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.

Header 1

List View

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

Procurement Folder: 1025461

Procurement Type: Central Master Agreement

Vendor ID: VS0000005021

Legal Name: Elegant Enterprise-Wide Solutions, Inc.

Alias/DBA:

Total Bid: $842,400.00

Response Date: 05/02/2022

Response Time: 9:54

Responded By User ID: Elegants

First Name: Vikas

Last Name: Arora

Email: bids@elegantsolutions.u

Phone: 703-609-0215

SO Doc Code: CRFQ

SO Dept: 0704

SO Doc ID: INS2200000004

Published Date: 5/3/22

Close Date: 5/5/22

Close Time: 13:30

Status: Closed

Solicitation Description: Technical Staffing Service- Data Base Administrator

Total of Header Attachments: 1

Total of All Attachments: 1

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder:	1025461
Solicitation Description:	Technical Staffing Service- Data Base Administrator
Proc Type:	Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2022-05-05 13:30	SR 0704 ESR05022200000006818	1

VENDOR

VS0000005021
Elegant Enterprise-Wide Solutions, Inc.

Solicitation Number: CRFQ 0704 INS2200000004

Total Bid: 842400 **Response Date:** 2022-05-02 **Response Time:** 09:54:28

Comments:

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@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 information technology software developers	2080.0000	HOUR	99.000000	205920.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
Year 1

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Temporary information technology software developers	2080.0000	HOUR	100.500000	209040.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
Year 2

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Temporary information technology software developers	2080.0000	HOUR	102.000000	212160.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
Year 3

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	Temporary information technology software developers	2080.0000	HOUR	103.500000	215280.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Commodity Line Comments:

Extended Description:

Database Administrator
Year 4

Request for Quotation

Department of Administration

Technical Staffing Service - Data Base Administrator

RFP No - CRFQ 0704 INS2200000004

Due Date: May 4, 2022 by 1:30 PM ET

Submitted to:
Attention: Joseph E Hager III
Department of Administration
Purchasing Division
2019 Washington Street East
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Submitted by:
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Vikas Arora
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Email: govt@elegantsolutions.us

COVER LETTER

May 4, 2022

Attn: Joseph E Hager III
Department of Administration

In reference to ***RFP No - CRFQ 0704 INS2200000004 for IT Technical staffing service – Database administrator,*** Elegant Enterprise-Wide Solutions, Inc. hereafter called "Elegant Solutions" is pleased to submit the response to Department of Administration (Department) and wishes to make a positive difference at Department through our deep technical expertise, our attention to customer service and results-driven innovation-based culture.

Our team promises to bring best value to Department and wining trust by exceling. This response outlines capabilities of Elegant Solutions and directly addresses the requirements outlined in Request for Quotation (RFQ). We hold the following accolades and certifications.

Experienced and established Prime Contractor (Over 55+ Prime contracts with different State/ Local Government agencies)	Prime on DLA JETS J6 IDIQ, GSA Schedule 70, Seaport-e, e-Fast
ISO 9001:2015 certified Quality management system	DCAA approved Accounting System
ISO 27001:2013 certified Information Security system	Top Secret facility clearance
VDOT/ MDOT certified MBE/ DBE Program	ITIL, PMBOK based processes
Excellent experience as sub in Federal Government	ISO 20000 certified

With this submission, we accept all terms and conditions defined in solicitation document, acknowledge to receipt of amendments and QAs issued and we look forward to opportunity to lend our expertise and bring our experience to ***Department.***

Sincerely,

Vikas Arora
President
Elegant Enterprise-Wide Solutions, Inc.

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COVER LETTER I

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1 ABOUT ELEGANT ENTERPRISE-WIDE SOLUTIONS, INC.

Since 2001, Elegant Enterprise-Wide Solutions Inc. (hereafter referred to as "Elegant Solutions") is an IT Staffing and consulting company. We deliver and diversify in technology-based solutions and staffing needs for the client. Our mission is to help you drive greater business value from your Information Technology investments. Our thought leadership focuses on these keywords: innovation, out-of-the-box, and client specific. We are an agile and result driven company with a relentless focus on customer mission success and delivering the best value to all our clients under all engagements. Since 2001, we have earned trust by providing the best value to our clients. Our core competencies serve our diversified customer interests. We hold our core cultural pillars innovation, customer service, and timely delivery.

Elegant Solutions' Fast Facts

- Experienced Prime Contractor to Government and committed to offering best value to its clients.
- Thirty-Five plus existing staffing contracts with various states and local government.
- ISO 9001:2015 specific to Staffing.
- Use of state-of-the-art artificial intelligence and neural network platforms to choose absolute fit candidate among huge pool of technical talent out there.
- Customer facing company.
- Over 20+ years of experience in staffing difficult positions working with Federal, State, and local governments and have staffed many positions in those years' Experience managing Staffing Contracts/ Task orders/ Staff Augmentation.
- Minimal Risk to Government.
- Dedicated Account Manager for each account.
- Programs in place to retain the best personnel and motivate them to deliver and keep customers happy
- Federal Agency Approved mentor protégé Agreement with a very large firm gives us excellent reach back capabilities, if ever needed.
- Subcontract agreements in place to fulfill difficult to fill requirements.

We have been coupling our domain knowledge and experience with proven, mature, management practices to deliver the right solutions on time and within budget. Appraised at by ISO 9001:2015 standardized IT services. We sharpen the focus on results, efficiency, competitiveness, and rapid response. We are consistent with the client's business needs. We help transform Federal, State, and Local Government organizations in strategic ways. We seamlessly align clients' missions with technology and industry best practices – ensuring that their visions and result sets from the contract becomes a reality.

Elegant Solutions is pleased to submit a quote, which offers the Department of Administration, State of West Virginia a full range of professional and technical services of a Database Administration to support an organization for deployment of database with securely, reliably. Elegant Solutions understands that Department needs management of more databases with fewer people. Elegant Solutions' expertise and DBA service offerings deliver combination of flexibility, reliability, security, and performance based on company demands. Our DBA consulting covers software installation and configuration, replication and synchronization strategies, storage management and capacity planning, backup/ restore options, performance tuning, change management, data migration, database consolidation, security and compliance, and troubleshooting.

Elegant Solutions also do understand that Department of Administration is looking for Database Administrator having a strong understanding of Creating and maintaining database Standards and policies, Support database testing and designing activities, Administration of database objects to achieve optimum utilization, defining and implementation of event triggers, performing database housekeeping like tuning, indexing etc., monitoring concurrency levels and transaction volumes, identifying reporting and managing database security issues, Designing database backup, archiving and storage strategy. We also understand that the selected candidate must be able to install and upgrading oracle server and application tools, contacting Oracle Corporation for technical support, and ensuring compliance with department's Oracle license agreement.

Elegant solutions understand that DBA Services is a team of Microsoft Certified SQL Server database administrators, specializing in the management, maintenance, support, and performance tuning of Microsoft SQL Server environments. We have experience across a wide diversity of industries including

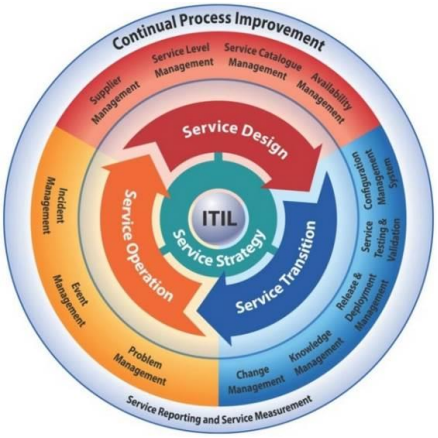
finance, superannuation, eCommerce, Recruitment (and many more) towards delivering a superior quality of support services to our clients. We're passionate about the work we do and take genuine pride and full responsibility of our selected candidate under our management.Founded as S-Corporation in 2001, Elegant Solutions is in Chantilly, VA and providing IT Temporary Staffing Services in Government as well as Commercial arena through its satellite offices in various states. We have been coupling our domain knowledge and experience with proven, mature, management practices to deliver the right solutions on time and within budget. Our processes are backed by ISO 9001:2015 and ISO 27001:2013 for delivering consistent and quality IT services. We sharpen the focus on results, efficiency, competitiveness, and rapid response. We are consistent with the client's business needs. We seamlessly align clients' missions with technology and industry best practices – ensuring that their visions and result sets from the contract becomes a reality.

In partnership with our customers, we use our profound technical expertise and decades of professional experience to organize, manage and maximize information and processes to improve business operations. Elegant Solutions specializes in providing our clients with high-quality IT Temporary Staffing Services at the lowest rate the market will bear. Elegant Solutions consistently ranks in the top 10-15% of suppliers at our major customers. Our delivery model and recruiting technology are the main reasons for our success and client relationship is further differentiated by our:

- Dedicated account team structure
- Excellence in technology recruiting
- Established systems and processes
- Onsite, offsite, and offshore staffing

Our Service Methodology

Elegant Solutions is committed to using the latest ITIL set of best practices for IT Service Management. The Information Technology Infrastructure Library (ITIL) is a set of practices for IT service management (ITSM) that focuses on aligning IT services with the needs of business. We know ITIL is the most widely accepted approach to IT service management in the world. It provides a cohesive set of best practice, drawn from the public and private sectors internationally.



IT Service Management (ITSM) derives enormous benefits from best practice approach. Because ITSM is driven both by technology and the huge range of organizational environments in which it operates, it is in a state of constant evolution. Best practice, based on expert advice and input from ITIL users is both current and practical, combining the latest thinking with sound, common sense guidance.

Elegant Solutions selects exceptionally qualified personnel to perform in key positions surrounded by individuals with appropriate certifications, training, experience, and security clearances to provide exceptional support. Elegant Solutions has requisite knowledge and experience gained through for how to work in a secure environment. Our excellently planned technology offerings ascertain adaptability to client needs and bring out a unique solution for every business. Together with our persuasive team of software and application professionals we are gradually positioning ourselves at the horizon of the global IT community.

Elegant Solutions serves a broad portfolio of clients throughout United States with technology staffing, Staff Augmentation, collaboration solutions, platform solutions, project and application solutions, and managed services offerings. Our primary industry verticals include Government, Financial, Energy, Health Care, Retail, Manufacturing, and High Tech. We value our people, our partnerships, and our clients with balanced perspective. We play vital role in broad technology ecosystem that exists to serve market and we

provide jobs for talented people. We work to hire only the most qualified employees, train our resources on the latest technology, and stress the importance of forging long-fasting, personal connections with our clients. We make complex technology work, and we are known for delivering value. For Elegant Solutions, our resources are our most valuable assets. They are an integral part of our success, which has been the center of the Elegant Solution's philosophy since inception in 2001. First, we take care of our employees. By supporting our employees through quality work instructions that document a proven performance management structure, class benefits, well-defined training, and career growth programs, we can provide our customers with highly trained, dedicated employees who typically exceed the customer's performance expectations.

Our excellently planned technology offerings ascertain adaptability to client needs and bring out a unique solution for every business. Together with our persuasive team of software and application professionals we are gradually positioning ourselves at the horizon of the global IT community. Below is the list of our key areas where we have expertise of providing services to our clients:

Help Desk Technical Support	IT Support Officer
Quality Assurance Analyst	Oracle Administrator
Database Administrator/Development	Oracle Data Support Specialist
System Administration	Project Managers & Technical Leads
Internet Marketing Consultants	Desktop /PC Support
Programmer Analyst	Audio/Visual Support
Graphic & Web Designers	Software Engineers
Wireless Network Support	Information Network Security Specialists
Onsite & Offsite Resources	Virtualization Support

Elegant Solutions' project experience and qualifications are broad and deep. We provide leading edge Information Technology services and solutions to support mission critical applications for many of the largest corporate, government, defense, education, and Internet organizations in the world. Elegant Solutions is unique within the services industry because of our ability to provide a wide range of skills under one company umbrella, while maintaining consistent customer and employee recognition. Our excellently planned technology offerings ascertain adaptability to client needs and bring out a unique solution for every business. Together with our persuasive team of software and application professionals we are gradually positioning ourselves at the horizon of the global IT community. And it includes activities such as value definition, market research and business case creation.

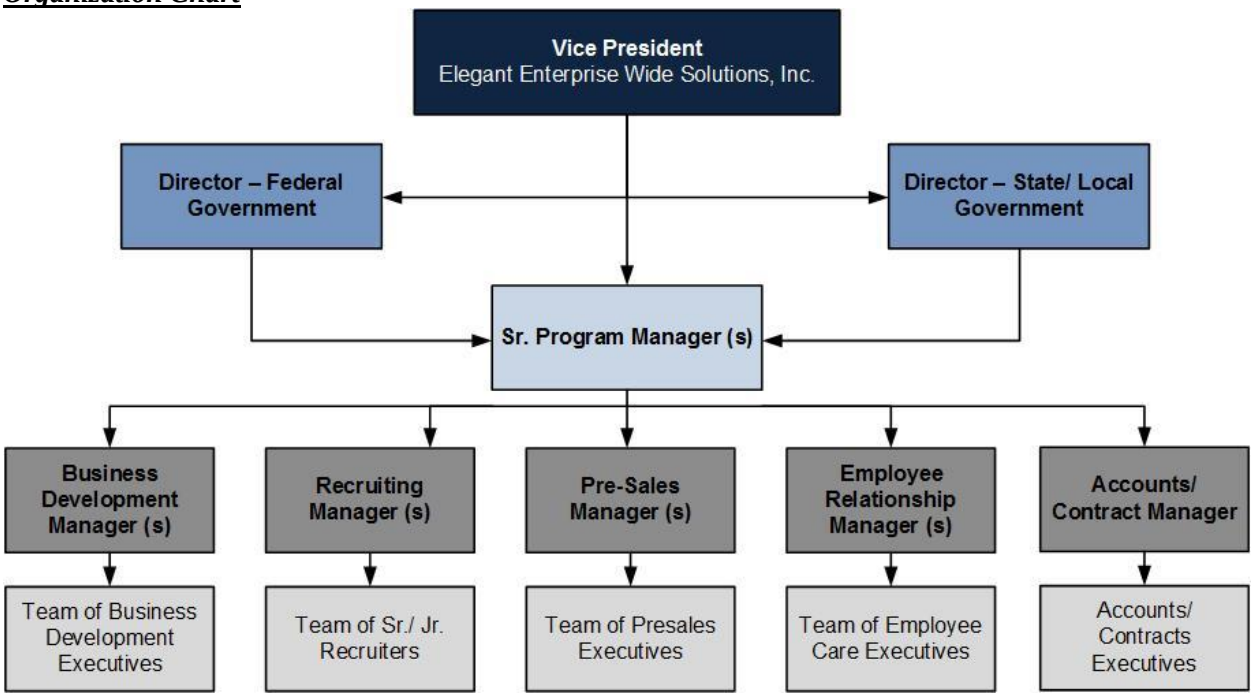
DUN & BRADSTREET RATING	94
Reliability	96
Cost	91
Order Accuracy	93
Delivery / Timeliness	95
Quality	95
Business Relations	97
Personnel	98
Customer Support	93
Responsiveness	96

Elegant Solutions has proven track record of successfully enabling all our local, State, Federal and Commercial clients to reach their IT objectives by leveraging our industry expertise and aligning the right technology expertise with their initiatives and goals. We recognize that different recruitment methodologies are required for the specialized areas within the IT staffing industry. And, as part of our vision to continually challenge our business activities, we have several dedicated consultants to ensure we focus on the exact need. Leveraging its mature, quality-certified processes to provide a variety of standard and customized solutions and programs to help clients optimize their supply chain and increase time to market the workforce requirements. Through 20+ years of experience, we have developed and refined every step of the full lifecycle for staffing fulfillment and consultant management practice. Elegant Solutions use latest technology and recruiting methods to source, onboard & manage qualified consultants and its subcontractors. Elegant Solutions workforce solutions help clients increase efficiency, accelerate project progress, cut costs, and ultimately enhance their competitive edge. Elegant Solutions leverages its service

delivery model to source, screen and place temporary/ permanent labor across general skill sets in well-populated as well as remote geographies.

At Elegant Solutions, we understand the client's need not only to identify top talent and their desire to retain them; therefore, we have implemented client-friendly terms for the conversion of contingent or temporary labor to permanent employees. Our team focuses on placing consultants with business acumen in addition to technology skills. Elegant Solutions has earned an exceptional 94% Overall Performance Rating from customers in a recent independent survey conducted by Dun & Bradstreet.

Organization Chart



To deliver most adequate, skilled, and educated candidates for our clients, we have dedicated experienced managerial team and recruiters that are trained in discovering the skills that are needed to successfully fill the job orders. Our team is experienced enough in hunting necessary talent that is needed for technical positions. Our recruiters training involves the understanding of the experience, education, communication skills and critical thinking that would be ideal for the requested positions. The elaborate training that we provide to our team allows clear understanding of the client requests. This added knowledge gives them a more efficient opportunity to ask in-depth questions related to the order. The supremacy of having a team that understands the necessary skills that a candidate must have for technical positions in an in-depth understanding, guarantees that more qualified candidates would be submitted for each job order.

We have extensive experience in providing the nation's finest candidates that are highly qualified. We provide IT professionals for contract, contract-to-hire, and direct placements. We also offer recruitment solutions for other select professional skills and workforce needs. In partnership with our customers, we use our profound technical expertise and decades of professional experience to organize, manage and maximize information and processes to improve business operations. Elegant Solutions has an effective, dedicated corporate recruiting and security staff in place to provide dedicated support for pre-screening and hiring of cleared personnel upon contract award and throughout the life of the contract.

Through our deep technical expertise, our attention to customer service and results-driven culture, we quickly attained the recognition and trust of our customers. Customers engaged us on broader sets of activities that spanned software solution development and integration, program management, operations support, and testing. Over the years, our core competencies expanded to better serve our diversified

customer base, while retaining our core cultural pillars of innovation, customer-service, and results-driven delivery. Elegant Solutions uses Project Management Body of Knowledge (PMBOK) and Information Technology Infrastructure Library (ITIL) standards. Elegant Solutions is an agile and dynamic company with relentless focus on customer mission success and delivering the best value to all our clients under all engagements.

Started by passionate group of Oracle experts, Elegant Solutions propelled by the desire to make a difference and elevate the state of the customer service within the State and local space. Through our deep technical expertise, our attention to customer service and results-driven culture, we quickly attained the recognition and trust of our customers. They engaged us on broader sets of activities that spanned software solution development and integration, program management, operations support, and testing. Over the years, our core competencies expanded to better serve our diversified customer base, while retaining our core cultural pillars of innovation, customer-service, and results-driven delivery. Additionally, we expanded our Oracle practice from the State and local space to various new verticals including healthcare, energy, and cloud implementations.

Elegant Solutions provides our client with advisory services in areas of strategy, methodology, and process and competency assessment across the life cycle. Our consultants help in identifying, adopting, and implementing leading industry practices to improve test effectiveness and productivity, while helping reduce cost that can come with quality. We offer thorough software test consulting services to clients that could help them enhance their software quality, help ensure user satisfaction, reduce time to market, and help increase testing ROIs.

With our focus on national priorities, we take a holistic view of the markets we serve and recognize the inter-dependencies and relationships across them. This approach allows us to leverage the best ideas, approaches, and technologies across our client set thereby providing real value for our customers and dynamic career opportunities for our employees.

• Education	• Intelligence
• Defense	• Homeland Security
• Healthcare	• Commercial

Our Key Differentiators & Value Statements

Parameter	Differentiator	Benefits to State of WV
Coverage	Capability to address end-to-end Spectrum of IT Services and ability to address IT Services Lifecycle need for enterprises from any industry vertical	One Partner who can help in building business/ industry vertical aligned IT Services Framework
People	Large Pool of IT Services Resources	Expertise on Tap, across the breadth of IT Services domain. No need to retain costly security SMEs in the role
Innovation	Dedicated Elegant Solutions innovation center provides POC, technology refresh & optimization process	Lower investments on new technology
Technology	Diversified technological partnerships with All IT Services vendors	Experience and Capability to handle complex multi-vendor & heterogeneous client environments
Cost	Elegant Solutions offers world class IT Services to improve customer's ROI	Reduce operation cost, hassle free handling of domain experts, no effect of attrition, increase efficiency and profitability
Experience	Large enterprise clients for IT Services	Experience through leadership and availability of large knowledge base
Process	Elegant Solutions follows a Defined & mature operational Processes	Customer can leverage Elegant Solutions' process consultants to define and continuously improve delivery processes

Our extensively certified knowledgeable IT staff and preferred vendor relationships meets the information technology services. We have a proven track record, an enduring commitment to customer satisfaction, and the expertise your business needs.

1.1 Services We Deliver

1.1.1 Capabilities

Elegant Solutions understands that every new database that an organization deploys puts pressure on IT to ensure its security, availability, reliability, and quality. We live in a world today where there must be a primary focus on making sure that corporate data and databases are secure and not vulnerable to hackers, viruses, and other security threats. Managing more databases with fewer people has always been a challenge, but with databases scaling to terabytes and petabytes, these challenges have grown more acute. Elegant Solutions' expertise and DBA service offerings deliver combination of flexibility, reliability, security, and performance based on company demands.

Elegant Solutions' certified database consultants can provide online expertise for popular database platforms including Microsoft SQL Server, Oracle, MySQL, and Microsoft Office Access. RDBMS services available from Elegant Solutions include database administration, application development and troubleshooting, and database architecture. Elegant Solutions' DBA consulting covers software installation and configuration, replication and synchronization strategies, storage management and capacity planning, backup/ restore options, performance tuning, change management, data migration, database consolidation, security and compliance, and troubleshooting. Elegant Solutions' database application development services include requirements analysis, logical and physical modeling, ETL development, normalization and data integrity, software installation and testing, plus documentation and training. Elegant Solutions' database developers can help you design, build, and test a broad range of data-driven applications in areas such as web commerce, business analytics, data warehousing, and sales automation.

Elegant Solutions can also help you customize, optimize, or troubleshoot existing applications, port legacy applications to current versions of relational database management system (RDBMS) platforms, or consolidate diverse databases into a single cohesive solution. In addition, Elegant Solutions' disaster recovery/business continuity consultants can help you develop and test database failover solutions for improved fault tolerance and switchover solutions for non-disruptive maintenance.

Elegant Solutions' certified SQL Server developers and database administrators offer online expertise to help businesses of any size to create, manage, and troubleshoot applications based on the Microsoft SQL Server platform and .NET framework. Elegant Solutions' SQL Server experts can provide help with any phase of the application life cycle in environments that range from small office or departmental databases to N-tier VLDB solutions and enterprise-class data warehousing.

For legacy applications based on outdated relational database management system (RDBMS) platforms, Elegant Solutions can help you to maintain or optimize your current solution, migrate efficiently to Microsoft SQL Server, or update from older versions of SQL Server to newer ones that add significant business value to your information network. Elegant Solutions can also improve fault tolerance and recoverability of your SQL Server environment, evaluate, and strengthen security and compliance, or save you money by closely integrating all your SQL Server-based platforms, such as SharePoint and Microsoft Dynamics, to create more powerful and cohesive database ecosystem that is easy to manage and operate.

Elegant Solutions can provide expert support for the entire life cycle of SQL Server-based applications with services that range from mentoring and training to comprehensive project management. Elegant Solutions

follows leading practices using Microsoft's .NET architecture to build scalable and manageable line-of-business applications and is experienced working efficiently with a client's in-house personnel or outside consultants to complete development projects on time and within budget. Areas of expertise available from Elegant Solutions for SQL Server application development and administration include:

Requirements analysis	Specification of features/scope
Data tier architecture	RDBMS conceptual, logical, and physical modeling
ETL development	Normalization and data integrity
Advanced T-SQL programming	Software installation and configuration
Documentation and training	Data migration
Storage management	Capacity planning
Performance and I/O configuration tuning	Backup/recovery
Partitioning strategies	Clustering and virtualization
Consolidation of stored procedures	Reusable schema
Replication and synchronization solutions	Security and compliance
Fault tolerance and business continuity	

Elegant Solutions offers SQL Server 2016 Mobile Reports consulting, SQL Server 2014 Reporting Services consulting, and SQL Server 2012 PowerPivot expertise to streamline the creation, administration, and distribution of management and analytic reports. Elegant Solutions' business intelligence (BI) reporting specialists can help you design business reports fed from a range of data sources such as Access, Excel, XML, SQL, and a variety of local and cloud-based applications. Elegant Solutions can show you how to access SQL Server Reports from the web, Word, Excel, or SharePoint. Elegant Solutions can also help implement data mining capabilities of SQL Server Analysis Services and Data Mining Add-ins for current versions of Microsoft to deliver business information to desktop. In addition, Elegant Solutions can assist you to design and deploy the server, communications, and security infrastructure needed for a robust reporting environment and can provide expertise in creating reporting solution tailored to business.

Elegant Solutions is a pioneer in providing advanced consulting and project management services online, eliminating travel time and expense and delivering solutions faster and more affordably than is possible with conventional on-site consulting. Elegant Solutions has successfully provided online support to businesses in every state in the U.S. Elegant Solutions utilizes state-of-the-art technology and proven methodologies for conferencing, remote network access, system scanning, troubleshooting, and webinar training to provide clients with maximum leverage for their IT investment.

Elegant Solutions' process-based approach, built on a heritage of Lean Six Sigma and experience in the world's most complex environments, simplifies database maintenance and eliminates recurring issues. Our experience and documented practices enable consistent and automated database operations. As a result, we spend less time troubleshooting and more time focusing on initiatives that provide positive business impact. Our framework enables faster database operational maturity and stability.

Elegant Solution’s Area of Expertise

- **Database Replication Services:** Perform replication of your data in another site so that others can also access the same information. Due to distributed database copies, the availability of data is great because it is consistently being updated and stays synchronized with the source.
- **Database Maintenance Services:** Ensuring efficiency and functionality of your database through timely maintenance. We keep your database clean so that you don’t find it hard to access your data when you need it the most.
- **Database Tuning Services:** Tuning a database is an essential practice, and it’s fair to say that performance tuning of a database is extremely complex and is influenced by many variables. Get true diagnosis and historical evaluation and analyse the vital signs in your database.
    - Database advisors that proactively optimize database instances.
    - Appropriate tools based on the automatic workload repository to tune the database
    - Diagnose common problems and optimize performance-related to SQL

  - Diagnose and optimize common performance issues.
- **Database Upgrading Services:** Get the latest database upgrades across multiple database environments using various methods, testing, configuration, and contingency routines. Upgrade to any relevant version, any operating system and get support to resolve complex issues while upgrading databases.
- **Database Optimization Services:** We use clear metrics that shows where optimization in your database is needed and where it will have the greatest impact and how database functionality can be improved.
- **Database Patch Management Services:** Experience Exuberant Support and expertise to manage patches when they rollout to ensure that end-users always benefit from best of features.
  - Ascertaining vulnerabilities and integrating patches to resolving them.
  - Investigate the impact and prioritize.
  - Patch testing across test environments.
  - Patch rollout scheduling.
  - Verification of patches for successful application.
- **Database Migration Services:** When you need to migrate a database this is the service that is right for you, which can align data with a primary database in the enlighten Cloud / Dedicated Server / VPS, etc. The process is simple and fast, and the downtime could be minimal during migration. Database migrations with Elegant solutions are not only economical but also competitive.
- **Database Auditing Services:** We perform the following audit checks:
  - Verification of error log files
  - Data backup auditing.
  - Verification of availability of databases.
  - Control of the level of archive logs file system.
  - Control of the level of data directories.
  - Control of the level of the tablespaces in the databases.
  - Analysis of the error message in the alert log of databases.
- **Oracle Database Refactoring Services:** Perform moving of Oracle databases and applications in the cloud to another system or migrate to AWS or Azure, Elegant Solutions refactoring services deliver a path away from Oracle while ensuring optimal performance. With the refactoring expertise of our team, you can move off Oracle, free yourself of Oracle licensing constraints and migrate your workloads to AWS or Azure—which are flexible, fast and feature a pay-as-you-go structure. With our strong partnerships with Oracle, AWS, and Azure, we've been helping companies migrate and run Oracle databases in the cloud for almost twenty years. We combine automated tools with manual support and oversight from our experts to ensure that database schemas are an exact match, and your applications are properly recoded.

1.1.2 Approach

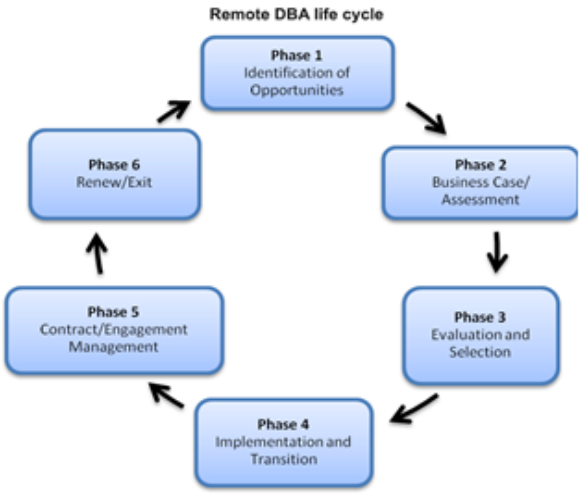
Relational databases, which are by far the most popular kind of databases, are an essential part of every modern business. Maintaining them has grown to be one of the most crucial tasks for enterprises. As a result, today database administration has become one of the hardest challenges businesses may encounter. Every three years, relational databases like Oracle grow 3x to 5x in size. More than that, enterprises face the necessity of managing a growing number of databases containing more data with increasingly high requirements for uptime and security. The soaring amounts of work are becoming harder and harder for the enterprises' data administrators to deal with, and eventually employing new personnel seem inevitable. The reality is, trying to catch up with the progress by employing more is not only an unreasonable solution, but it also tends to become unfeasible. The reason is that rarely do the budgets allocated for database administration rise as fast as the actual cost of administration if it is provided by just the internal resources of the company.

These issues, or ideally their anticipation, bring enterprises to realize that a different approach is needed to handle the challenge and Database administration (DBA) is quite a different approach. The idea behind DBA is simple: you entrust a third-party service provider to take care of your databases. While the general benefits of the approach and its necessity are doubtless, it is important, when deciding on the service provider, to make the right choice. Our DBA services are delivered by certified "Tier III" Database Administrators with years of experience managing enterprise-scale databases. We provide comprehensive, proactive day-to-day database management for our customers and on-demand database tuning services to businesses nationwide. Either way, critical database performance problems are identified and resolved quickly and efficiently. We will present a 6-steps guide to planning, designing, and managing remote DBA, and explain how to improve return on investment (ROI) and avoid the most common mistakes.

- **Phase 1: Identify remote DBA opportunities:** Enterprises face challenges administrating their databases, which brings them to realize that remote DBA is an option to consider. Typically, such challenges are:
  - Difficulties managing increasing amounts of information and number of databases
  - The riskiness of assigning DBA to one or a small group of executives
  - Unprofitable internal database administration caused by its low ROI
  - The need for 24×7 support for worldwide implementations

  If an enterprise wants to pass the management of only some of their databases to a remote DB administrator, it is important to decide which databases will be passed. Typically, it is useful to keep all the above factors in mind when making a choice. For example, if there is a database that is rapidly growing, crucial to the enterprise's operation, and requiring 24×7 support, it is a strong candidate for being passed to a remote DBA team.
- **Phase 2: Assessment/business case:** We can understand that Data is the key to any enterprise's functioning. So, we want to carry out a remote DBA "readiness" assessment that will provide it with the information necessary to make key decisions. Four segments of organizational readiness can be evaluated:
  - Business objectives readiness
  - Database administration processes maturity readiness
  - Cultural readiness
  - Financial expectations (desired vs. feasible ROI)

The assessment may apply maturity models based on the Information Technology Infrastructure Library (ITIL) principles. Investigating the ability and experience of a remote DBA vendor to provide a mixed on-site/off-site approach is highly recommended.



Data for assessment may be gathered from:

- Questionnaires
- Interviews
- Discussion with internal database administrator(s)
- Study of DBA maintenance plans and roadmaps

Deliverables may include:

- DBA readiness report
- ROI analysis
- DBA sequencing plan
- Engagement roadmap

- **Phase 3: Evaluation and selection:** Organizations should look for a service provider who meets the following criteria:

- Information technology resources (to eliminate the need for customer investment).
- Process expertise (to streamline the process and make it cost-effective; to focus internal management on core competencies; to take advantage of the vendor's former experience).
- Economies of scale (to facilitate scalability, globalization, and networks).
- Access to resources otherwise unavailable to the buyer (equipment, applications, capital, people, lower-cost raw materials).

Given these criteria, a good remote DBA service provider is a provider who meets the following requirements:

- Experience and deep understanding of the process. Before making a choice, an inquiry into the previous and current remote DBA experiences of the service provider is highly recommended. The team should have a proven track record in all aspects of remote DBA.
- High level of privacy and security. Remote DBA service providers should be prepared to share and review their security policies with you, as well as learn more about your security requirements. Typically, remote DBA services with local offices are reliable because of the strict data privacy laws in the US. Physical security and secure connectivity are also things to ensure.
- Talented team, both locally and remotely. A remote DBA, unlike in-house staff, must administer several databases at the same time. But, more important, is how they cope with the job. A good remote database service provider can attract and retain highly qualified and certified DBAs locally to provide on-site services and maintenance work. Be sure to ask for resumes and qualifications of both local and remote DBA team members. Schedule a technical interview to make sure you evaluate their credentials. Sometimes, credit and criminal history records checks are recommended as a standard practice for employees and contractors.
- A reasonable communication plan and readiness to understand the needs of the client in terms of communication. It is vital that before settling with a service provider, you can answer the following and other similar questions:
    - How often will status reports be delivered to your team?
    - Will they be delivered on-site, via e-mail, Web meeting, or conference call?
    - How can you schedule a task with the remote DBA team?
- Financial status. The better the status, the more qualified the staff, which a service provider can hire and retain. Financial status is an indication of successfulness, as well, so analyzing the financial reports is also a good idea.

➢ **Phase 4: Implementation and transition**

This phase comprises making the necessary decisions for the database administration process to be well-organized and effective. Firstly, a governing model needs to be established. A rewarding relationship begins with clearly defining the mutual expectations of the company and the remote DBA service provider, which is crucial to the smoothness of the outsourcing management process. An effective governance model should include metrics, payment models, the possibility of renegotiating the terms of the agreement, the pricing structure and fees, the intellectual property issues, the termination options, the rights and restrictions of both outsourcer and company and the liabilities. Service-level agreements (SLA's), whenever this is possible, should also be included. It is very important that all outsourcing contracts have terms for both termination of cause and termination of convenience. Some exit considerations may be centered on people, equipment, and intellectual properties.

Secondly, the customer and the service provider usually assign a person or a team to manage the evaluation and selection process. Then the customer and the provider work together to conceptualize and to re-confirm the scope of work, the goals, and the activities of the engagement. The service providers should be included in the enterprise's planning since they can be very helpful. To increase motivation, which causes better efficiency in the customer and service provider interaction, incentives can be used. Finally, according to the evaluation conducted in Phase 3, a communication strategy should be discussed and settled. A clear and effective communication plan is half the key to successful DBA outsourcing.

➢ **Phase 5: Contract/engagement management**

The essence of remote DBA team management is that from managing resources you switch to managing results. Putting the desired output into focus, such an approach implies ensuring that the result matches the expectations and expresses the enterprise's true needs. It also makes sure that the results of remote DBA are reported regularly, and necessary adjustments are made promptly.

Assessing and adjusting a remote DBA team's performance regularly—that is, managing it—is an essential part of the routine of an enterprise that opted for remote database administration.

The key to assessing a remote DBA service provider's performance—and by doing so, growing able to maintain service quality and control the process of database management—is using the right metrics.

Some of the metrics that can be used include:

- Response time
- The frequency and detail of reporting
- Helpfulness in terms of mentoring ability (in case some internal DBAs are employed, as well as the remote DBA service provider)
- Availability of optional additional services, such as migrating, security reviewing and planning, performance tuning, backup planning, etc. It is natural for any additional services to cost additional money, though, because if they seem to be "on the house," it only means that an enterprise is automatically being charged for all the optional services, including those that it does not use.

Remember that the goal of applying such system of metrics is, by measuring and adjusting performance, to build a successful relationship between the client and the service provider.

➢ **Phase 6: Renewal/exit**

Besides disaster recovery plans, organizations should have an exit plan for remote DBA, as well. While in this phase, an enterprise should evaluate the outcomes of current outsourcing engagement, compare its initial goals and expectations with the service provider's actual performance, and make a qualified decision about how to evolve the relationship with the remote DBA team to achieve the strategic objectives.

1.1.3 Experience

Elegant Solutions has worked directly and indirectly (as subcontractors) with government and provided services on government and commercial projects:

Client Name	Relevant Work Done
Techno Edge Consultants	• Developed six Microsoft Access databases in Access 2007 and Access 2010 for Manpower Division that automated Time Studies workshops, data collection and data analysis processes improving their accuracy, efficiency and costs. • Created the master database with front end and back end capabilities to allow work team to be productive while the database applications were being enhanced or modified. Automation used to import data from collection tools to the Master. • Quickly solicited and discerned database requirements from client and end users. • Normalized, well-indexed tables and reference tables using standard naming conventions. • Created Microsoft Access database templates that contained many complex bound and unbound forms, business logic using custom procedures and functions in VBA Code creating a distributive deployment model.
Maryland Department of Labor (O&M Support)	Elegant Solutions is currently providing PC and Web Programming support to Maryland Department of Labor (LABOR) on Maryland Overpayment Case Management System (MDOCS) since April 2015. Our team has delivered extraordinary support on this legacy system and worked with the LABOR to modernize its handling and operation. Our team has demonstrated collaborated teaming efforts while working with the LABOR project team and its users. Elegant

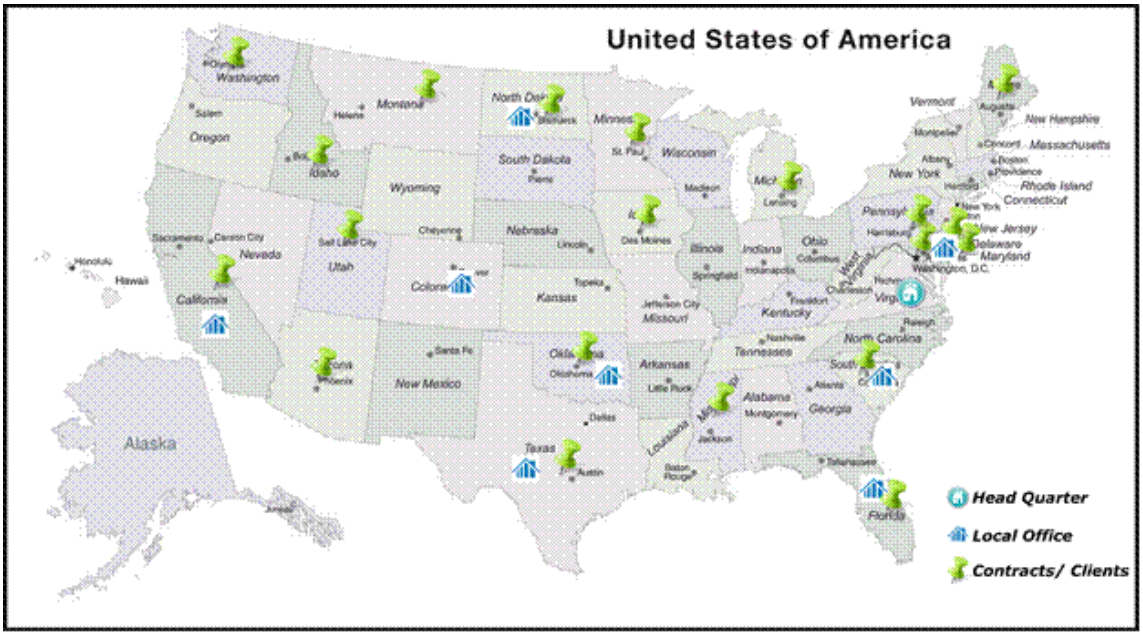
Client Name	Relevant Work Done
	Solutions is engaged on this initiative since early beginning of the new system. We have gained enormous understanding and knowledge on the new system's architecture and its functionality. Elegant Solutions will continue to deliver services of current project team for troubleshooting and correcting issues and to provide a knowledge transfer bridge to the staff that will be supporting the new system. There are small and in-depth functionality and logic from legacy system which may not be incorporated yet into Beacon. Our approach and methodology will be to continue finding those gaps and closing them. First, our approach here is an agile and iterative approach: • Find gaps in Beacon whereas the functionality in the old legacy system is not covered in new system Beacon. Code, incorporate and test those gaps • Integrate test to find impact analysis. Automate as much activities like monitoring process to reduce the cost for the client • Putting the lessons learned from maintaining legacy application of MDOCS into Beacon. This includes many small details which will make Beacon very robust and reliable. • Since we understand the need to scale the MDOCS functionality and its various aspects, we can provide valuable input regarding scalability in horizontal and vertical direction. • Challenges arising out of moving an application from legacy applications (heterogeneous environment) to Beacon must be well handled.
Corpus Christi Independent School District (CCISD), TX	• Developed and maintained MS Access database. • Supported development of a speciation control documents for an MS Access Project Management Database. • Defined the periodic extraction and performed formatting of data from multiple sources and laid out basic queries and reported required by the customer. • Dictated the structure of the product so that it may be configured and modified for other customers and for changing requirements. • Defined all algorithms and logic used to extract, format and report data.
Advanced Analytical Systems, Inc.	• Created an MS Access database to collect data systems in order to provide lists, status reports and management overview reports. • Managed all data related aspects of multiple directory projects through various stages of production. • Provided site personnel with problem resolution and technical assistance via phoncon and email as they dealt with NALCOMIS, SQL and Access. • Assisted in overall configuration, coordination, maintenance, backup, troubleshooting and the development of specialized application and database procedures.
Web Professional Consultants	• Gathering and analyzing user or business requirements and providing support to the technical team in designing, developing and documenting MS Access databases and related system using VBA and SQL programming as per established standards and procedures • Designing, testing, debugging, and executing reliable and efficient VBA and C++ code for developing new Access applications and for enhancing existing applications as required as well as creating and modifying access modules or tables, database templates, SQL queries, complex stored procedures, triggers and views in MS Access 2010 and 2013 • Participating in design, documentation and code peer reviews for junior and less experienced programmers as required as well as recommending and adding new features or functionalities in new or existing programs for optimization and performance tuning • Performing data loading and extraction functions and monitoring the setup, update, backups and conversion of Access databases and related systems as

Client Name	Relevant Work Done
	required as well as supporting and maintaining access applications with SQL Server 2008 database back-end as required • Actively responded to client or end-user requests as well as leading and providing technical guidance regarding application or system integration and implementation processes to development and project teams • Designing accurate and detailed technical guides and training manuals for end-users and developers as required as well as working with management personnel in preparing cost and time estimates for assigned Microsoft Access projects
Orchestra Technologies	• Created maintenance plan for regular scheduled Transaction log backup, Full back up (Separately in remote server), Check database, reorganize index, Rebuild Index, Update Statistics and Cleanup task. • Setup and maintain Replication for Production servers to provide high availability and monitor using Replication Monitor. • Setup Alerts, Notifications, Jobs, Job steps with automated response solution schedules. • Frequently Monitor Connections, Locks and Database Performance using Performance Dashboard. • Reviewed and optimized SQL queries, stored procedures, functions, Indexes, views, and Triggers. • Reviewed and optimized SQL queries, CDC, stored procedures, functions, Indexes, views, and triggers. • Created an internal secured website linking to the database that includes updated information about all Target SQL Servers information. • Installed, configured, and maintained MS SQL Server Replication for production servers to provide high availability. • Implemented partitioning to handle tables with over 300 million rows.

1.2 Financial Capability

Elegant Solutions is financial stable to perform and to continue performing its obligations under the contract; that Elegant Solutions acknowledges that we have no constructive or actual knowledge of an actual or potential legal proceeding being brought against us that could materially adversely affect performance of this Contract; and that entering this Contract is not prohibited by any contract, or order by any court of competent jurisdiction. Elegant Solutions is a debt free and financially stable firm. We have ample cash and unused lines of credit in place to fully execute the work proposed in this solicitation. Elegant Solutions also has unused existing line of credits from SunTrust and PNC bank. Apart from this, owners are more than willing to pump more cash if needed. Elegant Solutions is financially strong and stable firm with no unpaid debts from anyone. We have steady flow of revenue and income from existing 5 years contracts with many states, local and federal governments. Elegant Solutions has $2.1M at our disposal currently. $1.5M cash at hand (not pledged to anyone), Unused and open lines of credit: $85,000.00 & Company Management is willing to inject an additional $700,000.00 of their own personal financial, if needed. Elegant Solutions has excellent existing relationship with Banks corporate funding firms and venture capitalists, so we can get additional funding above and beyond $2.1M when needed. We are more than willing to produce the bank statements if needed. We have been able to financially fulfill all the contracts in last 20 years without any default. Elegant Solutions has been continuously profitable for the last 20 years.

1.3 Presence across USA



2 PROPOSED RESUME

Name	**Jagdish Thota**

Summary of Experience

- 14+ years of experience on SQL Server Database design, Oracle, development, and administration.
- Experience in developing logical and physical data models, preparing technical design documentation, capacity planning, designing high availability and disaster recovery solutions, installation of SQL Server in clustered environments.
- Well versed in Azure and AWS cloud services from migrating SQL to both cloud services and standalone instances.
- Expertise with using third party tools like BDA Tools, Red Gate SQL compare, Fog light, Adera, SCOM, Data compare, SQL monitor, CIS tools for scanning, Service Now, Sky bot, vSphere, and New Relic etc.
- Expertise with developing complex stored procedures, different types of functions, triggers,
- Experience in implementing replication models like Snapshot, different types of transaction replications like Peer-to-Peer, transaction replication with updating subscribers etc.
- Expertise in developing SSIS packages and enhancing them by applying features like logging, error handling, checkpoints, and configurations.
- Expertise in deploying SSIS packages to production environment, assigning permissions to users.
- Experience working with production and 24 x 7 on call environments.
- Knowledge of Azure infrastructure: storage, network, Virtual machines.
- Experience in Azure SQL database. Good knowledge of SQL Server Analysis services including dimensional and snowflake schemas, SCDs.
- Experience in using DBA tools PowerShell module to automate tasks.
- Proficient in installing Master Data Services.
- Knowledge in Managing Great Plain application security and rebuilding of GP DataMart.
- Knowledge of Azure technologies: Databricks, ADF, Azure Storage, Azure functions, AAD
- Knowledge and worked with Azure DevOps
- Good team player, strong interpersonal and communication skills combined with self-motivation, initiative, and the ability to think outside the box.

Education and Certifications

- Bachelors in IT, India

Technical Skills

Databases	SQL Server 2019, 2018, 2017, 2016, 2014, 2012, 2008 r2, 2008 and 2005, and MS-Access
Cloud Services	Azure and AWS
Operating Systems	Windows 2000 Enterprise Advanced Server, Windows 2003 Enterprise/Data centre Server, Window 3.x, XP Professional and Windows 2000, Windows Server 2012 r2, Window 10, Windows Server 2016
Development Tools	Microsoft Visual studio 2012, 2015, 2017, 2018
Database Tools	BDA Tool for SQL Installation, SQL Profiler, Idera, SCOM, Sky Bot, Query Analyzer, SQL Server Management Studio (SSMS)
ETL Tools\Connectivity	ODBC, JDBC, linked Server, OLEDB, Oracle Driver, SQL Driver, Sybase Drivers, BCP, RDP (remote desktop Connectivity), Power shell, Microsoft terminal Services, Windows Scheduler, control-M job scheduler, SQL Agent Scheduler, Data Stage, and SSIS 2019, 2017, 2016, 2012, 2008R2, 2008 & 2005
Reporting Tools	SSRS 2019, 2017, 2016, 2012, 2008R2, 2008 & 2005, Power BI, Microsoft Dynamics

Chronological Relevant Work History

JPMC, IL - Cloud Admin\ SQL Server DBA (Aug 2021-Present)

- Installing, configuring, monitoring, administering, and troubleshooting SQL Server 2019, 2016, 2014, 2012, 2008R2. Migrating and upgrading SQL Server Database Software from 2005 and 2008R2 to 2012, 2014, 2016, 2019
- Implementing Backup strategy and Point-in-time recovery for production and development environments Based on RPO and RTO in SLA
- Configuring Always-On for High availability and Disaster Recovery Solution
- Implementing and managing Replication and Mirroring for data distribution and disaster recovery
- Working on performance tuning activities by using different tools like; Execution plan, SQL profiler, Performance monitor. Creating and managing Maintenance plans (automation) for Index rebuild and update Statistics, History clean up tasks
- Resolving Dead locks/long running Queries by using different tools like, Profiler, DMV, and Stored procedures. Performing Client/Server connectivity as well as Query optimization, indexing, and troubleshooting SQL Server related issues
- Managing Disk, I/O, CPU and Memory bottle neck for better performance
- Monitoring server performance and integrity using DMV, DBCC, DMF and Profiler,
- Responsible for securing SQL Server environment, involved in creating and granting permissions, logins, groups, roles on various objects. Monitoring Event viewer, SQL error logs and Log file viewer for software and hardware related errors
- Using Business Intelligence tools to create and deploy SSRS Reports and SSIS Packages
- Defining SQL Server standards for HA based on Applications requirements. Capacity planning for Databases considering the Database growth, Backups, SP, Hotfix and HA Solutions.
- Applying SP (Service Pack)/ Hot Fixes on SQL Server Instances to address security and upgraded related issues. Working on building various development tools for developer teams as well as with NoSQL, Cassandra, and MongoDB for various in-house projects.
- Performance & Tuning: Provide the best Query plan, Tuned query for high I/O applications, disk Wait, high latency, and high CPU usage. Performed Index Optimization and did performance Tuning -DBCC, Update statistics, Fragmentation/index creation/data row or page level locking.
- Leading the DR strategy for multiple clients in cloud and at various Colo's.

Fifth Third Bank, OH - Cloud Admin\ Lead SQL Server DBA Consultant (Mar 2019-Jun 2021)

- Worked with over 20+ clients as a consultant with 3 Cloud. Was responsible for administration of Azure SQL environments, On Prem SQL Environments, and AWS SQL environments.
- Extensively worked on Security, Index tuning and approve changes to SQL for various clients.
- Worked on creating Azure Databricks clusters and managing users, manage table access, creating jobs, backups, and optimization of tables. Was responsible for working with the Data Engineers and Data Warehouse architects to implement physical data model.
- Worked on azure CICD. Cutting release branches for deployments for the appropriate teams.
- Was responsible for running the monthly ingestion files received from clients.
- Fixed/organized SQL security and used CIS tools for scanning the environment.
- Implemented data masking on PHI columns in SQL.
- Worked on Incidents raised by the internal\external customers.
- Created Jobs in Automation Accounts for SQL stored procedure executions.
- Worked on over 25+ various client migrations from SQL Server\DB2 to Azure cloud technologies.
- Lead on multiple SQL upgrades from SQL 2005 to 2019.
- Ad-hoc installations of SQL server using BDA tool. Created Linked Servers between SQL server 2005/ 2008/2008r2/2012/2014/2016/2017/2018 and Oracle servers in the environment.
- Used Fog light for monitoring servers for any issues. Was responsible for monitoring the ADF pipelines and Azure Functions for failures and to work with developers to triage and resolve.
- Implemented different types of High Availability & Disaster Recovery models like SQL Always On, Clustering, Database Mirroring, Transactional Replication and Log Shipping.
- Solved complex problems in production systems by using various third-party tools, using DAC etc.
- Generated different kinds of reports like parameterized reports, sub reports, Tablix reports, drill down and drill through reports etc.
- Worked on deployment and configuring permissions on reports using SSRS.
- Involved in Scheduling jobs and SSIS packages using SQL Server agent, windows scheduler etc.

- Followed best practices like change management and raising tickets for any changes in production environment. Provided ad hoc reports to the functional team by running queries on production server upon request.
- Implemented & managed Active-Active and Active-Passive Clustering, Failover and Load Balance technologies. Performed Side-by-Side Migrations of MS SQL Server 2008/ 2012/ 2014/ 2016/ 2019.
- Worked on Maintenance, Support, Backups & Recovery: Monitored daily and weekly maintenance jobs (Backups Jobs, run DBCC run Rebuild Indexes, run update statics, run audit jobs), sent backups to tape (daily, weekly, and monthly), Checked Server Error logs and validated space usage history (Log Files/data Files). Monitored replications and mirroring for servers. Monitored always-On failover and AG groups, Synchronized database between DR site and replicas. Monitored redo queue for any alerts, resumed replications to remove latency and synchronize data, Checked Server health and database health for any issues. Killed blocking process and monitored batch processes for any issue or slowness. Monitored failed jobs. Monitored TEMPDB space. Validated daily backups and log backups to meet business requirements for specified RTO and RPO.
- Performance & Tuning: Provided the best Query plan, Tuned query for high I/O applications, disk Wait, high latency, high CPU usage. Performed Index Optimization and did performance Tuning - DBCC, Update statistics, Fragmentation/index creation/data row or page level locking.
- Led the DR strategy for multiple clients in cloud and at various Colo's.

UBS Stamford, CT - Sr. SQL Server DBA (Jun 2018-Mar 2019)

- Migrated Databases from SQL Server 2005 to SQL Server 2018 in Production, Stage, Development, and test Environments.
- Supported Parallel Data Warehouse (PDW) servers for reporting for the whole environment.
- Was responsible to setup and maintain databases in both Azure and AWS environments.
- Managed Master Data Service's application and backend databases with AD authentication.
- Backup and recovery of production databases and tuning them for better performance.
- Responsible for creating/ managing schema objects like Tables, Views, Indexes, and referential integrity depending on user requirements and converting them into technical specifications.
- Created databases and logins and users with permissions and Created Linked Servers between SQL server 2005/ 2008/ 2008r2/ 2012/ 2014/ 2016/ 2017/ 2018. Was responsible for setting up alerts for critical jobs on production and development databases by configuring database mail.
- Optimized queries on poorly designed databases troubleshoot complex deadlocks using several tools like SQL profiler, DMV's, performance counters, SQL Server execution plan etc.
- Involved in Setting up maintenance jobs on productions servers like checking health of databases using DBCC check commands, T-SQL, rebuild indexes, updating statistics, transaction, and full back up jobs, clearing backup history, clearing error logs etc.
- Configured high availability and disaster recovery solutions like clustering, database mirroring, Transaction log shipping, peer to peer replication depending on the requirements.
- Stood up multiple servers in Azure cloud and AWS with application teams and migrated 100+ server\data from SQL to Cloud. Monitored Performance Monitor and SQL Profiler to optimize queries and enhance the performance of database servers.
- Used SIOS for storage in AWS setting up the shares for the failovers.
- Worked with VMWARE software to deploy servers and storage allocation.
- Upgraded SQL server 2005 to 2018 in Production, Stage, Development and Test environments.
- Involved in Data modeling, designing, and building relational databases. Worked on high availability SQL Server solutions, including Log shipping, Mirroring and SQL Server clustering, Replication.
- Managed Great Plains Application and Databases along with Management Reporter DataMart.
- Used DBCC commands to check physical and logical consistency of the databases and rebuild indexes. Improved the database server performance using Performance monitor after analyzing CPU, I/O and Memory usage. Configured Snapshot and Transaction Replication.
- Monitored server level and DB level log events using SQL Server Audit
- Worked with several teams and lead database team in the process of development of a Disaster Recovery and high availability solutions.
- Minimized the backup-time, restore-time, disk I/O and storage required for backups with Backup Compression. Performed database and data file backups on all the databases as required.

- Used SSIS to populate data from various data sources, creating packages for different data loading operations for application, and to export data from Oracle to SQL databases.
- Involved in creation, Testing, and Implementation of SSRS packages for Reporting Services (SSRS 2012/2016/2017) that included paper-based and interactive web-based reports.
- Worked on building ad-hoc reports, parameterized reports, toggle reports, reports with sub reports using SSRS. Implemented Pager options to inform corresponding DBA basis on Each Job Status.
- Performed De fragmentations Techniques of most complex indexes.
- Performed Backup and recovery & Automation of Backups using maintenance plans.
- Involved in Creating and Modifying Tables, Stored Procedures, Views, Indexes, User-defined Functions, and Triggers as required. Designed and tuned the databases, high availability, and disaster recovery methods by gathering SLA's, acceptable downtime etc.
- Used Power Shell scripting in a limited manner for automating SQL jobs and deploying packages.
- Created SSIS packages using ETL tools to migrate data from different source.

Constellation, Baltimore, MD - Sr. SQL Server DBA (Dec 2017-Jun 2018)

- Worked on Installation, configuration and Administration of MS SQL Server on Windows 2003 Servers as well as Logical and Physical design of database for projects on basis of user requirement.
- Provided 24/7 Support for Production, Development & Test Servers of MS SQL Servers.
- Implemented and maintained database security, logins, roles, and schemas. Transformed data from various data sources using OLE DB connection by creating various SSIS packages.
- Performed Database backups (operating system, flat file backups & export/import).
- Extensively used Enterprise Manager, Query Analyzer, and SQL Server Profiler.
- Performed application program enhancements, troubleshooting and bug fixes as required.
- Implemented Replication for Reference Data across different Instances of the application.
- Worked on Active/Active and Active/Passive Clustering.
- Monitored server level and DB level log events using SQL Server Audit
- Worked with several teams and lead database team in the process of development of a Disaster Recovery and high availability solutions. Designed and tuned the databases, high availability, and disaster recovery methods by gathering SLA's, acceptable downtime etc.
- Minimized the backup-time, restore-time, disk I/O and storage required for backups with Backup Compression. Performed database and data file backups on all the databases as required
- Migrated DTS packages to SSIS (SQL Server Integration Services) using DTS migration wizard.
- Performed query tuning & optimization using Query Plans & SQL Profiler.
- Managed databases on multiple disks using Disk Mirroring and RAID technology.
- Developed standards and guidelines to maintain and develop and administer the SQL Server database. Handled Database recovery (disaster recovery), diagnosed, repaired, and was involved to transfer the OLTP data to Data Warehouse

Environment: SQL Server 2012/2008 r2, T-SQL, MS Reporting Services (SSRS), SSIS, Windows 2012 r2 Server

NJ CASS, Mt Laurel, NJ - Sr. SQL Server DBA and Application Developer (Apr 2013 – Oct 2017)

- Supported and developed .net based internal applications, using asp.net, c#, etc.
- Responsible for supporting and developing SQL queries for various databases.
- Built ad-hoc reports, parameterized reports, toggle reports, reports with sub reports using Crystal reports for weekly and monthly reporting.
- Maintained applications on IIS and DB servers as well as migrated data from Mainframe to SQL server and verifying data authenticity.
- Designed and tuned the databases, high availability, and disaster recovery methods by gathering SLA's, acceptable downtime etc. Created SQL Server Jobs and Schedules for automated and timely execution of Daily, Weekly and Monthly processes.
- Was responsible for the administration of multiple servers with SQL Server 2008 R2 Enterprise (28 Production and 50 Test Servers and 400 databases in total).
- Worked on high-availability SQL Server environment using Microsoft Clustering Technologies.

- Responsible for troubleshooting database performance and capacity planning as well as synchronizing database and schema changes for all customers. Implemented Audit Reports for Compliance team and implemented role-based security model to control access to applications.
- Was responsible for creating and maintaining standby Disaster Recovery environment
- Setup the database backups, optimization, and integrity check database maintenance plans.
- Improved the database server performance using Performance monitor after analyzing CPU, I/O and Memory usage. Monitored server level and DB level log events using SQL Server Audit
- Worked with several teams and lead database team in the process of development of a Disaster Recovery and high availability solutions. Design and tune the databases, high availability, and disaster recovery methods by gathering SLA's, acceptable downtime etc.
- Minimized the backup-time, restore-time, disk I/O and storage required for backups with Backup Compression. Performed database and data file backups on all the databases as required.

Genentech, San Francisco, CA - SQL Server DBA (Jan 2010 - Apr 2013)

- Technical Architecture review of new and existing customer database work requests and what is technically possible in any given scenario. Designed and tuned the databases, high availability, and disaster recovery methods by gathering SLA's, acceptable downtime etc.
- Created SQL Server Jobs and Schedules for automated and timely execution of Daily, Weekly and Monthly processes
- Configured Database mirroring as the disaster recovery solution, clustering as the high availability solution. Also configured replication to achieve scalability of databases and improve read performance. Monitored server level and DB level log events using SQL Server Audit
- Minimized the backup-time, restore-time, disk I/O and storage required for backups with Backup Compression. Performed database and data file backups on all the databases as required.
- Deployed builds in Production servers for schema changes and worked in CMR (Change Management Request) department. Worked with several teams and lead database team in the process of development of a Disaster Recovery and high availability solutions.
- Tested Database Mirroring as our solution for high availability and disaster recovery. Suggested data obfuscation methodologies for development environment adhering to the company's security standards. Created SSIS Packages to migrate the data from database to Text files.

Disney, Orlando, FL - SQL Server DBA (May 2007-Jan 2010)

- Handled Database recovery (disaster recovery), diagnosed, repaired, and was involved to transfer the OLTP data to Data Warehouse. Troubleshot the SQL Server for database corruptions.
- Created Logical & Physical Database Design and maintain Data model using Erwin.
- Installed Active/passive Microsoft SQL Clustering using 2 nodes in production environment.
- Extensively created Indexes for the tables which are lacks indexes.
- Setup the database backups, optimization, and integrity check database maintenance plans.
- Improved the database server performance using Performance monitor after analyzing CPU, I/O and Memory usage. Worked with the development team to improve the Query performance.
- Administered the SQL Server security and assigned permission to developers.
- Used SQL Server Profiler to monitor and record database activities of users, applications.
- Installed multiple instances of SQL Server for development purpose.
- Configured and maintained Snapshot and merge replication. Created the DTS Package designs for Import/Export from various Data Sources like oracle, access, and text files.
- Responsible for audit of all servers and databases and creation of uniform disaster-recovery policies that included all database maintenance, backups, and restoration procedures as well as for the tuning and configuration of all current databases and database servers and advisement on all new databases and servers. Maintained the production server with maximum availability.
- Development of DTS extracts and data load tasks, movement of databases from development servers to production servers. Monitored databases and servers for capacity planning and advising database design and modeling teams of SQL Server capabilities.

3 PRICING

Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	**State of West Virginia** **Centralized Request for Quote** **Service - Prof**

Proc Folder: 1025461 **Doc Description:** Technical Staffing Service- Data Base Administrator **Proc Type:** Central Master Agreement			**Reason for Modification:**
Date Issued	**Solicitation Closes**	**Solicitation No**	**Version**
2022-04-20	2022-05-04 13:30	CRFQ 0704 INS2200000004	1

BID RECEIVING LOCATION

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

VENDOR

Vendor Customer Code: VS0000005021
Vendor Name : Elegant Enterprise-Wide Solutions, Inc.
Address : 25961 Hartwood Dr.
Street :
City : Chantilly
State : VA **Country :** United States **Zip :** 20152
Principal Contact : Vikas Arora
Vendor Contact Phone: 703-909-1289 **Extension:**

FOR INFORMATION CONTACT THE BUYER
Joseph E Hager III
(304) 558-2306
joseph.e.hageriii@wv.gov

Vendor Signature X **FEIN#** 36-4468087 **DATE** 05/04/2022

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

Date Printed: Apr 20, 2022 Page: 1 FORM ID: WV-PRC-CRFQ-002 2020/05

ADDITIONAL INFORMATION
The West Virginia Purchasing Division is soliciting bids on behalf of West Virginia Offices of the Insurance Commissioner (OIC) to establish a contract for a database administrator staffing service. The Database Administrator position is needed to provide technical expertise to meet the temporary contracted staffing needs of the OIC Information Technologies Unit. These services will be used to create and modify stored procedures, control data exchange with outside entities, and patch and maintain Oracle and Microsoft SQL databases currently used by the OIC per the attached specifications and terms and conditions.

INVOICE TO	SHIP TO
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US	OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Temporary information technology software developers	2080.00000	HOUR	$99.00	$205,920.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 1

INVOICE TO	SHIP TO
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US	OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
2	Temporary information technology software developers	2080.00000	HOUR	$100.50	$209,040.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 2

INVOICE TO	SHIP TO
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US	OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
3	Temporary information technology software developers	2080.00000	HOUR	$102.00	$212,160.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 3

INVOICE TO	SHIP TO
OFFICES OF THE INSURANCE COMMISSIONER PO BOX 50540 CHARLESTON WV US	OFFICES OF THE INSURANCE COMMISSIONER 900 PENNSYLVANIA AVE CHARLESTON WV US

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
4	Temporary information technology software developers	2080.00000	HOUR	$103.50	$215,280.00

Comm Code	Manufacturer	Specification	Model #
80111609			

Extended Description:
Database Administrator
Year 4

SCHEDULE OF EVENTS

Line	Event	Event Date

	Document Phase	Document Description	Page 4
INS2200000004	Final	Technical Staffing Service- Data Base Administrator	

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

4 REQUIRED FORMS

4.1 Miscellaneous

REQUEST FOR QUOTATION
Database Administrator

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11. MISCELLANEOUS:

11.1. Contract Manager: During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Vikas Arora
Telephone Number: 703-909-1289
Fax Number: 703-722-6628
Email Address: govt@elegantsolutions.us

4.2 Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: #CRFQ 0704 INS2200000004

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:
(Check the box next to each addendum received)

- ☐ Addendum No. 1
- ☐ Addendum No. 2
- ☐ Addendum No. 3
- ☐ Addendum No. 4
- ☐ Addendum No. 5
- ☐ Addendum No. 6
- ☐ Addendum No. 7
- ☐ Addendum No. 8
- ☐ Addendum No. 9
- ☐ Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

Elegant Enterprise-Wide Solutions, Inc.
Company

Authorized Signature

May 04, 2022
Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 04/01/2022

5 PROOF OF INSURANCE

Elegant Solutions is proving a copy of its current certificate of insurance (COI) as evidence below.

ELEGENT-01 SWILSON

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 2/25/2022

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must have ADDITIONAL INSURED provisions or be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME:	
The Business Benefits Group 4023 Chain Bridge Rd Fairfax, VA 22030	PHONE (A/C, No, Ext): (844) 201-3612	FAX (A/C, No): (703) 766-0202
	E-MAIL ADDRESS: Certificates@bbgbroker.com	

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Hanover Insurance Company	22292
INSURER B : Allmerica Financial Benefit	41840
INSURER C : The Hanover American Ins Co	36064
INSURER D : Hartford Fire Insurance Co	19682
INSURER E :	
INSURER F :	

INSURED
Elegant Enterprise-Wide Solutions, Inc.
25961 Hartwood Dr
South Riding, VA 20152

COVERAGES **CERTIFICATE NUMBER:** **REVISION NUMBER:**

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			OHR9490012	3/20/2022	3/20/2023	EACH OCCURRENCE	$ 2,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 4,000,000
	POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 4,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			OHR9490012	3/20/2022	3/20/2023	COMBINED SINGLE LIMIT (Ea accident)	$ 2,000,000
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
A	X UMBRELLA LIAB X OCCUR			OHR9490012	3/20/2022	3/20/2023	EACH OCCURRENCE	$ 3,000,000
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$ 3,000,000
	DED RETENTION $							$
B	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY			W2R9489899	3/20/2022	3/20/2023	X PER STATUTE OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N	N / A					E.L. EACH ACCIDENT	$ 1,000,000
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000
C	Prof E&O/Cyber			LHRH473605	3/20/2022	3/20/2023	per claim/agg	5,000,000
D	Crime			42TP0351696	5/22/2021	5/22/2022		1,000,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
Evidence Purposes

CERTIFICATE HOLDER	CANCELLATION
For Evidence Purposes	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
	AUTHORIZED REPRESENTATIVE

ACORD 25 (2016/03)

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APPENDIX A: LETTERS OF RECOMMENDATION

Maryland Transit Authority (MDTA)

To Whomsoever It May Concern

Dear Ms. Arora,

I am happy to recommend Elegant Enterprise-Wide Solutions, Inc. for the services they have provided in the last 5 years.

Scope of Services: Elegant Solutions provided Web Application maintenance and support, continuous enhancement and development, bug fixing for the applications, system administration, Servers and VMWare based support, Tier I/ II/ II Helpdesk support and field support, ticket creation, monitoring and maintenance.

Below are my ratings for their services provided:

Quality of Services	**Exceptional**
Cost Control	**Exceptional**
Schedule (Timeliness)	**Exceptional**
Management	**Exceptional**
Utilization of Small Business	**Exceptional**
Business Relations	**Exceptional**

Overall Rating: Exceptional

As a part of this engagement, Elegant Solutions had deputed 15 resources with a total contract value of Approx $5.5M for over 5 years.

I am very confident that Elegant Enterprise-Wide Solutions, Inc. will be able to provide superior services and excellent solutions through engagements of similar or higher scope, size and complexity.

If you have any additional questions or need clarification, please feel free to contact me.

Best Regards,

Chuck Markakis
Assistant Director
Maryland Transportation Authority
Office of Infrastructure Services
Division of Information Technology
cmarkakis@mdta.state.md.us

Minnesota Department of Public Safety (DPS)

MINNESOTA IT SERVICES

January 25, 2019

To whom it may concern:

Elegant Enterprise-Wide Solutions, Inc. was contracted to provide IT consulting services on the Minnesota Licensing and Registration System (MNLARS). The system will improve operability, stability, record keeping, security, and customer service for the Minnesota driver's license and motor vehicle registration systems.

Elegant provided one resource who has been on the job for 3 ½ years. He has been an integral part of the MNLARS team as a senior developer.

I feel confident in recommending Elegant Enterprises-Wide Solutions, Inc.'s IT consulting services and this resource.

Regards,

Joyce Simon

Joyce Simon PMP
Financial Analyst | IT Management
Minnesota IT Services | Partnering with Public Safety
445 Minnesota Street
Saint Paul, MN 55101
O: 651-201-7769

Information Technology for Minnesota Government | mn.gov/mnit

Montana Department of Environmental Quality (DEQ)

DEQ
Montana Department of Environmental Quality

January 31, 2019

In January 2017, Elegant Enterprise-Wide Solutions, Inc. was awarded a contract to provide information technology augmentation staff resources that would assist the Department with systems analysis, web and software development, data migration, and application maintenance for Tracking Remediation and Environmental Actions Data System (TREADS). With a total value of approximately $918,060.00.

I would rate their services provided on this project as below:

Management	Excellent
Cost Control	Excellent
Schedule (Timeliness)	Excellent
Quality of Services	Excellent
Business Relations	Excellent

I wish them success on future efforts.

If you have any further questions, please feel free to contact me.

Sincerely,

Staci Stolp

Staci Stolp
Computer Systems Analyst, PMP
Waste Management and Remediation Division
1225 Cedar St.
Helena, MT 59602
Email: Sstolp3@mt.gov
Cell: (406) 461-0913
Desk: (406) 444-6461

Idaho Department of Transportation

Your Safety • Your Mobility
Your Economic Opportunity

IDAHO TRANSPORTATION DEPARTMENT
P.O. Box 7129 • Boise, ID 83707-1129
(208) 334-8000 • itd.idaho.gov

May 8, 2018

To whom it may concern

Ms. Priyanka Arora, Sr. Program Manager
Elegant Enterprise-Wide Solutions, Inc.
25961 Hartwood Dr.
Chantilly VA 20152

With this letter, I am pleased to recommend services of Elegant Enterprise-Wide Solutions, Inc. on one of our project.

Elegant Enterprise-Wide Solutions, Inc. was contracted for providing IT consulting services to support modernization of Division of Motor Vehicles (DMV) at Idaho Transportation Department.

Elegant Solutions' Data Warehouse Business Intelligence Specialist was responsible for writing/ creating reports in Microsoft SQL Server Reporting Server (SSRS) and Microsoft Dynamic CRM. Based on quality services provided by resources assigned on this project, below is rating:

Evaluation Areas	Rating
Quality of Service	Exceptional
Schedule	Exceptional
Cost Control	Exceptional
Management	Exceptional

I feel confident in recommending Elegant Enterprises-Wide Solutions, Inc.'s IT consulting services.

If you have any further questions, please feel free to contact me.

Regards!

Bill Finke, Project Manager
Idaho Transportation Department

Richardson Independent School District (RISD), TX

PURCHASING DEPARTMENT

RICHARDSON INDEPENDENT SCHOOL DISTRICT

February 9, 2015

Ms. Priyanka Arora
Elegant Enterprise Wide Solutions, Inc.
25961 Hartwood Drive
Chantilly, VA-20152

Dear Ms. Arora,

I would like to take this opportunity to thank you for services provided by Elegant Enterprise-Wide Solutions, Inc. for the Business Analyst consultant provided for the development of Individualized Education Program (IEP). Elegant Enterprise-Wide Solutions was commendable in accomplishing tasks and deliverables in defined timelines, with huge satisfaction.

Sincerely,

Melody Greig, RTSBA
Richardson Independent School District
Buyer, Purchasing Department
Phone: 469-593-0578
Fax: 469-593-0563
www.risd.org

careertech
OKLAHOMA DEPARTMENT OF CAREER AND TECHNOLOGY EDUCATION

May 19, 2015

Ms. Priyanka Arora
Elegant Enterprise Wide Solutions, Inc.
25961, Hartwood Drive
Chantilly, VA, 20152

Dear Ms. Arora,

I would like to take this opportunity to thank Elegant Enterprise Wide Solutions, Inc. for providing continuous Project Management services for our Information Management System Build project.

Elegant Enterprise Wide Solutions has been very responsive to our requests and communication. We are very pleased with the Project Management services you have provided and I would be happy to recommend Elegant Enterprise Wide Solutions, Inc. to other entities.

Sincerely,

Julie Bunch

Julie Bunch, Sr. Buyer
Oklahoma Department of Career and Technology Education
1500 W. 7th Ave., Stillwater OK 74074
Ph. 405-743-5509
Fax 405-743-6809
www.okcareertech.org

1500 West Seventh Avenue
Stillwater, OK 74074-4364
www.okcareertech.org
(405) 377-2000 • Fax: (405) 743-6809

Corpus Christi Independent School District (CCISD)

DEPARTMENT FOR TECHNOLOGY SYSTEMS
Office of Information Systems

CORPUS CHRISTI INDEPENDENT SCHOOL DISTRICT
2525 Belton Street, Corpus Christi, Texas 78416
Office: 361/878-3932 Fax: 361/878-4860
Website: www.ccisd.us

August 27, 2015

To Whom it May Concern:

Elegant Enterprise Wide Solutions, Inc. has provided technical consultants to CCISD. The most recent Programmer, Anand Male, has been able to join the CCISD team and work in conjunction with full time staff on various projects. A high level of quality work and professionalism has been maintained.

I would recommend the services of Anand Male and Elegant Enterprise Wide Solutions, Inc. to other businesses or school districts. I would welcome the opportunity to work with the company again.

Sincerely,

Sean Babcock
Director for Information Systems

California Public Employees' Retirement System (CalPERS)

TO WHOM IT MAY CONCERN
Engagement Rating Letter

Elegant Enterprise-Wide Solutions, Inc. provided Enterprise Business Continuity Prioritization services to CALPERS (PO 65677) from April 2016 to October 2016.

Here are my ratings for the above said engagement -

- Complexity of Project (High/Medium/Low) : Medium
- Contract Type (Firm Fixed Price / T&M) :FFP-Deliverable based
- Quality of Services (Exceptional/Good/Satisfactory/Poor) : Exceptional
- Was engagement completed on Time as planned : Yes
- Would you recommend Elegant to others entities for similar work : Yes
- Confidence in ability of company to deliver (High/Medium/Low) : High

Please don't hesitate to contact me for any further information.

Jacob Wilson
Emergency Management and Administration Unit
California Public Employees' Retirement System
(916)795-3312
jacob_wilson@calpers.ca.gov

Date: 9/20/16