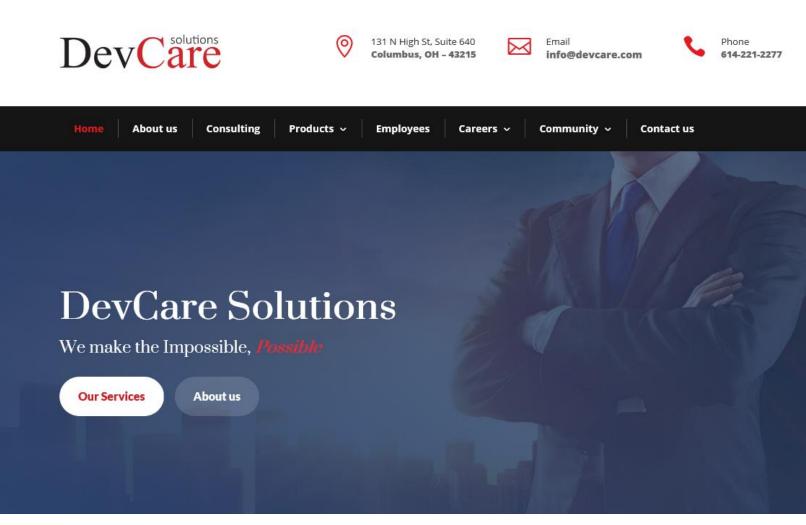# Statements of Qualifications

2019 Enterprise Data Center and Computer Infrastructure Modernization Procurement Project Manager Program

City of Columbus
RFQ012006

131 N High St, Suite 640
Columbus, OH – 43215

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DevCare Solutions

We make the Impossible, *Possible*

Our Services | About us

APPENDIX A
QUALIFICATION QUESTIONNAIRE

THE CITY OF
COLUMBUS
ANDREW J. GINTHER, MAYOR

DEPARTMENT OF TECHNOLOGY

2018 Enterprise Data Center and Computer Infrastructure Modernization Procurement Project Manager Program

CONSULTANT PROJECT MANAGEMENT
PROCUREMENT SERVICES

QUALIFICATION QUESTIONNAIRE

RFQ012006
https://columbus.bonfirehub.com/opport
unities/14568

Date: 04/15/2019
(month, day and year)

FIRM NAME DevCare Solutions

1.   PROJECTS:

I.   Enterprise Data Center and Computer Infrastructure Modernization Procurement Project Manager Program: The City of Columbus Department of Technology (DoT) is in the process of modernizing its enterprise data center and computer infrastructure. This will involve actively managing the procurement process from start to finish for multiple data center and computer infrastructure Request for Proposals (RFP).

II.   The city seeks a qualified, expert professional services organization with demonstrable expertise in enterprise data center and computer infrastructure procurement project management to augment the city's existing project management resources. Qualified vendors shall have a minimum of three years, and preferable 5 or more years, of experience in enterprise data center and computer infrastructure procurement and project management. Qualified staff should have an education with a minimum of a bachelor's degree, professional certifications such as PMP, and five or more years in leading the procurement process of enterprise data center and computer infrastructure systems.

III.   The city is seeking a qualified, expert professional services organization with demonstrable expertise in working on multiple procurements at the same time, communication (business and vendors), and collaboration. Expected services may include, but are not limited to the following professional service categories:

a   **Strategy & Planning**

i.   Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
ii.   Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
iii.   Liaise with project stakeholders on an ongoing basis.
iv.   Set and continually manage project expectations with team members and other stakeholders.
v.   Plan and schedule project timelines and milestones using appropriate tools.

    vi.   Track project milestones and deliverables.

    vii.   Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.

    viii.   Define project success criteria and disseminate them to involved parties throughout project life cycle.

    ix.   Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements.

    x.   Develop best practices and tools for project execution and management.

b   **Acquisition & Deployment**

    i.   Estimate the resources and participants needed to achieve project goals.

    ii.   Draft and submit budget proposals, and recommend subsequent budget changes where necessary.

    iii.   Draft and submit requirements for procurement documents including RFPs.

    iv.   Managing vendor question and response process, procurement process, vendor evaluation process and proposal scoring

    v.   Managing vendor proofs of concept, contract negotiation

    vi.   Where required, negotiate with other department managers for the acquisition of required personnel from within the company.

    vii.   Determine and assess need for additional staff and/or consultants and make the appropriate recruitments if necessary during project cycle.

c   **Operational Management**

    i.   Direct and manage project development from beginning to end.

    ii.   Develop full-scale project plans and associated communications documents.

    iii.   Delegate tasks and responsibilities to appropriate personnel.

    iv.   Identify and resolve issues and conflicts within the project team.

    v.   Identify and manage project dependencies and critical path.

    vi.   Develop and deliver progress reports, proposals, requirements documentation, and presentations.

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2.   COLUMBUS CONTRACT COMPLIANCE NUMBER

CC022616

Firms that do not have a City of Columbus Contract Compliance number must obtain one from the Purchasing Office prior to being awarded a contract.

(X) City Certified MBE   (X) City Certified FBE   ( ) City Certified MBR
(Mark with an X any that apply)

( ) City Certified HIS   ( ) City Certified ASN

3.   CORPORATE OFFICE BUSINESS ADDRESS AND TELEPHONE NUMBER (INCLUDING SUBS)

Ohio (Headquarters): 131 N High St, Suite 640, Columbus, OH – 43215 **PH:** 614-221-2277

Virginia: 4601 North Fairfax Dr, Suite, 1200, Arlington, VA – 22203 **PH:** 703-825-5401

Connecticut: 175 Capital Blvd, Suite 402, Rocky Hill, CT – 06067 **PH:** 959-200-4168

Michigan: 120 N Washington Square, Suite 345, Lansing, MI – 48933 **PH:** 517-325-5487

LOCAL OFFICE BUSINESS ADDRESS AND TELEPHONE NUMBER (INCLUDING SUBS)

Ohio (Headquarters): 131 N High St, Suite 640, Columbus, OH – 43215 **PH:** 614-221-2277

4.   CONTACT NAME, TELEPHONE NUMBER AND EMAIL ADDRESS

Ramkumar Regupathy, Director of Business Development

(614)-226-2645

rfp@devcare.com

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5.   KEY PROJECT MANAGEMENT PERSONNEL. List key design personnel (Project Manager (PM)) of firm who may be assigned to perform work and list their responsibilities. Also list any key design personnel from a subconsultant that is anticipated to perform work and list their responsibilities. **Clearly identify one (1) person that will be assigned as the Project Manager with a pound symbol (#)**. Indicate local office personnel by bold lettering.

Name	City & State of office if not at Local Office	Title	Oh. Reg. No.*	Yrs. Exp.	Work Responsibilities
# Dave Balendra	New Albany, OH	Project Manager	-	12+	• Defining project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders. • Manage project expectations with team members and other stakeholders. • Plan and schedule project timelines and milestones using appropriate tools. • Tracking project milestones and deliverables • Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements

*Notes: Include Ohio Registration number of listed personnel in item 5 for Project Managers if applicable.

6.   COMPETENCE OF OFFEROR: List data center planning, design, operational experience of the staff members and subs that will be involved in the project. The consultant is encouraged to select recent projects that are similar to the projects indicated in the SOQ. **Please limit responses to no more than 8 projects per category (i.e. maximum of 32 total projects for this section). Do not submit 32 projects for each team member.**

Note: The selected projects should only be those which the Project Manager(s) Personnel from Item 5 have been involved.

Include brief description of work performed by the individual on the listed project

Name(s) of Staff Involved in Project	Project Name	Design Year	Description of work performed including year of design (Highlight water distribution experience in bold)	Client & Contact Information (Include telephone number and email address)
Dave Balendra	Disaster Recovery as a Service (DRaaS) Program	11/2018 to 3/2019	Managed the Implementation of a Disaster Recovery as a Service (DRaaS) Program for ascena. This is a new build Data Center Site in Nashville, TN in conjunction with multiple Vendors & MSP. Responsible for the management, coordination, and execution of project plan, multiple vendors, contracts, relationships, SOW & MSP review & approval with legal, RFP's, Procurement efforts (hardware, software, licenses, external resources, public & private cloud), budget $5MM, financial management, Network Engineers (WIN, UNIX, VMware), Security Team, Storage Team, Data Center Team, Application, Business & Infrastructure owners, on-shore and off-shore management for a full program & project team comprising of approx 100 members. Executive presence, trusted advisor, DRaaS strategy for public & private cloud, automation, security to VP's, Dir, Mgr.'s; steering committee, meeting presentations, updates etc.	**Client**: Asena Retail Group **Contact:** Gonzalo Cubelo, Sr. IT Manager, 614.312.4397
	Multiple Infrastructure Projects	5/2010 to 10/2014	Managed JPMC's Strategic Transformation Initiatives, Enterprise Implementations, Disaster Recovery Solutions as part of Risk Management Initiatives, CLOUD Storage Migrations,	**Client:** JP Morgan Chase **Contact:** Sam Hassouna, Director of Technology,

			Mergers & Acquisitions, Network Integration, ONE platform Implementation, VDI & Smart Printer implementation & roll-out across North America for 150 retail banks locations & 200+K employees.	614.214.0965
Multiple Infrastructure Projects	4/2010 to 5/2011		Act as a liaison between the Infrastructure Team, Application Development Team and the Business Sponsors. Oversee all vendors, contracts, relationships, SOW & MSP review & approval with legal, RFP's, Procurement efforts.	**Client:** Experis **Contact:** Sue Ellen, Nationl Account Director, 614.530.0014
Data Center Mergers & Acquisitions	5/2011 to 10/2014		Responsible for the execution & migration of Infrastructure Data Center Merger & Acquisitions. Migration of all corporate Finance Applications; managed 5 Project Manager's & 25 Project Resources to oversee Data Center mergers, Storage (NAS & SAN), Databases, Application Decomposition, execution of tasks within a tight timeframe in collaboration with IBM, EMC, Brocade, SME and all Systems Engineers.	**Client:** JP Morgan Chase **Contact:** Salim Akhter, Program Manager, 614.561.8551
EHR Careware Cloud Deployment	9/2017 to 10/2018		Consolidate & centralized State of Ohio's EHR applications & platforms to "CAREWare" Cloud based System. Write RFP, review SOW, engage and manage vendors & all infra. Procurement initiatives.	**Client:** Ohio Dept of Health, E-business Solutions **Contact:** Pawan Khatri, IT Operations Dir, 740.972.6457

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7.   **FIRM'S** PAST PERFORMANCE: List past projects information by the submitting Firm. This response is limited to 10 recent projects. This information will be used to determine Firm's past performance on DOT projects and similar non-DOT projects. Provide project descriptions that focus on project features relevant to data center planning, design and operations. Include descriptions of projects that incorporated efficient and effective outcomes in data center operations or technologies. Bolden project names that were performed by personnel who will be assigned to work on the DOT projects. **List reference names and contact information (include email address & telephone number) for all projects.**

Project	Client & Contact Information (include telephone number & email address)	Design Year	Project Budget	Description of Work Performed & Key Project Personnel
Office 365 Implementation	Franklin County Datacenter - Brandi Binegar, Manager - 317-806-0033 - brandib@knowledgeservices.com	12/2018 to 03/2019	Confidential	Key Personnel: Leah Porter, IT Project Manager • Migration from Microsoft Exchange to Office 365.
IT Security Policy Services	State of Ohio - Franklin County Datacenter - Brandi Binegar, Manager - 317-806-0033 - brandib@knowledgeservices.com	09/2017 to 12/2017	Confidential	Key Personnel: Renee Wilson, IT Security Policy Developer • Structured an IT Policy framework that focuses on the embodiment of information security governance • Assert control recommendations and process improvements based on risk-based gap analysis determinations • Active participant in senior strategy

				forums (Change Management, Network Security, Application Security, etc.)
Help Desk Support Services	State of Ohio - Emergency Medical Services – Brandi Binegar, Manager - 317-806-0033 - brandib@knowledgeservices.com	4/18/16 to 6/4/18	Confidential	Key Personnel: Franklin Louis Swaim, Service Desk Team Lead

• Served onsite at the Ohio Emergency Management Agency (EMA) as the Team Lead and the primary IT contact.
• Lead a six person IT team providing 24/7 deskside technical support for the EMA staff in mitigating, preparing, responding, and recovering from state disasters.
• Responsible for analyzing and supporting user IT needs, imaging, deploying and resolving issues with Windows 7 and Windows 10 systems, running and assigning ServiceNow tickets, assigning special projects, and training staff.
• Maintained a 24/7 state of operational readiness within |

					the Emergency Operations Center (EOC); preparing to service 300+ external partners (county representatives, military, non-state agencies, and other state agencies). • Cultivated critical connections with EMA leadership and positioned the DPS IT department as a trusted partner, while establishing relationships with internal IT teams to ensure the timely implementation of solutions. • Granted CJIS Level 4 security clearance to support of the Statewide Terrorism Analysis & Crime Center and the Strategic Analysis & Information Center, staffed by both the Ohio Highway Patrol and Ohio Homeland Security.
Help Desk Support Services	State of Ohio - Emergency Medical Services - Brandi Binegar, Manager - 317-806-0033 - brandib@knowledgeservices.com	1/19/16 to 8/2/17	Confidential		Key Personnel: Daniel Wolfe : Help Desk Specialist

				Created processes and created documentation to standardize staff activity. ¬ EMA ¬ PowerShell scripting ¬ Developed Working Relationships ¬ Ran Windows 10 Pilot ¬ Planned Windows 10 Migration
Help Desk Support Services	State of Ohio - Emergency Medical Services - Brandi Binegar, Manager - 317-806-0033 - brandib@knowledgeservices.com	1/19/2016 to 11/24/2017	Confidential	Key Personnel: David Watts, Help Desk Specialist Created processes and created documentation to standardize staff activity. ¬ EMA ¬ PowerShell scripting ¬ Developed Working Relationships ¬ Ran Windows 10 Pilot ¬ Planned Windows 10 Migration
Help Desk Support Services	Franklin County Datacenter - Brandi Binegar, Manager - 317-806-0033 - brandib@knowledgeservices.com	02/2017 to 07/2017	Confidential	Key Personnel: Travis Huddlestun, Help Desk Technician • Administering MDT Environment for all Franklin County

				• Scheduling and performing all deployments • Deskside Support for Franklin County Agencies • PowerShell scripting • Packaging Image development

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8.   TOTAL PERSONNEL OF FIRM

	Corporate Office	Local Office	Other Offices	Total
A. Project Managers	8	Same as corporate office	19	27
B. Other Professionals	23	Same as corporate office	48	71
C. Technical	5	Same as corporate office	11	16
D. Others	42	Same as corporate office	40	82
Total	78	Same as corporate office	118	196

9.   LOCAL WORKFORCE: The offeror shall indicate which of the following five categories their percentage of local workforce falls within and show how this number was determined. The Team includes the prime consultant and all subconsultants.

A. At least 90% of the Team's project labor costs are assignable to employees paying City of Columbus income tax on the date the SOQ is submitted, or at least 90% of the Team's project labor costs are assignable to the office location within Franklin County if the office was established prior to 1995.
B. At least 75% of the Team's project labor costs are assignable to employees paying City of Columbus income tax on the date the SOQ is submitted.
C. At least 90% of the Team's labor will be performed in an office location within Franklin County but outside of the Columbus Corporate limits on the date the SOQ is submitted.
D. At least 50% of the Team's project labor costs are assignable to employees paying City of Columbus income tax on the date the SOQ is submitted.
E. None of the above.

B. At least 75% of the Team's project labor costs are assignable to employees paying City of Columbus income tax on the date the SOQ is submitted.

10. SUBCONSULTANTS (IF REQUIRED)

	Category	Subconsultant's Name
A.	Planning	N/A
B.	Design	N/A
C.	Operations	N/A
D.	Other:	N/A
E.		N/A

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11.   List current hourly rates for proposed personnel on an hourly, weekly and monthly rate schedule.

Position Title	Typical Role	Hourly Rate (1 hour)	Weekly Rate (40 hours)	Monthly Rate (160 Hours)
Project Manager	Project Management	$105	$4200	$16800

The resultant professional services contract will permit an annual review of hourly rates for successive contract years.

CONFIDENTIAL QUALIFICATION QUESTIONNAIRE CERTIFICATION

I have carefully examined the Request for Statement of Qualifications, Appendices and any other documents accompanying or made a part of this RFSQ.

I hereby propose to furnish the goods or services specified in the Request. I agree that my proposal will remain firm for a period of up to 120 days in order to allow the City adequate time to evaluate the qualifications submitted.

I verify that all information contained in this proposal is truthful to the best of my knowledge and belief. I further certify that I am duly authorized to submit this proposal on behalf of the firm as its act and deed and that the firm is ready, willing and able to perform if awarded the contract.

I further certify, under oath, that this proposal is made without prior understanding, agreement, connection, discussion, or collusion with any other person, firm or corporation submitting a proposal for the same product or service: no officer, employee or agent of the City of Columbus or any other Contractor's is interested in said proposal, and that the undersigned executed this Contractor's Certification with full knowledge and understanding of the matters therein contained and was duly authorized to do so.

NAME OF FIRM OR INDIVIDUAL SUBMITTING QUESTIONNAIRE

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NAME AND TITLE OF PERSON SIGNING (PLEASE TYPE)

Ramkumar Regupathy, Director of Business Development

SIGNATURE _____ DATE _____04/17/2019_____

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