-JECT ☒ LOC OTHER:	PHPK2497192	12/31/2022	12/31/2023	EACH OCCURRENCE \$1,000,000 DAMAGE TO RENTED PREMISES (Per occurrence) \$1,000,000 MED EXP (Any one person) \$20,000 PERSONAL & ADY INJURY \$1,000,000 GENERAL AGGREGATE \$2,000,000 PRODUCTS - COMP/OP AGG \$2,000,000														
A	☒ AUTOMOBILE LIABILITY ☒ ANY AUTO ☒ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☒ HIRED AUTOS ONLY ☒ NON-OWNED AUTOS ONLY	PHPK2497192	12/31/2022	12/31/2023	COMBINED SINGLE LIMIT (Per occurrence) \$1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$ \$														
A	☒ UMBRELLA/LIAB ☒ EXCESS LIAB ☐ DED ☒ RETENTION \$ 0.00	PHJ5843871	12/31/2022	12/31/2023	EACH OCCURRENCE \$8,000,000 AGGREGATE \$8,000,000 \$														
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETARY PARTNER/EXECUTIVE OFFICER MEMBER EXCLUDED? ☐ Y/N ☒ N/A If yes, describe under DESCRIPTION OF OPERATIONS below	40 WEC BU1670	12/31/2022	12/31/2023	☒ PER STATUTE ☒ PER POLICY EL EACH ACCIDENT \$1,000,000 EL DISEASE - PER EMPLOYEE \$1,000,000 EL DISEASE - POLICY LIMIT \$1,000,000														
A	Professional Liability	PHPK2497198	12/31/2022	12/31/2023	Aggregate Occurrence \$5,000,000														
A	Cyber Liability	PHPK2497198	12/31/2022	12/31/2023	Aggregate Occurrence \$5,000,000														
A	3rd Party Costs	40 KB 0265070-22	12/31/2022	12/31/2023	Aggregate Occurrence \$1,000,000														
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required) Employee Practices Liability # EKG3457564, effective 1/8/2023 to 1/8/2024 Aggregate/Occurrence \$ 5,000,000 Retention \$ 25,000 Crime # 40TP0321715-22, Effective 12/31/22 to 12/31/23, Employee Theft Client Premises \$ 4,000,000 Aggregate/Occurrence; Deductible \$ 1,000,000 Professional Liability (Tech E & O / Cyber) #PHPK2497198 retro date 01/27/2012 Rockaway Township and its officers, agents, engineer, attorney, employees, and servants are listed as additional insured on a primary and non contributory basis.																			
CERTIFICATE HOLDER Rockaway Township Dept of Administration Division of Purchasing 85 Mount Hope Road Rockaway NJ 07866			CANCELLATION SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE: 																

ACORD 25 (2018/03)

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PI-GL-005 (07/12)

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**ADDITIONAL INSURED
PRIMARY AND NON-CONTRIBUTORY INSURANCE**

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Effective Date: 12/31/2022

Name of Person or Organization (Additional Insured):

Any person or organization when required by contract

SECTION II – WHO IS AN INSURED is amended to include as an additional insured the person(s) or organization(s) shown in the endorsement Schedule, but only with respect to liability for "bodily injury," "property damage" or "personal and advertising injury" arising out of or relating to your negligence in the performance of "your work" for such person(s) or organization(s) that occurs on or after the effective date shown in the endorsement Schedule.

This insurance is primary to and non-contributory with any other insurance maintained by the person or organization (Additional Insured), except for loss resulting from the sole negligence of that person or organization.

This condition applies even if other valid and collectible insurance is available to the Additional Insured for a loss or "occurrence" we cover for this Additional Insured.

The Additional Insured's limits of insurance do not increase our limits of insurance, as described in **SECTION III – LIMITS OF INSURANCE**.

All other terms, conditions, and exclusions under the policy are applicable to this endorsement and remain unchanged.

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PI-GLD-TECH (03/14)

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

GENERAL LIABILITY DELUXE ENDORSEMENT: INTEGRATED TECHNOLOGY

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

It is understood and agreed that the following extensions only apply in the event that no other specific coverage for the indicated loss exposure is provided under this policy. If such specific coverage applies, the terms, conditions and limits of that coverage are the sole and exclusive coverage applicable under this policy, unless otherwise noted on this endorsement. The following is a summary of the Limits of Insurance and additional coverage provided by this endorsement. For complete details on specific coverages, consult the policy contract wording.

Coverage Applicable	Limit of Insurance	Page #
Damage to Premises Rented to You	\$1,000,000	2
Expected or Intended Injury – Property Damage	Included	2
Limited Rental Lease Agreement Contractual Liability	\$50,000	2
Non-Owned Watercraft	Less than 58 feet	3
Damage to Property You Own, Rent or Occupy	\$30,000	3
Medical Payments	\$20,000	3
Medical Payments Reporting Period	3 Years	3
Athletic Activities	Amended	3
Supplementary Payments – Bail Bonds	\$2,500	4
Supplementary Payments – Loss of Earnings	\$500 per day	4
Employee Indemnification Defense Coverage	\$25,000	4
Who is An Insured Employees and Volunteer Workers – Good Samaritan Acts Additional Insured – Newly Acquired or Formed Organization Additional Insured – Managers and Supervisors (with Fellow Employee Coverage) Additional Insured – Broadened Named Insured Additional Insured – Blanket Additional Insureds When Required by Contract Additional Insured – Lessees of Premises Additional Insured – Independent Contractors	Included	4 – 5
Duties in the Event of Occurrence, Offense, Claim or Suit	Included	6
Transfer of Rights of Recovery Against Others To Us	Clarification	6
Liberalization	Included	6
Unintentional Failure to Disclose Hazards	Included	6

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PI-GLD-TECH (03/14)

Bodily Injury – Includes Mental Anguish	Included	7
Personal and Advertising Injury – Includes Abuse of Process, Discrimination	Included	7

A. Damage to Premises Rented to You

If damage by fire to premises rented to you is not otherwise excluded from this Coverage Part:

1. The Damage To Premises Rented To You Limit section of the Declarations is amended to the greater of:

- a. \$1,000,000; or
- b. The amount shown in the Declarations as the Damage to Premises Rented to You Limit.

This is the most we will pay for all damage proximately caused by the same event, whether such damage results from fire, lightning, explosion, smoke, or leaks from automatic fire protective systems or any combination thereof;

2. The word fire is changed to fire, lightning, explosion, smoke, or leakage from automatic fire protective systems where it appears in:

- a. The last paragraph of **SECTION I – COVERAGES, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY**, Subsection 2. Exclusions;
- b. **SECTION III – LIMITS OF INSURANCE**, Paragraph 6.; and
- c. **SECTION V – DEFINITIONS**, Paragraph 9.a.; and

3. The words fire insurance are changed to insurance for fire, lightning, explosion, smoke, or leakage from automatic fire protective systems where it appears in **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS**, Subsection 4. Other Insurance, Paragraph b. Excess Insurance.

B. Expected or Intended Injury – Property Damage

SECTION I – COVERAGES, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY, 2. Exclusions, Paragraph a. Expected Or Intended Injury is deleted in its entirety and replaced by the following:

- a. **Expected Or Intended Injury**

"Bodily injury" or "property damage" expected or intended from the standpoint of the insured. This exclusion does not apply to "bodily injury" or "property damage" resulting from the use of reasonable force to protect persons or property.

C. Limited Rental Lease Agreement Contractual Liability

SECTION I – COVERAGES, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY, 2. Exclusions, Paragraph b. Contractual Liability is amended by adding the following:

Based on the named insured's request at the time of claim, we agree to indemnify the named insured for their liability assumed in a contract or agreement regarding the rental or lease of a premises on behalf of their client, up to \$50,000.

Page 2 of 7

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PI-GLD-TECH (03/14)

This coverage extension only applies to rental lease agreements and is excess over any renter's liability insurance of the client.

D. Non-Owned Watercraft

SECTION I – COVERAGES, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY, 2. Exclusions, g. Aircraft, Auto Or Watercraft, Paragraph (2) is amended to read as follows:

- (2) A watercraft you do not own that is:
 - (a) Less than 58 feet long; and
 - (b) Not being used to carry persons or property for a charge;

This provision applies to any person, who with your consent, either uses or is responsible for the use of a watercraft. This insurance is excess over any other valid and collectible insurance available to the insured whether primary, excess or contingent.

E. Damage to Property You Own, Rent or Occupy

SECTION I – COVERAGES, COVERAGE A BODILY INJURY AND PROPERTY DAMAGE LIABILITY, 2. Exclusions, j. Damage To Property, Paragraph (1) is deleted in its entirety and replaced with the following:

- (1) Property you own, rent or occupy, including any costs or expenses incurred by you, or any other person, organization or entity, for repair, replacement, enhancement, restoration or maintenance of such property for any reason, including prevention of injury to a person or damage to another's property, unless the damage to property is caused by your client, up to a \$30,000 limit. A client is defined as a person under your direct care and supervision.

F. Medical Payments

- 1. If **COVERAGE C MEDICAL PAYMENTS** is not otherwise excluded from this Coverage Part the Medical Expense Limit is changed subject to all of the terms of **SECTION III – LIMITS OF INSURANCE** to the greater of:

- a. \$20,000; or
- b. The Medical Expense Limit shown in the Declarations of this Coverage Part.

- 2. Under **SECTION I – COVERAGES, COVERAGE C MEDICAL PAYMENTS, Subsection 1. Insuring Agreement, Paragraph a., Item (b)** is amended to read:

- (b) The expenses are incurred and reported to us within three years of the date of the accident; and

G. Athletic Activities

SECTION I – COVERAGES, COVERAGE C MEDICAL PAYMENTS, 2. Exclusions, Paragraph e. Athletics Activities is deleted in its entirety and replaced with the following:

- e. **Athletics Activities**

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PI-GLD-TECH (03/14)

To a person injured while taking part in athletics.

H. Supplementary Payments

SECTION I – COVERAGES, SUPPLEMENTARY PAYMENTS – COVERAGES A AND B, items 1.b. and 1.d. are amended as follows:

- b. The limit for the cost of bail bonds is changed from \$250 to \$2,500; and
- d. The limit for loss of earnings is changed from \$250 a day to \$500 a day.

I. Employee Indemnification Defense Coverage

SECTION I – COVERAGES, SUPPLEMENTARY PAYMENTS – COVERAGES A AND B is amended to include the following:

We will pay, on your behalf, defense costs incurred by an "employee" in a criminal proceeding.

The most we will pay for any "employee" who is directly involved in a criminal proceeding is \$25,000 regardless of the numbers of "employees," claims or "suits" brought or persons or organizations making claims or bringing "suits."

J. Who is An Insured

SECTION II – WHO IS AN INSURED is amended as follows:

1. Paragraph 2.a.(1) is deleted in its entirety and replaced with the following:

Each of the following is also an insured:

- a. Your "volunteer workers" only while performing duties related to the conduct of your business, or your "employees", other than either your "executive officers" (if you are an organization other than a partnership, joint venture or limited liability company) or your managers (if you are a limited liability company), but only for acts within the scope of their employment by you or while performing duties related to the conduct of your business. However, none of these "employees" or "volunteer workers" are insureds for:

(1) "Bodily injury" or "personal and advertising injury":

- (a) To you, to your partners or members (if you are a partnership or joint venture), to your members (if you are a limited liability company), to a co-"employee" while in the course of his or her employment or performing duties related to the conduct of your business, or to your other "volunteer workers" while performing duties related to the conduct of your business;
- (b) To the spouse, child, parent, brother or sister of that co-"employee" or "volunteer worker" as a consequence of Paragraph (1)(a) above;
- (c) For which there is any obligation to share damages with or repay someone else who must pay damages because of the injury described in Paragraphs (1)(a) or (b) above; or
- (d) Arising out of his or her providing or failing to provide professional health care services.

However:

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PI-GLD-TECH (03/14)

Paragraphs (1)(a) and (1)(d) do not apply to your "employees" or "volunteer workers," who are not employed by you or volunteering for you as health care professionals, for "bodily injury" arising out of Good Samaritan Acts while the "employee" or "volunteer worker" is performing duties related to the conduct of your business. Good Samaritan Acts mean any assistance of a medical nature rendered or provided in an emergency situation for which no remuneration is demanded or received.

2. Newly Acquired or Formed Organization

If coverage for newly acquired or formed organizations is not otherwise excluded from this Coverage Part, Paragraph 3.a. is amended to read:

- a. Coverage under this provision is afforded until the end of the policy period;

3. Each of the following is also an insured:

- a. **Managers and Supervisors** – Your managers and supervisors are also insureds, but only with respect to their duties as your managers and supervisors. Managers and supervisors who are your "employees" are also insureds for "bodily injury" to a co-"employee" while in the course of his or her employment by you or performing duties related to the conduct of your business.

This provision does not change Item 2.a.(1)(a) as it applies to managers of a limited liability company.

- b. **Broadened Named Insured** – Any organization and subsidiary thereof which you control and actively manage on the effective date of this Coverage Part. However, coverage does not apply to any organization or subsidiary not named in the Declarations as Named Insured, if they are also insured under another similar policy, but for its termination or the exhaustion of its limits of insurance.

- c. **Blanket Additional Insureds When Required by Contract** – Any person or organization where required by a written contract executed prior to the occurrence of a loss. Such person or organization is an additional insured for "bodily injury," "property damage" or "personal and advertising injury" but only for liability arising out of the negligence of the named insured. The limits of insurance applicable to these additional insureds are the lesser of the policy limits or those limits specified in a contract or agreement. These limits are included within and not in addition to the limits of insurance shown in the Declarations.

- d. **Lessees of Premises** – Any person or organization who leases or rents a part of the premises you own or manage who you are required to add as an additional insured on this policy under a written contract or written agreement, but only with respect to liability arising out of your ownership, maintenance or repair of that part of the premises which is not reserved for the exclusive use or occupancy of such person or organization or any other tenant or lessee.

This provision does not apply:

- (1) To liability arising out of such person's or organization's sole negligence; or
(2) After the person or organization ceases to lease or rent premises from you.

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PI-GLD-TECH (03/14)

- e. **Independent Contractors** – Any independent contractor, but only while acting within the scope of a written contract and only with respect to liability arising out of **your products or your work**.

K. Duties in the Event of Occurrence, Offense, Claim or Suit

1. **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS, 2.a.** the requirement that you must see to it that we are notified as soon as practicable of an "occurrence" or an offense, applies only when the "occurrence" or offense is known to:
 - a. You, if you are an individual;
 - b. A partner, if you are a partnership; or
 - c. An "executive officer" or insurance manager, if you are a corporation.
2. **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS, 2. b.** the requirement that you must see to it that we receive notice of a claim or "suit" as soon as practicable will not be considered breached unless the breach occurs after such claim or "suit" is known to:
 - a. You, if you are an individual;
 - b. A partner, if you are a partnership; or
 - c. An "executive officer" or insurance manager, if you are a corporation.
3. **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS, 2.** is amended to include the following additional provision:

Your rights under this coverage part will not be prejudiced if you fail to give us notice of an "occurrence," offense, claim or "suit" and that failure is solely due to your reasonable belief that the "bodily injury" or "property damage" is not covered under this coverage part. However, you shall give written notice of this "occurrence," offense, claim or "suit" to us as soon as you are aware that this insurance may apply to such "occurrence", offense claim or "suit."

L. Transfer of Rights of Recovery Against Others To Us

SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS, Paragraph 8. Transfer Of Rights Of Recovery Against Others To Us includes the following clarification:

Therefore, the insured can waive the insurer's rights of recovery prior to the occurrence of a loss, provided the waiver is made in a written contract.

M. Liberalization

SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS is amended to include the following additional condition:

Liberalization

If we revise this endorsement to provide more coverage without additional premium charge, we will automatically provide the additional coverage to all endorsement holders as of the day the revision is effective in your state.

N. Unintentional Failure To Disclose Hazards

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SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS is amended to include the following additional condition:

Unintentional Failure To Disclose Hazards

It is agreed that, based on our reliance on your representations as to existing hazards, if you should unintentionally fail to disclose all such hazards prior to the beginning of the policy period of this Coverage Part, we shall not deny coverage under this Coverage Part because of such failure.

O. Bodily Injury – Mental Anguish

SECTION V – DEFINITIONS, Paragraph 3. is amended to read:

"Bodily injury":

- a. Means bodily injury, sickness or disease sustained by a person, and includes mental anguish resulting from any of these; and
- b. Except for mental anguish, includes death resulting from the foregoing (Item a. above) at any time.

P. Personal and Advertising Injury – Abuse of Process, Discrimination

If **COVERAGE B PERSONAL AND ADVERTISING INJURY LIABILITY COVERAGE** is not otherwise excluded from this Coverage Part, the definition of "personal and advertising injury" is amended as follows:

1. **SECTION V – DEFINITIONS**, Paragraph 14., Item b. is revised to read:

- b. Malicious prosecution or abuse of process;

2. **SECTION V – DEFINITIONS**, Paragraph 14. is amended to include the following:

"Personal and advertising injury" also means discrimination based on race, color, religion, sex, age or national origin, except when:

- a. Done intentionally by or at the direction of, or with the knowledge or consent of:
 - (1) Any insured; or
 - (2) Any executive officer, director, stockholder, partner or member of the insured; or
- b. Directly or indirectly related to the employment, former or prospective employment, termination of employment, or application for employment of any person or persons by an insured; or
- c. Directly or indirectly related to the sale, rental, lease or sublease or prospective sale, rental, lease or sub-lease of any room, dwelling or premises by or at the direction of any insured; or
- d. Insurance for such discrimination is prohibited by or held in violation of law, public policy, legislation, court decision or administrative ruling.

The above does not apply to fines or penalties imposed because of discrimination.

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PI-TECH-010 (02/15)

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

BLANKET ADDITIONAL INSURED ENDORSEMENT

This endorsement modifies and is subject to the insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE FORM

The following is added to **SECTION II – WHO IS AN INSURED**:

Any person or organization where required by a written contract executed prior to the occurrence of a loss. Such person or organization is an additional insured for "bodily injury," "property damage" or "personal and advertising injury" but only for liability arising out of the negligence of the named insured. The limits of insurance applicable to these additional insureds are the lesser of the policy limits or those limits specified in a contract or agreement. These limits are included within and not in addition to the limits of insurance shown in the Declarations.

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PI-TECH-010 (02/15)

PI-TECH-015 (02/15)

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST
OTHERS**

This endorsement modifies and is subject to the insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE FORM

SCHEDULE

Name of Person or Organization:
Any person or organization when required by contract

Paragraph 8. in **SECTION IV. CONDITIONS** is deleted in its entirety and replaced with the following:

Transfer of Rights of Recovery Against Others To Us

If the insured has rights to recover all or part of any payment we have made under this Coverage Part, those rights are transferred to us. The insured must do nothing after loss to impair them. At our request, the insured will bring "suit" or transfer those rights to us and help us enforce them.

The insured can waive the insurer's rights of recovery against the person or organization shown in the above Schedule prior to the occurrence of a loss, provided the waiver is made in a contract.

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PI-TECH-015 (02/15)



THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

**WAIVER OF OUR RIGHT TO RECOVER
FROM OTHERS ENDORSEMENT**

Policy Number: 40 WEC BU1670

Endorsement Number:

Effective Date: 12/31/22

Effective hour is the same as stated on the Information Page of the policy.

Named Insured and Address: COGENT INFOTECH CORP
1035 BOYCE RD STE 108
PITTSBURGH PA 15241

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule.

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

SCHEDULE

Any person or organization for whom you are required by contract or agreement to obtain this waiver from us. Endorsement is not applicable in KY, NH, NJ or for any MO construction risk

Countersigned by _____
Authorized Representative

Form WC 00 03 13 Printed in U.S.A.
Process Date: 12/05/22

Policy Expiration Date: 12/31/23