

Response to RFP# SA004660

for

City of Columbus CHRIS Load & Performance Testing

November 8, 2012

Submitted by:



Everest Technologies, Inc.
740 Lakeview Plaza Blvd, Suite 250
Worthington, OH 43085
614-436-3120
614-436-3130 (fax)

CONTENTS

◆ SECTION ONE: TRANSMITTAL LETTER & OFFER

- STATE OF OHIO MBE CERTIFICATE

◆ SECTION TWO: COMPETENCE

- COMPANY OVERVIEW
- CAPABILITIES & COMPETENCIES
- LOAD TESTING PROJECTS
- PROJECT STAFF

◆ SECTION THREE: QUALITY & FEASIBILITY

- PROPOSED SERVICES
- SERVICE DELIVERY PLAN

◆ SECTION FOUR: ABILITY

- WORKLOAD
- FINANCIAL RESPONSIBILITY

◆ SECTION FIVE: PAST PERFORMANCE

◆ SECTION SIX: COST & PAYMENT TERMS

1/13/2012

Vineet Arya
Everest Technologies, Inc.
740 Lakeview Plaza Blvd. Suite 250
Worthington, OH 43085

Dear Vineet Arya:

SUBJECT: Minority Business Enterprise (MBE) Program
Certification Number MBE-8747
Effective Dates: 01/13/2012 through 01/13/2014

As you are aware, a company desiring to participate in the State of Ohio's Minority Business Enterprise program must demonstrate to this Office that the company is owned and controlled by a minority individual for at least the previous one year.

After careful review of the application and supporting documentation you provided to this office, the Equal Opportunity Division of the Ohio Department of Administrative Services (DAS) has determined that Everest Technologies, Inc. satisfactorily meets the requirements set forth in Section 123:2-15-01 of the Ohio Administrative Code as is required for participation in the program. This letter shall serve as the State's official certification to this effect.

This letter also acknowledges that Everest Technologies, Inc. is approved for MBE program participation under the Goods and Services procurement category, and has demonstrated capability and/or experience for a period of one year from the date of this letter in the following UNSPSC and CSI codes:

UNSPSC Codes	CSI Codes
1. 81110000 Computer Services	1. N/A

Please note that one month prior to the expiration date of this certification, your company is required to submit a completed Recertification Affidavit form for our review relative to the company's qualifications for continuing participation in the MBE program. Additionally, you must formally notify this division of any changes that occur within your company that effect ownership, managerial and/or operational control within thirty days of such changes occurring. Similar notification must be provided to us of any changes to the company's name, business address, telephone numbers, principal products/service or other basic contact and commercial activity information.

Failure to provide a completed Recertification Affidavit or to notify this office of such changes to your company in a timely manner may result in the revocation of your certification status.

So that Everest Technologies, Inc. is able to maximize the opportunity to provide its various MBE-approved business services to the State of Ohio, we strongly suggest that you contact the following agencies:

1. The Office of State Purchasing , within DAS's General Services Division, provides free registration at www.das.ohio.gov/gsd or by calling the office at 614.466.4635. This office provides electronic notice of purchasing opportunities for specified supplies or services

(bid notices) to any vendor who has registered with DAS. Opportunities for architectural, engineering and construction service providers can be accessed at www.ohio.gov/SAO.

2. The Ohio Department of Development offers business development assistance in the areas of management, technical, financial, contract procurement assistance, loan and bond packaging services. The office can be contacted at 614.466.5700 or 800.848.1300 ext. 65700.

As the MBE program indicates, the State of Ohio values diversity among its business partners, and hopes to see them grow and prosper. Consequently, we are delighted to be able to assist your company by approving its participation in this vendor preference and business development program. If you need any assistance or have questions about the MBE program, its objectives or its operation, please contact the Equal Opportunity Division's Certification Unit at 614.466.8380.

Sincerely,



Richard M. Scott
State EEO Coordinator
Ohio Department of Administrative Services

Service, Support, Solutions for Ohio Government

The State of Ohio is an equal opportunity employer.

Equal Opportunity Division | 4200 Surface Road | Columbus, Ohio 43228
Phone 614.466.8380 | MBE/EDGE FAX 614.728.5628 | CCU FAX 614.485.1055
Web: www.das.ohio.gov/eod

John Kasich, Governor
Robert Blair, DAS Director
Richard M. Scott, State EEO Coordinator

SECTION TWO: COMPETENCE

COMPANY OVERVIEW

Everest Technologies is a leading Information Technology solutions provider based in Worthington, Ohio. Our staff of over 45 consultants has been delivering top quality systems development and integration services to clients in a variety of industrial, commercial, and governmental environments since 1997.

Our People

Knowledgeable, motivated and results-driven

Excellent services are delivered by excellent people. Our success is driven by an extraordinary pool of talented people, keen to leverage their technical knowledge and expertise to create business value. Our people build strategic and innovative solutions that become the cornerstone of our clients' success stories.

Our Services

Envision the future

With a sound understanding of several industries and business processes, Everest Technologies can assemble the right people, skills and technologies to help clients improve their IT systems and applications. Our services include:

- **Consulting Solutions** – Working in conjunction with our client's business users and technical staff we create solutions, strategies and systems that have measurable impact to the bottom line.
- **Applications Solutions** – We support all aspects of new applications development starting with assessment, design and development through management, implementation and integration. We assist our clients in re-engineering existing systems, integrating commercial off-the-shelf software to create custom solutions, and performing migrations and upgrades of legacy systems.
- **Infrastructure Solutions** – Maximize the return on your IT investments while enhancing infrastructure and information security. We are dedicated to addressing your concerns about the security of your enterprise.

Our Management

Leadership and Values

Our leadership with strong technical backgrounds and industry knowledge has provided a cohesive direction. Everest's management team has a strong focus on the success and satisfaction of our clients. The primary goal of our management team is to help position our clients for long-term success.

CAPABILITIES AND COMPETENCIES

Quality Assurance

Today's Quality Assurance and Testing organizations are under tremendous pressure to get their products into the market on-time and error-free. Our clients rely on our extensive and diverse experience in QA in meeting their delivery objectives. Our responsiveness, flexibility and willingness to accommodate deadlines set us apart from our competitors. Attention to detail, thorough and concise planning, helps us mitigate the high risk and high pressure situations often encountered on QA and testing projects. Our commitment to automation makes the testing cycles more efficient while increasing the reliability of the results. We enable our clients to have a high level of confidence in their software products.

Systems Development

Systems development is a core strength of Everest Technologies. Our flexible approach, combined with our solid understanding of many system design methodologies, focuses on defining and aligning business requirements to create optimal system designs. This allows us to meet aggressive development schedules without compromising business requirements or system quality. In addition to traditional platforms, Everest also has a vast amount of experience in the areas of mobile computing, handheld, wireless and embedded systems development.

Data Management & Architecture

Data needed for organizational strategy, decision making and reporting has to be highly available, complete, accurate and secure. We provide expertise and resources to Enterprise Data Management organizations to help achieve success in these objectives. Our consultants help organizations define and implement enterprise wide data structures, architecture, standards and data security requirements. Our experience in business intelligence and information portals helps clients leverage structured and unstructured data to improve decision-making, financial management, regulatory compliance and customer service.

Systems Integration

Everest's integration and engineering capabilities span planning, designing, building and supporting large and complex integrated systems. With a broad range of expertise and proven experience on multiple platforms, applications, hardware and environments, Everest delivers tangible solutions to integrating and customizing applications. In addition to providing integration services, our experienced consultants can also assist with choosing the right components for the overall solution.

IT Staffing

Everest consultants are the solution when you have a specific project that needs to be completed within a challenging timeframe. We focus on providing the professionals that have the technical expertise and business understanding to thrive in your IT department. Our staffing services allow you to create a strategic mix of fixed cost and variable cost resources. You can infuse the desired level of knowledge and talent without exceeding your budget. Our contract-to-hire services allow you to retain critical resources as projects wind down and reach steady state.

RELEVANT LOAD TESTING PROJECTS

The Office of the Secretary of State (SoS) for Ohio:

Everest Technologies Inc. conducted a performance test on the ENR website in anticipation of significant election night load on the system. Everest Technologies worked with SoS to create user profiles and populations, and the overall load characteristics that represent projected use of the ENR site. It is to be noted that the ENR site was a new application, and did not have any resemblance to what was used in 2004 elections. The only metrics that were available from 2004 were peak number of hits per second and the peak bandwidth usage that occurred as a result. Actual concurrent user volumes were not available as a target metric for performance testing of the new ENR site.

The load test was carried out utilizing a controller server and several load generating servers. During the second week of the engagement, four load generating servers had to be added to bring the total to nine load generating servers. All the servers were running Neotys' Neoload software. The load test was conducted from the Platform Lab facility at TechColumbus in Columbus, Ohio. Multiple performance tests were performed over the two week engagement. The first week's efforts focused on creating and validating user profiles, scripts and user populations, as well as running some small tests to validate test scripts.

While performance tests were being conducted, SoS IT staff monitored various components of the overall system, including bandwidth and hits/sec. In addition, SoS' IT staff had users monitoring and entering data into a back-end system in order to simulate a real-world scenario.

MBAFocus:

The performance goal for MBAFocus website, a targeted employment portal for managing the job search for candidates and employer, was specified to assess the response with 5000 concurrent users. The intent of this test was to determine how many concurrent users the site can possibly support, serving each page in a reasonable average amount of time, typically less than 10 seconds per page.

To carry out the load test, we utilized five servers (1 controller and 4 load generators) with Neotys's Test software NeoLoad. The load test was conducted from Platform Lab at the Business Technology Center in Columbus, Ohio. Load test scripts were created and tested during the day, and actual load testing was carried out after 10 PM EST using full T3 bandwidth from the Lab. In all of the load tests, we varied the number of users, the click time between pages and staggered start of virtual users. We tried constant profile load tests, constant tests (one iteration of use case per virtual user), ramp tests and linear test. The intent was to measure the response of the pages along the flow of the use cases and determine the operational limits of the website and the production platform.

RADAR Medical Systems:

The main goal in performing the load test for RADAR was to test RADAR's HL7 system for performance. This consisted of measuring the performance of three Windows services that play a major role in the overall system architecture; RADAR Messaging Services, RADAR Application Services and RADAR Alert Services.

Everest Technologies' approach for measuring HL7's performance consisted of executing various test cases that involved simulating and sending HL7 messages of three different message types to RADAR HL7 Engine. Test case, CPU utilization, memory usage, network packets and SQL batch requests were monitored, along with the application queue sizes. RADAR's initial target was to be able to process 16 messages per second through the messaging service as well as the application

service. After the load test was initiated, this target was revised to more reasonable expectations of 6-8 messages per second.

Three servers were utilized to carry out the load test: A Load Generator; the Application Server hosting the three services; and a DB Server hosting the RADAR database. Server specifications were specified by RADAR and the servers were built and configured by Platform Lab. The load test was conducted at Platform Lab which is located at TechColumbus in Columbus, Ohio. As part of this engagement, various scenarios were executed to achieve the required measurements.

Assessment Technologies Institute (ATI):

Performance testing an online assessment interface that is entirely driven by the speed of the user is never easy, but when ATI approached Everest Technologies to do just that, Everest did not hesitate to accept the challenge.

Scripts were created and extensive java programming was added to emulate a real user taking an online exam. User think times were added to slow down the test as if a real user was thinking about the answer to each question and usernames were parameterized to be able to read different usernames from external flat files.

Like most performance testing tools, Neotys's Neoload can display proper web pages, but SOAP requests are handled differently. As each question generated 5 SOAP requests these had to be identified to show which questions were causing bottlenecks. In a test of 60 questions there was a lot of customization needed in each script.

Everest ran a simulation of 5 000 users on 12 load generators located at Platform Lab. The test results were insightful enough to determine that users should not have an adverse experience doing the ATI assessments online.

PROJECT STAFF

Zoë A. Botha

- IT professional with over 20 years experience managing and leading testing projects. Listed in Cambridge's Who's Who.
- MSc in IT (October 2009)
- Manage, create, execute and analysed both Topaz (BAC), LoadRunner and Performance Center scenarios in retail, insurance, health, financial, governmental, travel and transport industries testing SAP R/3, Web, Siebel, COM/DCOM and other protocols.
- Used other load testing and functional tools on occasion i.e. QALoad, Neoload, Ruby/Watir, AppLoader, ScenarioBuilder
- Experienced in Agile methodologies utilizing SCRUM and XP
- Performance Center 11 integrated with ALM 11 installation, configuration, scripting and executing of performance test scripts
- LoadRunner 9.0 scripting and executing on numerous protocols (Created a 3 protocol script manually before it was possible to record multi-protocol scripts)
- QuickTest Professional 9.2 scripting and installation for client/server and web applications. Mentor users on script creation
- Regression testing on various projects through manual as well as automated scripts. Using QC, Sprinter, QTP, WinRunner, Ruby/Watir.
- TestDirector 8.0 management, installation, configuration and support to users as this product is no longer supported
- Quality Centre 9.2 management, installation, configuration and integration with QuickTest Professional, WinRunner and LoadRunner
- Microsoft Certified Professional and Microsoft Certified Systems Engineer since 1995

SUMMARY OF SKILLS

Operating Systems	Windows (All), Citrix, Unix, VMWare
Languages	COBOL, PL1, Pascal, Fortran, Emacs, Basic, PickBasic, Visual Basic, C, C++, HTML, Perl, Ruby, TSL
Database and Related	SQL, MS SQL Server, Oracle
Testing Tools	QuickTest Professional 11, WinRunner 9, TestDirector 6, 7, 8, LoadRunner 9.5, Application Lifecycle Management 11, Quality Center 11, Performance center 11, Neoload 3.5, WATiR
Other Tools	MS Word, MS Excel, MS PowerPoint, MS Outlook, MS Project, MS Access, Gmail, Yahoo mail, Paint, Crystal Reports, Adobe Acrobat, Windows Explorer, Regedit, Winzip, Notepad++, SQL Query, Toad

EXPERIENCE

Everest Technologies Inc.
Senior Consultant

Mar 2008 – Current

Senior Consultant and mentor for performance and functional testing services to clients.

Projects:

- Regression testing using HP Quick Test Professional 11. Creating web scripts according to ODJFS guidelines for testing on the OJI application at ODJFS. Utilizing manual scripts stored in ALM 11 Quality Center edition.
- Performance testing using HP Performance Center 11 for up to 3,000 users, 21 load generators and creating web scripts according to HP guidelines. Ran over 300 performance tests on the ERIC application at ODJFS.
- Mentoring and instructing users on performance testing best practices and using ALM 11, QC 11 and Performance Center 11.
- Created QTP 11 and PC 11 scripts for data generation as preparation for performance tests.
- Creating QC 11 training course for users
- Performance testing using Neoload for up to 60,000 users, 240 load generators and creating web scripts containing Flash objects, Javascript and Java. Coding in Javascript to handle cookies and extract data from web pages.
- Functional testing at GAP Inc. Direct on Retek Distribution Management, Yantra and Jessie systems using Agile SCRUM, XP and TDD.
- Automated testing using Ruby/Watir for MiniQ stories. Coding in Java to facilitate data generation for performance testing.
- Mentor and Performance testing the web based Lawson HR module at City of Columbus utilizing Platform Lab servers with Neoload. Up to 1000 users were tested when the expectation was that 250 users should be able to use the system. Made tuning recommendations that were implemented and showed immediate improvement in response times.
- Performance testing Ed Map website using Neoload. This is an online testing site made up of SOAP requests including graphic interaction. Various functional issues were uncovered during the performance testing cycle which allowed the client to improve their site sufficiently to handle 3000 users.
- Performance testing the ATI website using Neoload. Creating scripts (recording, extracting dynamic parameters and scripting in Javascript), virtual users and scenarios to run 5000 users in an hour. Analyzing results and reports.
- Acceptance testing new website for Techcolumbus. Manual testing login, browsing, adding new members, etc. for 6 different types of users on 5 different browsers.
- Functional testing Gap, Kiva integration project using Ruby/Watir, Taza framework and Cucumber to create automated scripts in an Agile environment.
- Best practices from SCRUM and XP Agile methodologies were followed with daily stand-ups, Iteration Planning Meeting, Iteration Open/Close meetings, Story time and Restrospectives held for each iteration.
- Defect tracking was done using HP Quality Centre. Stories were listed and updated in Trac.
- Performancing testing Secretary of State voter results web site using Neoload. Creating scripts, virtual users and scenarios to run 3000 users over 3 hours. Analyzing results and creating reports.
- Performancing testing several applications (SAP and Web) at Cardinal Health using LoadRunner 9.0 and storing results in Quality Center 9.2. Creating scripts, virtual users and scenarios and mentoring Cardinal Health employees in usage and best practices. Provided solutions to different projects by combining VuGen scripts and QTP scripts to measure end to end response times. Analyzing results and creating reports. Provided useful information on performance testing best practices that are still being used today.
- Implemented and configured HP-Mercury SiteScope, Business Availability Center (BAC)
- Installed, configured and deployed BAC Configuration Management Database , Profile Database, Core Database and Business Process Monitors (BPM)
- Creating and publishing BAC scripts on private and public Points of Presence (POP).
- Monitoring production performance in real time and alerting support personnel

- Publishing weekly reports on BAC monitoring
- Took over management of the 35 machines in the performance lab and improved processes by installing uninterrupted power supplies and labelling all machines.

Yebotest Limited
Director

Apr 2007 – March 2008

Started company as a Certified Training Partner with HP Software

Responsibilities:

- Contracted with a leading pensions company in the UK to do performance testing on a new web implementation
- Create guidelines, performance strategy, centre of excellence roadmap for future performance testing in the company
- Mentored 4 people on functional testing client/server and web applications in both QuickTest Professional and WinRunner
- Using TestDirector 8.0 as test management tool on all projects
- Provided an upgrade path for HP Software tools in the company

Newell and Budge
Senior Test Consultant

Sept 2002 – Apr 2007

Responsibilities:

- Product support for Mercury Interactive toolset.
- Provision of training in all Mercury Interactive products
- Last projects:
 - Performance, soak and volume testing 2FA implementation at RBS
 - Performance testing SAP R/3. Planning , scripting, executing scenarios and analyzing results
 - Performance testing a Web based product for a financial institution; Planning and creating scripts and load and soak test scenarios
 - Functional testing using WinRunner 7.6 on a web application. Creating user-defined functions and also testing on a Visual Basic front-end
 - Topaz 4.5 for SLM and J2EE – planning, installation and configuration for Newell and Budge in-house evaluation
 - TestDirector 7 support and training for Offset project (approx. 200 users)
 - Performance testing a helpdesk system
 - Functional testing using WinRunner 7.5 of an Oracle Forms system
 - Performance testing for new company (Bright Grey)
 - Creating LoadRunner 7.8 scripts in various protocols e.g. Web, Winsock, SQL, COM, Siebel, DbLib, MS SQL Server etc. and executing performance tests testing an ALIS implementation
 - Installing in a secure site and supporting TestDirector 8 for 50+ users
- Companies consulted at: Standard Life (pensions), Royal Bank of Scotland, Scottish Widows (training), Scottish & Newcastle (SAP), Dunfermline Building Society, Scottish Power, NPower (training), NHS (training), Scottish Provident, Bright Grey (ALIS)

Ajilon Services Ltd.

Apr 2001 – Sept 2002

Testing Consultant

Responsibilities:

- Product support for Mercury Interactive toolset
- Provision of training in all Mercury Interactive products.
- TestDirector 6 and 7 training at Standard Life
- WinRunner 6 and 7 Basic and Advanced training at Standard Life, Scottish Provident, Computer Associates and Telecom Service Centres
- QuickTest Professional 5.6 training at Scottish Life
- LoadRunner 7 training at Royal Bank of Scotland
- Various consulting roles at major companies in Edinburgh
- Standard Life Emu project – WinRunner 6 scripting on Legacy systems using Terminal Emulator add-in. TestDirector 6 was used to run scripts and generate reports
- Scottish Provident – WinRunner 6 scripting to test GraphTalk application; Updating of GUI map for this specific environment
- Scottish Life – Scripting in QuickTest Professional 5.5 to test the Intranet applications
- LoadRunner 7 assistance in the same environment
- Scottish Courage – Accompany Mercury Interactive Engineer for a POC of LoadRunner 6 in a SAP environment

Mercury Interactive, South Africa

Jan 1999- Aug 2000

Systems Engineer

Responsibilities:

- Mercury Interactive product support
- Support WinRunner, TestDirector and LoadRunner in several environments (Windows (All), SAP, VisualBasic, Y2K, Web, CRM, Siebel, Citrix, Unix)
- Training for WinRunner (Basic & Advanced), TestDirector and LoadRunner
- Pre-sales and post-sales support for an ever growing customer base
- Consulting on testing methodology in all environments
- Consulting at major companies – 3 month contracts:
 - Engen – Generating scripts in QuickTest for SAP in testing the upgrade from SAP 2 to SAP 3. Load testing with LoadRunner for SAP 3
 - Engen – Generating scripts in a CRM environment using Siebel application with LoadRunner. These scripts were also run in a Citrix environment
 - I&J – Generating scripts in QuickTest for SAP to test the newly installed SAP 3. Using TestDirector for defect tracking and reporting

PQ Africa, South Africa

Nov 1997 – Jan 1999

Systems Engineer

Responsibilities:

- Program Trust (wholly owned subsidiary of PQ Africa) was the sole distributor for Mercury Interactive in South Africa
- Mercury Interactive product support
- Support WinRunner, TestDirector and LoadRunner in several environments (Windows (All), SAP, VisualBasic, Y2K, Web, CRM, Siebel, Citrix, Unix)

- Training for WinRunner (Basic & Advanced), TestDirector and LoadRunner
- Pre-sales and post-sales support for an ever growing customer base
- Consulting on testing methodology in all environments

Technikon SA
Training Officer

Jan 1996 – Oct 1997

Responsibilities:

- Training of all technikon personnel in Microsoft products, Electronic Mail, Internet and any other specific packages used by personnel (e.g. Maximizer and Xam)
- Support function for above-mentioned products. Layout and creation of training manuals
- Travelling to all regional offices countrywide to do training and set up computers.
- Programming in HTML and creating Web pages

Technikon SA
Lecturer

Sept 1992 – Dec 1995

Responsibilities:

Lecturer in Management Information Systems, Principles of Information System, Introduction to Computer science and Assistant Lecturer in Development Software (COBOL)

Nettex (Pty) Ltd
Assistant DP Manager

1990 to 1992

Responsibilities:

- Programmed in Pick Basic on an Adds Mentor mainframe database
- Programming was done in PickBASIC for order entry, through picking of orders and up to delivering of goods as well as invoicing of clients and maintenance of the whole manufacturing and client database
- Lectured in PC environment
- Built an interactive team through open and frank communication extending from management down to drivers and warehouse staff, particularly about policies for computer usage
- Implemented a new system from scratch in conjunction with consultants

Van Niekerk, Kleyn & Edwards
Assistant DP Manager

1987 to 1990

Responsibilities:

Programmed in FORTRAN and Info Basic on a Prime mainframe and gave lectures to new users in PC environment. Programming was done for diverse applications such as cut-and-fill programs for roads, database programming for clients etc.

EDUCATION

BSc. Mathematics - University of the Orange Free State Majors: Mathematics, Applied Mathematics

Masters in IT at the University of Liverpool (In progress)

Mercury Interactive CI & CPC in WinRunner, Quality Center (TestDirector) and LoadRunner

Mercury Interactive CPS & CPI in TestSuite 7 and LoadRunner for Web 7

ISEB Foundation Certificate in Software Testing

Subjects at RAU 1994: Informatics, Databases, Networks, C++ and EIS

Microsoft Certified Product Specialist

Microsoft Certified Systems Engineer

SECTION THREE: QUALITY & FEASIBILITY

Proposed Services

The City of Columbus needs load and performance testing on an HR/Payroll system to validate performance at 5,000 concurrent users. The City of Columbus needs assistance with the evaluation and measurement of system performance under load test with concurrent intranet and internet activity. The tool proposed for the test, based on known functionality and compatibility, is NeoLoad from NEOTYS. Everest Technologies will provide licensing for Neotys and load generation through the Everest Cloud.

Everest Technologies estimates the time needed to perform the load and performance testing will be 180 hours. Everest will provide a Performance Test Analyst for testing the CHRIS application; including script creation, test execution and reporting. Everest staff will provide technical assistance for configuration and setup of elements needed for VPN and Cloud access.

Everest proposes performing separate performance tests for intranet and internet users. This will not impact the timeline of the proposed test, as activities leading up to test execution will run concurrently.

Potential tasks relating to this project:

- Perform target application discovery (including platform, subset of site/app to be tested, etc.)
- Create test scripts from business process documents and information provided by City of Columbus
- Validate the completed test scripts
- Create schedule for the test, and responsibility matrix
- Identify business cases to be used in the load test
- Identify user profiles (if there are more than one)
- Map business cases to user profiles, and allocate percentage of total virtual users to profiles
- Identify types of testing (ramp, etc.) and timelines for each
- Infrastructure setup (Platform Lab machines, VPN connectivity)
- Setup monitoring tools (perfmon, network monitoring, database performance monitoring, etc.) at target site. *This is optional but helpful in troubleshooting problems.*
- Conduct load test
- Prepare and present report detailing test results

Assumptions

In any project of this nature, specifications are based on a core set of assumptions about business processes and practices that may, at the time of discovery, not be well defined. Additionally there may be certain technical assumptions that must be made to facilitate the estimation of timelines or project budgets. Assumptions upon which this document is based are as follows:

- City of Columbus will provide use cases to Everest Technologies
- Everest Technologies will have reasonable access to City of Columbus staff
- Answers and comments from City of Columbus regarding project details will be made in a timely manner
- City of Columbus will provide the necessary hardware and tools for the testing environment
- Licensing for NeoLoad will be handled through Everest Technologies
- Load generation provided by Everest Technologies through the Everest Cloud

Service Delivery Plan

The project is scheduled to commence on August 13, 2012 and all relevant timelines within this proposal are based off of this date. Everest will need City-provided resources as outlined in the Milestones chart below.

Milestones:

Milestone	Resources	Commencement - Completion Date
Environment Setup & Configuration	Zoe Botha, Network Engineer	3/4/2013 – 3/5/2013
Test Case Design & Development	Zoe Botha	3/4/2013 – 3/15/2013
Script Validation	Zoe Botha, Applications Engineer, Database Administrator	3/18/2013 – 3/20/2013
Monitoring Setup	Zoe Botha, Network Engineer, Systems Engineer, Database Administrator	3/2/2013 – 3/8/2013
Test Execution	Zoe Botha, Database Administrator, Network Engineer	3/21/2013 – 4/5/2013
Reporting	Zoe Botha	4/8/2013 – 4/10/2013

SECTION FOUR: ABILITY

Workload

Everest's Performance Test Analyst, Zoe Botha, will be available for the entire duration of the 180 hour project. The proposed project time frame is 3/4/2013 to 4/10/2013, based off of the commencement date published in RFP# SA004660

Financial Responsibility

Insurance Certificate on following page



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)

06/20/12

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 be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER McCormick & Reinmuth Insurance 6649 N. High St P.O. Box 660 Worthington, OH 43085 Justin Reinmuth	614-888-4540 614-888-2739	CONTACT NAME: PHONE (A/C, No, Ext): E-MAIL ADDRESS: FAX (A/C, No):	
	INSURER(S) AFFORDING COVERAGE		NAIC #
INSURED Everest Technologies Inc 740 Lakeview Plaza Blvd. #250 Worthington, OH 43085	INSURER A : Ohio Casualty		18333
	INSURER B : Philadelphia		
	INSURER C : Travelers Insurance		
	INSURER D : OneBeacon Insurance		
	INSURER E :		
	INSURER F :		

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 LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS
A	GENERAL LIABILITY <input type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR <input checked="" type="checkbox"/> Business Owners			BOP3631486	05/31/12	05/31/13	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 300,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000
A	AUTOMOBILE LIABILITY <input type="checkbox"/> ANY AUTO ALL OWNED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> NON-OWNED AUTOS			BOP3631486	05/31/12	05/31/13	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ BODILY INJURY (Per accident) \$ PROPERTY DAMAGE (Per accident) \$
A	<input checked="" type="checkbox"/> UMBRELLA LIAB <input type="checkbox"/> EXCESS LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> CLAIMS-MADE DED <input checked="" type="checkbox"/> RETENTION \$ 10000			CU8773373	05/31/12	05/31/13	EACH OCCURRENCE \$ 1,000,000 AGGREGATE \$ 1,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below Y / N <input type="checkbox"/> N / A			UB-2A047235	05/31/12	05/31/13	<input checked="" type="checkbox"/> WC STATUTORY LIMITS <input type="checkbox"/> OTHER E.L. EACH ACCIDENT \$ 1,000,000 E.L. DISEASE - EA EMPLOYEE \$ 1,000,000 E.L. DISEASE - POLICY LIMIT \$ 1,000,000
B	Crime			PHSD617550	05/31/12	05/31/13	3rd party \$ 1,000,000
D	Professional Liab			TPP037812	05/31/12	05/31/13	claim/agg \$ \$2M/\$3M

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (Attach ACORD 101, Additional Remarks Schedule, if more space is required)

CERTIFICATE HOLDER <div style="text-align: center;">UNICONI</div>	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 Justin Reinmuth
--	--

SECTION FIVE: PAST PERFORMANCE

Client: Abercrombie

Name: Jeff Richardson

Email: Jeff_Richardson@abercrombie.com

Phone: 614.283.7064

Address: 6301 Fitch Path, New Albany, OH 43054

Service Type: Load and Performance Testing of the all Abercrombie ecommerce sites, using a third party cloud provider for the load controller and load generation.

Contract Amount: >\$50,000

Client: Coach

Name: Chau Banks

Email:cbanks@coach.com

Phone: 212.391.1122

Address: 49 W. 45th St, New York, NY 10036

Service Type: Load and Performance testing of the Coach.com and CoachFactory.com ecommerce web application. Load generation is being done from a third party cloud provider.

Contract Amount: >\$50,000

Client: Sysco

Name: Nely Artis

Email: Artis.Nely@corp.sysco.com

Phone: 281.584.1545

Address: 1390 Enclave Parkway, Houston TX 77077

Service Type: Load and Performance testing of an Order Management, Adobe/SAP web application.

Contract Amount: \$31,000

SECTION SIX: COST & PAYMENT TERMS

COST

These figures are an estimate derived from information available on the date of proposal and are subject to change as the project is better defined.

Testing Services				
	Units	Unit Measurement	Unit Cost	Total
Script Creation	80	Hourly	\$99	\$7,920
Load Testing	80	Hourly	\$99	\$7,920
Evaluation and Reporting	20	Hourly	\$99	\$1,980
Neotys Licensing 1000 VU	4	Daily	\$639	\$2,556
Neotys Licensing 4000 VU	4	Daily	\$1,285	\$5,140
Monitoring Modules 1000 VU*	16	Daily	\$96	\$1,536
Monitoring Modules 4000 VU*	16	Daily	\$131	\$2,096
Total				\$29,148

**Monitoring modules are used to capture relevant data from the application environment for a comprehensive view of end-to-end performance of the application. Modules in the quote include Operating System, Web Server, Application Server and Database.*

Load Generation				
	Units	Unit Measurement	Unit Cost	Total
Virtual Controller	2	Weekly	\$150	\$300
Load Driver	10	Weekly	\$80	\$800
Bandwidth Usage**	980	Megabyte	\$4	\$3,920
VPN Setup	1		\$350	\$350
Total				\$5,370

***Everest will bill the City of Columbus for actual bandwidth usage. The estimate of 980 Megabytes was obtained by reviewing bandwidth usage from the previous load and performance test done on the CHRIS application. This is an estimate and actual usage and cost can fluctuate based on the test parameters.*

PAYMENT TERMS

Everest Technologies payment terms are NET 30 days. Due to the short duration of the project, Everest will invoice the City of Columbus at the completion of the project.