The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at *wvOASIS.gov*. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at *WVPurchasing.gov* with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

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Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 0705 | ID: ESR04212400000006207 | Ver.: 1 | Function: New | Phase: Final | ▼ | Modified by batch , 05/07/2024

Header 📎 4 ▢ ▢

List View

| **General Information** | Contact | Default Values | Discount | Document Information | Clarification Request |

Procurement Folder: 1354530
Procurement Type: Central Master Agreement
Vendor ID: VS0000045747 ⬆
Legal Name: THINK BEYOND INC
Alias/DBA:
Total Bid: $0.00
Response Date: 04/21/2024 📅
Response Time: 15:43
Responded By User ID: thinkb79 ⬆
First Name: Anuj
Last Name: Malhotra
Email: amalhotra@thethinkbeyon
Phone: 6142098028

SO Doc Code: CRFQ
SO Dept: 0705
SO Doc ID: LOT2400000011
Published Date: 4/29/24
Close Date: 5/7/24
Close Time: 13:30
Status: Closed
Solicitation Description: Addendum No 2 - Prequalification Agreements IT Temp Staffing
Total of Header Attachments: 4
Total of All Attachments: 4

	Department of Administration	**State of West Virginia**
	Purchasing Division	**Solicitation Response**
	2019 Washington Street East	
	Post Office Box 50130	
	Charleston, WV 25305-0130	

Proc Folder:	1354530
Solicitation Description:	Addendum No 2 - Prequalification Agreements IT Temp Staffing
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2024-05-07 13:30	SR 0705 ESR04212400000006207	1

VENDOR
VS0000045747
THINK BEYOND INC

Solicitation Number:	CRFQ 0705 LOT2400000011				
Total Bid:	0	**Response Date:**	2024-04-21	**Response Time:**	15:43:47
Comments:					

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Temporary IT Personnel Services				0.00

Comm Code	Manufacturer	Specification	Model #
80111600			

Commodity Line Comments:

Extended Description:

Temporary IT Staffing Services

Proc Folder:	1354530	**Reason for Modification:**
Doc Description:	Prequalification Agreements IT Temp Staffing	

Proc Type:	Central Master Agreement		
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2024-04-11	2024-04-25 13:30	CRFQ 0705 LOT2400000011	1

BID RECEIVING LOCATION

BID CLERK
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON   WV   25305
US

VENDOR

Vendor Customer Code:	VS0000045747		
Vendor Name :	THINK BEYOND INC.		
Address :	3013 DURANGO HILLS DR		
Street :			
City :	LEANDER		
State :	TX	**Country :** USA	**Zip :** 78641
Principal Contact :	ANUJ MALHOTRA		
Vendor Contact Phone:	614-209-8028	**Extension:**	

FOR INFORMATION CONTACT THE BUYER
Toby L Welch
(304) 558-8802
toby.l.welch@wv.gov

Vendor Signature X _(signature)_   **FEIN#**   32-0244425   **DATE**   04/19/2024

All offers subject to all terms and conditions contained in this solicitation

Response to Solicitation# CRFQ 0705 LOT2400000011

Prequalification Agreements IT Temp Staffing

from

THINK BEYOND INC
3013 DURANGO HILLS DR,
LEANDER, TX 78641

Contact: Anuj Malhotra
Title: President
email: amalhotra@thethinkbeyond.com
Phone: 614-209-8028

Response Valid until: 5/31/2024

Vendor Profile

Company's name: THINK BEYOND INC.
Address: 3013 Durango Hills Dr, Leander, TX 78641
Contact Name: Anuj Malhotra (614-209-8028)
Facsimile number: 737-231-7514
Email: amalhotra@thethinkbeyond.com
IN BUSINESS: Since 2008
WEB PAGE: *https://www.thethinkbeyond.com*

Why Think Beyond Inc?

• We are a total solutions company specialized in providing Information Technology and Management Consulting. Delivers real value to our clients by providing top quality technical services and solutions.
• Deliver the best work environment for our consultants and staff.
• Leading information technology services provider having wide array of solutions
• ThinkBeyond's most valuable asset is its people.

ThinkBeyond is a total solutions company specialized in providing Information Technology and Management Consulting. We deliver real value to our clients by providing top quality technical services and solutions at reasonable rates. We also deliver the best work environment for our consultants and staff. It is a leading information technology services provider having wide array of solutions from Business Strategy Analysis to implementation and execution of Information Technology as well as management aspects of a business entity.
Our Information Technology business is striving to help businesses grow and get maximum return of their investments in the form of optimum utilization of resources.

As a diverse end-to-end IT Solutions provider, we offer as wide range of expertise aimed at helping customers reengineer their businesses to compete successfully in this dynamic marketplace. Having a solid track record of Software Solution delivery success as evidenced by our highly referenced client base, we pride ourselves in delivering measurable delta in productivity, profitability and shareholder value for our clients.

ThinkBeyond Achievements:

We have been providing our services to both private and public sector clients and the below is the list of our clients. Our consultants have been engaged with our clients working on different projects:

➤ Preferred Vendor with **ThoughtWorks, TechMahindra, Larsen and Toubro Infotech**
➤ Preferred Vendor with **Auto Owners Insurance, West Field Insurance, Cincinnati Financial, EverestRe, NationWide Insurance**
　　o **ThinkBeyond** was involved in analysis, planning and implementation of data conversion services from an existing system to a target Guidewire product for the Insurance sector that involves Claim Center, Policy Center and Billing Center.
➤ Vendor of Record with **Canadian Air Transport Security Authority**
　　o **Project**: Creation of a new data base management system for a complex registry system.

➤ Vendor of Record with **Saskatchewan Ministry for Dam Management Project**

➤ Vendor of Record with **Department of Water Resources, Newfoundland Labrador**

　　o We provided support to our clients to deliver on I&IT Projects, from inception to completion.
　　　Project: Implementation of a new GPS system for the Land and Resources Cluster

➤ Vendor of Record with Ontario I&IT Solution Consulting Services (Tender # 9951)

　　o **ThinkBeyond** worked on the project to assist with an end-to-end COGNOs migration including configuration, developing the reports, migrating the reports from the traditional to new cloud platform.
➤ Vendor of Record with Ontario Management Consulting Services (Tender # 7434)

- o The project involved provided services of a Solution Designer that helped client to assess Cyber Security Penetration Test findings/security gaps, analyze exposed application code, and develop technical solution options to implement application or platform/infrastructure level remediation for key Java, Lotus Notes & Oracle/APEX applications.
- ➢ Vendor of Record with Ontario OECM - Project Management and Consulting Services (Tender #2018-328-31)
- ➢ Vendor of Record with Ontario Learning and Training Services (VOR #OSS-00536904)

What benefits do we deliver?

♦ Actionable Business Recommendations Tailored Exactly to the Client's Needs
♦ Assessment of Technical Issues in synergy with our Commercial Insight and Expertise
♦ Impartial and Unbiased Advice and Cost-Effective Delivery
♦ Long-Term Support and Assistance

Financial Stability

ThinkBeyond's financial stability is exemplified with its ability to successfully maintain its functions, efficiently managing its expenses, and withstand external shocks all while exhibiting growth. Although growth is still very much a business priority, the focus on how this is achieved has evolved. To grow the business and remain competitive, companies are focusing in building stronger, more profitable customer relationships. This means understanding customer needs intimately, and efficiently delivering and supporting solutions that create and capture the most value. Today, customers have more choices than ever. But what they want in their relationships with their service providers is simplicity, convenience and value. **ThinkBeyond** is the industry expert and trusted advisor that enables and accelerates the journey to delivery of an intentional customer experience.

Our people make it possible

People are at the heart of every successful business initiative. At **ThinkBeyond**, a leading provider of IT staffing, IT talent management and IT services, we understand people. Every year we deploy IT professionals at client sites across North America, Europe and Asia.

Our deep insights into the IT labor market enable us to help clients achieve their business goals—while optimizing their IT workforce strategies.

Business Practice Consulting:

Almost every organization finds it challenging and time consuming to respond to constantly changing technology needs and initiatives. We can help your organization acquire these strategic skills in a timely and cost-effective manner.

ThinkBeyond support your needs in a variety of different areas and specialties.

➢ **Applications / Software Development**	➢ **Security**
➢ **Data / Database Administration**	➢ **Project Management**
➢ **Web Development**	➢ **Technical Services, Help Desk and Operations**
➢ **Quality Assurance (QA) and Testing**	➢ **Information Technology Services Management (ITSM Operations)**
➢ **Networking / Telecommunications**	➢ **IT Marketing**
➢ **Information Technology Contracting and Procurement**	

Think Beyond Inc is an established global software solutions and Consulting Services Company with more than 16 years' experience in delivering and managing software applications. **ThinkBeyond** offers technical assistance and solutions in building and testing software products faster, better and within budget. Services offered by **ThinkBeyond** help organizations to confidently outsource their IT operation and let **ThinkBeyond** manage the activities in the application life cycle. **ThinkBeyond** has established processes and expertise, in the areas of analyzing software systems, fixing bugs, enhancements, designing and building new modules.

Recruitment Process and Services Delivered:

At ThinkBeyond, we know that any organization needs skilled, passionate driven employees to grow and reach goals.
Our unique approach allows us to help our clients find the right employee and to help the candidates find the right job.
It is our promise to our clients: Help them find the right talent.

- ThinkBeyond interacts frequently with the resources to understand his/her professional goals/targets. Continuously working with them towards their goals by providing necessary opportunities.

- Ensure that current and future needs are assessed against currently available skills and that gaps are translated into action plans.

- Acquiring new resources from different employee search engines, employee referrals and facilitating skills update training to meet client's requirements.

- ThinkBeyond in the past maintained a rigorous, highly selective and time-consuming hiring process. Our approach to hiring has significantly contributed to our success to date.

- Our continued ability to compete effectively largely dependent on our ability to attract new employees and retaining and motivating our existing consultants.

- Human resource department will maintain up to date information to all the qualified personnel by providing new upcoming opportunities and knowledge transfer to retain more qualified personnel in the organization. The HR selection practice improves the retention of new arrivals is undoubtedly the adoption of a "best fit" or "person-environment fit" approach based on matching individual and organization characteristics.

- Before we even consider fostering internal loyalty, it is crucial to attract and select the right people. To do this, we have employed a number of innovative strategies, such as developing and selling the corporate image (branding), increasing social network visibility, keeping in touch with former employees, etc.

- Manage the personnel closely to ensure the continuity of contract.

- Checkpoints to validate the current and future assignments.

- Resource data base updating with current and future expansions with proper skill set validation and providing new technology training updates to meet client requirements.

- Finding excellent skilled personnel is an ongoing process using job search engines and through referrals from current employees and outside personnel through marketing.

- Our organization is using Zoho recruit and human resource software for personnel (consultants/ subcontractors) information maintenance with up-to-date profiles, skill sets, availability, referral bonus and incentives based on performance to maximize employee retention in ThinkBeyond family.

- **Create Incentives:** Within ThinkBeyond, Systematic renewal stimulates regular turnover through promotions and terminations ("up or out") in all areas, particularly management levels, ensures an environment of constant opportunity and motivation for consultants. The salary/rate increases reflects an employee's performance over the year, successfully completing a project, or taking on additional responsibilities.

- **Broaden Perspective:** New employees at ThinkBeyond brings fresh perspectives, new experiences leading to innovation and breakthrough ideas because they are neither wedded to the old ideas nor to the "way we do things" attitude of established, successful businesses.

- **Stay Competitive:** Encouraging turnover for contractors at ThinkBeyond who are happy with the status quo, least willing to take appropriate risks, or unable to learn from their mistakes will energize your workforce and give you an edge on the competition.

## ThinkBeyond's Recruitment Methodology:

We use automation tools to manage the entire employee lifecycle right from recruitment management (Once we are awarded contract, we will assign dedicated passive recruiters' team who will start building pipeline of local candidates), application tracking, employee management, social recruiting, candidate assessment, talent identification, engagement, onboarding, employee performance, and client feedback.

ThinkBeyond uses our proven recruiting methodology to conduct our outreach to identify and recruit candidates.

Our recruiters conduct the following screening procedures process to ensure that the resource is a perfect match for the Procuring Agency's employment history:

- Technical Screening through SMEs
- Skill Tests
- HR round of screening
- Reference Checks
- Verification through background verification companies

Technical Screening through SMEs: To ensure the quality of the candidate, our domain expert recruiters short-list qualified resumes by matching the Skill Matrix developed for the specific roles. To shortlist potential candidates, our recruiters evaluate each candidate, and they go through a thorough interview process; with job position specific questionnaire; their relevant experience, review of the candidate's work history, aptitude and behavioral skills, application and resume, and competency tests appropriate for the job role.

Think Beyond

Kickoff meeting with Program Participant in order to understand the needs, expectations, cultural environment and requirements

Recruitment & Account Manager and a dedicated team of 10-12 Recruiters receive task order requirements from Program Participant

Detailed Brief, Recruitment Plan, Skillset Database

Proactive Recruiters continuously identify qualified local candidates with to build pipeline as per Participants needs

Resume Database in Ceipal with 2M+ resumes

Candidate Search

- Availability of Internal resources readily available
- Search in Ceipal and TalentDome Resume Database
- Advertising requirements using online and mobile advertising, E-direct mail advertising and head hunting (Ex: LinkedIn, Dice, Indeed etc.)
- Active presence in various LinkedIn groups specific to Staffing needs, etc.
- Active participation in local meetup groups
- Conduct searches in job boards such as Monster, TechFetch, Dice, Bullhorn, Beyond, Ceipal, Indeed etc.
- Employee Referrals

Skill Registration, resume capture, documentation and feedback

Phone Interview, Technical Screening

HR Behavioral, Situational Interviews

IKM, IBM Kenexa and ProveIT tests on Job related skills

Reference Checks

Present candidate for client interview

Pre-Employment/ Background Checks

Candidate Offer and Contract

Candidate Onboarding

Employee Onboarding and Orientation

- Completing onboarding paperwork including Offer letter, I-9, W-4, benefits, contact information form, other paperwork etc.
- Review Program Participants policy and procedures including Covid Safety, nondiscrimination, sexual harassment procedures, etc.
- Review the point of contact for administrative and HR functions such as HR, timesheets, and paystubs. We also assign an Employee Relations Executive as a single point of contact (concierge) for the employee for any issues or questions.

Employee Retention

- Competitive salary and benefits
- Continuous professional training
- Sound management for healthy work environment
- Opportunities for personal and professional growth
- Employee recognition programs
- Individual development plans

ond.com

During the interview, our SMEs assess interpersonal skills, communication skills, teamwork skills, and job knowledge. Our SMEs generally ask work related and specific multiple-choice questions to evaluate technical or professional expertise and knowledge required for specific job.

At the next stage, the SMEs conduct the second level of resume screening and candidate assessment with the help of questionnaires, 3rd party testing tools depending on the skillset and level of experience. These SMEs have 15+ years average experience on an average and check the competency of the qualifying candidate. Table 6 shows what our SMEs evaluate in each qualified candidate.

Candidate Evaluation Form			
Client Name:			
Location:			
Job Title:			
Rating:	*1 – Average kills*	*2 – Good skills*	*3 – Excellent skills*
Client's Mandatory Qualifications (MQ)		**Meets MQ (Yes/No)**	**If Yes, Rate Skill Level (1/2/3)**
1.			
2.			
3. *(add lines if required)*			
Client's Desired Qualifications (DQ)		**Meets DQ (Yes/No)**	**If Yes, Rate Skill Level (1/2/3)**
1.			
2. *(add lines if required)*			
Candidate Evaluation Criteria	**Yes/No**	**Evaluator Comments**	
Does the candidate have relevant experience?			
Does the candidate have required years of experience?			
Are there any gaps in job duration?			
Are the resume credentials correct?			
Is the candidate local?			
If not local, is the candidate ready to relocate?			
Does the candidate have experience with applications/technologies/tools/ machines/etc. involved in the project?			
Has the candidate cleared the Technical Questionnaire Assessment?			
Did the candidate understand the job description?			
Is candidate ready for in-person interview?			
Did at least two ex-employers provide positive references?			
Recommend to Client? (Y/N)			
Add to Talent Pool? (Y/N)			
Addition Comments (if any)			

Skills Assessment: We use ExpertRating (www.expertratinginc.com) as our skill assessment tool to test the technical knowledge of the candidates:

ThinkBeyond use automated tools that enable us to automate and manage the entire recruitment lifecycle from sourcing, applicant tracking, contract employee management, social recruiting, employer branding, candidate assessment and engagement, employee referrals, talent identification, evaluation, and engagement till on-boarding.

HR Round of Screening: This round of screening helps to understand whether the resource is committed to accepting the opportunity with the client and checks communication skills. We would make sure that the following expectations are communicated to the resource:

- Compensation
- Duration of the project
- Location and travel(if any) requirements
- Onsite/offsite
- Dress code (if any)
- Work Hours (as required by the County)

The HR Manager also conducts Cultural Fit Assessment of the candidates where the HR Manager asks a series of questions to ensure the candidate is suitable for the Procuring Agency's requirements. We ensure that our proposed candidates, in addition to the required job skills and qualifications, exhibit the best fit within the client's culture.

When interviewing a prospective employee, we will look for who align with the Procuring Agency's mission. Employees who are candidates satisfied and happy with the environment are more productive in their work environments and feel invested in the long-term success of the assignment.

Hiring people who are not a good cultural fit could cause friction within the team and create a negative work environment. These factors further impact employee productivity and performance.

During the kick-off meeting with the Procuring Agency, our HR Team will assess, identify, define and articulate the Procuring Agency's culture –its values, goals, and practices – and then our team will weave this understanding into the hiring process.

Based on our understanding of the Procuring Agency's work culture, our team will draft a questionnaire to conduct the Cultural Fit Assessment of the candidates. Figure provides examples of such questions.

Cultural Fit Assessment Questionnaire:

- *What is the single most important factor that must be present in your work environment for you to be successfully and happily employed?*
- *What are the positive aspects of your current job and work environment, or the last position you held before coming to this interview?*
- *Describe the management style that will bring forth your best work and efforts.*
- *What is your preferred work style? Do you prefer working alone or as part of a team? What percentage of your time would you allocate to each, given a choice?*
- *Tell us about an occasion when you believe that you delighted a customer, either an internal or an external customer.*

Reference Checks: We carry out a thorough reference check of candidates and present them to clients only after receiving positive feedback from all references. Figure below shows the standard Professional Reference check form that we use for our clients unless the client has any other specific requirements or restrictions.

Once the consultant is engaged, we make every effort to track deliverables on a regular basis by reviewing the Statement of Work. We also keep our consultant motivated towards their assignment by offering them incentives and trainings.

Think Beyond provide 30 days of notice prior to pulling any consultants from the ongoing contract. We also make sure to offer another consultants with the same skillset prior to pulling any consultant from the contract.

Think Beyond is flexible in releasing the consultants after 1 year of services offered to the client, if a contract-to-hire option is offered by the client.

We take the following technical and organizational security measures to protect personal data:

>Audit and risk assessment procedures for the purposes of periodic review and assessment of risks to the organization, monitoring and maintaining compliance with the policies and procedures, and reporting the condition of its information security and compliance to senior internal management.

> Maintain Information security policies and make sure that policies and measures are regularly reviewed and where necessary, improve them.

>Data security controls which include logical segregation of data, restricted (e.g. role-based) access and monitoring, and where applicable, utilization of commercially available and industry-standard encryption technologies.

>Logical access controls designed to manage electronic access to data and system functionality based on authority levels and job functions, (e.g. granting access on a need-to-know and least privilege basis, use of unique IDs and passwords for all users, periodic review and revoking/changing access promptly when employment terminates or changes in job functions occur).

>Password controls designed to manage and control password strength, and usage including prohibiting users from sharing passwords.

>System audit or event logging and related monitoring procedures to proactively record user access and system activity for routine review.

>Physical and environmental security of data center, server room facilities and other areas containing client confidential information designed to: (i) protect information assets from unauthorized physical access, (ii) manage, monitor and log movement of persons into and out of the facilities, and (iii) guard against environmental hazards such as heat, fire and water damage.

>Operational procedures and controls to provide for configuration, monitoring, and maintenance of technology and information systems according to prescribed internal and adopted industry standards, including secure disposal of systems and media to render all information or data contained therein as undecipherable or unrecoverable prior to final disposal or release from our possession.

>Vulnerability assessment, patch management, and threat protection technologies and scheduled monitoring procedures designed to identify, assess, mitigate and protect against identified security threats, viruses and other malicious code.

Professional Reference Check Form

Candidate's Name: _____

Organization: _____

Reference Name: _____

Reference Title: _____ Relationship to Candidate: _____

Phone/Email: _____ Date: _____

Dates of Employment: From _____ To _____

What was the nature of the candidate's job?

Reason for Leaving: ☐ Voluntary ☐ Involuntary

Explanation: [   ]

Please rank the candidate based on the following areas:

Responds to Supervision	Poor	Fair	Good	Excellent	N/A
Attendance/Punctuality	Poor	Fair	Good	Excellent	N/A
Dependability	Poor	Fair	Good	Excellent	N/A
Assumes Responsibility	Poor	Fair	Good	Excellent	N/A
Follows Instructions	Poor	Fair	Good	Excellent	N/A
Quality of Work	Poor	Fair	Good	Excellent	N/A
Quantity of Work	Poor	Fair	Good	Excellent	N/A

Were there any disciplinary actions? Please explain:

Were there any performance issues? Please explain:

If given the opportunity, would you re-employ this individual? ☐ Yes ☐ No

Any Additional Comments?

Pre-Screen Employment/Background Checks/ Drug Screening:

Think Beyond performs a criminal record check, motor vehicle check (if applicable), verification of education, verification of employment experience, history, or expertise of the Contractor's employees in a manner consistent with applicable law and the Agreement, and as deemed necessary by the

County to protect the trust, safety, and security of the public and agents and employees of the County. We conduct complete background checks of candidates before their joining. Depending on the client's requirements, the background checks are completed at the time of candidate submission or before the resource starts at the client site.

We use reputable background agencies such as A-Check, Hire Right, LexisNexis, Good Hire, First Advantage, talent Wise, PreCheck, and Crimcheck.com to conduct complete background checks of candidates. Depending on the Client's requirements, the background checks will be completed at the time of candidate submission or before the resource starts at the client site.

Multi-panel Drug Screening		Previous Employment Verification/Reference Checks	
E-Verify Check		Social Security Number Validation	
Education and Credential Verification		Credit History Check	
Criminal Background Checks and Fingerprint Checks		Motor Vehicle Records Check/License Verification	

Statement Of Qualifications And Experience

Think Beyond, a well-established Technology Support Services provider, was founded in 2008 in the State of Delaware. The company has its headquarters located in Leander, TX. With over 15 years of experience in the industry, ThinkBeyond has gained maturity and expertise. The company has achieved significant milestones, such as being appraised at CMMI Level 3 and certified with ISO 9001:2015, 20000-1:2018, and 27001:2013 standards. ThinkBeyond has a strong presence across the nation, operating in USA and Canada. With a remarkable D&B Open rating score of 93, the company has a proven track record of delivering exceptional services to a wide range of clients. Customer satisfaction has always been a top priority for ThinkBeyond and the company takes pride in consistently meeting and exceeding customer expectations. We bring a mix of innovative technology consulting and support expertise to customers in State, Local, and Quasi government. As our name implies, we are a forward- thinking company to help our customers implement innovative IT support & solutions. We combine real-world experience, specialized skills, innovative thinking, and industry knowledge to deliver quality services focused on customer satisfaction. At our core, we are about people – customers, employees, and communities. As an IT services firm of 15 years standing, our processes are robust, mature, operated by a highly trained team, and enabled by a proven set of tools.

We have over a decade of experience in providing similar services with Federal, State, and local agencies as prime contractors. As one of the premier project management firms, ThinkBeyond offers a comprehensive array of services as well as world-class IT services. Our 15 years of experience have led us to structure our IT Consulting services in such a way that it reduces operational costs, increases customer satisfaction, adds competitive differentiation, and enables transformation to the client business processes and operations. Over 90% of our revenue comes from government contracts which reflects the stability, integrity, maturity and knowledge of government processes and procedures.

At Think Beyond, we work with our clients to develop multi-faceted solutions integrating strategy, innovation, analytics, and process improvements. The TBI team ensures the successful implementation of best practice solutions while minimizing disruption and maximizing Return on Investment (ROI) for our clients. Our consultants' qualifications include 45% having a master's degree, 90% having a bachelor's degree, and 40% having certification in their key skills/ technologies. Most of the candidates offered by us are certified professionals in their respective fields.
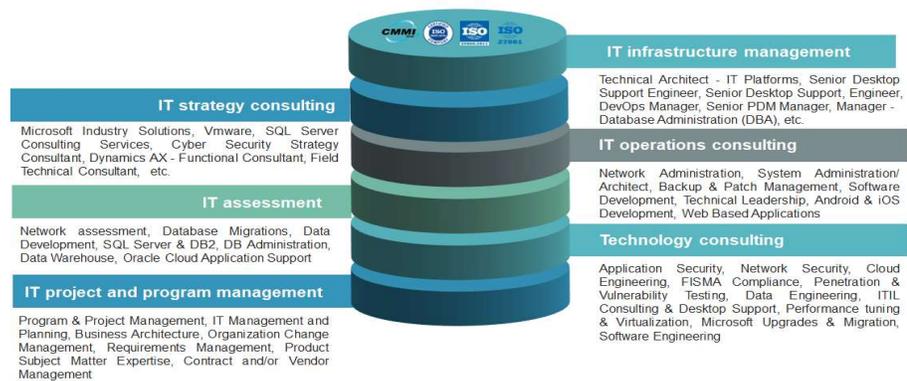
Our Alliances & Partnerships:

TBI has developed key partnerships to deliver the best-of-breed solution to its clients. We are Microsoft Certified Gold Partner, and Oracle Certified Gold Partner and have developed strategic partnerships with leading providers of open-standard software platforms, which have enabled us to provide premium-quality services to our clients through early access to new technologies as well as preferred access to training and technical support. We have alliances with several leading technology companies like Microsoft, HP, Oracle, Juniper, SolarWinds, Cisco, VMWare, Dell, IBM, Sybase, Business Objects, SAP, Cognos, & Actuate, etc. TBI practices are based on the leading technologies in the industry. We emphasize on each practice member/ employee obtain training and certifications on the relevant technology. The partnership model enables our consultants to keep abreast of new technology & certifications.
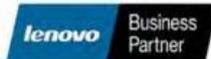
Company	Partnership Level
Oracle	Gold Level
Microsoft	Gold Level
HP	Registered Partner
IBM	Registered Partner
Dell	Authorized Reseller
Cisco	Registered Partner
Lenovo	Authorized Lenovo Reseller
Amazon AWS	Registered Partner
SolarWinds	Registered Partner
Red Hat	RedHat Ready- Solution Provider partner
UI Path	Consulting Partner
Salesforce	Consulting Partner
ServiceNow	Registered Partner
Cherwell Software	License, Solutions and Professional Services
Evolveware	Registered Partner
CA	Registered Partner

Data Storage Services, Data Back-Up Services

TBI is a **Microsoft Gold Certified Partner** having more than two decades of experience helping businesses of all sizes to design, install, and maintain email systems and a dozen years of professional experience supporting Data Center Support/Services. Our team of experts is well-versed in a wide range of data center technologies and services, including server administration, network infrastructure, storage management, security solutions, and more. Our **CMMI Level 3 Certifications**, and our commitment to providing fully integrated and cloud-based IT solutions, TBI offers a host of VMware management solutions. Ranging from consulting to true management, we have the tools and expertise to keep Client operations running smoothly. TBI enjoys a partnership with VMware, perfectly positioning us to help The Client's business navigate the waters of operating a VM infrastructure. Our highly trained IT consultants with up-to-date certifications will ensure that The Client's virtual cloud network infrastructure is fully optimized and ready to help you reach The Client's organization's goals.

Our **VMware Certified professionals** provide Assessment Services, Advanced network infrastructure analysis, Security policy consultation, On-site security appliance installation, Managed Firewall & Infrastructure, Infrastructure Monitoring, Hardware & software product recommendations & sales, Custom application development, System administration, etc. to various clients all across the US, such as *State of Texas - Department of Information Resources, (DIR), TX, State of Louisiana, EDLINK, City Of New Orleans, Los Angeles Community College District, CA, City of Phoenix, Aviation Department, AZ, Long Island Power Authority (LIPA), NY, etc.* We have successfully delivered VMware consulting projects for Fortune 500 large enterprises, midsize enterprises, and small businesses—allowing these organizations to take full advantage of their investments in IT infrastructure, software tools, and cloud technologies. Our clients rely on us for their most challenging VMware consulting projects. Our information technology and development experience help organizations transition to an automated computing environment that leverages advanced cloud techniques.

As a licensed firm, we take pride in our commitment to delivering high-quality services that are fully compliant with industry standards and regulations. We have invested heavily in our infrastructure, including state-of-the-art data centers, advanced monitoring and management tools, and top-notch security measures, to ensure that your data is always secure and accessible. We understand that every data center is unique, and that's why we take a personalized approach to our services. We work closely with our clients to understand their specific needs and requirements and develop customized solutions that meet those needs. Whether The Client needs support for a single server or a complex network infrastructure, we have the expertise and resources to help.

➢ **VMware support**: We provide installation, configuration, and administration of VMware infrastructure, including ESXi, vCenter Server, and vSphere Client. We also offer performance monitoring and optimization, backup and recovery solutions, and troubleshooting and resolution of issues related to VMware infrastructure and VMs.

➢ **Veeam support**: We provide installation and configuration of Veeam Backup and Replication solutions, backup and replication of virtual and physical environments, recovery of data from backups and replicas, and implementation of disaster recovery and business continuity solutions using Veeam.

➢ **HPE Infrastructure support**: We provide installation, configuration, and administration of HPE infrastructure, including Synergy, Nimble, 3PAR, and Store Once. We also offer performance monitoring and optimization, backup and recovery solutions, troubleshooting and resolution of issues related to HPE infrastructure.

➢ **Windows Server support**: We provide installation, configuration, and administration of Windows Server 2016 and newer, implementation and management of Active Directory, DNS, DHCP, and other core Windows Server services, and provisioning and management of virtual machines on Hyper-V. We also offer performance monitoring and optimization, backup, and recovery solutions, troubleshooting and resolution of issues related to Windows Server infrastructure and VMs.

➢ **Linux OS support**: We provide installation, configuration, and administration of Linux operating systems, including CentOS, Ubuntu, and Red Hat Enterprise Linux, implementation, and management of core Linux services, including

Apache, MySQL, and Samba, and provisioning and management of virtual machines on KVM or other hypervisors. We also offer performance monitoring and optimization, backup, and recovery solutions, troubleshooting and resolution of issues related to Linux infrastructure and VMs.

We pride ourselves on our exceptional customer service and support. Our team of experts is always available to answer The Client's questions, provide technical assistance, and help The Client make the most of your data center investment.

Network Connectivity Services

TBI's **Cisco-certified CCIE network consultants** for **more than two decades** can provide expert online and onsite support and troubleshooting for Cisco's Catalyst, Nexus, and Meraki families of managed switches for environments that range from small businesses and campus LANs to enterprise data centers and service providers. Our team of certified network engineers has extensive experience in supporting a wide range of technologies, including Fortinet, Ruckus, Cisco, SD-WAN technology, and layer 2 & 3 routings.

Our network support services provide The Client with the expertise and resources needed to manage and maintain their network infrastructure. These services include installation, configuration, administration, monitoring, optimization, backup, and recovery solutions, and troubleshooting and resolution of issues related to network infrastructure. With network support services, businesses can ensure their network infrastructure is running smoothly and efficiently, minimizing downtime, maximizing productivity, and enhancing security. These services are particularly important for businesses with mission-critical applications, remote offices, and mobile workers. At TBI, we offer a comprehensive range of network support services to meet the needs of businesses of all sizes. We are committed to delivering high-quality network support services that help our clients achieve their business goals. Our services include:

➢ **Fortinet support**: We provide installation, configuration, and administration of Fortinet NG Fortigates, FortiManager, Access Points, and VPN. We also offer performance monitoring and optimization, backup, and recovery solutions, and troubleshooting and resolution of issues related to Fortinet infrastructure.
➢ **Ruckus support**: We provide installation, configuration, and administration of Ruckus Access Points, troubleshooting and resolution of issues related to Ruckus infrastructure.
➢ **Cisco support**: We provide installation, configuration, and administration of Cisco Routers, switches & Meraki. We also offer performance monitoring and optimization, backup, and recovery solutions, and troubleshooting and resolution of issues related to Cisco infrastructure.
➢ **SD-WAN technology**: We provide installation, configuration, and administration of SD-WAN technology, including Cisco Viptela and Fortinet SD-WAN. We also offer performance monitoring and optimization, backup, and recovery solutions, troubleshooting and resolution of issues related to SD-WAN infrastructure.
➢ **Layer 2 & 3 routing**: We provide installation, configuration, and administration of Layer 2 & 3 routing, including BGP protocol, using tools and licenses such as Cisco Prime Infrastructure and SolarWinds. We also offer performance monitoring and optimization, backup, and recovery solutions, and troubleshooting and resolution of issues related to layer 2 & 3 routing.

Overall, we are committed to delivering high-quality network support services that help our clients achieve their business goals. Whether you need help with Fortinet, Ruckus, Cisco, SD-WAN technology, or layer 2 & 3 routings, we have the expertise and experience to ensure your network infrastructure is running smoothly and efficiently.

IT Strategy and Planning Support

Our services are designed to be accessible — to be engaged individually or end-to-end, based on what the business or the market challenge demands. TBI's approach to digital transformation consulting is built on a legacy of global technology experience. We understand the importance (and urgency) of giving a voice to technology early and often to deliver solutions that are both successful at the onset and scalable in the long term. Our digital consultants bring a passion for future thinking

alongside practical business savvy. We thrive on challenges that demand complex thinking and a focus on people and processes. We are client partners and technologists, strategists and pragmatists, goal setters and customer-minded thinkers.

Digital Strategy & Planning.

Realizing innovative business solutions to retain and grow customers.

Industry Capability Definition & Business Process Optimization.

Identifying and defining differentiated capabilities to improve performance and top line growth.

Experience Strategy & Design.

Designing and building enterprise-wide experiences that speak to the unmet needs of customers, employees and users.

Program & Product Management.

Guiding organizations from product vision and strategy to product roadmaps to development and delivery.

Agile Delivery Transformation.

Designing Agile operating models that align delivery ecosystems to the performance between customers, capabilities, and features.

Organizational Agility

Creating and executing customized plans to ensure employees have the right level of support, leadership and coaching to support change.

Our IT Strategy and Planning services are designed to assist organizations in aligning their technology initiatives with their overall business objectives. With our expertise and industry knowledge, we offer comprehensive solutions to help clients develop robust IT strategies that drive growth, improve efficiency, and enhance competitiveness.

We also offer IT Governance and Risk Management services to ensure our clients have effective frameworks in place for managing their IT operations. We assess the existing governance structure and develop policies, procedures, and decision-making processes that enhance transparency, accountability, and alignment with industry best practices. Additionally, we conduct risk assessments and develop risk management strategies to mitigate potential IT-related risks, safeguarding our clients' valuable assets and ensuring business continuity.

Furthermore, we offer IT Project Portfolio Management services to assist organizations in prioritizing, planning, and executing their technology initiatives effectively. We work closely with our clients to identify and evaluate potential projects, assess their feasibility, and develop project management frameworks to ensure successful implementation. Our goal is to optimize project outcomes, minimize risks, and maximize returns on technology investments.

Finally, our IT Roadmap and Transformation Planning services help organizations navigate complex digital transformations. We collaborate closely with our clients to define their digital vision, assess readiness, and create a detailed roadmap that outlines the necessary steps, resources, and timelines for successful transformation. We guide throughout the process, enabling our clients to leverage emerging technologies, streamline operations, and achieve their digital objectives.

Our IT Strategy and Planning service portfolio combines industry expertise, comprehensive analysis, and strategic insights to empower organizations to leverage technology effectively, drive innovation, and achieve their business objectives in today's rapidly evolving digital landscape.

Drawing upon decades of experience across many industries, our team delivers scalable, secure, and reliable applications that address even the most complex business requirements of Global and Fortune 1000 companies. We leverage Agile methodologies, repeatable development processes, and best practices to develop solutions that:
- ✓ Minimize time-to-market
- ✓ Deliver high-quality user experiences
- ✓ Minimize cost and risk
- ✓ Optimize quality and performance for our clients

Software product management and engineering is changing rapidly with the shift to multitenant cloud offers, the breaking down of monolithic architectures, the expectation of rapid upgrades, and the relentless focus on design. Products are doing more than ever, from gathering usage insights to providing customers with an in-product entry point for training, upgrades, and support. Product development organizations are under constant pressure to generate more big ideas with the potential to be the next big market-makers and make products more intelligent, all while accelerating time to value, increasing profitability, reducing costs, and providing consumer-grade product experiences.

What we do:
- **Product and R&D strategy** – Manage product portfolio, develop platform strategy, align innovation and commercialization, make ideation design-centric using advanced product analytics, and design new product introduction processes
- **Development modernization –** Help modernize applications by refactoring code, containerizing applications, and designing and implementing product telemetry and product data simplification
- **Software and SaaS pricing** – Design pricing and packaging strategies for a subscription- and usage-based offers to enable tiered offers, dynamic pricing, and land-and-expand models
- **Product life cycle management** – Optimize the product life cycle to meet requirements of frequent releases and continuous refreshes through the enablement of agile development methodology, as well as leading PLM technologies
- **R&D organization and talent –** Establish a sustainable and flexible operating model to build cross-functional product management pods, enable platform-based offerings, and attract and develop top R&D talent

Cybersecurity and Risk Management

With *over 15 years of experience* in Cyber security, development, assessment, deploying, optimizing and maturation support to government agencies including various clients such as the *Dallas Area Rapid Transit authority, City of Phoenix - Aviation Department, Chicago Transit Authority, Wayne County Airport Authority, Metropolitan Transportation Authority NY, Washington Metropolitan Area Transit Authority, Regional Transportation Authority, Cook County, City Colleges of Chicago, Kane County, etc.* and many more. With *more than 600 in-house cybersecurity practitioners*, TBI simplifies security and risk with continuous 24x7, value-driven monitoring, management, and threat intelligence.

We work with law enforcement, regulators and a large ecosystem of sector specialists who provide continuous cyber defense support, trend analysis, threat hunting, advanced threat analytics and more. Some of our top ecosystem partners include *ServiceNow, Microsoft, AWS, etc.* We are currently supporting *14 Executive Federal Agencies, DoD, Army, Navy, and Air Force* in sensitive security initiatives. We have strong experience governing policies and processes to safeguard information technology assets, cybersecurity support, availability, confidentiality, and integrity based on industry best practice and **ISO/IEC 17799/27001.**

To maintain consistency of delivery, reduce risks to you, and be more efficient in our delivery, we have developed a tailored methodology and approach. We continually fine-tune our methodology based on experience gained through the performance of such services for both public and private sector clients. Our incident response and forensic investigation approach focuses on delivering investigative services as part of a broader focus on preparing the organization for a disruption while remaining dynamic, fluid, and quick to respond.

As a leading cybersecurity consulting firm, our mission is to help organizations protect their assets from cyber threats and attacks. With a team of experienced cybersecurity professionals, we provide a comprehensive range of services that cover the full spectrum of cybersecurity needs. Our experience in assessments involves conducting thorough security assessments to identify vulnerabilities and potential security gaps in systems, networks, and applications. We utilize industry-leading tools and techniques to ensure that our clients' security controls, policies, and procedures meet the highest standards of cybersecurity. Penetration testing is another key area where we help our clients to identify potential security flaws that could be exploited by cybercriminals. Our team of ethical hackers simulates an attack on a system or network to identify vulnerabilities that need to be remediated. We provide detailed reports that highlight the steps required to mitigate these vulnerabilities, ensuring that our clients' systems are secure and protected.

Forensics Investigation, where we help our clients investigate security incidents and data breaches. Our team of digital forensic experts uses state-of-the-art techniques to collect and analyze digital evidence, providing our clients with a clear understanding of the root cause of the incident and any potential vulnerabilities that need to be addressed. In the event of a security incident or breach, our Incident Response team provides a rapid response to minimize the impact of the incident and prevent it from spreading further. TBI works closely with our clients to identify the cause of the incident, contain it, and remediate the issue as quickly and efficiently as possible.

Finally, we believe that a key component of any cybersecurity program is awareness and training. We provide our clients with customized training programs that educate their employees on the latest cybersecurity threats and how to avoid them. Our programs are designed to raise awareness of cybersecurity risks and empower employees to take proactive steps to protect their organization.

In addition to our relevant qualifications, strong team, and demonstrated methodology and approach, the following section of our response further reinforces why we are the leading and lowest-risk option for The Client. The delivery of quality professional services is at the core of what we do. Our focus is to continuously enrich and expand client relationships and better anticipate and meet the client's personal service preferences in areas, such as communication, timing, and behavior protocol. Our service approach is client focused and is well-suited to the way clients want to be served; they demand uniformly high quality and an in-depth understanding of the client's requirements. Based on our experience, we believe the top factors for a successful long-term relationship with our clients include:

- Maintaining a multidisciplinary client service team with specific competencies to support the client's changing needs as it grows and evolves over time
- A flexible approach that is tailored to the client's business, industry, issues, and risks
- An alignment of organizational cultures
- Proactive, candid communication throughout the engagement
- Engagement team members who are accessible and responsive
- Collaborative scheduling, planning, execution, and reporting of activities
- Timely, transparent resolution of issues
- Ongoing assessments of our performance

We have extensive experience in providing services involving government security programs based on security standards like **FISMA and NIST**. With our proven Enterprise Security Integration strategy and Information Assurance (IA) framework as a template for success, we will enable Agencies to meet their baseline security requirements for their programs. We understand that security is crucial to Agencies' day-to-day business operations. Before starting the operation, we will establish a security management and information assurance program that will meet the Agency's security goals and objectives by understanding the commission's mission, strategic plans, external influences, and security policies.

TBI has been providing security operational and analytical support for all layers of infrastructure starting from the network, OS like Windows, Unix/ Linux, Mainframe, middleware, webservers, and

SUCCESSFUL ORGANIZATION FUNCTIONS
INFORMATION ASSURANCE
DEFENSE IN DEPTH STRATEGY
OPERATIONS | PEOPLE | TECHNOLOGY | People Executing Operations Supported by Technology
OVERLAPPING APPROACHES & LAYERS OF PROTECTION
Defend the Network & Infrastructure | Defend the Enclave Boundary | Defend the Computing Environment | Supporting Infrastructures | KMI/PKI | Detect & Respond

databases. We have analyzed and evaluated new and emerging security technologies as well as vendor security products for their applicability and feasibility of use in securing hardware/software IT and telecommunications resources. TBI services include supporting customer security operations and providing technical training for all aspects of information security. We have extensively performed security audits and/or penetration testing of IT systems and applications.

Cloud Computing Solutions

The leading public cloud providers offer an array of innovative products-as-a-service that can be accessed on their platforms and help banks implement business and operating models to improve revenue generation, increase customer insights, contain costs, deliver market-relevant products quickly and efficiently, and help monetize enterprise data assets. The cloud also offers a huge opportunity to synchronize the enterprise; to break down operational and data silos across risk, finance, regulatory, customer support, and more. Once massive data sets are combined in one place, the organization can apply advanced analytics for integrated insights.

✓ **Advise and strategize**: Cloud transformations can be complex, and there's no one-size-fits-all approach. That's why we tailor solutions to help meet the demands of your industry and organization while keeping your cultural transformation and economics in mind. Hybrid, multi, private, or public cloud—we help assess where you are and create a roadmap to help maximize your cloud potential.

✓ **Implement and govern**: Whether you're migrating from a data center, modernizing for a cloud-first organization, or developing your applications in the cloud, our industry experience and innovative products help you build a reliable foundation for growth and future innovation.

✓ **Operate and innovate**: Operating in a cloud environment can be challenging—and operating multi-cloud and hybrid models only increases that complexity. Our Cloud Operate Services provide infrastructure management, as well as compliance and cybersecurity services, delivering resilient and reliable operations for enterprise cloud workloads. By combining our Cloud Managed Services with other offerings, we can deliver business outcomes as a set of cloud-hosted, scalable, and on-demand services to help you innovate and realize the full value of your cloud.

IT Project Management

TBI helps organizations improve business processes and overall efficiency by providing industry-leading program and project management consulting services, methods, and tools. We provide suitable enhancement solutions to our customers for business management. Our solutions are aimed to infuse our customers' systems with agility and improve their Project Portfolio Performance (PPP). TBI has a strong history of implementing process innovations that combine project management, applications development, systems integration, and service delivery best practices in its solution. In Our Services:

- Core processes are followed in every project; examples include Project Planning and Oversight, Risk Management, and Measurement and Analysis
- Variable processes are only followed as applicable, depending on the nature and size of the project
- Process-related templates and materials are customized to each project, within acceptable bounds of CMMI maturity practices
- Performance metrics are captured for each process applied; specific acceptable thresholds and corrective actions are defined at project onset.

This model allows us to customize our efforts to best serve projects as disparate as operations support, wide-scale systems integration, and cutting-edge application development while maintaining consistent, disciplined oversight of operations.

IT Support and Managed Services

Our Managed IT Services team can manage, maintain, and support your entire IT infrastructure. We keep your business up and running at optimum performance levels while helping you save time and money. From the data center to the desktop, we meet all your day-to-day IT challenges by leveraging our specialized team of experts. Our team customizes a strategy that drives down costs while improving the consistency, security, and quality of your IT experience. Here are the benefits of working with us:

- Predictable and reduced operational costs with a fixed monthly fee to cover your unique needs

- Proactive IT support that improves reliability and security
- Clear visibility of your current technology with support from a virtual
- CIO to help you plan and implement your future strategy
- National US-based help desk
- Access to a wide range of specialized engineers

MANAGED DATA PROTECTION

Our data protection solutions enable you to protect your critical data assets, whether they are on-premises or in the cloud. Our team of highly-qualified engineers works with you to establish the ideal level of security for your organization. Services include:

- Backup support (local and cloud)
- Restores (file and folder as well as monthly restores)
- Data recovery support
- Failover support

IT Audit and Compliance

TBI is a full-service Global IT Security Compliance Consulting Firm providing regulatory compliance programs & cyber security compliance consulting services. Let us help you achieve IT compliance; we understand that every organization is different and work with our clients to ensure we implement the right regulatory compliance services and Solutions. Our managed compliance services will develop and maintain your security program based on the standards defined by legal mandates, contractual obligations, and internal policies and standards.

Our IT Regulatory Compliance Consulting services help clients identify vulnerabilities and assess real business risks, meet PCI, HIPAA, GLBA, FISMA, GDPR, NYDFS, ISO 27000 compliance, and other security compliance mandates more efficiently and effectively, devise security and governance programs that fit a client's environment, and help them recover from and prepare for a cyber security breach.

Business Process Optimization

TBI is a dedicated adopter of the ITIL V3 and ISO 20000-1:2011 best practice frameworks for all elements of IT service management & Business Process Analysis. we utilize ITIL V3 guidance in our strategy for Continual Service Improvement (CSI). Our CSI strategy is driven by the desire to deliver services that capture every opportunity for increased efficiency, maximized positive effect and optimized associated costs. Our approach is to deliver an agreed service with the utmost effectiveness, efficiency and at the right cost. We employ this ethos from the initial response, through a Request for Information, to the retirement of the service, with every element being reviewed to ensure that no opportunity is missed to improve on the already very high standard of managed services that we deliver to our highly valued customers. we use only the most suitable processes in our drive towards CSI and the five-step improvement process to identify and instigate corrective actions, for the control of maturity, quality, and consolidation. We assure 5 to 20 days end-to-end cycle from identification of process for improvement to solution identification. Our model maintains "**TEA: Transparency, Efficiency and Agility**". The model has worked on various complex business problems and delivered successful solutions

Our BI and Visualization Services Center of Excellence

TBI's BI consulting services combine innovative analytics solutions and reporting tools to establish key relationships and glean valuable insights from structured, semi-structured, and unstructured data. We help our clients select, design, optimize, and deploy an array of custom and prebuilt analytics and reporting tools. These ultimately empowers the clients to increase customer base value and brand recognition. Throughout the process, our expert BI consultants ensure that the clients realize the maximum benefit of the deployed BI solution by working closely with their organization and IT teams during change management. We offer several BI consulting services to elevate enterprise's information-to-action pipeline, including:

✓ Strategic planning, BI assessments, BI roadmaps
✓ BI tool selection
✓ Prototype and proof-of-concept exercises
✓ BI architecture design and optimization
✓ Implementation support for the development of IT Services Catalog ✓ Analytics reporting automation, Dashboard development

Technology Assessment and Selection

A consultation with TBI's dedicated IT professionals will allow you to focus on your business while we work to achieve your vision. We want to alleviate the stress of selecting and leveraging technology into your business by showing you the best enterprise solutions to connect your employees, improve your processes and give you the tools to analyze and make decisions that increase efficiency, reduce cost and expand ROI. TBI's proficient, certified and experienced technology assessment team can help you select the right combination of technology to create the best solutions for your business. Our IT consulting services are made with consideration for your unique business needs.

TBI's team consists of domain-specific experts with knowledge of various technologies and platforms. Together they have created robust mobile applications for a range of industries, including healthcare, education, legal and more. Our business analysts will evaluate your requirements and analyze your business environment using their years of experience to deliver the best possible

solution for your organization. Our proficient, certified and experienced team can help you select the right combination of technology to create the right solution for your business.

IT Training and Change Management

With a dedicated team of professionals, we offer comprehensive solutions to assist organizations in effectively managing technology transitions and maximizing their workforce's potential. At our firm, we understand the critical role that training plays in ensuring the smooth adoption of new technologies and processes. Our experienced trainers are well-versed in a wide range of IT systems and applications, enabling us to deliver customized training programs tailored to your specific needs. Whether it's software implementation, system upgrades, or process reengineering, we provide hands-on training that equips your employees with the knowledge and skills required to thrive in the digital landscape.

Change management is another key aspect of our services. We recognize that successful organizational change goes beyond technical aspects and encompasses the human element. Our change management experts work closely with your leadership team to develop strategies that promote employee engagement, mitigate resistance, and foster a culture of innovation. By aligning people, processes, and technology, we facilitate smooth transitions and help you achieve your desired outcomes.

With our firm's expertise in IT Training and Change Management support, you can expect seamless integration of new technologies, improved productivity, and enhanced employee satisfaction. We are committed to providing exceptional service and ensuring your organization's success in an ever-evolving digital world. Contact us today to discuss how we can assist you in navigating technological changes and optimizing your business performance.

Digital Transformation Services

TBI's Digital Transformation solutions can help companies identify the gaps in their strategy and invest in the best open technologies, offering key insights to drive digital strategy. Our digital transformation consultants develop right DX framework by understanding your operating models and matching them with the best practices of the industry. Using suitable digital transformation technologies, we revamp the customer experience.

Our Vision: Helping our clients become digital businesses by designing, accelerating, and scaling their digital transformations, ultimately supporting their success in the new norm of hybrid working.

- **Digital Strategy**: Helping our clients design digital businesses and become game changers in their industries, to accelerate and realize business value through digital.
- **Experience**: We are your partner to clarify, design and explore experience transformation – from vision and goals into an excellent experience for the final users. Using various methodologies, we will help you to understand better the needs of your customers and employees.
- **Process Automation**: Focal point is to support organizations to create business value through optimum digital automation. We enable clients in their journey towards effective & efficient but also innovative & creative business operations.
- **Technology Strategy & Innovation**: Support clients to establish the role of information technology as a trusted business and innovation partner and work with them to master their digital-driven technology transformation challenges, creating future-proof, sustainable results.
- **Insight**: We address getting the right data to the right people at the right time using the right technologies. With better insights, we create business value to support organizations in achieving their strategic digital transformation goals.
- **Process Excellence**: Focus on operationalizing digital strategies by identifying and solving clients' business issues and ensuring processes are optimized to exploit the potential of digital transformation.
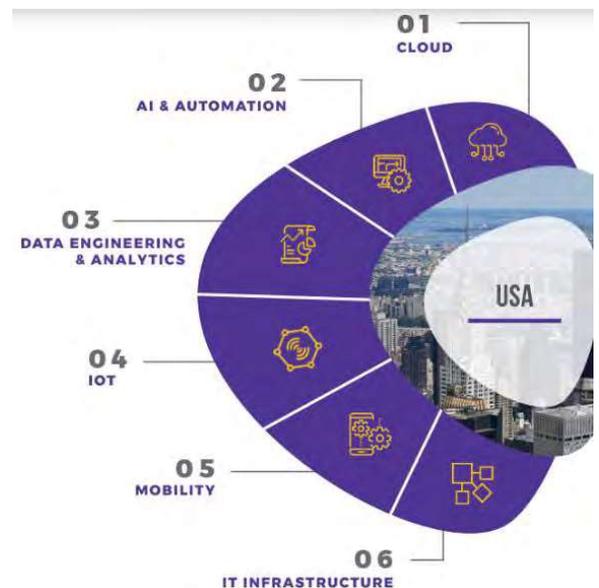
- **Organizational Change Management**: Engage, empower, and enable people and organizations during the Business Transformation journey with i.e. change experience, learning & training strategy, agile coaching, leadership and organizational design.
- **Digital Innovation Accelerator**: We create high-performing, cross-functional squads that work in an agile fashion to accelerate the delivery of prototypes or MVP solutions aligned to a business outcome

IT Vendor Management

Every client is unique, and each has its own distinct set of requirements to get work done and grow. This often results in the need for various product and service providers, each of which comes with its account manager who tries to compete for your every dollar. TBI has developed and streamlined an IT vendor management policy that enables us to identify the best vendors for each client's needs and budgets. When you work with us, we will holistically assess the needs of your business, simplify the vendor management process, reduce spending, and manage vendor relationships so that they work best for you.
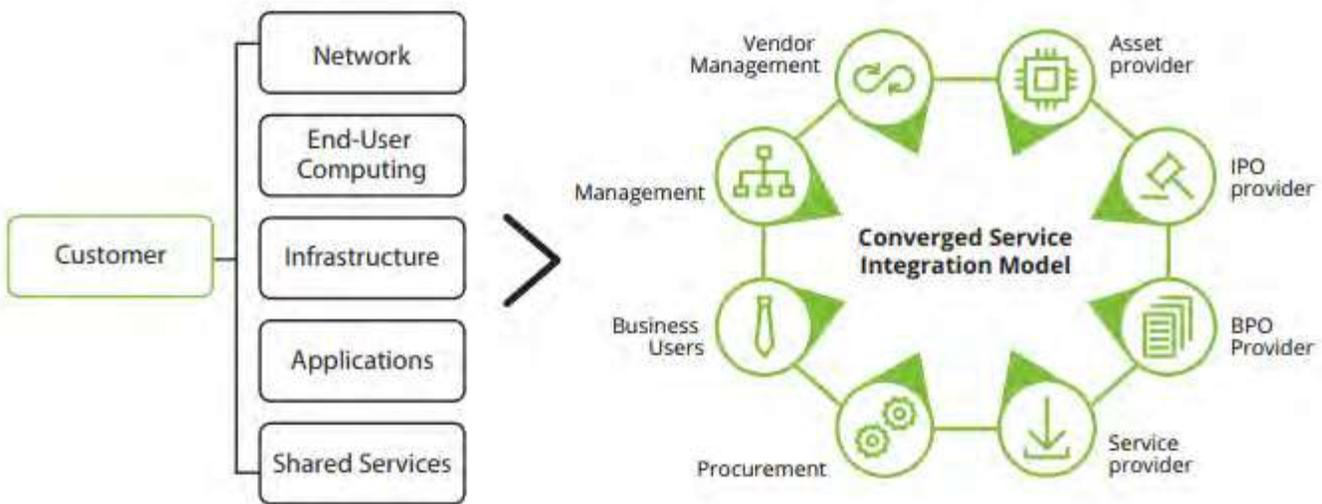
Figure: TBI's Vendor Management Services

TBI's vendor management suite is a single platform that provides the required capabilities to manage complex supplier ecosystems, monitor vendor performance and leverage vendor capabilities in order to drive innovation, cost savings, and efficiency gains. Our extensive knowledge and carefully constructed vendor network fast-track IT vendor management and consolidation efforts. We can leverage our existing relationships with IT infrastructure vendors to quickly onboard competent IT specialists and achieve your most pressing business objectives. Broad industry knowledge enables us to pinpoint which services have redundancies and make strategic, money-saving recommendations on how to consolidate while causing zero disruption to your overall operations.

TBI's Vendor Management Suite and Operating Model: TBI's Vendor Management Suite (VMS) is an automated vendor management platform offering capabilities that can be delivered as a managed service. The client stays in control of decision-making, approval of authority, risk identification and mitigation while TBI's managed service is responsible for management, monitoring and reporting of contracts, assets, vendor performance and issues.
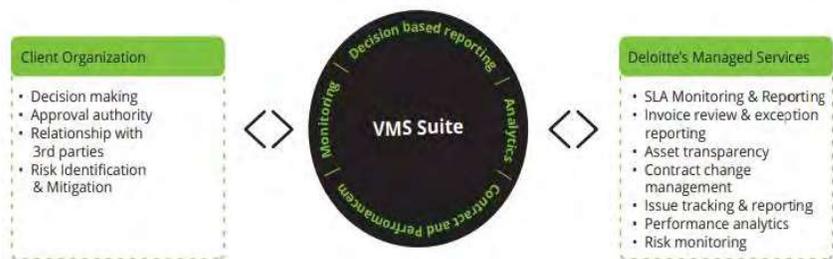
IT Outsourcing and Staff Augmentation

TBI has a total of 300+ domain-specified recruiters with an advantage of access to all major electronic resume bulletin boards – CareerBuilder, Zip Recruiter, Indeed, Dice, Glassdoor and Monster. We also use social media platforms such as LinkedIn and Facebook. We currently have an internal database of 5.1 million+ resumes. In normal scenarios, we provide an average turnaround time of one business day per candidate. A powerful cloud solution, Job Diva combines a CRM, synchronization with all major job boards and the largest resume database to deliver staffing solutions with unmatched precision. Our current resume list is of 5.1M+ resumes of qualified professionals. Also, it allows us to search candidates as per the geographical location and keep the default distance from the actual work location of a 30-mile radius. ATS offers a unique ability to search resumes for skills by years of experience, special certification, qualification and training, location, and specific pay rate and can exclude or include any desired information for a given client. Therefore, provide the capability to search for candidates with any given specifications.

We understand the ever-changing nature of the Client's requirements and the resulting initiatives, the Client can rely on our unparalleled network of support staff talent, industry expertise, and consultative approach to *fill the roles that matter most*. TBI's IT Professional Services can fill virtually any role. Our staffing process is tightly integrated, and our only goal is to ensure that you get access to the resources and expertise you need to achieve the goals defined. Over the last 15 years, TBI has built a strong business model that is carefully constructed to deliver to multiple facets. With dedicated teams of professionals, we are providing a wide range of staffing services across the U.S.

Highlights of our standards include:
➢ 100% U.S. domestic workforce
➢ Scalable staffing support
➢ Skilled staff
➢ Local candidates
➢ Dedicated quality assurance and management team

For identifying, screening, and referring applicants for consideration, we will utilize our proven approaches. Recruitment is TBI's core competency executed according to best practices developed through industry analysis and optimization. Once we get a mandate to work, our qualified and experienced Account Director starts a study of Client's scope of work. During the evaluation phase, all applicants are required to go through a detailed screening, testing, and interview process before assigning them to any project or position. For hiring quality resources, we will utilize our *ISO 9001:2015 compliant ten-step recruiting framework* also referred to as our recruitment productivity process which breaks recruitment down into ten identifiable steps. The factors that make our process unique are the way we execute these steps and TBI's long- established, proven staffing experience. Our proprietary recruitment methods make us unique from any other firm. Our recruitment team consists of *300+* recruiters, data miners and research analysts with an average experience of *7+ years* supporting various client requirements. Our recruitment team works closely with our Account Manager to understand the Client's requirements for providing the best match candidates. TBI will use our ISO-compliant staffing approach, processes, and tools perfected on *350+* government contracts to provide qualified employees as per Client's requirements. Our *10-step process* ensures that we provide the right employees to Client.

*Figure TBI's Recruitment Process*

Emerging Technologies Consulting (AI, IoT, Blockchain, etc.)

Dedicated to "Creating Better Worlds" as our long-term vision, we are developing technologies, infrastructures, ecosystems, and resources needed for massively multiplayer ultra-realistic virtual experiences. TBI is a visionary firm dedicated to leading the way in the dynamic world of emerging technologies. As a trusted partner in your digital transformation journey, we specialize in empowering organizations to harness the full potential of cutting-edge technologies such as Artificial Intelligence (AI), the Internet of Things (IoT), Blockchain, and beyond.

At TBI, we understand the critical importance of staying ahead in today's rapidly evolving landscape. With our team of passionate technologists and industry experts, we are committed to delivering innovative solutions that revolutionize industries, drive operational efficiency, and unlock new growth opportunities.

Why Choose Us:

- **Unmatched Expertise**: Our team boasts a deep understanding of emerging technologies, constantly staying up-to-date with the latest advancements and industry trends. By blending technical prowess with strategic thinking, we provide unparalleled expertise to shape your digital future.
- **Tailored Solutions**: We recognize that every organization is unique, with specific challenges and goals. Our approach centers around collaboration and customization, ensuring that our solutions are tailored to your precise needs, operational requirements, and industry nuances.
- **Comprehensive Services**: From conceptualization to implementation, we offer end-to-end services that encompass the entire technology lifecycle. Whether you seek to leverage AI for intelligent automation, harness IoT to optimize your operations or explore the potential of blockchain for secure transactions, our team has you covered.
- **Proven Track Record**: With a history of successful projects across diverse industries, we have earned a reputation for delivering tangible results. Our expertise has enabled organizations to revolutionize their processes, enhance customer experiences, and achieve sustainable growth, setting them apart from the competition.
- **Innovation at the Core**: At TBI, we embrace innovation as a driving force behind our success. By constantly monitoring the technology landscape, we stay at the forefront of emerging trends, enabling us to offer forward-thinking solutions. Partnering with us provides you with a gateway to disruptive technologies and ensures you remain at the cutting edge of your industry.
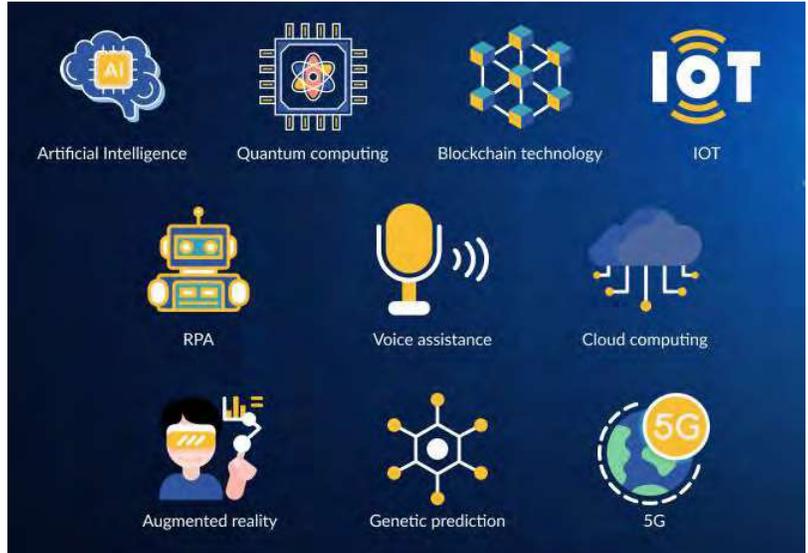
TBI is passionate about empowering organizations to seize the boundless opportunities offered by emerging technologies. We are committed to guiding you toward the forefront of AI, IoT, blockchain, and other groundbreaking innovations, transforming the way you operate and shape the world around you. Embrace the future confidently with TBI as your strategic technology partner. Contact us today to discover how our expertise can propel your organization to unparalleled success in the digital era. Together, let's unlock the limitless possibilities and embark on an extraordinary journey of transformation.

GIS

TBI has been a leader in delivering ISO Certified Geographic Information System (GIS Application and Operations) Services for more than two decades. Our vendor-neutral viewpoint, a global network of technology expertise, ecosystem relationships, and ability to innovate uniquely position us to add value for our clients such as the *Dallas Area Rapid Transit authority, TX, City of Dallas, TX, State of LA, Edlink, Louisiana State University (New Orleans), Office of Technology Services, The Louisiana Department of Insurance, and Louisiana Department of Health, and Louisiana Department of*

Education, Client of Phoenix - Aviation Department, Chicago Transit Authority, Cook County, etc. TSCI solutions range from enterprise-wide spatially enabled corporate systems to individually focus, custom desktop applications. A variety of different technologies are utilized based on the needs of the business model ensuring that internal networks, intranet, and Internet thin client protocols are properly utilized.

Our GIS consultants specialize in mapping, modeling, and analyzing location-based datasets. The GIS consultants help our clients visualize the data clearly and concisely, while providing expertise in a highly specialized field. Whether the clients are looking for a solution to a complex geographic problem or are interested in gaining new insights into how the data can be analyzed, our GIS Consultants can help. Our consultants have proven experience working on ArcGIS Desktop, ArcGIS server to create maps, perform spatial analysis and manage data for various clients over the years. Our ArcGIS Administrators has experience serving on ArcGIS Enterprise 10.9, ArcGIS Server 10.9.1, ArcGIS Portal Server 10.9.1, ArcGIS online 4.24, and newer, etc. TBI has extensive experience in providing GIS consulting services, utilizing a variety of ArcGIS technologies. It has experience in designing and implementing ArcGIS Enterprise solutions for clients, including installation and configuration of the ArcGIS Enterprise components such as ArcGIS Server, ArcGIS Portal, and ArcGIS Data Store. We also provide customizations and integrations with other business systems to meet the unique needs of each client.

In addition, TBI has experience in deploying and managing ArcGIS Server instances for clients, setting up services and data sources, configuring security settings, and monitoring and maintaining the ArcGIS Server environment. We have also set up and configured ArcGIS Portal Server for clients, configuring user roles and permissions, creating, and publishing content, and customizing the portal to meet the client's needs.

Furthermore, TBI has experience in utilizing ArcGIS Online to provide web-based mapping and analysis solutions for clients, creating and sharing web maps and applications, configuring user roles and permissions, and leveraging the full capabilities of the ArcGIS Online platform. We also provide a range of ArcGIS administrative services to clients, including managing user accounts and permissions, configuring ArcGIS Desktop and other software, and troubleshooting and resolving technical issues. Overall, TBI has a proven track record of successfully delivering GIS consulting services to a diverse range of clients in industries such as government, utilities, and transportation. We pride ourselves on their deep knowledge of ArcGIS technologies and their ability to tailor solutions to meet the unique needs of each client.

TBI provides GIS services with a comprehensive solution for spatial data management to government and industrial organizations through comprehensive GIS remote sensing services. Our complex GIS Mapping Services and GIS Remote Sensing services include capturing, storing, integrating, manipulating, analyzing, and displaying data related to positions on the Earth's surface. While providing GIS Mapping Services, TBI maintains a commitment to state-of-the-industry technology, research, and innovation, implemented by highly experienced and qualified staff. We have experience with various tools and technologies including ESRI, GOOGLE, CAD/CAM, and many others. Our experience includes:
Systems analysis, design, and spatial database development for GIS
- GIS Data Development & Maintenance
- Custom GIS application and integration with .net applications
- Integration of spatially referenced data with other functional areas in an organization
- SAP Asset management integration with GIS data
- Cost-benefit analysis of migrating/integrating existing databases with GIS
- GIS system and data maintenance including Data quality assurance
- Create maps using spatial data for Web content, publication, or other uses
- Linking data with maps using geo-coding and GIS Web Mapping Services
- Define, develop, configure, implement, and maintain GIS solutions, including COTS packages
- Perform queries, analysis, and visualization
- Interface disparate GIS data sets to GIS solution

TBI is a leading *Geospatial and IT Consultancy company working with focused services in the discipline of Cartography*. Advanced *GIS mapping & Analysis, Remote sensing data processing services, LiDAR services, Photogrammetry, CAD engineering, Land Surveys & mapping services* are some of which TBI facilitates for various Government and corporate agencies to help them with a grass route execution for the planning of the project.

IT Infrastructure Assessment and Optimization

Vendors provide services to your organization, but effectively managing all these relationships to monitor performance, mitigate risks, and reduce cost can be difficult—particularly when multiple departments and individuals are involved. We can work with you to develop or administer your vendor management program so you can better:

- Identify the appropriate factors to consider when profiling your vendors
- Assess and classify the risk level of each vendor for structured due diligence
- Track your vendors' performance over time as conditions change
- Mitigate the inherent risk to your organization
- We can also evaluate your current vendor management program and provide recommendations for improvement.

Help Desk, Customer Service & Service Desk

TBI is a Microsoft Certified Partner offering consulting in all aspects of Help Desk services including management, process improvement, staffing, automation, and positioning within the company. TBI addresses qualitative support as well as quantitative analysis and performance improvement. TBI's focus is on giving the Help Desk a positive image as a solid contributor to company performance.

TBI offers three ways to help mid-size and large businesses create a cost-effective and productive in-house Help Desk.

1. **Consulting**: TBI's consulting services include ROI analysis, process analysis and improvement, management reporting, training, and documentation. TBI's Help Desk Consulting services cover these areas:

- ✓ Analyzing, auditing, upgrading, and creating Help Desk processes and procedures
- ✓ Evaluating and training internal staff
- ✓ Consultation with Help Desk management concerning software selection and options for outsourcing Help Desk staff
- ✓ Documenting procedures for new processes so you can sustain and build on improvements

2. **Software Selection and Deployment**: A variety of high-quality Help Desk software is available, but products may cost too much, lack key features, or align poorly with your organization's business goals or corporate culture. TBI has the experience to help you choose a solution that's right for your company. TBI can also help you deploy Help Desk software and integrate it into your IT infrastructure.

3. **Staffing:** Some clients prefer to outsource Help Desk resources rather than hire them. Other clients require temporary assistance to augment existing staff or fill gaps during employee absences. Unfortunately, not all outsourcing channels provide the quality and reliability of the customer's demand. TBI's Help Desk Staffing Service is designed to deliver

quality personnel by selecting results-oriented individuals trained to use proven techniques to interact with clients and solve problems. In addition, TBI's ongoing education programs keep Help Desk specialists up to date on the latest technology. As a result, TBI can provide people who resolve your customers' problems rather than merely answer the phone.

User Experience (UX) Design and Consulting

As a global user experience consulting group established in 2008, the TBI has spent more than fifteen years providing hundreds of clients around the world with the UX research, design, and strategy services they need to rise to the top in an increasingly experience-driven environment. An exceptional user experience means fewer frustrated users, more loyal customers, and productivity savings for your company. By strategizing upfront, you can create products your users love and accomplish your business objectives simultaneously.

Partner with Fresh to:
- ✓ Understand the psychology of user behavior
- ✓ Test designs and concepts iteratively
- ✓ Strategize for conversion, adoption, and retention
- ✓ Benchmark sales and marketing, and deliver on KPIs

Mobile App Development and Optimization

Mobile app development consulting aims at providing professional guidance in mobile development initiatives. With 15+ years in mobile application development, TBI advises on device compatibility, performs app audits, and plans modernization and from-scratch development of new competitive apps.
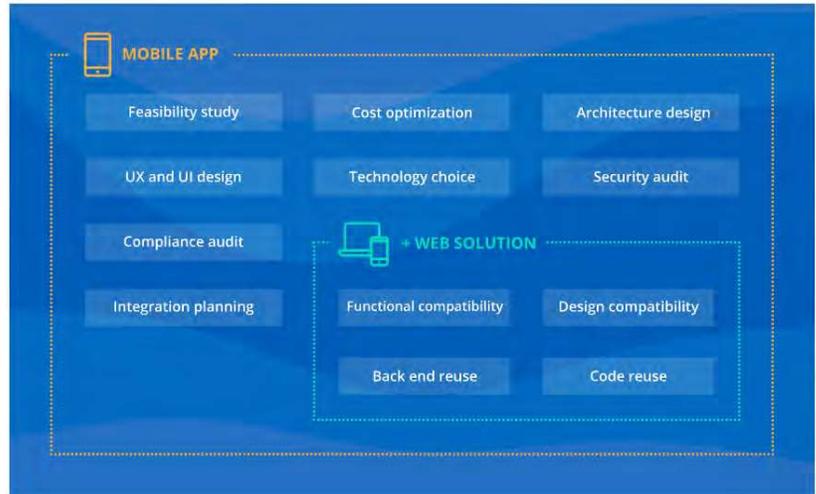
✓ **Solidify Your Vision**: We help you understand tradeoffs, prioritize features, and deliver maximum functionality to your end-users, all while pushing toward long-term business objectives and satisfying short-term KPIs.

✓ **Expand Your Reach**: Fresh developers work with you to identify what makes your product unique, then help synthesize your input into a user-friendly product that targets the right platforms and devices at the right time.

✓ **Build Your Foundation**: With our combination of product consultation, design-led development, and technical architecture experience, your product rests on a strong foundation. We deliver on every aspect of mobile development, from building server-based APIs to single sign-on, push notifications and in-app messaging, and offline functionality.

Social Media and Digital Marketing Strategy

At TBI, we provide traditional and digital marketing strategy and consulting services. We specialize in marketing strategy development, creating and executing cohesive plans and campaigns that drive customer awareness. To do so, we utilize various marketing disciplines and leverage each to achieve business growth and profitability for our clients through our strategic marketing consulting services. Through our retainer-based digital marketing strategy and consulting services, we will:

✓ Serve as Chief Marketing Officer (CMO) and oversee plan implementation by your internal team
✓ Function as your company's marketing team, responsible for marketing plan services, including creation and execution of campaigns and tactics
✓ Provide marketing strategy services and tactical support on demand as needed
✓ Scale and adapt our level of strategic marketing consulting services to your company needs at any given time
✓ For less than the average annual cost of hiring an experienced, full-time marketing team member, our clients have access to a team of digital marketing consulting services professionals with a wide range of skill sets, including strategic marketing, social media, branding strategies, content writing, website development, graphic design, print design, and other online marketing consulting services.

As your business and marketing strategy shifts, you will not need to adapt your marketing headcount with our digital marketing consulting services. We can adapt with you by analyzing your current plans and advising you on how to remain successful in the changing environment.

Our digital marketing strategy and consulting services are built upon regularly scheduled meetings, open communication, and an on-going task list to provide a structure that enables us to execute your marketing strategy effectively seamlessly and consistently. These online marketing consulting meetings or phone calls enable us to stay up-to-date on what is happening within your organization and to develop new campaign opportunities that support business goals. All of our digital marketing strategy services follow a

strict client approval process that is jointly established during the strategic planning stage. This ensures you are fully aware of, and satisfied with, the day-to-day tasks we are performing.

Infrastructure Design and Implementation

TBI offers a wide range of managing IT infrastructure services to develop and deliver complicated and highly complex infrastructure concerns, coupled with various evolving platform diversity and new technologies. TBI enables make it possible for an organization infrastructure to keep pace with the rate of business growth.

Our proposed solution enables us to meet IT infrastructure management needs without sacrificing valuable business resources related to application development, managing networking protocols and monitoring. TBI implements, setup, manage and provide support for the entire IT infrastructure and provides consistent services at cost-effective rates for your infrastructure services needs as per the organization's specific plans.

TBI helps its clients and their IT teams to manage their IT and business processes and IT teams to be strong and agile enough to adapt to the changing market and technology landscape, at reduced costs. An IT infrastructure must be functional with full operational efficiency and flexibility to be effective at realizing organizational goals.

TBI manages and supports the entire IT infrastructure supporting your hardware, software, database management and system support operations. TBI offers services and solutions to manage the entire infrastructure hosting and managing it remotely from the most appropriate or cost-effective locations.
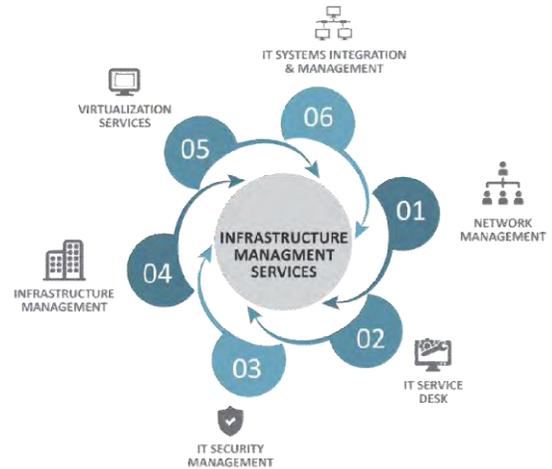
Infrastructure Management: TBI sets up, manages, and supports the entire IT infrastructure supporting your hardware, telecom, database management and system support operations. We provide consistent, world-class services at cost-effective rates for your infrastructure and data center needs as per the organization's specific plans. Your infrastructure can be hosted in and managed remotely from the most appropriate or cost-effective locations; at the same time guaranteeing its continuous operability.
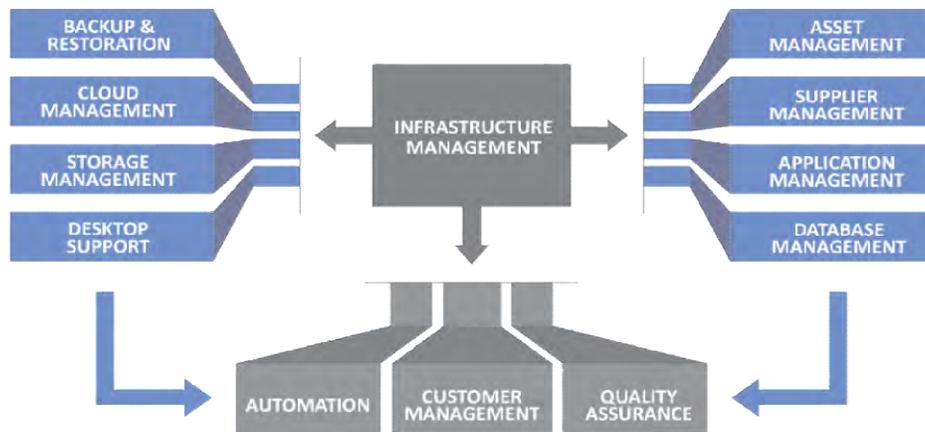
TBI's value proposition is to provide:

- Asset Management
- Cloud management
- Storage management
- Database Management

- Application management
- Automation
- Desktop Management and support
- Operations Quality

Enterprise Technology Services

TBI's Enterprise Technology Services is comprised of the IT units that provide a standardized approach to the management, coordination, and integration of the enterprise applications. Enterprise Technology services architecture includes principles of object-oriented design and high-level components employed to match the heterogeneous world of IT architecture. TBI offers a comprehensive suite of Enterprise-wide Technology Services to assist organizations to operate effectively and efficiently through the use of technology. TBI provides best-in-class shared and dedicated application development and maintenance services ensuring quality and consistency together.
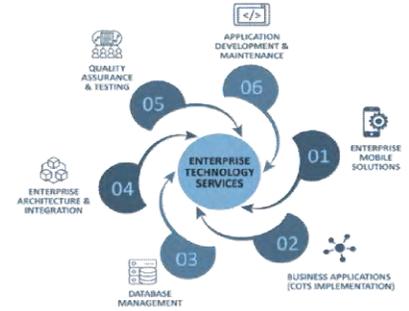
Cloud Services

TBI is a Gold Level Partner with Microsoft and operates a Microsoft Center of Excellence with a team of experts in various Microsoft technologies. Our team has expertise in providing SharePoint Solution, Azure Solutions, Office 365 Services to help in achieving your desired organization's needs for robust security, reliability, and user productivity.

At TBI, we aim to collaborate Microsoft-led software solutions and technologies to implement the needs of organizations at all levels, from small to large enterprises. Microsoft solutions are comprehensive and easily adaptable by the user. Our team dealing with the Microsoft Center of Excellence designs customizes and incorporates solutions that simplify processes with a variety of suitable digital tools, platforms and technologies.

TBI offers Cloud solutions and services as an integral part of any comprehensive IT strategy, to decrease costs, enhance time to market and bring a new level of adaptability to your IT operations. TBI has extensive experience in providing efficient cloud-based services and expertise to our clients. Our cloud services are specifically constructed to facilitate the adoption and implementation of responsive cloud-based technologies and solutions. We help you to get good returns from cloud investments and lead to an overall increase in business process efficiency.

There are three types of cloud services:

• **Infrastructure as a Service (IaaS):** A third party hosts elements of infrastructure, such as hardware, software, servers, and storage.

• **Software as a Service (SaaS):** Using cloud software such as an internet browser or application is able to become a usable tool.

• **Platform as a Service (PaaS):** The branch of cloud computing that allows users to develop, run, and manage applications, without having to get caught up in code, storage, infrastructure and so on.
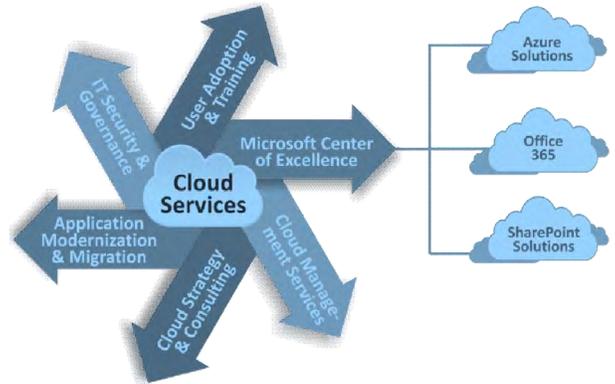
Application Modernization and Migration

TBI helps to adapt to the infrastructure environmental changes which are rapidly evolving and changing, the rate of technological advancement and redundancy. This change and up-gradation challenges reveal an urgent need for enterprises to modernize and upgrade their IT applications environment. TBI's modernization and migration services permit organizations to modernize and migrate older platforms to newer ones with minimum risk and maximum efficiency. TBI helps you manage and overcome the multiple challenges that come along with the adoption of small to large-scale transformative initiatives. The philosophy of application modernization and migration is centered around doing away with obsolete processes and functions and adopting new technologies and initiatives that reflect the latest trends in your business practices. Our certified approaches and processes concentrate on compelling legacy applications, re-engineering and creating enterprise-ready applications that are both relevant and cost-effective.
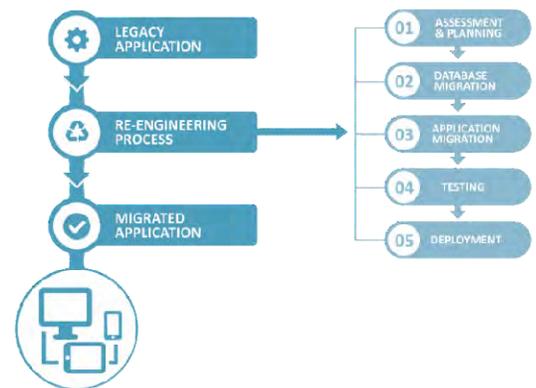
Consultant Qualifications and Expertise:

1. **Key Personal Role:** Executive Contact and Contract Manager
   Name: Anuj Malhotra   **Years of Experience:** 21 yrs.

Education: Masters from West Virginia University Institute of Technology, WV, USA.

Summary Qualifications
• 17+ Years of Client Management and Business Development experience directing/supervising large contract vehicles of the State, Local, Federal and Private Sector.
• Extensive experience providing account management for Contingent Staffing Services contracts with various state and local agencies such as New York Power Authority, New York City Housing Authority, NYCERS, Rural Health Network of South Central New York (RHNSCNY), MTA, MTA Capital Construction, Long Island Rail Road and Metro North Rail Road, State of Washington, State of Maryland, State of Oklahoma, State of Colorado, State of California, State of Texas, State of North Carolina, State of South Carolina, Community Transit - City of Everett, Port of Seattle, Washington Health Benefit Exchange (WAHBE), Valley Transit, King County Procurement & Payables Section, Washington State Department of Licensing, Lone Star College, Austin Community College (ACC) District, Los Angeles County Office of Education etc.
• Excellent technical and interpersonal skills.
1. Account Management
2. Sales Management
3. Business Management
4. Contract Negotiations
5. Contingent Staffing
6. Strategic Planning
7. National Sales Development
8. C-level Client Relations

Core Competencies

- Service Level Metrics
- Service Desk
- Incident & Problem Management
- Performance Management
- Continuous Improvement processes
- Vendor Management

- Client Satisfaction
- Change Management
- Contract Governance
- P&L Management
- Self-directed Team Building
- Field Service Management

Chronological Order Work History

Think Beyond Inc.   **June 2008 - Present**
Contract/Account Manager

- Manage government sector clients for their Staffing and Project Management needs.
- Work collaboratively with clients to monitor performance and project delivery, manage risk, answer questions, escalations, and provide the resolution of issues.
- Spearhead mitigation of any performance issues that may arise.
- Help with government agencies technology solutions and services, respond to RFPs, and develop penetration and growth plans.
- Define appropriate sales tactics and forecasting, build and plan relationships with vendors and distributors.
- Apply dynamic leadership talents toward training, coaching, and managing sales associates.
- Actively attend tradeshows and job fairs to establish and expand the network of candidates and clients.
- Manage Fortune 500 clients.
- Develop and maintain strategic relationships with clients and the management to fulfill client expectations and increase revenue.
- Interact daily with project managers, resource managers, and procurement

NetJets Inc	**June 2004 - June 2006**
Project Manager	

- Create detailed project plans, establish timelines, and define resource requirements, critical paths and key milestones; monitor overall progress and ensure timely completion of all tasks.
- Build cost and time requirements into project plan; successfully meet project deliverables.
- Execute all phases of the project life cycle - analysis, design, development, testing, implementation, and post-production support

2. **Key Personal Role:** Sales and Reporting Contact
   Name: Sachin Chopra   **Years of Experience**: 20 yrs.
   Education: Bachelor of Technology and PMP Certified

Summary Qualifications

- 6+ Years of experience in directing/supervising large contract vehicles of the State, Local, Federal and Private Sector.
- Extensive experience providing Sales/account management for large contracts with various state and local agencies such as State of California, State of Oklahoma , State of California, State of Texas, State of North Carolina, State of South Carolina, NYCHA, NYCERS, MTA, Texas Capital Metropolitan Transportation Authority, Maryland DOT, North Carolina DOT, South Carolina DOT, Washington DOT, Metropolitan Transportation Authority (New York) and Capital Metropolitan Transportation Authority (Texas) etc. for their IT Professional needs.

Chronological Order Work Experience

Think Beyond, Inc. Sales Manager   **Nov 2017 – Present**

- Developing and executing sales strategies to drive revenue growth and meet or exceed sales targets.
- Building and maintaining strong relationships with clients and prospects, understanding their staffing needs, and providing tailored solutions.
- Leading and managing a high-performing sales team, setting sales targets, and providing guidance and support to achieve objectives.
- Identifying and pursuing new business opportunities, expanding the client base, and securing long-term contracts.
- Monitoring market trends, competitor activities, and industry developments to stay ahead of the curve and identify potential business opportunities.
- Collaborating with internal stakeholders, such as recruiters and operations teams, to ensure seamless delivery of staffing services and exceptional customer satisfaction.
- Conducting regular performance evaluations, providing coaching and training to sales team members to enhance their skills and drive individual and team performance.
- Analyzing sales data, generating reports, and presenting insights to senior management, informing strategic decision-making and identifying areas for improvement.
- Keeping abreast of industry best practices, emerging technologies, and changes in labor laws and regulations related to staffing, ensuring compliance and competitive advantage.
- Representing the company at industry events, conferences, and networking opportunities to enhance brand visibility and establish strategic partnerships.

CUSTOMER REFERENCE

Solicitation #:   _____

Vendor Name: _____

Instructions: Vendor shall use this template to submit three (3) customer references with its offer.

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	Entered into a contract to provide informational technology Time and Materials and Fixed price deliverables under the IT temp staffing agreement for the state of Georgia.

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	Entered into a contract to provide Administrative, Industrial and Medical Staffing services for the State of Florida.

Name of Customer Organization:	
Customer Reference Name:	
Customer Reference Address:	
Customer Reference Email:	
Start Date:	
End Date:	
Explanation of contract, service agreement, or type of products and quantity provided to the organization:	Master agreement to provide temporary staffing services for state agencies.

No of Resources Provided for Each Service Category

Staffing Services Classifcation	Client	Resources Engaged in
Business Analyst	State of Florida	4
Data Analyst	State of Georgia; State of Indiana	6
Database Administrator	State of Indiana, State of Florida	4
HelpDesk Support	State of Arkansas	3
IT Service Continuity Analyst	State of Idaho	3
Network Engineer	NetJets	4
Project Manager	Great American Insurance	7
Quality Assurance Analyst	Cincinnati Financials	4
Security Analyst	Auto Owners Insurance	5
Software Developer/Engineer	State of Virginia	5
Systems Administrator	NationWide	3
Technical Writer	State of Iowa	4

April 17th, 2024

Toby Welch, Buyer
Department of Administration, Purchasing Division
2019 Washington Street East
Charleston, WV 25305-0130

Re: ThinkBeyond's response to the State of West Virginia for the proposal for Pre-qualification Agreement IT Temp Staffing, Solicitaion# CRFQ 0705 LOT2400000011

Think Beyond appreciates the opportunity to respond to the State of West Virginia's Request for Pre-qualification Agreement IT Temp Staffing.

ThinkBeyond confirms that we have read the RFP in its entirety, including all links, and all Addenda released in conjuction with the RFP.
ThinkBeyond agrees to perform in accordance with the scope of work, requirements, and specifications contained in the RFP.
ThinkBeyond is in agreement to comply with all the instructions, terms and conditions, and attachments.

Please feel free to contact me directly at 614.209.8028/amalhotra@thethinkbeyond.com or Venu Malhotra at 517.755.6484/vmalhotra82@thethinkbeyond.com with any questions or communications that will assist the Agency in the evaluation of our response.

Thank you for your time and consideration.

Sincerely,

Anuj Malhotra
President

IT STAFFING SERVICES PRICELIST

Staffing Services Classifcation	COST (Hourly Rate)
Business Analyst	$ 79.65
Data Analyst	$ 87.45
Database Administrator	$ 92.60
HelpDesk Support	$ 62.70
IT Service Continuity Analyst	$ 68.40
Network Engineer	$ 82.75
Project Manager	$ 89.50
Quality Assurance Analyst	$ 78.49
Security Analyst	$ 79.69
Software Developer/Engineer	$ 84.29
Systems Administrator	$ 83.89
Technical Writer	$ 67.47