

"Original"



Request for Proposal Information Technology Consultant

Technical Proposal

Submitted By:

Anthony Merulla, Vice President of Sales & Marketing

SoftSages Technology

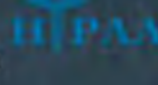
HQ: 20 Mystic Lane, 2nd Floor, Malvern, PA 19355

Local Office: 208 West State Street, Trenton, NJ 08608

Email: rfp@softsages.com

Phone: (484) 321-8314 Ext. 180

Fax: (484) 320-6360





Cover Letter

Attn. Township of Rockway
rockawaybids@rockawaytownship.org,

Due Date: December 14, 2023

Sub.: Request for Proposal for Information Technology Consultant

To whom it may concern,

SoftSages Technology is pleased to submit this response to Township of Rockaway. After carefully reviewing this document and its stated objectives, purpose, vision, and requirements, we have crafted a proposal to reflect our clear understanding of the requirements of this project.

SoftSages Technology (Limited Liability Company) is a Pennsylvania (PA) based ISO/IEC 27001:2013 & ISO 9001:2015, CMMI Level 3 certified IT Services firm. We have a distinguished 18+ years of history in IT Managed Services, Help Desk Services, IT Staffing, Infrastructure Management, Support, Project Management Services, and IT Support Services.

In the area of IT consulting service, SoftSages offers substantial and pertinent experience. We will apply our advanced knowledge of IT principles and leverage our experience working with numerous teams to ensure the best services for the Township of Rockaway. Our proposed team will meet the Township of Rockaway quality and schedule expectations.

More than 90% of our customers reward the company's reliability, passion, creativity, and unique ability to handle the broadest range of IT needs by continually extending and deepening their partnerships with SoftSages.

Our team is committed to building a long-lasting business relationship with Township of Rockaway. We believe our expertise and experience align well with your needs, and we are confident that we can provide the services you require to achieve your goals.

We would welcome the opportunity to discuss further our proposal and how SoftSages Technology can best serve the IT needs of Township of Rockaway.

Regards,

DocuSigned by:

EB2E9D28251B4BB...

Jiraj Ruparelia, Vice President – **SoftSages Technology**



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Administrative Document Checklist

Administrative Document Checklist

	Documentation Title	Read, Signed, or Submitted Vendor Initials
Failure to Submit any of the following items with proposal is cause for rejection		
1.	Statement of Ownership Disclosure Form	Submitted
2.	Disclosure of Investment Activities in Iran Form	Submitted
Mandatory items, required no later than the time period noted		
3.	Required Evidence of EEO/Affirmative Action Compliance, prior to contract award	We will provide upon award
4.	Business Registration Certificate	Submitted
5.	W-9 Form	Submitted
Submit or Comply with the following		
6.	Experience and Qualifications	Submitted
7.	Insurance and Indemnification Certificate	Comply (Proof of Insurance submitted)
Read only		
8.	Americans with Disability Act of 1990 Language	Read
9.	Pay to Play Advisory (P.L. 2005, Chapter 271, Section 3 Reporting)	Read

This checklist is provided for vendor use in assuring compliance with required documentation, however it does not include all specification requirements and does not relieve the vendor of the need to read and comply with the specifications.

Date: December 08, 2023

Vendor name: SoftSages Technology

Authorized Representative (Print Name and Title): Jiraj Ruparelia, Vice President

Signature:  _____



Non-Collusion Affidavit

Non-Collusion Affidavit

State of ~~New Jersey~~ PA

County of Chester

I, Trinidad Ruspachia (name of affiant) residing in West Chester (name of municipality) in the County of Chester and State of PA of full age, being duly sworn according to law on my oath depose and say that:

I am Vice President (title or position) of the firm of SoftSages LLC (name of firm) the bidder making this Proposal for the bid entitled Information Technology Consulting (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 SoftSages LLC.

Subscribed and sworn to
before me this day

December 8, 2023

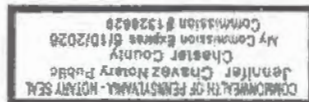
[Signature] Notary public of

Signature

Trinidad Ruspachia

Type or print name of affiant under signature

My Commission expires 06/10/2026
(Seal)





Statement of Ownership Disclosure Form

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 Submissions

Name of Business:

SoftSages LLC

Address of Business:

20 MYSTIC LN, FL 2, MALDEN MA 02148

Name of person completing this form:

Trishla Ruparelia

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

Township of Rockaway

Information Technology Consulting

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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.

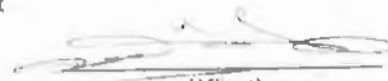
AND

- ☐ 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 8 day of
December, 2023.


(Affiant)

(Notary Public)



My Commission expires:

06/10/2026




(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):

Title:

Signature:

Date:



Disclosure of Investment Activities in Iran Form

Chapter 25 of the Laws of 2012 (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/odf/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 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

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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  Jeff Paparella

Company SoftSages Technology



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

We will provide upon award.



Business Registration Certificate

**STATE OF NEW JERSEY
DEPARTMENT OF THE TREASURY
DIVISION OF REVENUE AND ENTERPRISE SERVICES
ANNUAL REPORT CERTIFICATE**

SOFTSAGES LLC
0600419382

The Division of Revenue and Enterprise Services hereby affirms that the following annual reports for SOFTSAGES LLC was submitted on 11/28/2023 for the years: 2016-2023

Registered Agent and Office

INCOF SERVICES INC
208 WEST STATE STREET
TRENTON, NJ 08608-1002

Main Business Address

20 Mystic Lane
FL2
Malvern, PA 19355-1942

Principal Business Address

208 WEST STATE STREET
TRENTON, NJ 08608-1002

Officers and Directors

CHIEF EXEC. OFFICER (CEO)
Raj Patel
20 Mystic Lane
FL2
Malvern, PA 19355-1935



IN TESTIMONY WHEREOF, I have
hereunto set my hand and affixed
my Official Seal, this
28th day of November, 2023

Elizabeth Maher Muoia
State Treasurer

Certificate Number : 2762562777
Verify this certificate online at
https://www1.state.nj.us/T1TR/StandbyCertJSP/Verify_Cert.jsp



W-9 Form

Form W-9 (Rev. October 2018) Department of the Treasury Internal Revenue Service		Request for Taxpayer Identification Number and Certification		Give Form to the requester. Do not send to the IRS.																																													
Go to www.irs.gov/FormW9 for instructions and the latest information.																																																	
Print or type. See Specific Instructions on page 3.	1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank. SoftSages LLC	2 Business name/disregarded entity name, if different from above SoftSages Technology																																															
	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		4 Exemptions (codes apply only to certain entities; not individuals; see instructions on page 3). Exempt payer code (if any) _____ Exemption from FATCA reporting code (if any) _____																																														
	5 Address (number, street, and apt. or suite no.). See instructions. 20 Mystic Lane, 2nd Floor		Requester's name and address (optional)																																														
	6 City, state, and ZIP code Malvern, PA 19355		7 Last 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.																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td colspan="9" style="text-align: center;">Social security number</td></tr><tr><td style="width: 10%;"> </td><td style="width: 10%;"> </td><td style="width: 10%;"> </td><td style="width: 10%;"> </td><td style="width: 10%;"> </td><td style="width: 10%;"> </td><td style="width: 10%;"> </td><td style="width: 10%;"> </td><td style="width: 10%;"> </td></tr><tr><td colspan="9" style="text-align: center;">OR</td></tr><tr><td colspan="9" style="text-align: center;">Employer identification number</td></tr><tr><td style="width: 10%;">2</td><td style="width: 10%;">0</td><td style="width: 10%;">-</td><td style="width: 10%;">7</td><td style="width: 10%;">4</td><td style="width: 10%;">6</td><td style="width: 10%;">8</td><td style="width: 10%;">6</td><td style="width: 10%;">5</td></tr></table>					Social security number																		OR									Employer identification number									2	0	-	7	4	6	8	6	5
Social security number																																																	
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2	0	-	7	4	6	8	6	5																																									
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.																																																	
<table border="1" style="width: 100%; border-collapse: collapse;"><tr><td style="width: 15%; padding: 5px;">Sign Here</td><td style="width: 45%; padding: 5px;">Signature of U.S. person </td><td style="width: 40%; padding: 5px;">Date 08/30/2023</td></tr></table>					Sign Here	Signature of U.S. person	Date 08/30/2023																																										
Sign Here	Signature of U.S. person	Date 08/30/2023																																															
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 (income mortgage interest), 1098-E (student loan interest), 1098-T (tuition) • Form 1099-C (canceled 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.																																																	
If you do not return Form W-9 to the requester with a TIN, you must be subject to backup withholding. See <i>What's backup withholding</i> , later.																																																	



Insurance and Indemnification Certificate

We have attached a sample Certificate of Liability; the actual Certificate of Liability will be provided upon award.

ACORD		CERTIFICATE OF LIABILITY INSURANCE		DATE (MM/DD/YYYY) 08/14/2023	
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).					
INSURED		INSURER C:			
SoftSages LLC		INSURER D:			
20 Mystic Lane, 2nd Floor		INSURER E:			
Malvern		INSURER F:			
PA 19355					
COVERAGES		CERTIFICATE NUMBER:		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.					
INSR	TYPE OF INSURANCE	ADOL	SUBH	POLICY EFF	POLICY EXP
1TR	(INSR) (SUBH)	(INSR) (SUBH)	(INSR) (SUBH)	(MM/DD/YYYY)	(MM/DD/YYYY)
	☒ COMMERCIAL GENERAL LIABILITY				
	CLAIMS-MADE ☒ OCCUR				
A		Y	Y	44SBMTU2737	06/02/2023 06/02/2024
	GEN'L AGGREGATE LIMIT APPLIES PER:				
	POLICY ☐ PRO-JECT ☒ LOC				
	☒ OTHER **PL/EPLI (see below)				
	AUTOMOBILE LIABILITY				
B	☒ ANY AUTO				
	OWNED AUTOS ONLY ☐ SCHEDULED AUTOS	Y	Y	Q10-2931047	10/29/2022 10/29/2023
	HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY				
A	☒ UMBRELLA LIAB				
	EXCESS LIAB ☒ OCCUR	Y	Y	44SBMTU2737	06/02/2023 06/02/2024
	DED ☒ RETENTION \$ 10,000				
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY				
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/OWNER EXCLUDED? (Mandatory in NH)	Y/N			
	If yes, describe under DESCRIPTION OF OPERATIONS below				
A	CRIME - 3RD PARTY	Y	Y	44TP0290137	06/02/2023 06/02/2024
DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)					
*PROFESSIONAL LIAB - POL# 44TE0325872 (06/02/2023 - 06/02/2024) - OCCURRENCE: \$5,000,000 / AGGREGATE: \$5,000,000					
**CYBER LIAB - POL# 44TE0325872 (06/02/2023 - 06/02/2024) - OCCURRENCE: \$5,000,000 / AGGREGATE: \$5,000,000					
**EPLI (Employment Practices Liability) Policy # 44SBMTU2737 (06/02/2023-06/02/2024) EACH OCCURRENCE \$1,000,000/AGGREGATE\$1,000,000					
RFP No: RFP #2022- 193 RFP Title: Technology Staff Augmentation; Northside Independent School District is included as Additional Insureds on the General Liability, Auto Liability, Umbrella Liability policies. General Liability, Auto Liability, Umbrella Liability are Primary and Non-Contributory. The General Liability, Auto Liability, Umbrella Liability and Workers' Comp policies include a Waiver of Subrogation. 30 days written notice is provided.					
CERTIFICATE HOLDER		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 Saraiah Tash			
Fax:		Email:			
ACORD 25 (2016/03)		© 1988-2016 ACORD CORPORATION. All rights reserved.			
		The ACORD name and logo are registered marks of ACORD			



About SoftSages

SoftSages Technology is a Certified ISO 9001:2015 & ISO/IEC 27001:2013 & CMMI LEVEL 3 and Minority & Women Business Enterprise (MWBE) company with expertise in servicing firms in the United States of America, Canada, the United Kingdom, and India. Our headquarters are in Malvern, Pennsylvania, and we have seven local offices in the United States and a worldwide presence in Canada, India, and the United Kingdom.

Founded in 2005 and headquartered in Chester City, Pennsylvania. We have 18+ years of experience in Information Technology Support Services for various government and commercial clients. SoftSages Technology provides IT Managed Service, Infrastructure Management & Support, Cybersecurity, Information Security, Professional Services, IT Staffing, IT/Management Consulting, Web Development, Mobile Application Development, and Software Development Services to public and private enterprises in many different industries.

Our experience with private and public organizations automating and integrating mission-critical areas of their businesses will help us provide highly effective Information Technology Services to the Township of Rockaway. SoftSages Technology is available 24x7x365 to perform the tasks and services requested by the Township of Rockaway.

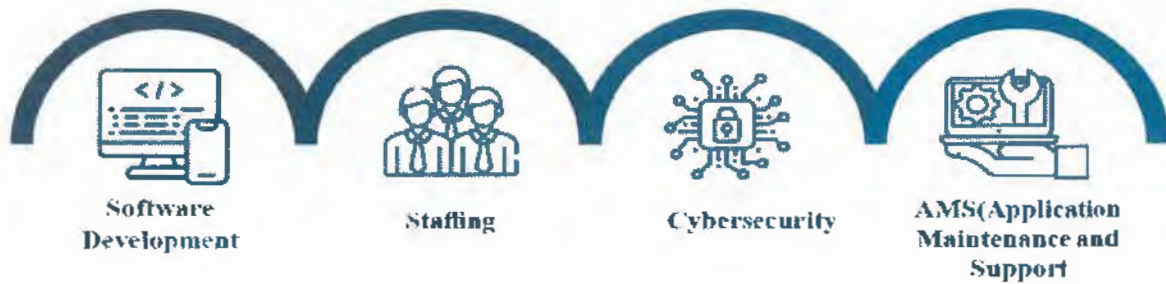


More than 90% of our customers reward the company's reliability, passion, creativity, and unique ability to handle the broadest range of IT needs by continually extending and deepening their partnerships with SoftSages.

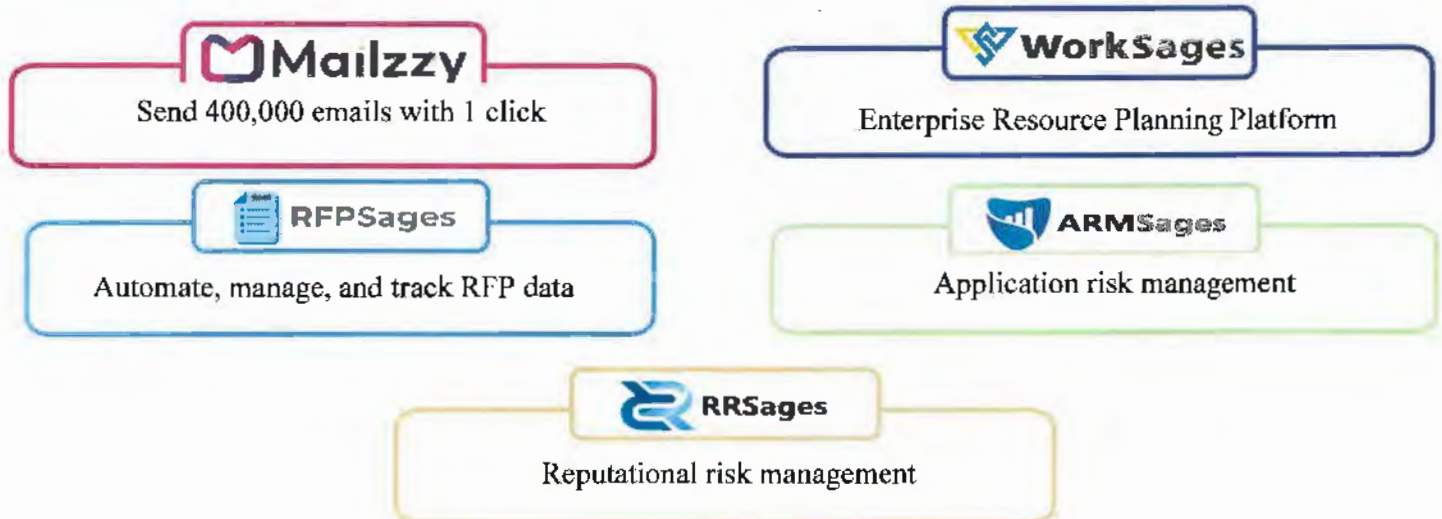
A cumulative experience of more than 300+ professionals across diverse technology areas and business domains enables SoftSages to offer end-to-end Consulting and IT solutions and Services to many of our customers globally. SoftSages is uniquely positioned to seamlessly deliver its flexible world-class services to any location.



Set-Aside Value Add – Our Services



Our Products



SoftSages offer our services in 35+ states. We have secured over 20+ government agencies (State/City/Universities/Education institution/Counties) IT Services Contract and has provided more than 50K hours of services to these clients.

SoftSages Technology is strategically positioned to provide effective IT Managed Services. We focus our skills and expertise in this area to provide the right resources in the areas of Implementation, Development, Upgrades, and Production Support. SoftSages team links experience, expert analysis, strategic planning, and best-of-class technology.

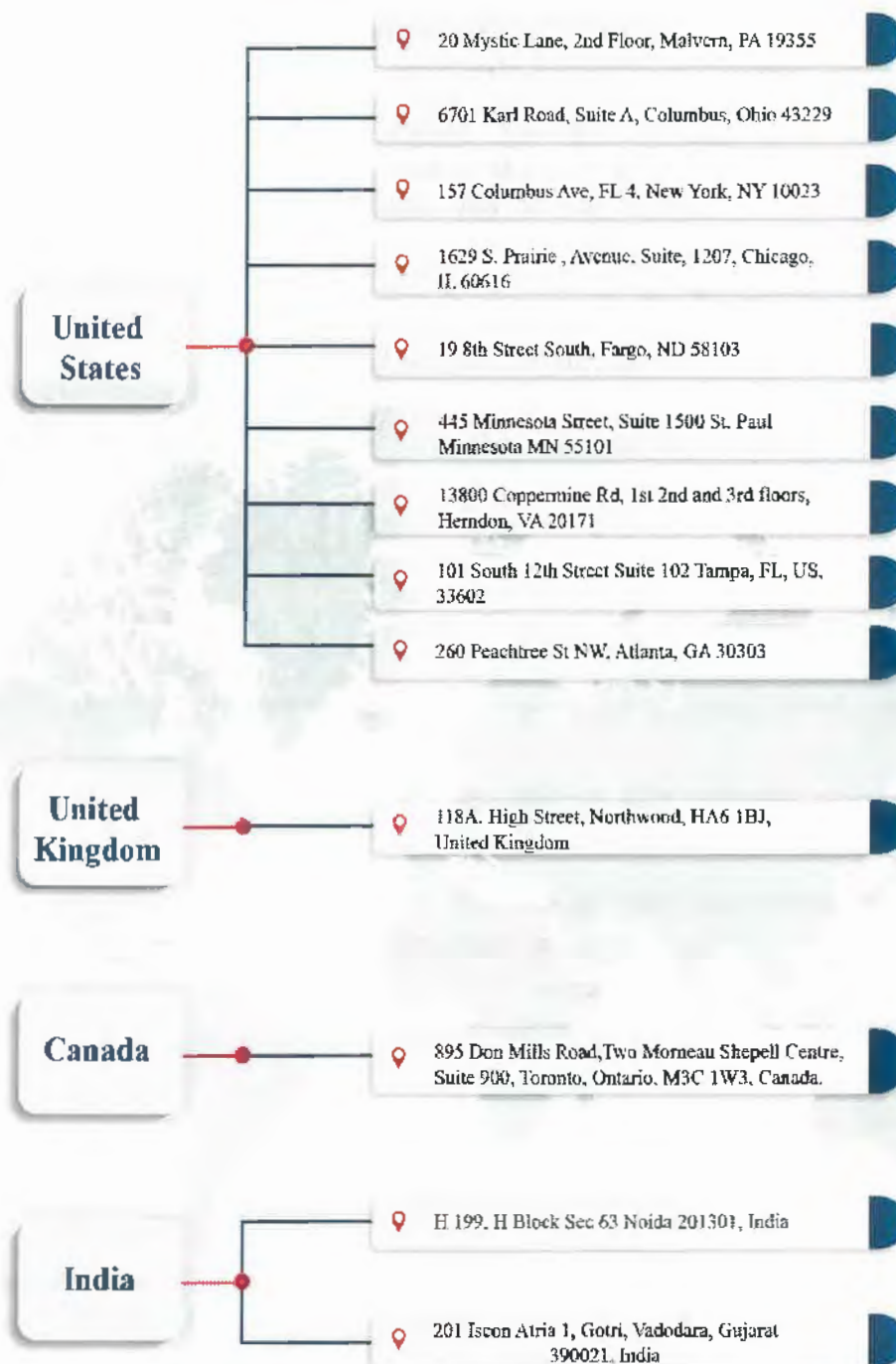


Featured Clients





Location of Offices





Qualification & Experience

SoftSages Technology has years of experience delivering IT services to Fortune 500 private and public sector clients. It has built a solid reputation for our fair, objective, and collaborative approach to Networking, Cyber Security assistance, and consulting services.

Our straightforward analysis, unbiased views, and fresh look at organizational infrastructure give a better perspective of the situation and its requirements. We have built a solid reputation for our fair, objective, and collaborative approach to security control assessments of this nature.

Our Current services offerings include the following:

- ✓ Managed Support Services (Server, Network, PC, Cloud)
- ✓ Help Desk
- ✓ Hosted Desktops and Servers (Cloud based solutions)
- ✓ Network Security
- ✓ Data Center Services
- ✓ Technology Assessments & Security
- ✓ Technology Consulting
- ✓ Disaster Prevention and Recovery



Our IT Services solution will include the following:

- ✓ Strategic technology planning services
- ✓ Management of all servers, cloud platforms, networks, and PCs.
- ✓ Complete 24x7x365 monitoring
- ✓ Network security tools and data protection
- ✓ Help desk services.
- ✓ Desktop and laptop support
- ✓ Mobile device support
- ✓ Unlimited remote and onsite hours for all included services

Our proposed team has experience in providing the services for network and security consulting services like design architecture, implementation, administration, and support of Infrastructure, IT Support, network routers/switches, firewalls SAN/NAS, and Microsoft Windows servers, Application Development and Support, Business Management and analysis, Program Management, Security Management including the State of New York, State of Ohio, State of Taxes, State of Virginia, State of PA, State of New Jersey, Washington Airport Authority, City of Garland, City of Columbus, the City



of Philadelphia, State of Maine, State of Delaware, State of Alabama, and even fortune 500 companies, like Comcast, IBM, Wells Fargo, and Verizon to name but a few.

Experience with Software

Experience with Server OS	10+ years
Experience with switches, routers, and firewalls	8 to 10 years
Experience with VPN	4 to 5 years
Experience with enterprise Microsoft products – list version	5 to 6 years
Experience with databases	4 to 6 years
Experience with other systems	8 to 10 years

Experience with Hardware

Experience with physical data center hosts	4 to 6 years
Experience with virtual servers	5+ years
Experience with network equipment	8+ years
Experience with enterprise storage	5+ years
Experience with personal computers	10+ years
Samsung and Apple Cell Phones/iPad	8+ years
HP Desktops and Laptops	10+ years
Experience with cloud	6+ years
Experience with other systems	8 to 10 years

Experience with Network Systems

Local Area Network (LAN)	10+ years
Wide Area Network (WAN)	10+ years
Wireless Local Area Network (WLAN)	10+ years
Storage Area Network (SAN)	10+ years
Virtual Private Network (VPN)	10+ years
Voice over IP (VoIP)	10+ years

Our Resources Qualification

Each consulting practice has at least ten years of experience in information security and risk management. Our consultant maintains prestigious professional certifications and licenses such as:

- ✓ Certified Information Systems Security Professional (CISSP)
- ✓ Cisco Certified Network Professional (CCNP)
- ✓ Cisco Certified Network Associate (CCNA)
- ✓ CompTIA



- ✓ Payment Card Industry Qualified Security Assessor (PCI-QSA)
- ✓ Certified Information System Auditor (CISA)
- ✓ Certified Ethical Hacker (CEH)
- ✓ Certified Information Security Manager (CISM)
- ✓ SANS Mobile Device Security Analyst (GMOB)
- ✓ SANS Wireless Ethical Hacking
- ✓ Penetration Testing and Defenses (GAWN)
- ✓ SANS Web App Penetration Testing and Ethical Hacking (GWAPT)
- ✓ SANS Advanced Penetration Testing and Exploit Writing (GXPN)
- ✓ SANS Penetration Testing and Ethical Hacking (GPEN)
- ✓ SANS Hacker Techniques and Exploits (GCIH)

Our Security Compliance experience

We have a team with in-depth expertise in industry-standard Cyber Security Frameworks like OWASP, NIST Cybersecurity Framework & Security Controls, COBIT (Control Objectives for information and related technologies), FERPA, GDPR, WASC, ISO/IEC 27001/2, Cybersecurity Framework, HIPPA, CJIS and PCI DSS, among many others.

List of IT Managed Services Projects

Agency Name	Service Provided
Metropolitan Washington Airports Authority	Technology Support Services
Metropolitan Washington Airports Authority	Network and Systems Engineer Staff Augmentation
Washington State Department of Enterprise Services	Information Technology Professional Services
New Castle County Government	Information Technology Services
State of Minnesota	IT Technical/Infrastructure Services & Information Technology Application Development & Support
Travel Alberta	IT Service Providers
Rhode Island Airport Corporation	On-Call IT Services
Regional Municipality of Peel Procurement Division	Information Technology Services and Resources



Orlando Utilities Commission

Information (IT)-Operational Technology (OT) and Digital Security Engineering, Professional and Managed Services

Case Studies

Case Study 1	
Organization Name	Cred.Ai
SoftSages has performed the below list of items included in the security review for Cred.ai. We have provided the findings as documentation of existing vulnerabilities and mitigation strategies. ➤ Production VPC configuration review, including all network components ➤ Security review for all publicly exposed APIs ➤ Application Log monitoring and threat analysis ➤ Review of Preventive and Protective Services ➤ Suggestions on any new services that need to install ➤ Customer enrolment flow and security review of onboarding ➤ Customer login implementation review ➤ Discuss and review other tips to tighten security Outcomes: SoftSages has performed several security assessments and continued providing security services per their needs. Start and end dates: November 2018 – Ongoing.	

Case Study 2	
Organization Name	IT Department North Dakota
SoftSages has performed the below list of items Network & Server Management Services ➤ Configuration and management of Routers and Switches ➤ Wireless Network Devices Configuration and Support ➤ VoIP phone support ➤ Windows Server Support ➤ VMware Implementation and Support ➤ Helpdesk support and services (Level 1/2/3) Network Security Services Network Security Services ➤ Firewall Management & Configuration ➤ Limitations and Control of Network Ports, Protocols, and Services Outcomes: This is a multi-year contract and is ongoing. Start and end dates: Jan 2021 – Ongoing	

Case Study 3	
Organization Name	State of Minnesota



SoftSages has performed the below list of items.

IT Technical/Infrastructure Services & Information Technology Application Development & Support

The State of Minnesota desires to maintain efficient and effective computer and information systems. The administration and maintenance of these computer and information systems require ongoing information technology ("IT") resources. For this reason, the STATE needs professional IT technicians and infrastructure services, and IT application development and support services to assist with specific IT resource needs.

Outcomes: This is a two-year contract and is ongoing.

Start and end dates: July 2021 – Ongoing.

Case Study 4

Organization Name

CRDF Global

Technical Expert in Cybersecurity

Scope of Work

- Development of training and briefing materials for varied Ukrainian and international audiences in government and private sectors, educational institutions, and civil society.
- Delivery of virtual and face-to-face training, workshops, hackathons, CTF, cluster meetings, and presentations, delivering answers and providing expertise during discussions and Q&A sessions at CRDF Global events in various domestic and international locations.
- Delivery of an After-Action Report summarizing observations, successes, lessons learned, and recommendations for future programming on the relevant topic.
- Providing technical advice, guidance, and leadership to CRDF Global colleagues on designing and implementing technical components of cybersecurity and CTR projects.
- Tech consultancy on the best avenues to deliver critical messages on the cyber, safe Internet use in digital devices for various age groups.
- Consultation on the developing Cyber Range scenarios.
- Collaborating with the Senior Operations Manager, Senior Project Leads, and Project Leads to develop actionable projects based on conceptual policy ideas.
- Collaborating with CRDF assigned operation staff, relevant stakeholders, and partner organizations to build content (training modules/ modules content) for new E-learning Cyber hygiene courses for a wide range of stakeholders/adaptation existing E-learning courses.
- Providing technical development and set-up of virtual servers, virtual competition/CTF/hackathons environments, scoreboard, and events participants' virtual workstations



- Providing technical installations of software and hardware according to the developed event/competition/workshop/CTF/hackathon network and scenarios

Outcomes: This is a two-year contract and is ongoing.

Start and end dates: July 2021 – Ongoing.

Case Study 5

Organization Name	The Tennessee Education Lottery Corporation
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Description of work performed

The Tennessee Education Lottery Corporation requires a firm specializing in information technology and security to assess the safety of its network and information technology systems. To meet this need, the Tennessee Education Lottery requests an assessment of its network and information technology infrastructure to validate its current security posture and identify risks and vulnerabilities that pose internal and external access threats. The objective is to assess the security of the breadth of the Tennessee Education Lottery's network and information systems and policies/procedures and provide assessments and recommendations to enhance the Tennessee Education Lottery's information systems security program and subsequent security activities.

Outcomes: Oct 2021 – Ongoing (Multi-Year Award with annual security services review)

Case Study 6

Organization Name	Rhode Island Airport Corporation
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Scope of Work

RIAC is seeking proposals from qualified firms that have demonstrated experience in providing the highest quality on-call information technology (IT) consulting services to supplement and augment RIAC's IT department. RIAC will review submitted proposals and determine those best suited to meet its needs. Firm(s) will proceed with work under the attached Professional Services Agreement (PSA) contract only after being issued an executed Task Order.

The on-call information technology (IT) consultant will provide ongoing support and coordination with RIAC staff to ensure proper implementation of new technology, general management and operation, maintenance and/or troubleshooting of existing



systems, and any other IT related matters as they arise, on an as-needed basis. The chosen firm(s) will need to work closely with a variety of departments within the organization, and the airport/airline community, providing support as needed or instructed on the following services, including (but not limited to):

Data Center Management

Network Upgrade and Expansion

Transition RIAC IT to a Software as a Service (SaaS) based Model.

Cloud Migration

Digital Document Workflow Management

Digitization of Business Workflows

Cybersecurity Strategies and Tactics

IT Procurement Support

On Call Chief Information Officer (CIO) Support Services

Miscellaneous Information Technology matters

Outcomes: Ongoing.

Case Study 7

Organization Name	NEOLedge
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Scope of Work

The successful proposer will provide a comprehensive full-service Information Technology program for the NEOLedge and will ensure the following priority service requirements:

Reliable, Secure IT Infrastructure and Service

Security infrastructure and device management through maintaining effective policy enforcement and functionality across different environments; creating consistent security policies that can be coordinated across all edges i.e., cloud, endpoint, and WAN; managing routers, switches, and firewall.

Device security by managing computing security policies, users, groups, and permissions; mobile device management services.

Business continuity and disaster recovery by protecting critical data and applications no matter where they reside to prevent business interruption.

Staff security training

Proactive, Accountable IT Service

Helpdesk Services Support



Workstation Procurement, Installation, and Management
Managed Network Services
Software and Application Management
Technology-Capable Workforce
Technology Innovation, Strategic Planning, Project Planning, and Implementation
Collaborative Decision Making
Communication
Weekly Staff Meetings
Monthly Reports
Quarterly Reports
Inventory and Procurement Reports
Outcomes: Successfully provided the required services.
2018-2021+ Option One Year

Case Study 8

Organization Name	Travel Alberta
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Scope of Work**IT Support:**

IT Operations Management
IT Managed Services
IT End User Support/Deskside Support
IT Help Desk/Service Desk
IT Business Relationship Management
IT Process & Procedures Services
IT Project Management
IT Training Service

Infrastructure Management:

Data Center Operations
Networks Operations
Server Administration
IT Asset Management
IT Storage and Backup
IT Infrastructure Analysis

Outcomes: Ongoing.



References

Reference 1	
Clients Name	BC Hydro Canada
Contact Name	Mahendra Jesrani
Telephone Number	438-921-0051
Email Address	Mahendra.jesrani@bchydro.com

Reference 2	
Clients Name	Metropolitan Washington Airport Authority (MWAA) Washington Dulles International Airport
Contact Name	Kalpesh Kumar Patel
Telephone Number	709-417-0812
Email Address	Kalpeshkumar.Patel@MWAA.com

Reference 3	
Clients Name	Anvik Technologies Inc.
Contact Name	Anirudh Rastogi
Telephone Number	213-266-7835
Email Address	anirudh.rastogi@anviktek.com

Reference 4	
Clients Name	DeepSleep Test
Contact Name	Dr. Gaurav Patel
Telephone Number	888-410-0212
Email Address	Gaurav.patel@deepsleeptest.com



Meet Our Team

Suryakant Garud – Project Manager

Education/Certification

- ✓ Microsoft Certified Azure security engineer- Associate
- ✓ Google Certified - Professional Cloud Architect

Technical Skills

- ✓ Network, VoIP & Security operations, Cloud native security.
- ✓ Implementation of Cisco routers, Switches, and firewalls.
- ✓ Cisco and All Worx VoIP solution implementation and operations
- ✓ Enterprise and Cloud native compliance monitoring solutions.
- ✓ Worked on various threat protection solutions and their monitoring and reporting.
- ✓ Handling daily network connectivity and security issues, working with the Network operation team.
- ✓ Implement APs, UTM, IP Phone Servers, and other network devices.
- ✓ Azure Cloud Native Security, Network Administration, Routing & Switching, Installation & Configuration of Network & Security devices (i.e., Checkpoint, Cisco, PA, etc.), Securing devices, and Technical Support.

Professional Experience

SoftSages Technologies

Dec 2018 to date

Responsibilities-

- ✓ Maintained documents of work performed during the day.
- ✓ Responsible for designing, Implementing, and troubleshooting temporary infrastructure for live Web Casting Events.
- ✓ Responsible for Designing, Implementing, and monitoring customer Co-Location environment
- ✓ Daily health and compliance checks systems and network health & security by using available log information.
- ✓ Configuring, managing, and implementing the SSL VPN and remote access VPN on the checkpoint gateway.

Rajnap Technosoft Pvt. Ltd.

Mar 2016 to Dec 2018

Responsibilities-



- ✓ Responsible for owning and overseeing the resolution of all outstanding Escalated Incidents.
- ✓ Liaise with vendors and other IT personnel for problem resolution.
- ✓ Providing technical support to Global clients through remote support.
- ✓ Work within established configuration and change management policies to ensure awareness,
- ✓ Approval and success of changes made to the network infrastructure.

NetMentor Inc.

Mar 2015 to Mar 2016

Responsibilities-

- ✓ Network Trainer
- ✓ Training of CCNA and CCNP
- ✓ Firewall Technology Training
- ✓ VoIP training

Cube Software Pvt. Ltd.

Aug 2014 to Feb 2015

Responsibilities-

- ✓ Implementation of VoIP and security
- ✓ Provide Level-2/3 support and troubleshooting to resolve issues.
- ✓ Administration of firewall and wireless Network.
- ✓ Cisco Routers & Switch configuration.
- ✓ Designing and planning a New Network & Up gradation plan.
- ✓ Server Installation and management.

Note – He also worked in Nethub from Jan 2011 to July 2014

Azhar – System Admin

Professional Summary

- ✓ An IT Professional with 8+ years of experience in building and implementing new systems and overseeing systems migrations/upgrades with Extensive experience in VMware, Windows Engineering, and Administration.
- ✓ Extensive experience in Windows2000/2003/2008/R2/2012/2016 Servers and Wintel Servers at single or multi-domain platforms.

Areas of expertise include:

- ✓ Virtualization with vSphere, VMware ESXi 6.0/5.5/5.1/5/4.1/4



- ✓ Implementation and supporting VMware vSphere ESXi 4.1/4.0/5.0/5.5 environment
- ✓ Administering MS Hyper-V.
- ✓ Deploying Linux [RHEL, Ubuntu] VMs
- ✓ DHCP, WINS, and DNS.

Education/Certification

- ✓ VMware Certified.
- ✓ Windows Certified.
- ✓ Bachelor in computer science, JNTU, India 2009

Technical Skills

- ✓ **Operating System-** Windows Server NT 4.0/2000/2003/2008/R2/2012,2016, WINTEL servers, Windows XP/Vista/ RHEL 5.x/6.x Ubuntu 12.10/12.04/11.10, Centos.
- ✓ **VMware-** vSphere, VMware ESXI 3.5 and 4.1/4.0/5.0/5.1/5.5/6.0/6.5, VMware converter, VMware Update Manager, HA, DRS, DPM, vCenter Orchestrator (VCO) vCloud Automation, Hyper-V, Center 6.0 (VCAC), VMware API, vMotion and VMotion, PlateSpin power convert.
- ✓ **Networking Protocols/others-** TCP/IP, WINS, DHCP, DNS, DDNS, SNMP, SMTP, Ethernet 10/100/1000, WAN/LAN Routing, Routers, Switches/Microsoft Active Directory, Group Policy Objects, DNS, SNMP, LDAP, DHCP. Symantec backup exec and vRanger Pro. Veeam Backup and replicator.
- ✓ **Backup Software-** MS Office 2000,2003, 2007/2010/2012 and MS Visio, Microsoft Exchange Server 2003,2007,2010,2013, Altiris, SaaS, Symantec Ghost.
- ✓ **Web Technologies & Tools-** VNC, WebEx, ADMT, Remedy, IBM ISM MAXIMO, AD Snapshot Tool, Tivoli Backup Exec, ILO, Network Register, and Blade Logic.
- ✓ **Applications-** SQL Server 2012/2008 R2/2008, MS-Access, My SQL.

Professional Experience

Altice USA, Hicksville, New York

Aug 2018 - Present

System's Admin

Responsibilities:

- ✓ Worked with critical vSphere VSAN clusters to meet demanding I/O requirements and deliver 24x7 reliability.



- ✓ Installing patches and software upgrades recommended by the IIS server.
- ✓ Installed and configured Win 2016, 2012 R2 print server.
- ✓ Install, configure, and manage Windows servers 2008, 2008 R2, and 2012.
- ✓ Creating Service profiles and performing day-to-day operations of Cisco UCS.

Nucor Corporation, Charlotte, North Carolina

May 2017 - July 2018

System Administrator

Responsibilities:

- ✓ Provided day-to-day administration/support of a Windows 2008 R2 “clustered” environment, including Active Directory administration, Exchange administration, and VMWare Virtual Center, P2V2P Server Farm (DELL/HP/Cisco UCS Hosts with Windows 2008 Guest OS).
- ✓ Assessment design and Planning for Implementation of vSphere Environment.
- ✓ Installed vSphere 5.5 from scratch, such as ESXi, vCenter, etc.
- ✓ Worked on vSphere Upgrade projects to ESXi 5.5.
- ✓ Installed, configured, and implemented policies for Enterprise Exchange 2008 Server
- ✓ Installed, configured, and implemented SQL 2005 Enterprise Database Server (32 & 64 Bit).

Century Link, Monroe, Louisiana

Jan 2016 - April 2017

Windows Administrator

Responsibilities:

- ✓ Worked on Central Management Server (VCenter Server) to manage all the data's ESXi hosts.
- ✓ Creating and managing Virtual Machines and Templates. Working with snapshots of Virtual Machines.
- ✓ Configured VMware on the clustered environment, Implemented Migration of Virtual Machines using VMotion and Storage VMotion.
- ✓ Deployed new vSphere five infrastructure for VDI implementation.
- ✓ Performed VM Storage migrations to new EMC and Net app storage arrays.

Note: Previously worked with **ADP, Hyderabad, India**, Nov 2010 - Oct 2013 as a System Admin and **Virgin Atlantic Airlines, Crawley, UK**, Dec 2013 - July 2015 as a Windows & VMware System Administrator.



John A Baker III – Cybersecurity Engineer

Professional Summary

- ✓ Senior Cybersecurity Engineer and IT Project Leader with a broad background in many areas of the IT enterprise lifecycle. This diverse expertise is brought together in a passion for security and working against the elements that compromise it.

Education/Certification

The University of Alabama, Tuscaloosa, AL

Bachelor of Science (B.S.), Commerce & Business Administration – May 2015

International Information Systems Security Certification Consortium

CISSP, Certified Information Systems Security Professional (Boot camp & exam Dec. 2019)

EC-Council

CEH, Certified Ethical Hacker (CN# ECC95255354041)

Technical Skills

- ✓ **Network Penetration Testing-** Internal, external, and segmentation penetration testing of substantial global enterprises.
- ✓ **Vulnerability Management-** Design and implement extensive scale vulnerability management infrastructure using Rapid 7 (Nexpose, Insight VM), Qualys (VM, and WAS), and Tenable (Nessus, Tenable.IO). Develop process automation using Nexpose and Qualys API
- ✓ **Application Penetration Testing & Vulnerability Assessments-** In-depth manual and automated penetration testing of hosted applications using Burp Suite and manual techniques (Cross Site Scripting, Cross-site request forgery SQL injection, etc.) in adherence with OWASP recommended best practices.
- ✓ **Information Security Standards-** Well-versed in PCI and HIPAA regulatory requirements and developing testing programs to ensure compliance.
- ✓ **Systems Administration-** Windows 2008, 2012; Linux – Ubuntu, Debian, & CentOS distributions

Professional Experience

Wyndham Destinations – Orlando, FL

2018 - Present

Senior Engineer, Cybersecurity (Vulnerability Management & Penetration Testing)

Responsibilities:



- ✓ Designed and implemented an entirely new vulnerability management and penetration testing program for the world's largest vacation ownership company with over 4300 locations worldwide.
- ✓ Developed and stood up new vulnerability management infrastructure
- ✓ Built and deployed new physical and virtual scan engines and consoles, moving them to a CentOS platform, and centralizing the provisioning, hardening, and maintenance processes using Ansible. Also deployed agents to cloud-based assets in AWS
- ✓ Implemented a redesign of the asset identification and management scheme, refining the scan schedule to maximize resource availability and eliminate production-impacting events as much as possible,
- ✓ Implemented the integration of KENNA Security with Insight VM, Tenable.IO, Symantec Endpoint, and the corporate CMDB, moving vulnerability management from a regulatory-focused model to a risk-based one.
- ✓ Performs on-site penetration testing at administrative offices and resort facilities, including physical perimeter testing, internal network testing, and application pen testing.

Convergys Corporation – Lake Mary, FL

2010 to 2018

Role: Senior Analyst, Information Security

Responsibilities:

- ✓ Lead penetration testers conduct tests on network infrastructure and hosted application environments, producing reports for senior-level stakeholders and regulatory organizations.
- ✓ Developed the playbook for conducting penetration tests for internal, external, segmentation, and compensating control tests to meet PCI and HIPAA requirements
- ✓ Configured and executed vulnerability scans across the globe using Nexpose
- ✓ Built and deployed Nexpose consoles, and scanners, both physical and VMs
- ✓ Acted as mentor to associate and analyst-level penetration testers, conducting training and red-team practice exercises (capture the flag, etc.)

HKS Architects – Orlando, FL

2005 to 2010

Role: Senior Systems Analyst / .NET Developer

Responsibilities:

- ✓ Ownership responsibility throughout the SDLC, managing the project through requirements, development, and UAT stages, followed by production release.



- ✓ Enabled architects to retrieve project information from the planning database via a custom interface within AutoCAD; developed using .NET API for AutoCAD and wrote in C#.
- ✓ Subsequently, expanded capabilities by allowing business users to create objects in the drawing based on project data. Developed AutoCAD and Revit plugins with an integrated database solution to populate the tree-view and list-view controls with project data and a context menu.

Tushti Rastogi – Network Engineer

Professional Summary

- ✓ Cisco Certified Network Engineer with seven years of professional experience in Network Engineering, performing network analysis, design implementation, and providing support to medium to large Networks.
- ✓ Hands-on experience configuring Cisco Catalyst 2960, 3750, 3850, 4500, 6500 and Nexus 3000, 5000, 7000 series Switches, N2K-C2232PP-10GE & N2K-C2248TP-E-10GE FEX, Cisco 2600, 2800, 3600, 3800 & 7200 series Routers.
- ✓ In-depth knowledge of IP Addressing, Sub netting, VLSM, ARP, reverse & proxy ARP.
- ✓ Proficient in configuring, troubleshooting, and testing static and dynamic routing protocols: RIP, OSPF, EIGRP, BGP, and MPLS.

Education/Certification

- ✓ Cisco Certified Network Associate (CCNA)
- ✓ Cisco Certified Network Professional (CCNP)
- ✓ Bachelor of Technology in Electronics and Communication Engineering June 2010, Manav Rachna International University - Faridabad, India

Technical Skills

- ✓ **Routers** - Cisco 7600, 7200, 3800, 3600, 2900, 2800, 2600, 1800, 1700, ASR 9K series
- ✓ **Routing** - RIP v1/v2, OSPF, EIGRP, BGP, MP BGP, IS-IS, PBR, Route Filtering, Redistribution, Summarization, and Static Routing
- ✓ **Switches** - Nexus 2K/5K/7K, Cisco Catalyst 2900, 3500, 3700, 3800, 4500, 6500
- ✓ **Switching** - LAN, VTP, STP, PVST, RPVST+, Inter VLAN routing, Multi-Layer Switch, Ether channels, Port Security
- ✓ **VMware** - vSphere, VMware ESX, and ESXi
- ✓ **LAN** - Ethernet (IEEE 802.3), Fast Ethernet, Gigabit Ethernet



- ✓ **WAN** - PPP, (T1/T3) Circuits, ASE circuits, Fiber Optic Circuits, Frame Relay
- ✓ **Gateway Redundancy** - HSRP, VRRP, and GLBP
- ✓ **DHCP and DNS** - Infoblox
- ✓ **Load Balancer's** - Baracuda, BIG-IP 5250
- ✓ **Security** - Cisco PIX & ASA Firewalls (Cisco ASA – 5505, 5510, 5515, 5520), Checkpoint, Access lists and Policy based routing, VPN Configuration, Websense Internet Content Filtering, IPsec, IDS/IPS
- ✓ **Various Features and Services** - NAT, SNMPv2c/3, SYSLOG, NTP, DNS, DHCP, CDP, TFTP, FTP, HTTP/s
- ✓ **AAA Architecture** - TACACS+, RADIUS, Cisco ACS
- ✓ **Network Management** - SolarWinds NCM, PRTG, Splunk, KIWI Syslog

Professional Experience

Metra – Chicago, IL

Nov 2016 – Present

Cisco Network Engineer

Responsibilities-

- ✓ Responsible for Configuring and Maintaining Cisco Switches (Catalyst and Nexus) and Routers.
- ✓ Upgrading the software/IOS version of the Cisco devices to the latest stable version available.
- ✓ Responsible for troubleshooting and rectifying the network problems associated with the network and Cisco devices.
- ✓ Provisioning and commissioning of FEXs for Nexus 7004s.

Deloitte – Philadelphia, PA

Dec 2015 – Oct 2016

Sr. Network Engineer

Responsibilities-

- ✓ Deploying and commissioning VLANs on core Nexus 7K, 5K, and its downstream devices.
- ✓ Configured PPP, BGP, MPLS, and OSPF routing.
- ✓ Troubleshoot and monitor logs using SPLUNK.
- ✓ Assisted in MPLS migrations and implemented a backup for the existing WAN connection using site-to-site IP sec VPN tunnels.

Note- Also worked as Network Engineer in **Alcatel – Plano, TX** from Feb 2014 – Nov 2015. As a Network Engineer in **Novartis – East Hanover, NJ** from May 2013 – Jan



2014, Network and system Engineer in **Microtel Net links Pvt. Ltd – Surat, India** from Nov 2010 – May 2013

Bidhan Ghimire – System Engineer

Professional Summary

- ✓ A comprehensive and committed Certified System Engineer with around seven years of professional experience in Network Engineering, performing Network analysis, design, and Implementing capacity planning with a focus on performance tuning and support of large Networks.
- ✓ Strong experience in routing and switching protocols; Switching - VLAN, VTP, LACP, STP, RSTP & Routing - RIP, OSPF, BGP, MPLS.
- ✓ Experience in Cisco Routing, Switching, and Security with Cisco hardware/software experience with Cisco Routers such as 2911, 3900, 800 ISR, 4000 ISR, 7200, 7600, Cisco ASR-1k/9k (Enterprise Class Routers), Cisco Multilayer Switches 3500, 3700, 4500, 6500, Cisco Nexus 5k/7k/9k.
- ✓ Experience setting up, configuring, and managing Cisco ASA Firewall in various domains such as Internet, DMZ, Business-Partner and Remote-Access, VPN, etc.

Education/Certification

- ✓ B.SC Computer Networking & IT Security, London Metropolitan University
- ✓ Cisco Certified Entry Networking Technician (CCENT)
- ✓ Cisco Certified Network Associate- Routing & Switching (CCNA)
- ✓ CCNP – In-progress

Technical Skills

- ✓ **Operating System:** Linux, Windows
- ✓ **Cloud Technologies:** Familiarity with AWS
- ✓ **JUNIPER Platforms:** SRX, MX, EX Series Routers and Switches
- ✓ **Tools:** Wireshark, Cisco Packet Tracer, GNS3, Subnet
- ✓ **Networking Protocols:** HTTP, TCP/IP, UDP, BGP, OSPF, ARP, DHCP, DNS, ICMP, IP, VLAN, LAN, WAN, SSL, SSH, MPLS, Telnet, VTP, STP, IPsec
- ✓ **Networking Protocols:** RIP, OSPF, EIGRP, BGP, STP, RSTP, VLANs, VTP, PAGP, LACP, MPLS,
 - HSRP, VRRP, GLBP, TACACS+, Radius, AAA
- ✓ **Network Security:** Cisco ASA, Checkpoint, Palo Alto

Professional Experience

Wells Fargo, Charlotte, NC
Jul'2018 - Present



Network Engineer

Responsibilities-

- ✓ Responsible for managing and supporting LAN, WAN, Wireless, and security infrastructure for cruise ships, ports, and shore-side lab environments.
- ✓ Performing testing, development, and monitoring of network environments, which involves working on Cisco Catalyst switches, Nexus 5k/7k/9k switches, Cisco ISR/CSR routers, Cisco WLC, Aerohive Wireless controllers, Mimosa P2P Wireless APs, Palo Alto firewalls, Dell EMC switches, Riverbed WAN Accelerators, SolarWinds, Live Action, Splunk, Elk Stack.
- ✓ Troubleshooting network issues impacting passenger internet, guest services, corporate services, and vendor network access.

COMCAST, Philadelphia, PA

Feb 2017–Jun'2018

Sr. Network Engineer

Responsibilities-

- ✓ Working as part of a global network operations team managing Data Center networks hosting DNS, Citrix, VMWare, VoIP, Video Conferencing, Exchange Mail, and other applications/services.
- ✓ Configured Networks using routing protocols such as OSPF and BGP and manipulated routing updates using route map, distribute-list, and administrative distance.
- ✓ Acting as on-call and point of escalation for troubleshooting and assistance to NOC for Data Center Networks with experiences in monitoring tools like SevOne, Netcool, Splunk Server, and Syslog.

BCBS, Jacksonville, FL

Jun 2014 – Dec 2016

Network Support

Responsibilities-

- ✓ Replaced outdated Cisco switches and routers in the existing Data center and installed new Cisco switches and routers.
- ✓ Assisted with maintaining and monitoring all data communications systems, ensuring optimal usage for efficiency.
- ✓ Undertook projects related to BGP routing and security issues on Juniper SRX650 core devices.

Note- I also worked in Centene, St. Louis, MO from Nov 2012 – Jun 2014



Methodology & Approach

Our Approach

Our Proven Process is the SoftSages 360 process. This process combines the Township of Rockaway discussion and alignment of Township of Rockaway environments to our best practices. The Result for every one of our clients is a very stable IT environment, aligned to the needs of each client and easy to manage and support.

Our information technology (IT) review is a comprehensive assessment of an organization's IT infrastructure, policies, processes, and procedures to identify areas for improvement and ensure that the organization's IT operations align with its goals and objectives. Given below is the overview of our implementation framework for the Township of Rockaway, which includes the following steps:

SoftSages 360 Process



Client Discussion and Understanding

During this phase, our team meets with the Township of Rockaway team to understand their technology needs, where they are going, and the issues. As we talk, this understanding further solidifies our relationship and builds a foundation for the future.

Network Health Reviews and Alignment

The cornerstone of the SoftSages 360 process is the Network Health Review. We measure how well the client environment matches our best practices during this phase. Our best practices are a combination of other vendors' recommendations and our experience on what it takes to build a great IT infrastructure truly. Our definition of excellent IT infrastructure is



- ✓ An environment that exceeds the expectations of the client for performance and stability
- ✓ Is secured to industry standards
- ✓ Generates few to no reactive service requests

As the IT industry constantly evolves and new recommended changes are needed for our review, this process helps manage that change by ensuring they all get deployed to our entire client base each year.

Stable and predictable IT Infrastructure

As the client's environment gets more aligned with our best practices, many issues felt by the client's staff disappear. The environment noise level drops, and now instead of worrying about outages and slowdowns, our clients start to build on IT as a strategic advantage.

Client Satisfaction and Stability

We find that as the IT environment stabilizes and staff members have fewer and fewer technical issues, client staff retention goes up. In this phase, the client's staff reports fewer and fewer issues, and satisfaction continues to rise. And then, we continue on a never-ending cycle of communication, alignment, and stability.

Our Plan

SoftSages IT Support Services are designed to help you manage your day-to-day IT maintenance issues and provide end-user support, so you can focus on managing your business.

All of SoftSages IT Support Services include remote support from our dedicated IT Services team and on-site support from over 100+ factory-trained, certified systems engineers and technical representatives throughout the nation.

Desktop Applications Support

At SoftSages, we understand the critical role that desktop applications play in business operations. Our dedicated team is here to ensure the smooth functioning of Township of Rockaway desktop environment. We offer the following services:

- ✓ **Hardware Installation:** SoftSages will handle the installation of PCs, laptops, printers, scanners, and other hardware components, ensuring they are set up correctly for optimal performance.
- ✓ **Software Installation:** We take care of software installation, including operating systems and applications, to guarantee that your workstations are equipped with the necessary tools.



- ✓ **Desktop Application Problem Resolution:** Our expert technicians are readily available to diagnose and rectify desktop application issues promptly. We ensure minimal disruption to your workflow.
- ✓ **Configuration for Applications:** SoftSages will configure laptops and desktops to ensure that your applications run seamlessly, and users can access the software they need without complications.
- ✓ **Hardware Troubleshooting:** We identify and address hardware problems swiftly, utilizing advanced troubleshooting techniques to maintain the functionality of your hardware assets.
- ✓ **Assistance with Hardware and Software Purchases:** We provide guidance and support for hardware and software procurement, helping you make informed decisions that align with your specific needs and budget.
- ✓ **Warranty and Technical Support:** SoftSages offers assistance with warranty claims and provides ongoing technical support to address any hardware or software-related issues as they arise.

Server Administration Services

SoftSages Server Administration Services are designed to ensure the seamless operation and optimization of our client's computer network. Our team of experienced professionals is dedicated to managing the network's hardware, software, communications, and operating systems to maintain quality, security, performance, availability, recoverability, and reliability.

Key Services:

- ✓ **Network Management:** We oversee the entire network infrastructure, including servers, ensuring they are well-maintained and perform optimally.
- ✓ **Performance Monitoring:** SoftSages proactively monitors server performance to identify issues before they impact your operations, enabling quick response and resolution.
- ✓ **Capacity Management:** We will assess server capacity and resource utilization, making necessary adjustments to accommodate your growing needs and maintain efficiency.
- ✓ **Preventive Maintenance:** Our team will schedule and perform preventive maintenance on equipment promptly, reducing the risk of unexpected downtime or hardware failures.

Benefits:



- ✓ **Enhanced Network Reliability:** SoftSages will ensure your network is reliable, robust, and consistently available to support your business operations.
- ✓ **Proactive Issue Resolution:** Through continuous monitoring, we address potential problems before they disrupt your workflow, minimizing downtime.
- ✓ **Optimized Performance:** Our capacity management services guarantee that your network resources are efficiently allocated, supporting your growth and efficiency goals.
- ✓ **Improved Security:** We maintain security protocols and updates to protect your network from threats and vulnerabilities.
- ✓ **Business Continuity:** Preventive maintenance and robust recovery plans reduce the risk of data loss and downtime.

Network Administration Services

Network Systems, Devices, Traffic, bandwidth, and application traffic are all monitored 24/7 using PRTG and Datadog. We have custom dashboards with flexible alerting in place so that we can ensure your network is always running optimally. In addition, we maintain images/backups of ALL switch, router, wireless, and firewall settings (via our NCM, Network Configuration Management toolset) so that we can repair/restore quickly and quickly, should the hardware or software ever fail or be compromised.

We will centralize the management and control of Town Wireless to make it simple to maintain and ensure that it is fully secure, with limited public access via a DMZ. We encourage 2FA access, DNS, and Web Filtering and will work with the client to ensure this is in place. We will work with 3rd party vendors and perform Vendor Management, acting as liaisons, to oversee and ensure smooth operations of systems associated with the IT network, such as phone systems, video surveillance, etc.

SoftSages has tools like:

PRTG is a network monitoring tool suitable for small and enterprise environments. PRTG tool can monitor any IT-related resource that connects to your network. The device has a 20-day trial option and offers a free version with limited functionalities.



- ✓ PRTG setup is dynamic; its monitoring capabilities shrink or grow in proportion to the requirements of your organization.
- ✓ It can deliver Email and SMS notifications based on a threshold level of your KPIs



Datadog: Datadog is a safety, surveillance, and analytics tool. This is an outstanding network and service monitoring solution for IT startups of medium size because of its customizable alerts, a considerable number of integrations, and dashboards.

- ✓ It combines and automates infrastructure surveillance, log management, and performance monitoring.
- ✓ It ensures proper real-time monitoring of your whole technology stack.
- ✓ It is known for its simple cloud-hosted model, Customizable views, and seamless integration of metrics and events of your stack.



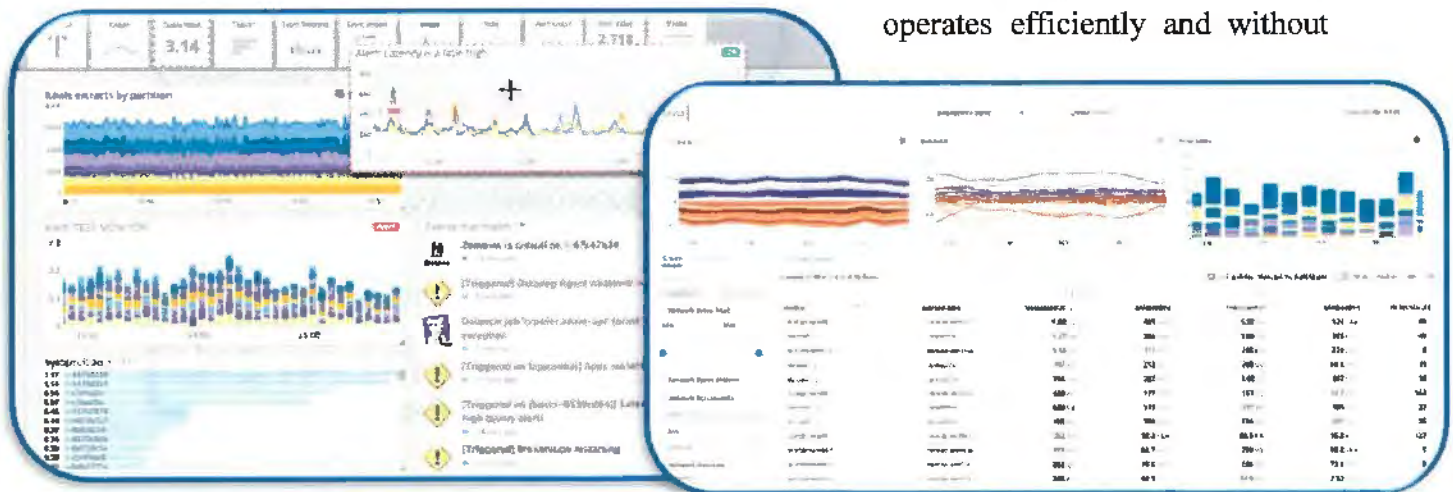
ATERA: It is an integrated tool with every service you need. It generates versatile alerts and effectively customizes different locations. Atera's pricing allows managed service providers to grow their business with plans supporting unlimited devices at no extra cost.

- ✓ Complete remote monitoring and access, professional service automation, patch management, billing, and reporting are invaluable aids to IT teams
- ✓ Patch management and remote management save your technicians a lot of time and improve their preventative maintenance.
- ✓ **Scope of Network Administration Services:** SoftSages will offer network administration services that encompass all of Township of Rockaway network



equipment. This will include switches, firewalls, and routers. In essence, we are responsible for the management and maintenance of these network components.

- ✓ **Backup and Disaster Recovery Management:** SoftSages also takes care of backup and disaster recovery systems. This covers various aspects, including server, email, and telephone system data. The backups are conducted securely and follow industry standards. Importantly, Township of Rockaway will have access to the backed-up information. This will ensure that data can be restored in the event of any data loss or disaster.
- ✓ **Installation and Maintenance:** The scope of services includes the primary installation and ongoing maintenance of various components and systems. These include printers, group policies, and software. Additionally, the system updates for various software, including Windows, Office 365, firewall, and anti-virus software, are managed and updated as necessary.
- ✓ **Network Performance Monitoring:** SoftSages also provides network performance monitoring services. This involves keeping a close eye on the network's performance and capacity. Monitoring helps in identifying issues or potential areas of improvement, ensuring that the network operates efficiently and without



bottlenecks.

Security

- ✓ **Maintenance of Virus/Malware Detection:** SoftSages is responsible for maintaining virus and malware detection software on various IT components within Township of Rockaway. This includes servers, email systems, telephone systems, as well as all



computers and laptops. This proactive measure helps prevent and detect malicious software that could compromise the security of the organization's digital assets.

- ✓ **Spam Reduction Programs:** In addition to malware protection, SoftSages will also manage spam reduction programs. This involves implementing and maintaining tools and practices to reduce the volume of spam emails received by Township of Rockaway email systems. Reducing spam helps maintain the security and efficiency of email communication.
- ✓ **Security Audits:** SoftSages conducts security audits upon request. These audits will evaluate the current state of security within Township of Rockaway IT infrastructure. If any security vulnerabilities or suspected security breaches are identified during these audits, SoftSages will promptly notify Township of Rockaway Project Manager or their designated officer. This allows for swift action to address any security concerns.
- ✓ **Compliance Guidance:** SoftSages will advise and assist Township of Rockaway in adhering to industry best practices for security. This will ensure that Township of Rockaway IT systems are in compliance with relevant standards and regulations. Following best practices helps enhance the overall security posture of the organization.
- ✓ **In-House Security Practice:** SoftSages having an "in-house security practice" is considered an asset. We maintain dedicated resources or a team that will respond promptly to security incidents. This rapid response capability is crucial for mitigating the impact of security breaches or other security-related incidents.

SoftSages offers pre-arrival email scanning and backup services. These services are designed to enhance email security and data resilience for our client organizations.

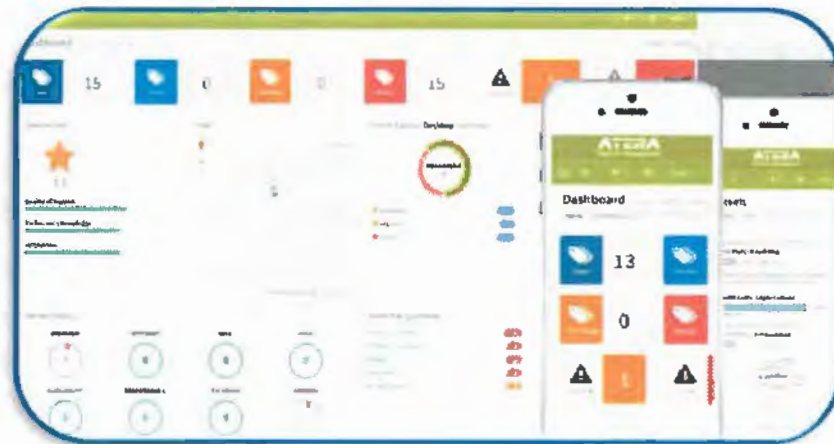
- ✓ **Pre-arrival Email Scanning:** SoftSages provides a system that scans incoming emails before they reach your organization's email servers. This scanning process can detect and block various email threats such as spam, viruses, malware, phishing attempts, and other malicious content. It helps prevent potentially harmful emails from entering your network.



- ✓ **Email Backup Services:** SoftSages also offers email backup solutions that regularly back up your email data. These backups are essential for safeguarding your email communications, attachments, and other critical data. In the event of data loss due to accidental deletion, hardware failures, or other issues, these backups allow for data recovery, ensuring business continuity and data integrity.



By combining pre-arrival email scanning and backup services, SoftSages aims to provide a comprehensive email security and data protection solution. This helps our client organizations maintain the confidentiality of their communications, protect against cybersecurity threats, and ensure the availability and recoverability of email data.



SoftSages will offer industry-standard software for Managed Devices, and these devices will be managed by the SoftSages Security Operations Center (SOC) around the clock, 24 hours a day, 7 days a week, 365 days a year.

- ✓ **Industry-Standard Software:** SoftSages will deploy and manage software on the devices, which would include operating systems, security software, productivity applications, and other software tools. Industry-standard software typically refers to widely recognized and trusted software solutions commonly used in the industry.



- ✓ **Managed Devices:** SoftSages will be responsible for overseeing and maintaining the devices used within the organization. This will encompass a range of devices, such as computers, servers, mobile devices, and networking equipment.
- ✓ **Security Operations Center (SOC):** The SOC is a dedicated facility or team that is responsible for monitoring, detecting, and responding to security incidents. SoftSages' SOC will oversee the security of the managed devices, ensuring that they are protected against cybersecurity threats and vulnerabilities.
- ✓ **24x7x365 Support:** SoftSages' SOC will provide continuous support and monitoring services, around the clock, every day of the year. This level of support ensures that security threats and issues can be addressed promptly, minimizing potential risks and downtime.

Information Technology Strategy Planning

SoftSages will collaborate with the Township of Rockaway staff to develop a comprehensive long-term strategic technology plan that aligns with the town's overall objectives and fulfills its mandate within the community.

- ✓ **Needs Assessment:** SoftSages will begin by conducting a thorough needs assessment in collaboration with town staff. This involves identifying current technology challenges, opportunities, and future requirements.
- ✓ **Vision and Goals Definition:** SoftSages will work closely with town stakeholders to define a clear vision and specific goals for the technology strategy. These goals will align with the town's mission and objectives.
- ✓ **Technology Roadmap:** SoftSages will create a technology roadmap that outlines the strategic initiatives and projects required to achieve the defined goals. This roadmap will consider both short-term and long-term technology needs.
- ✓ **Technology Stack Evaluation:** SoftSages will assess the existing technology stack and infrastructure to determine what can be leveraged and what needs upgrading or replacement. This evaluation includes hardware, software, networks, and security systems.
- ✓ **Budget and Resource Planning:** SoftSages will help develop a budget and resource plan for implementing the technology roadmap. This includes estimating costs, identifying funding sources, and allocating resources effectively.
- ✓ **Risk Assessment and Mitigation:** SoftSages will identify potential risks and vulnerabilities associated with the technology plan and develop strategies for risk mitigation and data security.



- ✓ **Integration and Interoperability:** SoftSages will ensure that the proposed technology solutions are compatible and integrate seamlessly with existing systems and platforms.
- ✓ **Security and Compliance:** SoftSages will prioritize cybersecurity measures and ensure that the technology plan complies with relevant regulations and standards.
- ✓ **Training and Change Management:** SoftSages will assist in developing training programs and change management strategies to ensure that town staff can effectively adapt to and utilize new technologies.
- ✓ **Monitoring and Evaluation:** SoftSages will establish key performance indicators (KPIs) and metrics to monitor the progress of technology initiatives and evaluate their impact on achieving strategic goals.

SoftSages will offer Information Technology (IT) Strategic Planning services to Township of Rockaway, encompassing a range of activities to ensure that Township of Rockaway IT infrastructure aligns with its goals and needs. Here are the key components of their IT strategic planning services:

- ✓ **Technical Leadership:** SoftSages provides technical leadership for all technology-related matters. This involves guiding Township of Rockaway in making informed decisions regarding their IT systems, infrastructure, and technology-related projects. The goal is to ensure that technology is effectively leveraged to meet Township of Rockaway objectives.
- ✓ **Recommendations for Future Purchasing and Technological Needs:** SoftSages offers recommendations for future technology purchases and identifies technological needs. We help Township of Rockaway assess its IT requirements and plan for future investments in hardware, software, and other technology resources. This proactive approach ensures that Township of Rockaway IT infrastructure remains up-to-date and capable of supporting its operations.
- ✓ **Keeping Abreast of Technological Changes:** SoftSages keeps Township of Rockaway informed about new technological developments and trends. We share insights on how emerging technologies can enhance efficiency and reduce operational and capital costs. This information ensures that Township of Rockaway remains aware of opportunities to optimize its IT infrastructure.
- ✓ **Equipment Installation and Data Transfer:** SoftSages is responsible for installing equipment, such as new servers, software, and hardware, as required by Township of Rockaway. We also handle the transfer of data when necessary. This ensures that new technology implementations are carried out smoothly and that data continuity is maintained during transitions.



- ✓ **Assistance with Policy Formulation and Application:** SoftSages will assist Township of Rockaway in formulating IT policies and help with their application. This includes creating and implementing policies related to security, data management, and technology usage, ensuring that IT resources are used in a manner that aligns with Township of Rockaway goals and legal requirements.

Help Desk Support

SoftSages offers comprehensive Help Desk support services with a focus on providing assistance 24 hours a day, 7 days a week, and 365 days a year (Emergency response within two (2) hour maximum response time for operational issues, servers down, email access, network performance, network connectivity and other system issues.). Our services cover a range of support tiers, from Tier One to Tier Three, and are designed to follow industry best practices, processes, and procedures. This approach ensures that our clients receive high-quality and reliable support for their IT and technical needs around the clock.

- ✓ **24x7x365 Help Desk Support:** SoftSages is available to assist at any time of the day or night, every day of the week, and throughout the entire year. This continuous support ensures that our clients can get help whenever they need it, even during non-business hours.
- ✓ **Tier One to Three Services:** Our Help Desk services are categorized into different tiers. This is our common approach in IT support, where each tier represents a different level of complexity and expertise. Tier One typically handles basic inquiries and support, while Tier Three deals with more complex and technical issues. By offering services across these tiers, SoftSages addresses a wide range of IT problems.
- ✓ **Utilizing Industry Best Practice Processes and Procedures:** SoftSages follows industry best practices, processes, and procedures in delivering its Help Desk support. This means that we adhere to established standards and methodologies that are known for their effectiveness and efficiency in IT support. We aim to provide a high level of service quality and consistency.
- ✓ **Timely and Professional End-User Support:** SoftSages commits to providing end-user support that is both timely and professional. This means that when Township of Rockaway employees or team members require assistance with IT-related issues, they can expect a friendly and efficient response from our support team.
- ✓ **Routine Support Hours:** For routine support, SoftSages ensures availability during regular business hours. Specifically, support is available at a minimum from Monday to Friday, starting at 8:00 a.m. and extending until 5:30 p.m. These hours will be designed to cover typical working hours for Team Township of Rockaway.



- ✓ **Urgent and Emergency Support:** In recognition of the fact that IT issues can arise at any time, SoftSages provides 24/7/365 support for urgent and emergency situations. This means that support is available around the clock, every day of the year, ensuring that critical issues can be addressed without delay.

End User Training

SoftSages will offer End User Training services to Township of Rockaway, focusing on educating and training Township of Rockaway staff and users on various technologies as needed. Here are the key elements of our End User Training services:

- ✓ **Customized Training:** SoftSages will provide training for a range of technologies as required. This training will cover common software and hardware used in a business setting, as well as any new equipment or technology that has been installed. The training will be tailored to the specific needs of Township of Rockaway.
- ✓ **On-Demand Training:** Training sessions can be conducted at the request of the Town of Township of Rockaway. Additionally, training sessions can be initiated when a need is identified by the vendor (SoftSages). In this way, training can be provided proactively or reactively, based on the evolving technology needs of Township of Rockaway.
- ✓ **Cost Negotiation:** The cost for training sessions is negotiated separately from the ongoing contract services. This allows for flexibility in terms of budgeting and ensuring that the training costs are aligned with the scope and depth of the training provided.

On-Site Support

On-site support is available Monday - Friday, 9:00 a.m. to 5:00 p.m. (EST Time) (for issues that can't be resolved remotely) (We provide 24-7 coverage with four (4) hour emergency on site network and technical support, when required, to the Township's Police Department)

- ✓ **Onsite Issue Resolution:** SoftSages is available to provide onsite support to diagnose and resolve hardware and software issues as they arise within the Township of Rockaway IT infrastructure. This will include addressing technical problems with computers, servers, software applications, and other hardware or software components.
- ✓ **On-Demand Support:** Onsite support will be provided on an on-demand basis. Whenever the Township of Rockaway encounters technical issues that require physical



presence or hands-on assistance, SoftSages is ready to dispatch technicians to the location to provide the necessary support.

- ✓ **Support for Major Projects:** In addition to handling day-to-day issues, SoftSages is prepared to offer onsite support for major IT projects. This support is especially valuable when the Township of Rockaway undertakes significant technology-related initiatives or upgrades, ensuring that the project progresses smoothly and that any technical challenges or issues are promptly addressed.

Computer Inventory and Disposal

SoftSages offers Computer Inventory and Disposal services, which involve managing the inventory of computers and electronic equipment, as well as ensuring the proper disposal of surplus equipment in accordance with town-adopted policies. Here are the key components of this service:

- ✓ **Computer Inventory Management:** SoftSages will assist in maintaining an inventory of all computers and electronic equipment used within the organization. This inventory management helps track the quantity, type, and condition of these assets, ensuring that they are properly accounted for.
- ✓ **Surplus Equipment Disposal:** SoftSages will coordinate the disposal of surplus electronic equipment. This includes decommissioning, removing, and disposing of equipment that is no longer needed or operational. The disposal process will adhere to the Town's adopted policies, which include environmentally responsible and secure disposal practices to protect sensitive data and the environment.

SoftSages will provide quarterly hardware inventory reporting and proper and legal electronic disposal of surplus electronic equipment.

[illegible]

1990		1991		1992		1993		1994		1995		1996		1997		1998		1999		2000		2001		2002		2003		2004		2005		2006		2007		2008		2009		2010		2011		2012		2013		2014		2015		2016		2017		2018		2019		2020		2021		2022		2023		2024		2025		2026		2027		2028		2029		2030		2031		2032		2033		2034		2035		2036		2037		2038		2039		2040		2041		2042		2043		2044		2045		2046		2047		2048		2049		2050		2051		2052		2053		2054		2055		2056		2057		2058		2059		2060		2061		2062		2063		2064		2065		2066		2067		2068		2069		2070		2071		2072		2073		2074		2075		2076		2077		2078		2079		2080		2081		2082		2083		2084		2085		2086		2087		2088		2089		2090		2091		2092		2093		2094		2095		2096		2097		2098		2099		2100		2101		2102		2103		2104		2105		2106		2107		2108		2109		2110		2111		2112		2113		2114		2115		2116		2117		2118		2119		2120		2121		2122		2123		2124		2125		2126		2127		2128		2129		2130		2131		2132		2133		2134		2135		2136		2137		2138		2139		2140		2141		2142		2143		2144		2145		2146		2147		2148		2149		2150		2151		2152		2153		2154		2155		2156		2157		2158		2159		2160		2161		2162		2163		2164		2165		2166		2167		2168		2169		2170		2171		2172		2173		2174		2175		2176		2177		2178		2179		2180		2181		2182		2183		2184		2185		2186		2187		2188		2189		2190		2191		2192		2193		2194		2195		2196		2197		2198		2199		2200		2201		2202		2203		2204		2205		2206		2207		2208		2209		2210		2211		2212		2213		2214		2215		2216		2217		2218		2219		2220		2221		2222		2223		2224		2225		2226		2227		2228		2229		2230		2231		2232		2233		2234		2235		2236		2237		2238		2239		2240		2241		2242		2243		2244		2245		2246		2247		2248		2249		2250		2251		2252		2253		2254		2255		2256		2257		2258		2259		2260		2261		2262		2263		2264		2265		2266		2267		2268		2269		2270		2271		2272		2273		2274		2275		2276		2277		2278		2279		2280		2281		2282		2283		2284		2285		2286		2287		2288		2289		2290		2291		2292		2293		2294		2295		2296		2297		2298		2299		2300		2301		2302		2303		2304		2305		2306		2307		2308		2309		2310		2311		2312		2313		2314		2315		2316		2317		2318		2319		2320		2321		2322		2323		2324		2325		2326		2327		2328		2329		2330		2331		2332		2333		2334		2335		2336		2337		2338		2339		2340		2341		2342		2343		2344		2345		2346		2347		2348		2349		2350		2351		2352		2353		2354		2355		2356		2357		2358		2359		2360		2361		2362		2363		2364		2365		2366		2367		2368		2369		2370		2371		2372		2373		2374		2375		2376		2377		2378		2379		2380		2381		2382		2383		2384		2385		2386		2387		2388		2389		2390		2391		2392		2393		2394		2395		2396		2397		2398		2399		2400		2401		2402		2403		2404		2405		2406		2407		2408		2409		2410		2411		2412		2413		2414		2415		2416		2417		2418		2419		2420		2421		2422		2423		2424		2425		2426		2427		2428		2429		2430		2431		2432		2433		2434		2435		2436		2437		2438		2439		2440		2441		2442		2443		2444		2445		2446		2447		2448		2449		2450		2451		2452		2453		2454		2455		2456		2457		2458		2459		2460		2461		2462		2463		2464		2465		2466		2467		2468		2469		2470		2471		2472		2473		2474		2475		2476		2477		2478		2479		2480		2481		2482		2483		2484		2485		2486		2487		2488		2489		2490		2491		2492		2493		2494		2495		2496		2497		2498		2499		2500		2501		2502		2503		2504		2505		2506		2507		2508		2509		2510		2511		2512		2513		2514		2515		2516		2517		2518		2519		2520		2521		2522		2523		2524		2525		2526		2527		2528		2529		2530		2531		2532		2533		2534		2535		2536		2537		2538		2539		2540		2541		2542		2543		2544		2545		2546		2547		2548		2549		2550		2551		2552		2553		2554		2555		2556		2557		2558		2559		2560		2561		2562		2563		2564		2565		2566		2567		2568		2569		2570		2571		2572		2573		2574		2575		2576		2577		2578		2579		2580		2581		2582		2583		2584		2585		2586		2587		2588		2589		2590		2591		2592		2593		2594		2595		2596		2597		2598		2599		2600		2601		2602		2603		2604		2605		2606		2607		2608		2609		2610		2611		2612		2613		2614		2615		2616		2617		2618		2619		2620		2621		2622		2623		2624		2625		2626		2627		2628		2629		2630		2631		2632		2633		2634		2635		2636		2637		2638		2639		2640		2641		2642		2643		2644		2645		2646		2647		2648		2649		2650		2651		2652		2653		2654		2655		2656		2657		2658		2659		2660		2661		2662		2663		2664		2665		2666		2667		2668		2669		2670		2671		2672		2673		2674		2675		2676		2677		2678		2679		2680		2681		2682		2683		2684		2685		2686		2687		2688		2689		2690		2691		2692		2693		2694		2695		2696		2697		2698		2699		2700		2701		2702		2703		2704		2705		2706		2707		2708		2709		2710		2711		2712		2713		2714		2715		2716		2717		2718		2719		2720		2721		2722		2723		2724		2725		2726		2727		2728		2729		2730		2731		2732		2733		2734		2735		2736		2737		2738		2739		2740		2741		2742		2743		2744		2745		2746		2747		2748		2749		2750		2751		2752		2753		2754		2755		2756		2757		2758		2759		2760		2761		2762		2763		2764		2765		2766		2767		2768		2769		2770		2771		2772		2773		2774		2775		2776		2777		2778		2779		2780		2781		2782		2783		2784		2785		2786		2787		2788		2789		2790		2791		2792		2793		2794		2795		2796		2797		2798		2799		2800		2801		2802		2803		2804		2805		2806		2807		2808		2809		2810		2811		2812		2813		2814		2815		2816		2817		2818		2819		2820		2821		2822		28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Cost

Year 1

Information Technology Consulting	Fixed Price
All Included	\$46,000

Year 2

Information Technology Consulting	Fixed Price
All Included	\$48,000

Year 3

Information Technology Consulting	Fixed Price
All Included	\$50,000

Year 4

Information Technology Consulting	Fixed Price
All Included	\$52,000

Year 5

Information Technology Consulting	Fixed Price
All Included	\$54,000

Note: Hourly rate for projects outside the scope of this outline: \$65/hr

