



# LEXINGTON

**RFP-12-2026**  
**DatamanUSA, Ilc**  
**DatamanUSA, Ilc**  
**Supplier Response**

## **Event Information**

Number: RFP-12-2026  
Title: Information Technology Consulting and/or Technical Services  
Type: Request For Proposal  
Issue Date: 3/20/2026  
Deadline: 4/20/2026 02:00 PM (ET)

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ONLY ONLINE BIDS WILL BE ACCEPTED! By submitting your response, you certify that you are authorized to represent and bind your company and that you agree to all bid terms and conditions as stated in the attached bid/RFP/RFQ/Quote/Auction documents.

Nidhi Saxena

*Signature*

*Submitted at 4/20/2026 01:23:23 PM (ET)*

[contact@datamanusa.com](mailto:contact@datamanusa.com)

*Email*

## Response Attachments

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**DatamanUSA\_RFP-12-2026\_IT\_Consulting\_and\_Technical\_Services\_Final\_Proposal.pdf**

Proposal Response File



**LEXINGTON**  
*Purchasing*

**Submitted To:**  
**IonWave Portal -**  
**200 East Main Street**  
**Lexington, KY 40507**



**Lexington-Fayette  
Urban County Government**  
RFP #12-2026 Information Technology Consulting and/or  
Technical Services

**Deadline for Proposals: April 20, 2026**



**Submitted By:**

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April 20, 2026

### **Director, Division of Procurement**

Lexington-Fayette Urban County Government  
200 East Main Street  
Lexington, Kentucky 40507

### **Re: Proposal in Response to RFP #12-2026 – Information Technology Consulting and/or Technical Services**

Dear Director of Procurement and Members of the Evaluation Committee:

DatamanUSA LLC is pleased to submit this proposal in response to RFP #12-2026, issued by the Lexington-Fayette Urban County Government (LFUCG) for Information Technology Consulting and/or Technical Services. DatamanUSA is a U.S.-based information technology staffing and consulting firm, incorporated in Colorado and operating since 2000, with a dedicated focus on the public sector. With 14 offices spanning the Eastern, Central, Mountain, and Pacific regions, and a delivery network supporting more than 400 active associates, DatamanUSA is well-positioned to serve LFUCG as a responsive, reliable, and technically capable partner.

DatamanUSA submits this proposal for the full scope of IT consulting and technical services categories in which it can demonstrate direct, qualified capability. The proposal addresses technology competencies consistent with Attachment A and includes role-based hourly rates in Attachment B for the applicable service categories. DatamanUSA confirms that all Attachments, the required Affidavit, MWDBE participation documentation, and required certifications are included in this single, combined PDF submission as directed in the issued Q&A clarification dated March through April 2026.

LFUCG's evaluation framework prioritizes specialized technical competence, capacity to perform within required timeframes, and a demonstrated record of performance on government and comparable contracts. DatamanUSA directly addresses each of these criteria. The firm has supported municipal governments, county agencies, state institutions, public universities, and K-12 school districts with IT staffing and consulting delivery, including engagements with entities such as the Regional Transportation District (RTD-Denver), Tarrant County College District, Baltimore County Public Schools, and the University of California system. DatamanUSA's structured staffing methodology, Oorwin ATS-enabled pipeline management, and 25-year history of government contract delivery provide the operational foundation to meet LFUCG's project-level response expectations, including potential short-notice and emergency task assignments.

DatamanUSA is a certified Minority Business Enterprise (MBE), Women Business Enterprise (WBE), Disadvantaged Business Enterprise (DBE), and Small Business Enterprise (SBE), with certifications recognized across multiple state and local jurisdictions. Ms. Nidhi Saxena, CEO and President, is the firm's majority owner and authorized signatory. DatamanUSA intends to self-perform a significant portion of contracted services and, where applicable, will engage pre-qualified subcontractors and teaming partners to expand service coverage in alignment with LFUCG's MWDBE participation goals under Resolution 272-2024.

This proposal has been prepared in accordance with all terms and conditions set forth in RFP #12-2026, as issued on March 20, 2026, and as further clarified through the publicly published Questions & Answers log. DatamanUSA has reviewed all published Q&A clarifications, confirms it has complied with the submission format guidance, and accepts the terms of this solicitation without exception. Electronic signatures are authorized for this RFP as confirmed in the Q&A, and this proposal has been signed accordingly.

The information contained in this proposal is accurate and complete to the best of DatamanUSA's knowledge. Ms. Nidhi Saxena, CEO and President, is authorized to legally bind DatamanUSA LLC in all contractual matters arising from this proposal. Should LFUCG require clarification on any aspect of this submission, DatamanUSA welcomes the opportunity to respond promptly, whether in writing or through an oral presentation at the committee's request.

DatamanUSA respectfully requests consideration for inclusion in LFUCG's pre-qualified vendor panel under this contract. The firm is prepared to mobilize qualified IT consulting and technical services personnel in alignment with task-level scopes of work and to deliver cost-effective, professionally managed engagements that meet LFUCG's standards for quality and schedule performance. DatamanUSA appreciates LFUCG's consideration of this submission.

Respectfully submitted,



**Nidhi Saxena**

**CEO & President**

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Centennial, Colorado 80112-3919

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**Proposal Enclosures (Combined PDF Submission):**

1. Cover / Transmittal Letter
2. Company Overview and Qualification Narrative
3. Technical Competence and Capability Statement
4. Staffing Capacity and Delivery Methodology
5. Past Performance References
6. Attachment A – Technology Capabilities Matrix
7. Attachment B – Services and Hourly Rate Schedule
8. Affidavit (Executed)
9. MWDBE Participation Form
10. Civil Rights Compliance Certificates
11. Workforce Analysis Form

## Section 2 – Proposal Crosswalk

This crosswalk is provided to assist LFUCG’s evaluation committee in locating DatamanUSA’s response to each scored evaluation criterion and each explicit RFP submission requirement. Every section reference corresponds to a numbered section in this proposal. DatamanUSA has structured its response so that evaluators can navigate directly to scored content without searching the full document.

### 2.1 Evaluation Criteria Crosswalk

Evaluation Criterion	Weight	Primary Response Section	Supporting Sections
Specialized Experience and Technical Competence	30%	Section 6.1	Sections 3.1, 3.2, 4.1, 5, Appendix A
Capacity to Perform Within Time Limitations	30%	Section 6.2	Sections 3.3, 4.1, 4.2, Appendix B
Past Record and Performance	30%	Section 6.3	Sections 3.4, Section 7
Degree of Local Employment	10%	Section 6.4	Sections 3.5, 4.2

### 2.2 RFP Requirements Crosswalk

RFP Requirement	RFP Reference	DatamanUSA Response Location
Company information, years in business, partnerships	RFP §8	Section 6.1.1 (Company Overview); Section 3.1 (Firm Qualifications)
Attachment A — Technology Capabilities	RFP §5.1; Attachment A	Appendix A (Technology Capabilities Matrix, pp. A-1 to A-6)
Attachment B — Fee Schedule / Hourly Rates	RFP §7; Attachment B	Appendix B (Hourly Rate Schedule by Role)
Software development methodology (if proposing)	RFP §5.2	Section 5.2 (SDLC, Agile, Waterfall, Hybrid); Section 5.3 (Secure Dev)
Consulting services overview (if proposing)	RFP §5.3	Section 6.1.2 (Consulting breadth); Section 6.2 (Capacity and delivery)
Security and compliance capability	RFP §5.4	Section 5.3 (Secure Dev Practices); Section 6.1.4 (Security Competence)
Engagement deliverables model (SOW, plans, KT, closeout)	RFP §6	Section 5.1 (Engagement Model); Section 5.2.ii (SDLC mapped to RFP §6)
Past performance references	RFP §8; Q&A 4/1/2026	Section 6.3 (Past Record and Performance); Section 7 (Formal References)
Local employment disclosure	Selection Criteria; Q&A 3/23/2026	Section 6.4 (Degree of Local Employment); Section 3.5
Exceptions to RFP specifications (if any)	RFP Cover Page	DatamanUSA takes no exceptions to the RFP terms or specifications.

RFP Requirement	RFP Reference	DatamanUSA Response Location
MWDBE participation / good faith outreach	RFP MWDBE section; Q&A 3/31/2026	Appendix F (MWDBE Outreach Plan / Participation Form)
Signed Affidavit (notarized)	RFP Affidavit	Appendix C (Executed and Notarized Affidavit)
Equal Opportunity Agreement	RFP EO Agreement	Appendix D (Signed Equal Opportunity Agreement)
Workforce Analysis Form	RFP Forms Packet	Appendix E (Completed Workforce Analysis Form)
Security framework examples currently followed	Q&A 3/23/2026	Section 6.1.4 (NIST, ISO 27001, OWASP); Section 5.3.i (Framework Table)

## Table of Contents

Section 2 – Proposal Crosswalk .....	3
2.1 Evaluation Criteria Crosswalk .....	3
2.2 RFP Requirements Crosswalk .....	3
Section 3 – Executive Summary .....	7
3.1 Firms Qualifications.....	7
3.2 Service Category Proposed – IT Technical Services and IT Consulting Services.....	8
3.3 Capacity to Perform and Rapid Mobilization.....	9
3.4 Past Performance – Primary Government IT Reference.....	9
3.5 Local Employment Disclosure .....	9
Section 4 – Understanding of LFUCG’s Environment .....	11
4.1 Operational and Technology Context .....	11
4.2 Public-Sector Constraints and Obligations .....	12
Section 5 – Service Delivery Approach.....	15
5.1 Engagement Model and Delivery Framework Overview .....	15
5.2 Software Development Life Cycle — RFP §5.2 Compliance .....	16
5.2.i Application Programming Methodology.....	17
5.2.ii Development Life Cycle .....	19
5.2.iii Preferred Technology Stacks and Frameworks .....	19
5.3 Secure Development Practices — RFP §5.2 and §5.4 .....	20
5.3.i Governing Security Frameworks.....	20
5.3.ii Shift-Left Security Model .....	21
5.3.iii Security Testing Across the SDLC .....	22
5.3.iv Secure Coding Standards and Mandatory Peer Review.....	23
5.3.v Secrets Management and Dependency Control.....	23
5.4 DevSecOps and CI/CD Pipeline Approach.....	24
5.4.i Source Control and Branch Strategy.....	24
5.4.ii Automated CI/CD Pipeline Architecture.....	24
5.4.iii Infrastructure as Code and Configuration Management .....	26
5.4.iv Environment Promotion Model and Rollback Procedures.....	26
5.6 Testing and Quality Assurance Methodology .....	27
5.6.i Testing Layers .....	27
5.6.ii Defect Management.....	28
5.7 Documentation Standards — RFP §5.2 .....	29
5.7.i Document Types, Standards, and Delivery Milestones .....	29
5.8 Project Management Approach — RFP §5.2 and §6.....	31
5.8.i Governing Framework .....	31
5.8.ii Project Governance Structure .....	31

5.8.iii Earned Value Management.....	32
5.8.iv Organisational Change Management — PROSCI ADKAR.....	32
5.9 Consulting Services Delivery Approach — RFP §5.3 Compliance.....	33
5.9.i Overview.....	33
5.9.ii Discovery and Assessment Approach.....	33
5.9.iii Consulting Service Areas — Experience, Approach, Security and Resilience, and BC/DR .....	33
5.10 Knowledge Transfer and Operational Readiness — RFP §6.....	35
Section 6 – Response to Evaluation Criteria.....	38
6.1 Specialized Experience and Technical Competence (30%).....	38
6.1.i Corporate Background and Lines of Service.....	38
6.1.ii Technical Breadth Across Proposed Categories .....	40
6.1.iii Platform-Specific Experience .....	43
6.1.iv Certifications, Partnerships, and Delivery Standards.....	46
6.2 Capacity to Perform within Time Limitations (30%) .....	49
6.2.i Team Structure and Bench Strength.....	49
6.2.ii Rapid Mobilization and Emergency Response .....	51
6.2.iii Geographic and Remote Delivery Model .....	52
6.2.iv Project Management and Quality Controls .....	54
6.3 Past Record and Performance (30%).....	58
6.3.i Relevant Contract Experience .....	58
6.3.ii Project Summaries.....	62
6.4 Degree of Local Employment (10%).....	94
6.4.1 Physical Presence and Local Employment Scoring Position.....	94
6.4.2 Confirmed Subcontracting Team — Kentucky-Based Certified Firms .....	94
6.4.3 Combined Local Employment Posture .....	95
Section 7 – References .....	96
Appendix A – Technology Capabilities.....	97
Appendix B – Fee Schedule .....	98
Appendix C – Signed and Notarized Affidavit .....	99
Appendix D — Equal Opportunity Agreement.....	100
Appendix E — Workforce Analysis Form .....	101
Appendix F — MWDBE Outreach Plan or Participation Form.....	102

## Section 3 – Executive Summary

DatamanUSA LLC submits this proposal in direct response to RFP #12-2026 issued by the Lexington-Fayette Urban County Government and **proposes to provide services under both IT Technical Services and IT Consulting Services, covering all categories and technologies defined in Attachment A and Attachment B** of this solicitation. This is a full dual-category, full-scope response.

DatamanUSA is an established public-sector IT delivery firm with 25 years of continuous operation, active engagements across 30+ states, and a verifiable track record of delivering both hands-on technical execution and advisory consulting services to government agencies at the city, county, state, and institutional levels. The firm's delivery model — built on ISO-certified quality, information security, and business continuity management systems — is operationally aligned with the standards, accountability requirements, and service reliability expectations of LFUCG's operating environment.

DatamanUSA understands that task-order assignments under the resulting contract will be awarded to the most qualified and cost-effective vendor per project, and that some engagements may require mobilization on short notice or in emergency situations. The firm's infrastructure, talent network, and delivery processes are purpose-built for exactly this model. DatamanUSA is prepared to serve LFUCG as a long-term technology partner under the proposed three-year contract term with two optional one-year renewals.

<b>25+</b> <b>Years of Public Sector Service</b> Founded 2000 — active in 30+ states	<b>5,000+</b> <b>Consultants Deployed</b> Across state, local & federal agencies	<b>95%</b> <b>D&amp;B Performance Rating</b> Independent Dun & Bradstreet survey	<b>95%+</b> <b>Retention Rate</b> Less than 5% consultant replacement rate
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### 3.1 Firms Qualifications

Founded in 2000, DatamanUSA LLC is a nationally certified MBE, WBE, DBE, and SBE firm with 14 regional offices spanning the Eastern, Central, Mountain, and Pacific regions of the United States. IT services and consulting represent more than 85% of the firm's annual revenue, reflecting a company whose operational depth is concentrated entirely in the technology delivery domain proposed under this RFP. DatamanUSA maintains active ISO 9001:2015 (Quality Management), ISO 27001:2022 (Information Security Management), and ISO 22301:2019 (Business Continuity Management) certifications — a combination that directly addresses LFUCG's expectations for auditability, data security, and operational resiliency in a government environment.

Over 5,000 consultants have been deployed on behalf of DatamanUSA, clients across state, local, and federal agencies. The firm's D&B Overall Performance Rating of 95 — earned through an independent Dun & Bradstreet survey — reflects consistent delivery quality, client satisfaction, and business reliability. DatamanUSA has achieved a consultant retention rate above 95%, with a contract renewal rate of 85% across active public-sector engagements. These metrics are not aspirational — they are documented outcomes from a company that has operated continuously in the government IT services market for a quarter century.

Attribute	DatamanUSA Detail
<b>Legal Name</b>	DatamanUSA LLC
<b>Year Founded</b>	2000 — 25+ Years in Operation
<b>Headquarters</b>	6890 S. Tucson Way, Suite 100, Centennial, Colorado 80112
<b>Regional Offices</b>	14 offices — Eastern, Central, Mountain, and Pacific regions
<b>Proposal Scope</b>	IT Technical Services + IT Consulting Services (Full Dual-Category Bid)
<b>IT Revenue Share</b>	85%+ of annual revenue derived from IT services and consulting
<b>Active Talent Network</b>	400,000+ vetted technical professionals

Attribute	DatamanUSA Detail
<b>Dedicated Recruiting Staff</b>	30+ experienced IT recruiters and account managers
<b>Public Sector Clients</b>	100+ government agencies — city, county, state, and institutional
<b>Quality Certifications</b>	ISO 9001:2015 · ISO 27001:2022 · ISO 22301:2019 (All Active)
<b>Diversity Certifications</b>	MBE · WBE · DBE · SBE (Nationally Certified)
<b>D&amp;B Performance Rating</b>	95 — Independent Dun & Bradstreet Survey
<b>Primary IT Reference</b>	Regional Transportation District – Denver (RTD)   \$7.75M Sole-Award Contract
<b>Local Employment</b>	U.S.-based firm (2 pts); Fayette County-based subcontractor to be engaged

### **3.2 Service Category Proposed – IT Technical Services and IT Consulting Services**

DatamanUSA's delivery capabilities span the full breadth of both service lines defined by LFUCG in this solicitation. The firm does not propose the consulting scope as secondary to its technical delivery — both categories are supported by dedicated practice areas, proven delivery frameworks, and experienced subject matter professionals. Whether LFUCG engages DatamanUSA for hands-on infrastructure implementation or for strategic advisory and governance consulting, the same operational discipline, accountability structure, and quality management system applies.

The coverage table below maps DatamanUSA's documented capabilities directly against the Technical Services and Consulting Services categories defined in Attachment B. Coverage of Attachment A technologies is addressed in full in the Technology Capabilities section of this proposal. Every category and technology listed below is supported by prior delivery experience with government or comparable regulated-environment clients.

<b>IT TECHNICAL SERVICES</b> Attachment B — Technical Execution Categories	<b>IT CONSULTING SERVICES</b> Attachment B — Consulting Advisory Categories
Core Infrastructure (Windows Server, M365, Entra ID, VMware, IIS)	IT Strategic Planning & Technology Roadmaps
Cloud Architecture & Engineering (Azure IaaS/PaaS, AWS, DevOps, IaC)	Enterprise Architecture & Cloud Strategy Advisory
Information Security — Implementation & Operations	Security Risk Analysis, Policy Development & Governance
Network Design, Operations & Support (LAN/WAN, F5 BIG-IP, SD-WAN)	IT Governance & Compliance (NIST, CIS, ISO 27001)
Database Administration & Engineering (SQL Server, Oracle, Azure SQL, NoSQL)	Disaster Recovery & Business Continuity Planning
Software Development (.NET Core, Python, React, Angular, REST/GraphQL APIs)	PeopleSoft HCM & FSCM Functional Consulting
ERP & Enterprise Application Support	IT Project Management & PMO Advisory (PMP-Certified)
DevOps, CI/CD Pipelines & Infrastructure as Code	Requirements Gathering & Technical Documentation
Desktop, End-User Support & Asset Management	Vendor Assessment & Technology Evaluation

<b>IT TECHNICAL SERVICES</b> Attachment B — Technical Execution Categories	<b>IT CONSULTING SERVICES</b> Attachment B — Consulting Advisory Categories
Training Services (M365, Azure, VMware, Cybersecurity Awareness)	Operational Readiness & Knowledge Transfer

### **3.3 Capacity to Perform and Rapid Mobilization**

LFUCG confirmed in this solicitation's Q&A process that task-order work may be required to begin immediately in emergency situations, and that assignments will be based on qualifications, cost-effectiveness, and timeline. DatamanUSA's delivery infrastructure is designed precisely for this operating model. The firm maintains an active talent pipeline of 400,000+ vetted technical professionals, supported by more than 30 dedicated IT recruiters and account managers who operate across 14 regional offices nationwide. An AI-driven applicant tracking system (Oorwin) enables real-time candidate matching, reducing average time-to-fill to two to four business days for technical roles.

DatamanUSA supports remote, on-site, and hybrid delivery models, consistent with LFUCG's confirmed expectation that the resulting contract will serve both delivery modes, depending on the project's nature. For engagements requiring on-site presence in Lexington, DatamanUSA's Central Region infrastructure and its planned engagement of a Fayette County-based local subcontractor provide geographic responsiveness and local delivery capability. For remote or hybrid engagements, the firm's distributed workforce and established secure delivery protocols ensure no degradation in service quality or oversight.

DatamanUSA's organizational capacity to support multiple concurrent engagements has been validated through real-world delivery. The firm has simultaneously managed staffing and project delivery contracts across dozens of government agencies without service interruption, capacity conflicts, or personnel substitution failures. Each engagement operates under a dedicated account management structure with clear escalation paths, performance monitoring, and client communication protocols aligned to the SOW-based delivery model LFUCG has described.

### **3.4 Past Performance – Primary Government IT Reference**

The Regional Transportation District of Denver (RTD-Denver) represents DatamanUSA's primary IT reference for this proposal, and it is the most directly analogous engagement to the scope LFUCG has defined. RTD-Denver is a major metropolitan government agency serving 2.87 million residents across a 2,340 square-mile service area. DatamanUSA served as the sole award vendor on RTD's ERP Work Order Contract — a five-year engagement valued at \$7,750,000 — delivering comprehensive IT project execution, application development, infrastructure support, and staff augmentation across multiple business units and technology platforms simultaneously.

Scope of work under the RTD contract included ERP system configuration and module enhancements, Oracle Cloud and Workday implementation consulting, .NET and Java application development, VMware rollout and infrastructure support, business intelligence and data warehousing, SharePoint governance and roadmap development, IT governance policy development, GIS programming, real-time passenger information systems, and help desk operations — representing **direct alignment with the categories DatamanUSA proposes under both Attachment A and Attachment B of this RFP.**

Beyond RTD, DatamanUSA's government IT delivery record spans engagements with the City of Aurora (Colorado), Denver International Airport, State of South Carolina, Colorado Air National Guard, University of Massachusetts, Tarrant County College District, Baltimore County Public Schools, and more than 100 additional state, local, and institutional clients. Full reference details, including contact information for RTD's project manager Avinash Chaudhary, are provided in the References section of this proposal.

### **3.5 Local Employment Disclosure**

DatamanUSA LLC is headquartered in Centennial, Colorado, and qualifies as a United States-based firm under LFUCG's confirmed local employment scoring rubric, which assigns 2 points to U.S.-based firms. In recognition of the importance LFUCG places on local employment and the direct scoring value of Fayette County presence, DatamanUSA intends to engage a qualified Fayette County-based subcontractor for applicable service delivery

under this contract. This subcontracting arrangement will be established prior to contract execution and will be disclosed to LFUCG at the appropriate stage of the award process.

## Section 4 – Understanding of LFUCG’s Environment

DatamanUSA, LLC (Dataman) has carefully reviewed RFP #12-2026, the referenced background information, Attachment A, Attachment B, and the publicly posted Questions & Answers to establish a grounded understanding of the Lexington-Fayette Urban County Government's (LFUCG) operating context, procurement intent, and delivery expectations. This section reflects Dataman's interpretation of the environment in which selected vendors will perform and the conditions under which task-level engagements will be assigned. The analysis below is structured to address the operational and technology context, the purpose of the multi-vendor contract and its engagement model, and the public-sector constraints and obligations that will govern performance under any resulting award.

### 4.1 Operational and Technology Context

LFUCG operates a broad portfolio of mission-critical technologies that support public services across Fayette County. The RFP indicates that LFUCG's environment is primarily Microsoft-centric, combining on-premises and hosted infrastructure with cloud services, and that it must sustain high availability for residents, employees, and partner agencies. Dataman has structured its proposal to reflect this hybrid reality and the supporting ecosystem referenced in Attachment A.

Based on the Background Information (Sections 4.1 through 4.4) and Attachment A, Dataman understands that LFUCG's technical footprint spans core Windows Server and Microsoft 365 services, Active Directory and Azure AD/Entra ID identity, Microsoft Exchange Online, VMware virtualization, F5 BIG-IP for load balancing and WAF, Linux distributions, Microsoft Azure IaaS/PaaS, and Microsoft Azure DevOps for CI/CD. Enterprise workloads are anchored by PeopleSoft FSCM and HCM for financial and human capital management, complemented by division-specific applications and enterprise integrations. Dataman's response is aligned to these platforms and proposes services only in categories supported by its workforce, consistent with the Q&A guidance that vendors may propose a subset of categories where demonstrated expertise exists.

Table 5.1 — LFUCG Environmental Domains and Dataman's Alignment

LFUCG Environmental Domain	Dataman's Interpretation of the Need	Dataman's Alignment Approach
<b>Hybrid Infrastructure &amp; Virtualization</b>	Mixed on-premises and hosted workloads running on Windows Server, VMware vSphere/vCenter, and Linux, with load balancing and WAF via F5 BIG-IP.	Consulting and technical resources with experience across Windows Server (2019/2022), VMware, Linux (RHEL/Ubuntu/SUSE), IIS, and F5 BIG-IP for operations, upgrades, and hardening.
<b>Microsoft Ecosystem &amp; Identity</b>	Microsoft 365 architecture, Active Directory/Azure AD/Entra ID, Exchange Online, and endpoint management form the collaboration and identity backbone.	Experience delivering M365 architecture, identity federation, conditional access, Exchange Online migration/administration, and modern endpoint management for public-sector clients.
<b>Cloud &amp; DevOps Modernization</b>	Azure IaaS/PaaS, Azure VMs, Key Vault, and Azure DevOps pipelines; AWS architecture referenced in Attachment A.	Cloud consulting and engineering resources skilled in Azure architecture, IaC, CI/CD pipelines, configuration management (Ansible, SCCM/MECM), and AWS workloads.
<b>Enterprise Applications &amp; ERP</b>	PeopleSoft FSCM and HCM support core financial and HR operations; division-level applications require tailored	Dataman offers application development, integration, QA, and functional/technical consulting supporting enterprise ERP and custom application portfolios.

LFUCG Environmental Domain	Dataman's Interpretation of the Need	Dataman's Alignment Approach
	development, integration, and support.	
<b>Security &amp; Compliance Operations</b>	Identity & access, endpoint security, network security, monitoring, data protection, vulnerability management, and framework-aligned compliance (RFP §5.4).	Security consulting and engineering aligned to recognized frameworks, with ISO 27001:2022 practices embedded in Dataman's internal operations for secure handling of data.
<b>Service Continuity &amp; Knowledge Transfer</b>	High-availability expectations, documentation standards, and formal knowledge transfer at engagement closeout (RFP §6).	Dataman enforces structured documentation, transition plans, and operational readiness reviews as standard deliverables on public-sector engagements.

Because LFUCG indicated in the Q&A that FY27 priorities have not yet been finalized, Dataman's approach is engineered for responsiveness: it focuses on readiness across the Attachment A technology stack, the ability to scale resources when new initiatives are funded, and the discipline to support steady-state operations in parallel with modernization efforts.

#### 4.2 Public-Sector Constraints and Obligations

Dataman recognizes that performance under a LFUCG contract carries obligations that extend well beyond technical delivery. The RFP, its general terms, and its insurance and affidavit requirements reflect the accountability standards expected of a public-sector vendor in the Commonwealth of Kentucky. Dataman has built its response to acknowledge and respect those obligations.

Table 5.3 — Public-Sector Obligations and Dataman's Compliance Posture

Public-Sector Obligation	Dataman's Acknowledgment and Approach
<b>Public Records, Auditability &amp; Right to Inspect</b>	<ul style="list-style-type: none"> <li>Dataman acknowledges LFUCG's right to review, audit, and inspect records and operations related to the contract.</li> <li>Engagement documentation—SOWs, project plans, status reports, timesheets, and deliverable artifacts—is retained in auditable form for the duration of the contract and applicable retention periods.</li> <li>Dataman understands that materials developed, data collected, and reports prepared under the contract become property of LFUCG, with non-exclusive rights of use, publication, and dissemination.</li> </ul>
<b>Insurance, Risk &amp; Default Provisions</b>	<ul style="list-style-type: none"> <li>Dataman will furnish Certificates of Insurance that meet or exceed the coverages, limits, endorsements, and carrier rating (A or A-, Financial Size VIII+) specified in the RFP.</li> <li>Any self-insured retention or deductible will be submitted to LFUCG's Division of Risk Management within the required timeframe and will provide protection equivalent to first-dollar coverage.</li> <li>Dataman acknowledges that failure to comply with insurance, safety, or loss-control provisions constitutes default and that LFUCG may exercise the full range of available remedies.</li> </ul>

Public-Sector Obligation	Dataman's Acknowledgment and Approach
<b>Tax, Affidavit, and Campaign Finance Compliance</b>	<ul style="list-style-type: none"> <li>• Dataman will execute the required Affidavit and will pay any applicable taxes and fees owed to LFUCG prior to award and throughout the life of the contract.</li> <li>• Dataman will obtain a Lexington-Fayette Urban County Government business license if required prior to award.</li> <li>• Dataman has not knowingly violated any provision of Kentucky campaign finance law within the past five (5) years.</li> </ul>
<b>Equal Employment Opportunity &amp; Non-Discrimination</b>	<ul style="list-style-type: none"> <li>• Dataman provides equal employment opportunity for all qualified persons and prohibits discrimination on the bases enumerated in the RFP, including race, color, religion, sex (including pregnancy, sexual orientation, or gender identity), national origin, disability, age, genetic information, political affiliation, and veteran status.</li> <li>• As a certified MBE, WBE, and DBE organization, Dataman maintains supplier diversity as a core element of its operating model.</li> </ul>
<b>Data Protection, Security &amp; Compliance Alignment</b>	<ul style="list-style-type: none"> <li>• Dataman's internal operations are governed by ISO 9001:2015 (Quality), ISO/IEC 27001:2022 (Information Security), and ISO 22301:2019 (Business Continuity) practices.</li> <li>• Consultant access to LFUCG systems will be governed by least-privilege principles, background screening, onboarding agreements, and removal procedures at engagement end.</li> <li>• Security deliverables are aligned with recognized frameworks and LFUCG's requirements for identity, endpoint, network, monitoring, vulnerability management, and data protection (RFP §5.4).</li> </ul>
<b>Operational Resiliency &amp; Service Continuity</b>	<ul style="list-style-type: none"> <li>• Dataman maintains redundancy planning, backup resource pools, and transition playbooks so that task-order delivery is not interrupted by attrition or unforeseen events.</li> <li>• ISO 22301 business continuity practices ensure continuity of Dataman's own operations supporting LFUCG engagements.</li> <li>• Structured knowledge transfer and operational readiness reviews at closeout preserve institutional knowledge for LFUCG staff.</li> </ul>
<b>Communications, Ethics &amp; Procurement Integrity</b>	<ul style="list-style-type: none"> <li>• During the RFP process, Dataman limits communications to the designated contact and the Ion Wave Q&amp;A channel, consistent with LFUCG's non-contact provisions.</li> <li>• Dataman acknowledges that its proposal, once submitted, is not withdrawable for 120 calendar days and that any exceptions to the specifications have been (or will be) separately listed as required.</li> </ul>
<b>Local Employment &amp; Community Presence</b>	<ul style="list-style-type: none"> <li>• Dataman does not currently maintain a physical office in Lexington-Fayette County and presents its local presence position transparently.</li> <li>• Where task orders benefit from on-site delivery, Dataman will mobilize consultants on-site in Lexington, KY, and is open to hiring locally for extended on-site engagements.</li> <li>• Remote and hybrid delivery models allow LFUCG to benefit from Dataman's full national bench without geographic constraint, consistent with the Q&amp;A statement that a mix of on-site and remote work is anticipated.</li> </ul>

Taken together, these acknowledgments reflect Dataman's understanding that a LFUCG contract is not simply a technical services vehicle but a public trust engagement. Dataman's response is drafted to honor that

Lexington-Fayette Urban County Government  
RFP No#12-2026 Information Technology Staffing & Consulting Services  
responsibility through compliance discipline, operational transparency, and delivery consistency on every task  
order issued under RFP #12-2026.

Offeror: DatamanUSA, LLC

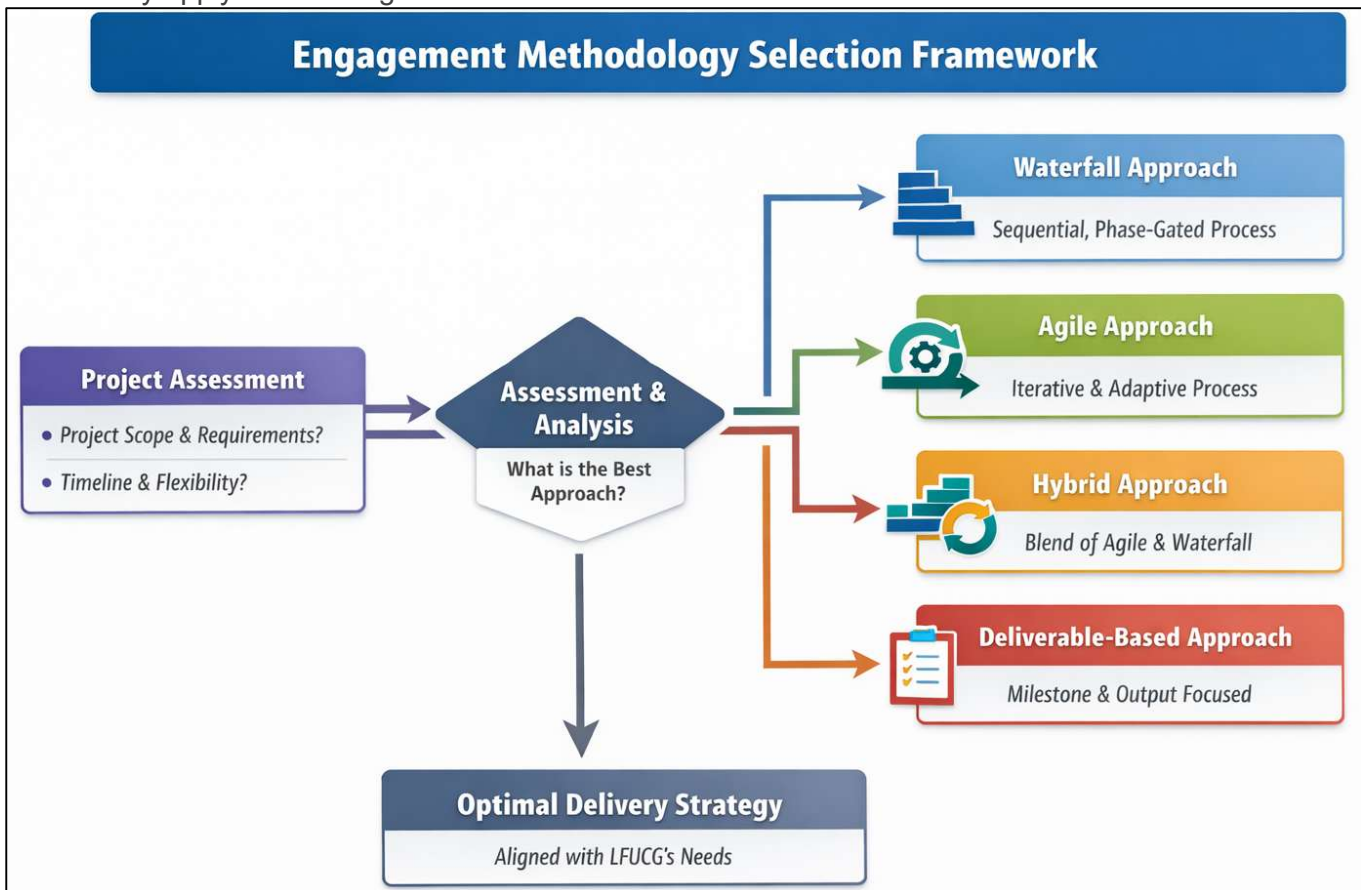
## Section 5 – Service Delivery Approach

DatamanUSA, LLC (Dataman) applies a structured, methodology-governed service delivery model to every engagement executed under this contract, regardless of scope, duration, or delivery mode. The sub-sections below address RFP §5.2 (Software Development), §5.3 (Consulting Services), and §5.4 (Security and Compliance) requirements directly, and map Dataman’s delivery frameworks to the engagement deliverables defined in RFP §6.

### 5.1 Engagement Model and Delivery Framework Overview

Dataman does not operate from a single fixed methodology. The firm maintains three proven delivery frameworks — Traditional Waterfall/SDLC, Agile/Scrum, and a Hybrid Government Delivery Model — and selects or blends them based on the nature of each task order issued by LFUCG. The Hybrid model is Dataman’s default for public-sector engagements: Agile execution within a waterfall governance envelope. This approach preserves the iterative speed and adaptability of Agile while maintaining the documentation, milestone accountability, and audit trail that government environments require.

Regardless of which delivery framework governs a given task order, every engagement produces the same core deliverable set specified in RFP §6: Scope of Work, Project Plan, Architecture and Design documentation, Implementation artifacts, Knowledge Transfer materials, Operational Readiness Review, and formal Closeout documentation. The delivery framework governs the cadence and method of producing those deliverables — it does not alter the obligation to produce them. The table below summarizes Dataman’s framework selection criteria as they apply to the categories of work LFUCG has defined.

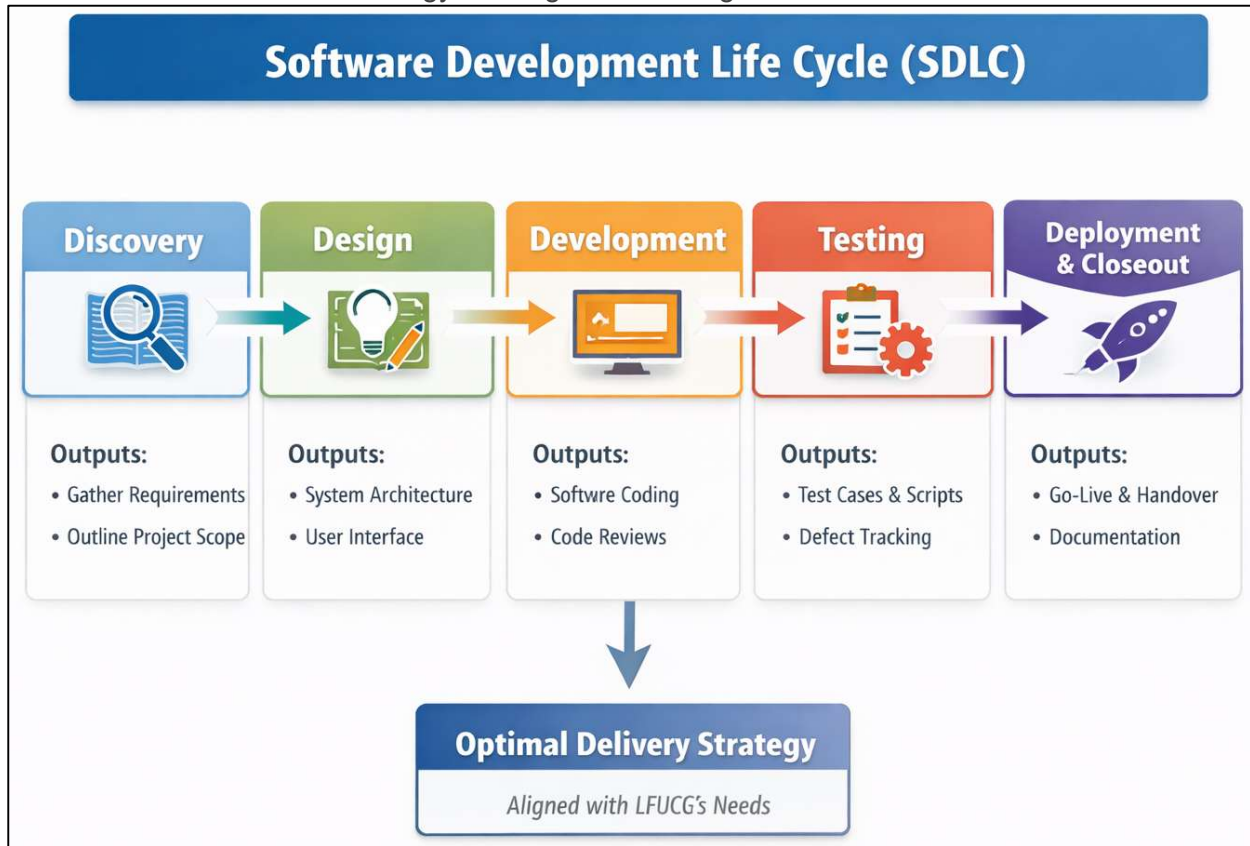


*Table 6.1 — Dataman Delivery Framework Selection Criteria Aligned to LFUCG Task Order Types*

<b>Delivery Framework</b>	<b>When Dataman Applies It</b>	<b>Representative LFUCG Task Order Examples</b>
Traditional Waterfall / SDLC	Requirements fully defined at outset; compliance-heavy; sequential phase dependencies; regulated change-control required.	PeopleSoft upgrades and patching; server infrastructure rollouts; compliance-mandated system changes; data centre migrations.
Agile / Scrum	Iterative delivery; evolving requirements; sprint-based incremental releases acceptable; stakeholder feedback loops valued.	Custom application development; SharePoint modernisation; REST/GraphQL API development; data platform builds; portal redesigns.
SAFe (Scaled Agile Framework)	Multi-team programmes; cross-functional dependencies; long-horizon modernisation with parallel workstreams requiring synchronised cadence.	Multi-phase Azure migration programmes; parallel ERP enhancement and infrastructure modernisation; enterprise DevOps transformation.
Hybrid Government Model (Default)	Public-sector accountability required; Agile execution within a waterfall governance envelope; deliverable-based SOW with milestone structure.	Default for most LFUCG consulting and technical task orders; IT strategic planning; security programme delivery; PeopleSoft functional consulting.
Deliverable-Based Fixed Scope	Defined output, defined cost, defined schedule; no iterative requirement; outcome is a document, plan, assessment, or training event.	Architecture assessments; security audits; BC/DR plan development; technology roadmaps; training delivery; vendor evaluations.

**5.2 Software Development Life Cycle — RFP §5.2 Compliance**

RFP §5.2 requires vendors proposing software development services to document: application programming methodology, development life cycle, documentation standards, secure development practices, and preferred stacks and frameworks. Dataman’s response to each element is provided in the sub-sections below.



### 5.2.i Application Programming Methodology

Dataman's application programming methodology is grounded in three foundational principles: requirements traceability, iterative validation, and secure-by-design construction. Every software development engagement begins with a formal requirements-gathering process that produces a documented, version-controlled Requirements Traceability Matrix (RTM). The RTM links every system behaviour back to a verified LFUCG business requirement, ensuring that development scope does not drift and that every delivered feature can be traced to a validated need. This traceability is maintained through the full development lifecycle, from design through UAT sign-off and production deployment.

For application development, Dataman's preferred programming methodology is Agile/Scrum where LFUCG's operating context permits iterative delivery. The Scrum framework is executed as follows. Sprint length is two weeks as standard, compressible to one week for high-priority, short-horizon deliverables, or extendable to three weeks for complex design-heavy phases. Sprint Planning is conducted at the opening of each sprint: Dataman's Scrum team and LFUCG's designated Product Owner collaboratively select and commit to a sprint goal drawn from the prioritised product backlog, and velocity is tracked from sprint one to inform forward planning. Daily Standups are fifteen-minute synchronous check-ins conducted at a fixed time aligned to LFUCG's business hours, with results logged and available to LFUCG's project sponsor. Sprint Reviews are conducted at sprint close, where the working software increment is demonstrated to LFUCG stakeholders, acceptance criteria are formally evaluated, and incomplete or rejected stories are returned to the backlog with documented rationale. Sprint Retrospectives identify process improvements and adjust velocity estimates. Backlog Grooming is conducted mid-sprint by Dataman's Business Analysts and Technical Lead in collaboration with LFUCG's Product Owner to refine upcoming stories, define acceptance criteria, and estimate complexity.

For programmes requiring coordination across multiple Agile teams — for example, a parallel Azure modernisation initiative alongside an ongoing PeopleSoft enhancement stream — Dataman applies the Scaled Agile Framework (SAFe). Under SAFe, related Agile Release Trains (ARTs) are synchronised through Program Increment (PI) Planning cycles conducted quarterly. PI Planning aligns all team members and LFUCG stakeholders on a rolling 8–12-week roadmap, identifies cross-team dependencies, and produces a committed set of PI Objectives. This is the industry standard for large government programmes that span multiple vendors

and workstreams, and directly supports LFUCG’s Q&A-confirmed ability to combine or separate consulting and implementation engagements under a single contract vehicle.

For engagements where requirements are fully defined at outset — such as PeopleSoft upgrades, infrastructure rollouts, or compliance-mandated implementations — Dataman applies a Traditional Waterfall/SDLC approach governed by PMBOK best practices, with sequential phase gates, milestone-based reporting, and formal sign-off at each stage. The Hybrid Government Model, which is Dataman’s default for this contract, combines Agile sprint execution within a waterfall governance structure: LFUCG receives the sprint-cadence visibility and iterative value delivery of Agile alongside the milestone documentation, change-control discipline, and audit readiness expected in a public-sector environment.

Table 6.2 — Agile/Scrum Ceremony and Artifact Framework for LFUCG Engagements

Ceremony / Artifact	Cadence	Dataman Lead	LFUCG Involvement	Output
Sprint Planning	Start of each sprint (2 weeks standard)	Scrum Master	Product Owner confirms sprint goal and backlog priorities	Sprint Backlog; Sprint Goal statement
Daily Standup	Daily — 15 minutes	Scrum Master	Optional attendance; impediments escalated same day	Impediment log; daily progress snapshot
Sprint Review (Demo)	End of each sprint	Tech Lead / Scrum Master	Stakeholders review and accept or reject the increment	Demo recording or notes; formal Acceptance sign-off
Sprint Retrospective	End of each sprint	Scrum Master	Optional attendance	Process improvement actions; velocity update
Backlog Grooming	Mid-sprint	Business Analyst / Tech Lead	Product Owner refines priorities and acceptance criteria	Refined backlog; story-point estimates
Definition of Done	Established at project start; maintained continuously	Tech Lead	LFUCG agrees to DoD criteria at project kick-off	Documented DoD checklist applied to every story
Product Backlog	Maintained continuously	Business Analyst	Product Owner owns prioritisation	Prioritised, estimated user-story list
Velocity / Burndown Chart	Updated each sprint	Scrum Master	Reported in weekly status to LFUCG sponsor	Real-time sprint progress and remaining-work forecast

**5.2.ii Development Life Cycle**

Dataman’s five-phase Software Development Life Cycle maps directly to the deliverable set specified in RFP §6. The table below describes what occurs at each stage, what LFUCG receives as a deliverable, and which RFP §6 output is satisfied at each phase.

*Table 6.3 — Dataman Five-Phase SDLC Mapped to RFP §6 Deliverables*

Phase	Key Activities	Deliverables to LFUCG (RFP §6 Mapped)
Phase 1 — Discovery and Requirements	Stakeholder interviews; current-state assessment; requirements elicitation (functional, non-functional, security, integration); Requirements Traceability Matrix (RTM) creation; technical environment analysis; fit/gap analysis for COTS/ERP engagements.	Scope of Work (SOW); Requirements Traceability Matrix; Fit/Gap Analysis; Project Charter.
Phase 2 — Architecture and Design	Solution architecture design; technology selection rationale; integration blueprint; data model design; threat modelling (STRIDE); security architecture review; infrastructure sizing; design-review session with LFUCG IT team.	Architecture and Design document (RFP §6); System Design Specification; Interface Control Document; Security Architecture Review.
Phase 3 — Development and Configuration	Sprint-based or waterfall development; code construction to OWASP standards; unit testing; continuous integration via Azure DevOps Pipelines; SAST scans; peer code review and mandatory approval gates before merge.	Implementation artefacts (RFP §6); Sprint Review demos (Agile); Build documentation; Configuration baseline; SAST scan results.
Phase 4 — Testing and Quality Assurance	System integration testing; automated regression testing; performance/load testing; DAST scan; UAT facilitation with LFUCG team; defect tracking in Azure DevOps Boards or Jira; formal go/no-go gate — no Critical or High defects permitted in production-bound code.	Test Results Report; UAT Sign-off (RFP §6); Defect Log (resolved and deferred); Performance Benchmark Report; DAST findings report.
Phase 5 — Deployment, Transition, and Closeout	Production deployment via approved CI/CD pipeline; cutover planning and execution; post-deployment validation; monitoring and alerting hand-off; knowledge transfer sessions; as-built documentation finalisation; lessons-learned capture.	Implementation (RFP §6); Knowledge Transfer (RFP §6); Operational Readiness Review (RFP §6); Closeout Package (RFP §6).

**5.2.iii Preferred Technology Stacks and Frameworks**

Dataman’s development teams operate across the following primary stacks, selected to align with LFUCG’s existing environment as described in Attachment A and the RFP background information. Dataman proposes only the technologies and service categories it actively supports, consistent with the Q&A guidance issued for this solicitation.

*Table 6.4 — Dataman Preferred Technology Stacks Aligned to LFUCG Attachment A and Attachment B*

Stack / Layer	Dataman’s Preferred Technologies	LFUCG Alignment (Attachment A / Attachment B)
Back-End Development	ASP.NET Core (C#), Python (FastAPI/Django), Java (Spring Boot), Node.js.	Direct match — Attachment A and Attachment B list .NET, Python, JavaScript/TypeScript.
Front-End Development	React, Angular, Vue.js, HTML5/CSS3, TypeScript.	Direct match — Attachment A and Attachment B modern frameworks.
API Development	RESTful APIs (OpenAPI/Swagger specification), GraphQL, Azure API Management.	Attachment B — RESTful and GraphQL API Development listed.
Database Platforms	Microsoft SQL Server, Azure SQL Database, Oracle, PostgreSQL/MySQL, MongoDB, Cosmos DB.	Attachment A database platforms; PeopleSoft FSCM/HCM on Oracle backend.
Cloud Platform	Microsoft Azure IaaS/PaaS/DevOps (primary), AWS (secondary).	Attachment A — Azure is LFUCG’s primary cloud platform.
Source Control and CI/CD	Git (Azure Repos / GitHub / GitLab); Azure DevOps Pipelines; GitHub Actions; GitLab CI.	Attachment A — Azure DevOps, GitHub Actions, and GitLab CI listed.
Infrastructure as Code	Terraform, ARM/Bicep (Azure-native); Ansible; Microsoft Configuration Manager (SCCM/MECM).	Attachment A — IaC and Configuration Management categories listed.
Containerisation and Orchestration	Docker; Kubernetes (AKS on Azure, EKS on AWS).	Attachment A — Docker and Kubernetes listed.
ERP Platform	PeopleSoft FSCM and HCM — PeopleTools 8.62+; hosted-model administration, integration, and functional support.	RFP §4.4; Q&A confirmed hosted PeopleSoft 8.x environment.

### **5.3 Secure Development Practices — RFP §5.2 and §5.4**

Security is not a post-development control at Dataman — it is an embedded engineering discipline applied from the first line of requirements through production deployment and ongoing operational support. Dataman’s secure development approach is governed by two foundational frameworks: the NIST Secure Software Development Framework (SSDF, SP 800-218) and the OWASP Software Assurance Maturity Model (SAMM). These frameworks define Dataman’s practice areas, maturity expectations, and continuous-improvement targets across all software development engagements delivered under this contract.

#### **5.3.i Governing Security Frameworks**

Dataman aligns its software security practices to three authoritative frameworks, each serving a distinct function within the overall secure development programme.

*Table 6.5 — Secure Development Governing Frameworks and Their Application*

Framework	Scope	How Dataman Applies It
NIST SSDF (SP 800-218) — Secure Software Development Framework	End-to-end software security practice standard published by NIST; the de-facto reference for U.S. federal and state/local government software procurement.	Governs Dataman’s four practice groups: Prepare the Organisation (PO), Protect the Software (PS), Produce Well-Secured Software (PW), and Respond to Vulnerabilities (RV). All development engagements for LFUCG map to these practice groups at project initiation.
OWASP Top 10 — Web Application Security Risks	Industry-standard awareness document identifying the ten most critical web application security risks; updated on a rolling basis by the Open Worldwide Application Security Project.	Mandatory baseline for all web and API development. Automated SAST rules are configured to detect the most common manifestations of each category, including Injection, Broken Access Control, Cryptographic Failures, Security Misconfiguration, and Vulnerable and Outdated Components.
OWASP SAMM — Software Assurance Maturity Model	Prescriptive maturity model providing measurable, incrementally improvable security practices across governance, design, implementation, verification, and operations.	Used by Dataman’s internal quality function to assess and continuously improve secure development maturity. SAMM scorecards are maintained per practice area and reviewed quarterly by the Compliance and Quality Oversight Lead.

**5.3.ii Shift-Left Security Model**

Dataman applies a shift-left security model on all development engagements, meaning security controls are introduced at the earliest feasible stage of the development lifecycle rather than applied as a final gate before deployment. Research consistently demonstrates that defects identified in the requirements or design phase cost an order of magnitude less to remediate than the same defect discovered in production. Dataman operationalises shift-left security through three sequential gates that must be passed before any code enters Phase 3 (Development and Configuration).

Gate 1 — Security Requirements Definition (Phase 1): Security requirements are defined during the Discovery and Requirements phase alongside functional requirements. Acceptance criteria are written for authentication and authorisation controls, session management, data classification handling, audit logging, and encryption at rest and in transit. These requirements enter the RTM as first-class items, tracked to test cases in the same way as functional requirements.

Gate 2 — Threat Modelling (Phase 2): Threat modelling is conducted during the Architecture and Design phase using the STRIDE methodology (Spoofing, Tampering, Repudiation, Information Disclosure, Denial of Service, Elevation of Privilege). Dataman’s Technical Lead facilitates threat modelling sessions using the Microsoft Threat Modeling Tool or equivalent, producing a Threat Model document that identifies threats, rates them by severity using DREAD scoring, and maps each threat to a specific architectural control or accepted risk. The threat model is reviewed with LFUCG’s security team before design is finalised.

Gate 3 — Security Architecture Review (Phase 2): A formal security architecture review is conducted before Phase 3 begins. This review validates that the proposed architecture addresses all identified threats, implements least-privilege access at the component level, eliminates unnecessary attack surface, and aligns with LFUCG’s identity and access management policies. No code is written against an architecture with unresolved high-severity threats. The Security Architecture Review document is delivered to LFUCG as a Phase 2 closeout deliverable.

**5.3.iii Security Testing Across the SDLC**

Security testing is executed at multiple points across the SDLC rather than as a single pre-release assessment. The table below documents each security testing practice, when it is applied, which tools Dataman uses, and the disposition threshold that gates pipeline promotion.

*Table 6.6 — Security Testing Practices Across the SDLC*

Security Testing Practice	Pipeline Stage	When Applied	Tools	Disposition / Gate Threshold
Static Application Security Testing (SAST)	Phase 3 — Development	Every code commit; CI/CD pipeline gate on every pull request	SonarQube, Veracode, Microsoft Security DevLabs (DevSkim)	Critical and High findings block merge to main branch. Medium findings logged and assigned; must be resolved before Phase 4 entry.
Software Composition Analysis (SCA) — Dependency Scanning	Phase 3 — Development	Every build; triggered on dependency file changes	OWASP Dependency-Check, Snyk, GitHub Dependabot	Known CVEs at Critical or High severity block build promotion. LFUCG is notified of any Critical CVE within one business day of detection.
Container Image Scanning	Phase 3 — Development	Every container image build in the CI pipeline	Trivy, Microsoft Defender for Containers, Azure Container Registry vulnerability assessment	Images with unresolved Critical vulnerabilities are not promoted beyond the Dev environment. Base images are refreshed to the latest patched version before each build cycle.
Infrastructure Security Scanning (IaC)	Phase 3 — Development	Every Infrastructure as Code template change committed to source control	Checkov, tfsec, Azure Policy compliance scan, Microsoft Defender for Cloud	Misconfigured resources (open storage accounts, overly broad IAM roles, unencrypted disks) flagged and must be remediated before environment provisioning proceeds.
Dynamic Application Security Testing (DAST)	Phase 4 — Testing and QA	Against the staging environment prior to UAT; repeated after any significant code change in staging	OWASP ZAP, Burp Suite Community/Pro	Full application surface scan. Results documented in a formal Security Test Report delivered to LFUCG. No Critical or High findings permitted in production-bound release.
Penetration Testing (Scoped)	Phase 4 / Phase 5	At major release milestones or upon	Dataman’s certified security engineers (CEH, OSCP-aligned practitioners)	Formal findings report with CVSS v3.1 scores, proof-of-concept evidence, and prioritised remediation

Security Testing Practice	Pipeline Stage	When Applied	Tools	Disposition / Gate Threshold
		LFUCG's request for high-sensitivity applications		recommendations. Delivered to LFUCG within the agreed engagement SLA.
Secret and Credential Scanning	Phase 3 — Development (continuous)	Every commit via pre-commit hooks and CI pipeline	git-secrets, GitHub Advanced Security secret scanning, Azure DevOps credential scanning	Any committed secret triggers an immediate pipeline failure, alerts the Engagement Manager, and requires secret rotation before the branch is re-submitted.

**5.3.iv Secure Coding Standards and Mandatory Peer Review**

All application code produced for LFUCG adheres to the OWASP Top 10 as the baseline security standard for web and API development. Dataman’s developers maintain current awareness of OWASP Top 10 mitigations through mandatory annual secure development training, and automated SAST rules are pre-configured to detect the most common manifestations of each risk category: SQL Injection and NoSQL Injection, Broken Access Control, Cryptographic Failures (use of deprecated algorithms, cleartext transmission), Security Misconfiguration, Vulnerable and Outdated Components, Identification and Authentication Failures, Server-Side Request Forgery (SSRF), and Insecure Deserialization.

No code is merged to a protected branch without passing a mandatory peer code review. Every pull request requires at least one approval from a developer other than the author, and a second approval from the designated Technical Lead before merge. Code review checklists are standardised and cover: functional correctness against acceptance criteria, unit test coverage meeting the agreed threshold (typically 80% or above for new code), OWASP Top 10 compliance, input validation and output encoding, error handling and logging adequacy, documentation completeness, and absence of hard-coded secrets or credentials. Pull request comments and review decisions are retained in the version control system, providing LFUCG with an auditable record of every code change and its review outcome.

Branch protection rules are enforced at the repository level in Azure Repos or GitHub. The main branch and release branches require a minimum of two approving reviews, passing status checks from all CI pipeline gates (build, unit tests, SAST, SCA), and are configured to dismiss stale approvals automatically when new commits are pushed. Direct commits to protected branches by any team member, including the Technical Lead, are prohibited. All changes enter through the pull request workflow without exception.

**5.3.v Secrets Management and Dependency Control**

Secrets management is enforced as an organisational policy across all Dataman engagements: no credentials, API keys, connection strings, certificates, tokens, or sensitive configuration values may be stored in source code or in version-controlled configuration files. All runtime secrets for Azure-deployed applications are managed through Azure Key Vault, with access governed by least-privilege Managed Identities or service principals rather than shared keys. For non-Azure environments, an equivalent secrets manager (HashiCorp Vault or AWS Secrets Manager) is deployed. Key rotation schedules are defined per secret type at engagement initiation and documented in the Security Architecture Review.

Third-party and open-source dependency management is governed by a documented dependency policy. All external dependencies must be sourced from approved registries (NuGet, npm with lockfile, PyPI with pinned versions), must carry an OSI-approved licence compatible with LFUCG’s use, and must not carry known Critical or High CVEs at the time of introduction. SCA tooling runs on every build and produces a Software Bill of

Materials (SBOM) in CycloneDX or SPDX format for each production release, providing LFUCG with a complete, auditable inventory of all third-party components and their versions included in the delivered software.

## 5.4 DevSecOps and CI/CD Pipeline Approach

Dataman’s DevSecOps model integrates development, security, and operations into a single, automated delivery pipeline. The objective is to eliminate manual, error-prone deployment steps, enforce security and quality gates programmatically, and produce repeatable, fully auditable deployments that LFUCG’s IT staff can verify and manage. Given that Attachment A lists Microsoft Azure DevOps as LFUCG’s CI/CD platform, Dataman’s pipeline architecture is built natively on Azure DevOps Pipelines, with GitHub Actions and GitLab CI as supported secondary toolchains where LFUCG’s specific engagements require them.

### 5.4.i Source Control and Branch Strategy

All source code, infrastructure definitions, and configuration artefacts are managed in Git-based repositories under a structured branching strategy. Dataman follows a trunk-based development model with short-lived feature branches, which minimises merge conflicts, accelerates integration feedback, and keeps the main branch in a continuously releasable state. The five branch types and their governance rules are as follows.

Table 6.7 — Git Branch Strategy and Governance Rules

Branch Type	Lifecycle	Governance Rules
main	Permanent; always production-ready	Direct commits strictly prohibited for all team members. All changes enter through reviewed and approved pull requests only. Branch protection enforces: minimum two approving reviews, all CI status checks passing, no unresolved SAST or SCA Critical findings, stale approval dismissal on new commits.
develop	Permanent; integration branch for active development	All feature branches merge here first for integration testing before promotion to release. Integration test suite runs automatically on every merge. Build failures block further merges until resolved.
feature/[ticket-id]-[description]	Short-lived; deleted after merge	Named by convention tied to Azure DevOps work item IDs (e.g., feature/LFUCG-1234-azure-key-vault-integration). Maximum lifetime of one sprint before mandatory review. One pull request per feature branch; no stacking.
release/[version]	Short-lived; created when release is imminent	Created from develop when a sprint’s increment is feature-complete. Used for final stabilisation, hotfixes, and release candidate testing only. Merged to both main and develop upon release. No new features added after branch creation.
hotfix/[ticket-id]-[description]	Short-lived; created from main; deleted after merge	Reserved for critical production defects requiring immediate remediation outside the normal sprint cycle. Independently reviewed by the Technical Lead and LFUCG’s designated technical representative. Merged back to both main and develop with full CI gate enforcement.

### 5.4.ii Automated CI/CD Pipeline Architecture

Dataman’s CI/CD pipeline implements a seven-stage automated promotion model. Each stage contains defined automated gates; a failed gate stops pipeline progression, generates an immediate notification to the Engagement Manager and LFUCG’s designated technical point of contact, and requires documented

remediation before the pipeline is re-triggered. No environment promotion occurs without all prior gates passing. Manual approval from LFUCG’s designated technical representative is required before any deployment reaches the production environment.

Table 6.8 — CI/CD Pipeline Stages, Gates, and Tooling

Pipeline Stage	Gate Type	Tools / Platform	Pass Criteria / Output
Stage 1 — Code Commit and Pull Request	Manual (peer review) + Automated (SAST/SCA)	Azure Repos or GitHub; SonarQube/Veracode; OWASP Dependency-Check; git-secrets	Minimum two approving reviews; SAST passes with no Critical or High findings; SCA passes with no Critical CVEs; no secrets detected in commit. Pull request description references the Azure DevOps work item.
Stage 2 — Build and Unit Test	Automated	Azure DevOps Pipelines; MSBuild/.NET CLI / Maven / npm; NUnit / JUnit / pytest / Jest	Clean compilation with zero errors; unit test suite passes at 100%; code coverage meets or exceeds the agreed threshold (default ≥80% for new code). Build artefact versioned and published to Azure Artefacts.
Stage 3 — Integration Test	Automated	Azure Test Plans; Postman/Newman; REST Assured; Azure DevOps Pipelines	All API contracts validate against the OpenAPI specification; cross-component data flows produce expected outputs; no test failures permitted for pipeline promotion.
Stage 4 — Dev Environment Deployment and Smoke Test	Automated	Azure DevOps Release Pipeline; Terraform/ARM (IaC); Ansible/SCCM (config management); health-check endpoints	Infrastructure provisioned from IaC with zero policy violations (Azure Policy / Checkov); application health-check endpoints return expected status; smoke test suite passes.
Stage 5 — QA/Test Environment: Regression, DAST, and Performance	Automated + Security Review	Selenium/Playwright/Cypress; OWASP ZAP; Apache JMeter / Azure Load Testing	Full regression suite passes with zero regressions on previously passing tests; DAST scan produces no Critical or High findings; performance targets met under simulated peak concurrent user load. DAST report delivered to LFUCG.
Stage 6 — Staging/UAT Environment	Automated + Manual (LFUCG approval)	Azure Test Plans (UAT scripts); Azure DevOps Boards (defect tracking); LFUCG stakeholder sign-off workflow	All UAT acceptance criteria met per test scripts; no open Critical or High defects; all deferred Medium or Low defects accepted in writing by LFUCG’s designated authority. LFUCG UAT sign-off is a mandatory gate before Stage 7.
Stage 7 — Production Deployment	Manual (LFUCG approval gate)	Azure DevOps Release Pipeline; Terraform apply (IaC); Azure Monitor / Application Insights (post-deploy validation)	LFUCG’s designated technical representative provides written production deployment approval. Post-deployment validation confirms all health checks pass in production. Rollback procedure

Pipeline Stage	Gate Type	Tools / Platform	Pass Criteria / Output
			documented in runbook and pre-tested in staging.

**5.4.iii Infrastructure as Code and Configuration Management**

All infrastructure provisioned for LFUCG task orders is defined as Infrastructure as Code (IaC) using Terraform or ARM/Bicep for Azure environments, stored in the same Git repository as application code and subject to the same review, approval, and pipeline workflow. This approach produces three material benefits for LFUCG. First, environments are reproducible and self-documenting by construction: any environment — development, test, staging, or production — can be rebuilt identically from the committed IaC templates within minutes. Second, all changes to infrastructure are reviewed, approved, and captured in Git history, providing LFUCG with a complete, auditable record of every infrastructure change, who approved it, and when it was applied. Third, environment drift — where a production environment diverges from its documented configuration over time due to undocumented manual changes — is detected automatically by continuous compliance scanning via Azure Policy and Microsoft Defender for Cloud, with drift alerts surfaced to the Engagement Manager and LFUCG’s IT operations team.

Configuration state management for Windows Server and Linux endpoints is handled through Ansible playbooks and Microsoft Configuration Manager (SCCM/MECM), depending on the endpoint type and LFUCG’s existing management infrastructure. All playbooks and configuration baselines are version-controlled and deployed through the CI/CD pipeline, ensuring every managed system is in a known, verified, and compliant state. Ansible is the preferred tool for Linux and cross-platform server fleet configuration; SCCM/MECM is used for Windows endpoint management where LFUCG already has MECM infrastructure in place, enabling Dataman to extend rather than replace existing tooling.

Container image management follows an immutable image pattern: no changes are made to running containers. All changes are introduced through the pipeline by building a new image version, scanning it, and promoting it through the environment stages. Base images are sourced exclusively from Microsoft Container Registry (MCR) or other approved public registries, pinned to specific digest hashes rather than floating tags to prevent uncontrolled base image changes. All images used in LFUCG environments are stored in Azure Container Registry with vulnerability scanning enabled and geo-redundant storage.

**5.4.iv Environment Promotion Model and Rollback Procedures**

Every deployment follows a documented environment promotion model: Development → Test/QA → Staging/UAT → Production. Code and infrastructure changes flow in one direction only. No hotfix, configuration change, or emergency deployment bypasses the staging environment without LFUCG’s explicit written approval and a documented exception record. The promotion model guarantees that what LFUCG’s stakeholders validate in staging is exactly what is deployed to production — artefact versions, configuration values, and IaC templates are immutably versioned and referenced by hash at each stage gate.

Rollback procedures are pre-documented, pre-tested, and delivered as part of the Operational Readiness Review before every production deployment. Dataman’s standard rollback approach for Azure-deployed applications uses Azure DevOps Release Pipeline stage re-deployment to the previous approved artefact version, typically executable within minutes for stateless application tiers. For database schema changes, forward and backward migration scripts are produced as part of every schema-modifying release, enabling rollback without data loss. Database rollback procedures are tested in the staging environment as part of Stage 6 validation and documented in the Deployment Runbook delivered to LFUCG at Operational Readiness Review. In the event of a critical production incident requiring emergency response, Dataman’s Engagement Manager activates the Emergency Response Protocol: the on-call Technical Lead is notified within fifteen minutes, an initial impact assessment is communicated to LFUCG’s designated contact within thirty minutes, a rollback decision is made jointly with LFUCG’s IT operations team within sixty minutes, and a full post-incident report documenting the root cause, timeline, remediation actions, and preventive measures is delivered to LFUCG within five business days of incident closure.

## 5.6 Testing and Quality Assurance Methodology

Dataman’s testing methodology follows a layered, defence-in-depth model: defects are caught as early as possible in the development cycle, because defects that escape to production cost significantly more to remediate than defects caught at the unit or integration level. The testing pyramid reflects this philosophy: a broad base of fast, automated unit and integration tests; a targeted layer of system and regression tests; and a focused crown of UAT and performance validation. Every test layer operates against a defined set of pass criteria, and no layer’s gate is bypassed without LFUCG’s documented acceptance of the associated risk.

### 5.6.i Testing Layers

Table 6.9 — Dataman Testing Layers, Ownership, Tooling, and Pass Criteria

Test Layer	Who Executes	When	Tools	Pass Criteria
Unit Testing	Developer	During development (TDD or post-code); before pull request merge	NUnit / .NET testing, pytest, JUnit, Jest	Minimum code coverage threshold met (typically ≥80% for new code); all tests pass before PR merge; coverage delta not allowed to decrease sprint-over-sprint.
Integration Testing	Developer / QA Engineer	Post-build, pre-QA environment; triggered by CI pipeline on each merge to develop branch	Postman / Newman, REST Assured, Azure Test Plans	All API contracts validate against the OpenAPI specification; cross-component data flows produce expected outputs; zero failures permitted for pipeline promotion.
System / End-to-End Testing	QA Engineer	QA environment; full suite executed before staging promotion	Selenium WebDriver, Playwright, Cypress	All functional test cases pass; no open Critical or High defects; end-to-end user journeys execute without errors across all in-scope browsers and device types.
Regression Testing	QA Engineer (automated suite)	Every sprint release; every production hotfix; any staging deployment	Selenium, Azure DevOps Test Plans, Playwright	Zero regressions on previously passing test cases; any regression identified is treated as a Critical defect and blocks deployment until resolved.
Performance and Load Testing	QA Engineer / Infrastructure	Pre-staging for applications with high-availability or concurrent-	Apache JMeter, Azure Load Testing	Response time and throughput targets met under simulated peak concurrent user load as defined in the SOW; no degradation versus previous baseline exceeding agreed thresholds.

Test Layer	Who Executes	When	Tools	Pass Criteria
		user requirements; repeated after significant code changes affecting performance-critical paths		
Security Testing (SAST / DAST)	Security Engineer / CI/CD Pipeline	SAST: every commit (automated); DAST: pre-staging environment before UAT	SonarQube, OWASP ZAP, Trivy	No unresolved Critical or High security findings in production-bound code or container images; DAST report delivered to LFUCG; all findings triaged with severity classification and remediation timeline.
User Acceptance Testing (UAT)	LFUCG stakeholders (Dataman-facilitated)	Staging environment, pre-production; after all prior test layers pass	Azure Test Plans, structured test scripts prepared by Dataman BA team	All acceptance criteria met per signed-off test scripts; UAT sign-off obtained from LFUCG's designated authority; all deferred defects documented with LFUCG's written acceptance.
Operational Readiness Testing	Dataman + LFUCG IT	Staging environment immediately prior to production cutover; conducted as part of Operational Readiness Review gate	Runbook execution validation, failover drills, monitoring alert verification, backup and restore verification	All runbook steps produce expected outcomes; rollback procedure validated end-to-end; monitoring and alerting confirmed active; LFUCG IT team demonstrates confidence to operate without Dataman active involvement.

**5.6.ii Defect Management**

All defects identified during any testing phase are logged in Azure DevOps Boards or LFUCG's designated tracking system with a standardised set of required fields: severity (Critical, High, Medium, Low), priority, reproduction steps, expected versus actual behaviour, environment, build number, and assigned owner. Severity definitions are agreed with LFUCG at project initiation and documented in the Project Charter: Critical defects prevent core system function or expose a security vulnerability; High defects significantly impair functionality without a viable workaround; Medium defects impair functionality with a workaround available; Low defects are cosmetic or minor usability issues with no functional impact.

Dataman's QA Lead reviews the defect log daily and produces a weekly defect summary report for LFUCG's project sponsor. The report includes open defect count by severity, resolution rate versus the committed closure

rate, and an ageing analysis flagging any defect open longer than five business days without a documented remediation plan. No task order advances to production cutover with open Critical or High defects. All deferred Medium and Low defects are individually documented with LFUCG’s written acceptance, including the rationale for deferral and the target sprint for resolution, before production deployment proceeds. Deferred defects are carried forward as committed backlog items in the next sprint.

**5.7 Documentation Standards — RFP §5.2**

Dataman treats documentation as a first-class project deliverable, not an afterthought. Every engagement produces a structured documentation package that LFUCG’s IT staff can use to operate, maintain, troubleshoot, and extend the delivered system without reference back to Dataman. This principle directly addresses LFUCG’s operational continuity expectations under RFP §6 and is the foundation of Dataman’s knowledge transfer commitment. Documentation is produced progressively across all five SDLC phases — not compiled retrospectively at closeout — ensuring that every artefact reflects the system as it was actually built, not as it was originally planned.

**5.7.i Document Types, Standards, and Delivery Milestones**

*Table 6.10 — Dataman Documentation Standards Aligned to SDLC Phases and RFP §6*

Document Type	Content	Format / Tool	Delivery Milestone
Architecture Decision Records (ADRs)	Records each significant design or technology decision, the alternatives considered, and the rationale for the choice made. Creates an auditable design history that LFUCG can reference when making future enhancement decisions.	Markdown in Azure DevOps Wiki or SharePoint	At each architecture decision point during Phase 2; updated if decisions are revised during development.
System Architecture Document	High-level and detailed architecture diagrams; component descriptions; network topology; data flow diagrams; integration points; security architecture overlay; high-availability and DR design.	draw.io / Visio / Azure Architecture Center templates (exported to PDF/Visio)	Phase 2 completion; updated to as-built at Phase 5.
Technical Design Specification (TDS)	Module-level design; database schema; API specifications (OpenAPI / Swagger); business logic documentation; security controls per component; configuration parameters and environment variables.	Markdown / Word / Confluence	Phase 3, before development begins on each module; updated to reflect final implementation.
API Documentation	Auto-generated from OpenAPI / Swagger annotations; endpoint descriptions; request and	Swagger UI / Redoc / Azure API Management developer portal	Phase 3, maintained as code throughout development; final version published at Phase 5.

Document Type	Content	Format / Tool	Delivery Milestone
	response schemas; authentication requirements; error codes; rate limits; versioning policy.		
As-Built Documentation	Final state of the delivered system as deployed to production; any deviations from the design specification; final environment configuration values; infrastructure topology diagram.	Word / PDF	Phase 5, Deployment — delivered before Operational Readiness Review.
Standard Operating Procedures (SOPs)	Step-by-step operational procedures for recurring tasks: deployment, backup, patching, certificate renewal, account provisioning, incident response, and failover activation.	Word / Confluence / SharePoint	Phase 5, Knowledge Transfer.
Runbooks	Incident-specific response guides for common failure scenarios; decision trees for on-call responders; expected system state, diagnostic commands, and recovery steps for each scenario.	Markdown in Azure DevOps Wiki or SharePoint	Phase 5, Operational Readiness — validated through runbook-execution testing before production cutover.
User and Administrator Training Guides	End-user and administrator training materials; role-appropriate content; annotated screenshots; step-by-step instructions; quick-reference cards; LMS-compatible SCORM packages where required.	Word / PowerPoint / LMS-compatible formats (SCORM 1.2 / 2004)	Phase 5, Knowledge Transfer — delivered and presented before production cutover.
Lessons Learned Report	Project execution retrospective covering: what worked, what did not, root causes of schedule or quality variances, recommendations for future engagements, and process improvement actions.	Word / PDF	Phase 5, Closeout — delivered as part of the formal Closeout Package.

All documentation is delivered in LFUCG’s preferred format and stored in LFUCG’s designated repository — SharePoint, Azure DevOps Wiki, or another system as directed. Dataman maintains version control on all living documents throughout the engagement, with a clear version history, change description, and author for every revision. Final documentation packages are delivered no later than the Operational Readiness Review milestone

and are formally accepted as part of the Closeout process. Dataman retains a read-only archive of all engagement documentation for the duration of the contract to support continuity across future task orders.

## 5.8 Project Management Approach — RFP §5.2 and §6

### 5.8.i Governing Framework

Dataman’s project management approach is governed by the Project Management Body of Knowledge (PMBOK® Guide, 7th Edition) published by the Project Management Institute (PMI), supplemented by the PMI Agile Practice Guide for sprint-based engagements. PMP-certified project managers are assigned to all task orders that meet a defined complexity threshold: any engagement with a total estimated effort exceeding 500 person-hours; any engagement with more than three distinct workstreams; or any engagement with integration dependencies on LFUCG’s production systems. For sprint-based engagements, PMI-ACP (Agile Certified Practitioner) or Certified Scrum Master (CSM) resources serve as Scrum Masters, managing Agile ceremonies, backlog health, and velocity tracking. For task orders below the complexity threshold, a Delivery Coordinator provides lightweight project oversight, ensuring that even smaller engagements produce the required SOW, status reports, and Closeout Package without disproportionate overhead.

### 5.8.ii Project Governance Structure

Every task order issued under this contract operates under a documented governance structure from day one. The governance model is proportional to scope: a small task order requires a single-page RACI and a weekly check-in; a multi-month programme requires a full project charter, steering committee, and change control board. The table below documents the governance instruments Dataman deploys, their purpose, and their operating cadence.

Table 6.11 — Project Governance Instruments, Purpose, and Cadence

Governance Instrument	Purpose	Cadence
Project Charter	Establishes scope, objectives, success criteria, assumptions, constraints, named stakeholders, and the governance model for the engagement. Signed by LFUCG’s designated authority and Dataman’s Engagement Manager at project initiation.	Produced at engagement initiation; updated and re-signed at any approved scope change.
Detailed Project Plan (WBS-based)	Work Breakdown Structure with task-level ownership, dependencies, duration estimates, milestone dates, and critical path identification. Produced in Microsoft Project or Azure DevOps Boards.	Produced in Phase 1; maintained and updated weekly; shared with LFUCG project sponsor at each weekly status meeting.
Risk Register	Identifies project risks with probability, impact, risk score (P×I), risk owner, current mitigation strategy, and residual risk rating. Distinct from the Issue Log: risks are potential events, not confirmed problems.	Maintained continuously; reviewed at every weekly status meeting; high-probability or high-impact risks escalated to LFUCG sponsor immediately.
Issue Log	Tracks confirmed problems with description, severity, owner, target resolution date, and current status. Escalation path and resolution timeline documented for every open issue.	Maintained continuously; reviewed weekly; any issue unresolved beyond its target date is escalated to the Engagement Manager and LFUCG sponsor.

Governance Instrument	Purpose	Cadence
Change Control Log	Documents all proposed changes to scope, schedule, or cost. Each change is impact-assessed against the baseline and requires LFUCG’s written approval before implementation. No change is executed without approval.	On-demand; reviewed at weekly status meeting; approved changes incorporated into the Project Plan within one business day of sign-off.
Weekly Status Report	Summary of work completed, work planned, schedule performance index (SPI), cost performance index (CPI), open risks, open issues, milestone status, and any decisions required from LFUCG.	Delivered to LFUCG project sponsor every Friday, or on the agreed reporting day, covering the prior week’s performance.
Steering Committee Review	Executive-level review of programme health, strategic alignment, portfolio-level risks, and escalated decisions requiring LFUCG leadership involvement. Applicable to multi-month, high-complexity, or multi-vendor engagements.	Monthly for ongoing programmes; convened on-demand for critical decisions, scope-change approvals, or escalated risk events.

**5.8.iii Earned Value Management**

For task orders with fixed-price or milestone-based pricing, Dataman applies Earned Value Management (EVM) to provide LFUCG objective, quantitative evidence of schedule and cost performance throughout the engagement. The three core EVM metrics — Planned Value (PV), Earned Value (EV), and Actual Cost (AC) — are calculated weekly and reported in the project status report alongside the derived performance indices: Schedule Performance Index (SPI = EV/PV) and Cost Performance Index (CPI = EV/AC). These indices are trended over time to provide early warning indicators of emerging variances before they compound into delivery problems.

An SPI or CPI below 0.85 triggers an automatic written explanation to LFUCG’s project sponsor within two business days, accompanied by a documented recovery plan that identifies the root cause of the variance, the corrective actions being taken, the revised forecast at completion (FAC), and the expected date by which performance indices will return to acceptable range. Dataman does not wait for LFUCG to identify schedule or cost problems — the reporting obligation is proactive and unconditional, regardless of whether the variance is within Dataman’s control.

**5.8.iv Organisational Change Management — PROSCI ADKAR**

For engagements with significant organisational impact — new system deployments, major process redesigns, or significant shifts in how LFUCG staff interact with technology — Dataman incorporates PROSCI ADKAR change management methodology as a parallel workstream within the project plan. ADKAR (Awareness, Desire, Knowledge, Ability, Reinforcement) is a research-based, individual-centred change management model that provides a structured framework for assessing where each stakeholder group is on the change journey and designing targeted interventions to move them through it.

Dataman’s Change Management Lead develops two foundational documents at the outset of any change-intensive engagement: a Change Management Strategy document that identifies the impacted stakeholder groups, maps each group’s current ADKAR position, and defines the communication, training, and reinforcement activities required; and an Organisational Readiness Assessment that measures LFUCG’s baseline readiness across the five ADKAR dimensions before the project begins. These documents are updated at each sprint review for Agile engagements or at each major milestone for waterfall engagements, ensuring that change management activities remain calibrated to actual adoption progress rather than a fixed plan. The goal is that LFUCG’s staff are prepared and confident at go-live — not surprised by it.

## **5.9 Consulting Services Delivery Approach — RFP §5.3 Compliance**

### **5.9.i Overview**

Dataman’s consulting delivery model operates under a distinct framework from the development-centric SDLC approach described in Sections 6.2 through 6.7. Consulting engagements are advisory in nature: they produce recommendations, strategies, frameworks, roadmaps, and governance artefacts rather than deployable software. The rigour of documentation, stakeholder engagement, and deliverable quality is identical — only the nature of the output differs. Consulting task orders are governed by the same project management infrastructure, the same change control processes, and the same Closeout deliverable requirements as technical engagements.

### **5.9.ii Discovery and Assessment Approach**

Every consulting engagement begins with a structured discovery phase. Dataman does not produce recommendations without first establishing an evidence base grounded in LFUCG’s actual operating environment, stated objectives, and stakeholder perspectives. The discovery framework includes four components executed in sequence.

- **Structured Stakeholder Interviews:** Facilitated sessions with LFUCG IT leadership, departmental representatives, and end-user communities to capture current-state pain points, future-state aspirations, and priority constraints. Interview guides are prepared in advance; findings are documented in a structured Discovery Notes artefact reviewed by LFUCG before analysis begins.
- **Technical Environment Assessment:** Analysis of the relevant technology environment — architecture diagrams, system inventories, configuration baselines, incident records, audit findings, and vendor documentation — to validate that recommendations are grounded in the actual rather than the idealised state of the environment.
- **Maturity Assessment:** Where applicable, Dataman applies a recognised maturity framework — NIST CSF for cybersecurity maturity, ITIL maturity scales for service management, or CMMI for process maturity — to establish a current-state baseline and a defensible target-state recommendation that is measurable and repeatable.
- **Gap Analysis:** A structured comparison between the current state (as assessed) and the target state (as defined by LFUCG objectives and industry standards), producing a prioritised list of gaps with effort, risk, and value scoring. Gaps are sequenced by risk reduction value and budget cycle alignment to produce an actionable remediation roadmap.

### **5.9.iii Consulting Service Areas — Experience, Approach, Security and Resilience, and BC/DR**

The table below addresses RFP §5.3’s requirement that vendors provide an overview of each consulting area offered, covering experience, approach, security and resilience, and BC/DR. Each row maps to one of the consulting sub-categories Dataman proposes under Attachment B.

*Table 6.12 — Consulting Service Areas Aligned to RFP §5.3*

<b>Consulting Area</b>	<b>Governing Frameworks</b>	<b>Approach</b>	<b>Security, Resilience, and BC/DR Integration</b>
Strategy and Architecture	Microsoft Cloud Adoption Framework (CAF); Azure Well-Architected Framework (WAF); TOGAF; NIST	Current-state architecture inventory; target-state architecture definition aligned to LFUCG’s Azure cloud strategy and Microsoft ecosystem roadmap; multi-year technology roadmap with initiative sequencing, dependency mapping, cost-	Security architecture is a mandatory component of every target-state design; no architecture recommendation is produced without an accompanying Zero Trust design consideration and HA/DR topology. CAF Security discipline and WAF Security pillar assessments are standard outputs.

Consulting Area	Governing Frameworks	Approach	Security, Resilience, and BC/DR Integration
	SP 800-207 (Zero Trust)	benefit analysis, and risk-adjusted prioritisation.	
Governance and Process	ITIL 4; COBIT 2019; Lean IT; Six Sigma DMAIC; ISO/IEC 20000	Governance design sessions with LFUCG leadership to define decision rights (RACI), policy frameworks, service catalogue structures, and performance measurement systems. Process improvement via Lean IT waste elimination and Six Sigma DMAIC for structured problem-solving.	Governance deliverables include security policy frameworks, incident management process designs aligned to NIST SP 800-61 (incident response), and SOP libraries. Security governance and compliance reporting structures are embedded in every service management framework design.
Risk, Resilience, and Compliance	NIST CSF 2.0; CIS Controls v8; ISO/IEC 27001:2022; ISO 31000; NIST SP 800-34 (Contingency Planning)	Current-state framework assessment with gap scoring against each NIST CSF subcategory; prioritised remediation roadmap sequenced by risk reduction value, implementation complexity, and budget cycle alignment. Risk registers use ISO 31000 as the structural basis.	Business Continuity and Disaster Recovery (BC/DR) consulting follows NIST SP 800-34. Deliverables include: Business Impact Analysis (BIA); RTO and RPO definition per system; contingency strategy design (hot/warm/cold standby, cloud-based failover); formal BCP and IT-DRP documentation; tabletop exercise facilitation; annual review scheduling.
Programme and Project Services	PMBOK® 7th Edition; PMI Agile Practice Guide; SAFe 6.0; PROSCI ADKAR	PMO design and standup; project portfolio management (PPM) framework development; vendor performance management frameworks; executive reporting structures. SAFe PI Planning for enterprise-wide programmes with multiple delivery teams. PROSCI ADKAR for high-impact organisational change.	Programme management engagements include resilience planning workstreams: risk register management at programme level, dependency risk mitigation, and continuity planning for multi-vendor delivery environments.
Security and Resilience Consulting	NIST CSF 2.0; NIST SP 800-207 (Zero Trust); CIS Controls v8; ISO/IEC 27001:2022; NIST SP 800-53	Addresses all eight security domains defined in RFP §5.4: Identity and Access, Endpoint Security, Network Security, Monitoring and Response, Data Protection, Vulnerability and Configuration Management, Compliance Alignment, and Documentation. Current-state	Security consulting engagements produce a security roadmap that sequences control improvements by risk reduction value, implementation complexity, and LFUCG’s budget cycle. All eight RFP §5.4 security domains are addressed as a unified security programme, not isolated point solutions.

Consulting Area	Governing Frameworks	Approach	Security, Resilience, and BC/DR Integration
		assessment using NIST CSF 2.0 Identify and Protect functions; target-state design using Zero Trust Architecture principles per NIST SP 800-207.	

### 5.10 Knowledge Transfer and Operational Readiness — RFP §6

Knowledge transfer is not a phase at the end of an engagement for Dataman — it is a continuous activity woven through all five delivery phases. The formal knowledge transfer deliverables specified in RFP §6 represent the structured culmination of an ongoing process rather than a last-minute documentation sprint. Dataman’s knowledge transfer model operates across three concurrent tracks throughout every engagement, each addressing a distinct dimension of LFUCG’s operational readiness.

**Track 1 — Documentation as You Build:** All system design decisions, configuration choices, and architectural rationale are documented at the time they are made, not after deployment. Architecture Decision Records (ADRs), Technical Design Specifications (TDS), and configuration documentation are living documents updated in real time during development. This ensures that the documentation package delivered at closeout reflects the system as it was actually built, not the original design intent, which invariably changes during a real engagement.

**Track 2 — Structured Knowledge Sessions:** For every major system component delivered to LFUCG, Dataman conducts a structured knowledge transfer session with LFUCG’s designated technical staff before the Dataman consultant transitions off the engagement. Sessions are recorded where LFUCG permits, supplemented with hands-on laboratory exercises in the staging environment, and followed by documented Q&A captured in a Knowledge Transfer Log. Each session includes a competency validation step: LFUCG’s technical staff demonstrate that they can execute the key operational procedures independently, and any gaps identified are addressed through additional sessions before production cutover.

**Track 3 — Operational Readiness Review:** Conducted before production deployment, the Operational Readiness Review is a formal gate meeting that verifies LFUCG’s operational team has the documentation, training, access, monitoring, and confidence to operate the delivered system without Dataman’s active involvement. The review covers system documentation completeness, runbook validation through live execution, monitoring and alerting configuration verification, escalation path documentation, backup and recovery procedure testing, and security control confirmation. LFUCG’s sign-off on the Operational Readiness Checklist is a mandatory prerequisite for production cutover authorisation. No production deployment proceeds without it.

*Table 6.13 — Operational Readiness Checklist — Pre-Production Cutover Gate*

Readiness Area	What Is Verified	Acceptance Evidence
System Documentation	As-built documentation, system architecture document, and TDS are complete, version-controlled, and stored in LFUCG’s designated repository.	LFUCG IT Lead confirms documents are accessible, accurate, and sufficient for operational use. Signed documentation acceptance recorded in the Closeout Package.
Runbook Validation	All runbooks for common operational procedures and incident scenarios have been executed end-to-end in the	Runbook execution log with results, timestamps, and LFUCG operator sign-off for each runbook. Any failed step is

Readiness Area	What Is Verified	Acceptance Evidence
	staging environment by LFUCG IT staff with Dataman in an advisory role only.	remediated and re-validated before gate closure.
Monitoring and Alerting	Application performance monitoring (Azure Monitor / Application Insights), infrastructure monitoring, and security alerting (Microsoft Sentinel or equivalent) are active, configured, and generating test alerts successfully.	Monitoring dashboard accessible to LFUCG IT team; test alert executed and received at LFUCG’s designated notification channel; escalation path documented and confirmed with responsible parties.
Backup and Recovery	Backup schedules are configured and have completed at least one successful cycle. The recovery procedure has been executed in staging to confirm that data can be restored within the agreed RTO and RPO.	Backup job completion log; recovery test results with measured recovery time versus RTO target; LFUCG IT Lead confirms recovery capability is understood and executable.
Access and Security Controls	All production access is provisioned under least-privilege principles; Dataman consultant access is scoped to the minimum required, and removal procedure documented; MFA enforced for all privileged accounts; NDA executed for all consultants with LFUCG system access.	Access review sign-off by LFUCG security or IT lead; confirmed MFA enforcement in Azure AD / Entra ID; NDA records on file per Q&A requirement.
Knowledge Transfer Completion	All structured knowledge transfer sessions completed; Knowledge Transfer Log confirms that LFUCG technical staff have demonstrated competency in all key operational procedures.	Signed Knowledge Transfer Log with session dates, participants, topics covered, and competency validation results. Any gaps documented with a remediation date.
Escalation and Support Path	Post-go-live support arrangement confirmed with LFUCG: contact details, response time expectations, and escalation path from LFUCG IT to Dataman Engagement Manager documented.	Support contact sheet delivered and confirmed by LFUCG IT Lead; emergency contact for after-hours issues confirmed.

The formal Closeout Package — the final deliverable under RFP §6 — consolidates all engagement artefacts into a single, organised package: the as-built documentation package, the Knowledge Transfer Log, the Lessons Learned Report, the final project performance summary (schedule, cost, and scope against baseline), and the completed project archive. Dataman retains a read-only archive of all engagement documentation for the duration of the contract to support continuity across future task orders and to enable rapid context-setting when LFUCG initiates a follow-on engagement.

*This Service Delivery Approach section (Sections 6.1 through 6.9) directly addresses RFP §5.2 (Software Development), §5.3 (Consulting Services), §5.4 (Security and Compliance), and §6 (Engagement Model and Deliverables). All frameworks, standards, and tools cited are current industry standards actively applied in public-sector IT delivery environments. Specific framework citations: NIST SP 800-218 (SSDF), NIST SP 800-207 (Zero Trust Architecture), NIST SP 800-34 (Contingency Planning), NIST SP 800-61 (Incident Response), NIST CSF*



## Section 6 – Response to Evaluation Criteria

LFUCG's selection criteria weight Specialized Experience and Technical Competence (30%), Capacity to Perform (30%), Past Record and Performance (30%), and Degree of Local Employment (10%). DatamanUSA, LLC has organized this response to address each criterion directly, with the depth and evidence required to support evaluator scoring. This Section 5.1 answers the first criterion in detail.

### 6.1 Specialized Experience and Technical Competence (30%)

DatamanUSA, LLC (Dataman) brings 25 years of uninterrupted delivery across federal, state, local government, and higher-education IT programs, with a services portfolio that maps directly to both categories defined in RFP §2 — IT Technical Services and IT Consulting Services. Dataman's specialized experience is not theoretical; it is operational. The firm currently supports active public-sector engagements across the Microsoft ecosystem, cloud modernization, application development, ERP operations, security, and program management — the same capability stack LFUCG has described in Attachment A and in its statement of purpose. The sub-sections below summarize Dataman's corporate foundation, its technical breadth across the proposed categories, the platforms it actively operates for public-sector clients, and the certifications, partnerships, and delivery standards that back each engagement.

#### 6.1.i Corporate Background and Lines of Service

DatamanUSA, LLC is a privately held Colorado limited liability company headquartered in Centennial, Colorado. Founded in 2000, the firm has operated continuously for 25 years as a provider of information technology consulting, technical services, and staff augmentation to public-sector and enterprise clients. Dataman is led by its CEO & President, Nidhi Saxena, and is governed by a senior leadership team that oversees strategy, delivery, quality, security, and finance. Over the past 24+ years, more than 1,600 Dataman associates have supported successful technology initiatives for public agencies and enterprise organizations nationwide.

The firm has delivered more than \$150 million in cumulative services across IT Professional Services, Staff Augmentation, Direct-Hire, IT Consulting, Managed Services, Technical Support, and Custom Software Development. Dataman has been awarded contracts as the prime vendor by more than 50 federal, state, and local government agencies, and currently holds participating addenda on NASPO ValuePoint cooperative contracts in Arkansas, Iowa, New Jersey, New Mexico, Connecticut, Nebraska, Vermont, South Dakota, Minnesota, Hawaii, and Colorado — experience that reflects directly on LFUCG's deliverables-based, task-order operating model.

*Table 5.1.1(a) — DatamanUSA Corporate Profile Snapshot*

Corporate Attribute	DatamanUSA, LLC
Legal Name	DatamanUSA, LLC
Year Founded	2000
Years in Business	25 years of continuous IT services delivery
Form of Organization	Limited Liability Company, State of Colorado
Corporate Headquarters	6890 S Tucson Way, Suite 100, Centennial, CO 80112
Office Footprint	<ul style="list-style-type: none"> <li>• 14 offices across the United States spanning Mountain, Pacific, Central, Eastern, and Hawaii regions</li> <li>• Representative locations: Centennial CO (HQ), Albuquerque NM, Los Angeles CA, Bellevue WA, Honolulu HI, Austin TX, Dallas TX, Houston TX, Des Moines IA, Sioux Falls SD, Portsmouth NH, Rocky Hill CT, Nutley NJ, Fairfax VA</li> </ul>

Corporate Attribute	DatamanUSA, LLC
<b>Employees &amp; Deployed Consultants</b>	200+ corporate staff and deployed consultants across client locations; more than 1,600 associates deployed over the firm's history
<b>CEO &amp; President</b>	Nidhi Saxena — 720-248-3110 — contact@DatamanUSA.com
<b>Financial Standing</b>	Debt-free, financially stable; D&B Rating 1R3 (stable, low-risk); 95% Overall Performance Rating from Dun & Bradstreet independent customer survey
<b>Diversity Classification</b>	Certified MBE, WBE, DBE, and SBE across multiple state and local certifying agencies
<b>Client Types Served</b>	Federal, state, and local government agencies; K-12 and higher education institutions; transit authorities; healthcare; and enterprise clients

Dataman has organized its capabilities around Centers of Excellence (CoEs) that allow the firm to pre-assemble domain expertise for each client vertical. For LFUCG, the most relevant CoEs are the Local Government Center of Excellence (under the broader Public Sector CoE umbrella) and the supporting horizontal capabilities that deliver Cloud Implementation, Application Development, Infrastructure Services, IT Cyber Security, and IT Managed Services.

*Table 5.1.1(b) — Centers of Excellence and Core Capabilities Mapped to LFUCG Scope*

Center of Excellence / Core Capability	What It Delivers	Relevance to LFUCG RFP §2
<b>Local Government CoE (within Public Sector CoE)</b>	Procurement-aware delivery for cities, counties, school districts, transit authorities, and urban/county governments.	Directly applicable to LFUCG's local-government operating context, procurement rules, and public-records obligations.
<b>Infrastructure Services Division</b>	Windows Server, VMware, Linux, identity, Exchange Online, IIS, F5, endpoint management, and hybrid operations.	Technical Services — Infrastructure Operations; Hybrid Cloud & IaaS; Modern Endpoint Management.
<b>Cloud Implementation Division</b>	Azure and AWS architecture, landing zones, IaC, CI/CD, workload migration, and platform engineering.	Technical Services — Hybrid Cloud & IaaS; Consulting — Strategy & Architecture.
<b>Application Development Services Division</b>	ASP.NET Core/.NET, Java, Python, React, Angular, REST/GraphQL APIs, SharePoint, SQL development, QA.	Technical Services — Application & Data; Consulting — Program & Project Services.
<b>IT Cyber Security</b>	Identity & access, endpoint protection, vulnerability management, SIEM/SOAR, zero trust, policy development, privacy compliance.	Technical Services — Security Operations; Consulting — Risk, Resilience & Compliance.
<b>IT Managed Services</b>	Run-state operations, patching, monitoring, ticketing, service desk, documentation, continuous improvement.	Technical Services — Infrastructure Operations; Training & Knowledge Transfer.

Center of Excellence / Core Capability	What It Delivers	Relevance to LFUCG RFP §2
<b>IT Professional Services &amp; Project Management</b>	PMP-led project delivery, PMBOK/Agile/SAFe execution, governance, PMO, change management.	Consulting — Governance & Process; Program & Project Services.
<b>IT Staff Augmentation Services</b>	Task-order-based deployment of specialized roles (architects, engineers, developers, analysts, DBAs, PMs).	Underpins both IT Technical Services and IT Consulting Services where short-notice talent is required.

Dataman's lines of service are positioned to absorb task-order work across any combination of LFUCG's defined categories. Because the firm operates consulting, engineering, and staff augmentation under one organization, LFUCG can initiate advisory engagements, pure implementation engagements, or blended consult-to-execute task orders under a single contract vehicle without coordinating across separate vendors.

**6.1.ii Technical Breadth Across Proposed Categories**

RFP §2 identifies eleven non-exclusive service sub-categories across IT Technical Services and IT Consulting Services. Dataman has reviewed each and is proposing in the categories where it has demonstrated delivery experience and an active bench, consistent with the Q&A guidance that vendors need only propose in categories where expertise exists. The matrix below maps each LFUCG sub-category to Dataman's specific capabilities and cites representative past-performance evidence.

*Table 5.1.2(a) — IT Technical Services Capability Matrix (RFP §2.1)*

IT TECHNICAL SERVICES (RFP §2.1) — Dataman Capability Alignment		
LFUCG Sub-Category	Dataman Capability Detail	Representative Proof Points
<b>Hybrid Cloud &amp; IaaS</b>	<ul style="list-style-type: none"> <li>Azure architecture &amp; design; IaaS/PaaS deployment; Azure VMs, Key Vault; AWS architecture; hybrid connectivity via VPN/IPSec and dedicated interconnects.</li> <li>Landing-zone builds, workload migration, tagging/policy, cost governance.</li> <li>Infrastructure as Code (Terraform, ARM/Bicep) and configuration management (Ansible, SCCM/MECM, Chef, Puppet).</li> </ul>	<ul style="list-style-type: none"> <li>Regional Transportation District (Denver): cloud network architecture integrating OCI with on-prem ERP.</li> <li>City of Aurora, CO: hybrid network across VMware and cloud.</li> <li>Tarrant County College District: multi-cloud integration for ERP and SaaS.</li> </ul>
<b>Infrastructure Operations</b>	<ul style="list-style-type: none"> <li>Windows Server (2019/2022) build, patching, hardening; VMware vSphere/vCenter operations; Linux (RHEL/Ubuntu/SUSE) administration.</li> <li>F5 BIG-IP load balancing, WAF, SSL offload; IIS web</li> </ul>	<ul style="list-style-type: none"> <li>City of Aurora, CO: VMware, Microsoft 365, Active Directory system administration.</li> <li>Houston Metro: maintained/supported 1,500+ users and 7 remote locations with imaging and endpoint management.</li> </ul>

	<p>hosting; Active Directory / Entra ID operations.</p> <ul style="list-style-type: none"> <li>Exchange Online administration (cloud-first with on-prem/hybrid as needed).</li> </ul>	<ul style="list-style-type: none"> <li>Medical University of South Carolina: systems software and infrastructure support.</li> </ul>
<p><b>Security Operations</b></p>	<ul style="list-style-type: none"> <li>Identity &amp; access (MFA, conditional access, PAM); endpoint security (EDR/XDR); network security (firewalls, segmentation, SD-WAN, WAF).</li> <li>SIEM/SOAR implementation (Microsoft Sentinel, Splunk); vulnerability and configuration management; data protection (DLP, encryption, backup resilience).</li> <li>Framework alignment to NIST, CIS, and ISO 27001; audit-ready documentation.</li> </ul>	<ul style="list-style-type: none"> <li>South Carolina Enterprise Privacy Office: privacy compliance, auditing, monitoring, training.</li> <li>South Carolina Department of Information Security: security delivery support.</li> <li>Commonwealth of Massachusetts: cybersecurity within IT Project Services Strategic Sourcing.</li> </ul>
<p><b>Application &amp; Data</b></p>	<ul style="list-style-type: none"> <li>Custom application development in ASP.NET Core/C#, Java, Python, React/Angular; REST and GraphQL API development.</li> <li>Database engineering on Microsoft SQL Server, Azure SQL, Oracle, PostgreSQL/MySQL, ESRI geodatabase, and Cosmos DB/MongoDB.</li> <li>PeopleSoft FSCM/HCM administration and development, including security, upgrades, and integrations.</li> </ul>	<ul style="list-style-type: none"> <li>City of San Marcos, TX: PMO intake, SQL Server BI, Project Server/SharePoint implementation.</li> <li>Montclair State University: Oracle DBA and Ellucian Banner administration.</li> <li>Tarrant County College District: ERP (Ellucian), database, application development.</li> </ul>
<p><b>Modern Endpoint Management</b></p>	<ul style="list-style-type: none"> <li>Windows 10/11 image engineering and deployment; Microsoft Configuration Manager (SCCM/MECM) and Intune; modern management co-existence.</li> <li>Application packaging, patching, compliance baselines, and endpoint hardening.</li> <li>Remote support tooling, asset tracking, and lifecycle management.</li> </ul>	<ul style="list-style-type: none"> <li>Houston Metro: MDT/WAIK/WinPE imaging and enterprise desktop deployment.</li> <li>Charleston County School District: client technologies support, asset tagging, device configuration.</li> <li>Baltimore County Public Schools: help desk, imaging, endpoint troubleshooting at scale.</li> </ul>

<p><b>Training &amp; Knowledge Transfer</b></p>	<ul style="list-style-type: none"> <li>• Structured end-user and administrator training on Microsoft 365, SharePoint, SQL Server, Azure, VMware, cybersecurity awareness, and zero-trust principles.</li> <li>• As-built documentation, runbooks, standard operating procedures, and operational readiness reviews at every engagement closeout.</li> <li>• LMS-supported training materials and hands-on labs where required.</li> </ul>	<ul style="list-style-type: none"> <li>• State of South Carolina EPO: enterprise-wide privacy training, fact sheets, procedures.</li> <li>• State of Louisiana OTS: Tier 2 technical documentation and knowledge transfer.</li> <li>• Multiple engagements include formal closeout and transition deliverables.</li> </ul>
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Table 5.1.2(b) — IT Consulting Services Capability Matrix (RFP §2.2)

IT CONSULTING SERVICES (RFP §2.2) — Dataman Capability Alignment		
LFUCG Sub-Category	Dataman Capability Detail	Representative Proof Points
<p><b>Strategy &amp; Architecture</b></p>	<ul style="list-style-type: none"> <li>• IT strategic planning and multi-year roadmaps; enterprise and solution architecture.</li> <li>• Cloud strategy and architecture (Azure/AWS), reference architectures, integration blueprints, and technology selection.</li> <li>• Application modernization strategy and hybrid-infrastructure target-state design.</li> </ul>	<ul style="list-style-type: none"> <li>• Tarrant County College District: digital transformation planning and strategic architecture.</li> <li>• State of New Mexico: IT Professional Services across application, network, security, and strategy.</li> <li>• RTD-Denver: ERP modernization strategy over a \$7.75M engagement.</li> </ul>
<p><b>Governance &amp; Process</b></p>	<ul style="list-style-type: none"> <li>• IT governance frameworks, project governance, and portfolio management.</li> <li>• ITIL-aligned service management, process engineering, SOP development, and continuous improvement.</li> <li>• Policy development, PMO establishment, intake and prioritization processes.</li> </ul>	<ul style="list-style-type: none"> <li>• City of San Marcos, TX: PMO intake, project execution strategy, governance, information management.</li> <li>• City of Aurora, CO: Accela governance, business process review, change management.</li> <li>• State of Louisiana OTS: process maturity for a consolidated executive branch IT function.</li> </ul>

<p><b>Risk, Resilience, &amp; Compliance</b></p>	<ul style="list-style-type: none"> <li>• Risk management and control design aligned to NIST, CIS, ISO 27001, and public-sector frameworks.</li> <li>• Business continuity and disaster recovery planning; tabletop exercises; operational resilience reviews.</li> <li>• Audit preparation, remediation planning, and compliance reporting.</li> </ul>	<ul style="list-style-type: none"> <li>• South Carolina EPO: enterprise privacy compliance, auditing, monitoring, agreements review.</li> <li>• Medical University of South Carolina: disaster recovery procedures and systems resilience.</li> <li>• RTD-Denver engagement risk register and mitigation under PMBOK.</li> </ul>
<p><b>Program &amp; Project Services</b></p>	<ul style="list-style-type: none"> <li>• PMP-certified project and program managers; PMBOK, Agile/Scrum, and SAFe execution models.</li> <li>• Detailed schedule, scope, budget, risk, and stakeholder management.</li> <li>• Organizational change management (PROSCI) and communications planning.</li> </ul>	<ul style="list-style-type: none"> <li>• RTD-Denver: \$7.75M ERP modernization program with 50+ deployed technical consultants.</li> <li>• State of Montana: ERP migration and modernization program support.</li> <li>• Tarrant County College District: multi-project IT consulting and staffing partnership.</li> </ul>
<p><b>Training &amp; Administrative</b></p>	<ul style="list-style-type: none"> <li>• Administrative support for project documentation, reporting, and executive communications.</li> <li>• Training program design and delivery for Microsoft 365, security awareness, and platform-specific topics.</li> <li>• Post-implementation training and knowledge hand-off to LFUCG staff for sustainment.</li> </ul>	<ul style="list-style-type: none"> <li>• State of South Carolina EPO: development and delivery of privacy training and awareness materials.</li> <li>• State of Vermont: administrative professional and data entry staffing support.</li> <li>• Multiple higher-education engagements with training-of-trainer and end-user sessions.</li> </ul>

This category-by-category alignment demonstrates that Dataman can respond to any task order LFUCG issues without needing to subcontract core work. Where a specialized role or platform depth is requested, Dataman draws from its national bench of 25,000+ pre-vetted IT professionals, which is continuously refreshed and technically evaluated by domain-specific recruiting teams and internal subject matter experts.

**6.1.iii Platform-Specific Experience**

Attachment A identifies the specific technology platforms LFUCG operates. Dataman's response to Attachment A details average years of experience and headcount for each platform in a separate matrix; this sub-section summarizes the depth and relevance of that experience narratively and points to the engagements from which it was built. Where a technology is not supported internally, Dataman has omitted it from Attachment A — consistent with the Q&A guidance to respond only on technologies where expertise exists.

*Table 5.1.3 — Platform-Specific Experience Aligned to Attachment A*

Platform Domain	Dataman Depth and Supporting Engagements	Representative Public-Sector Clients
<b>Microsoft Core Infrastructure (Windows Server 2019/2022, AD/Entra ID, Exchange Online, IIS)</b>	<ul style="list-style-type: none"> <li>• Longstanding delivery of Windows Server build, upgrade, patching, hardening, Group Policy, and Active Directory forest/domain operations.</li> <li>• Entra ID (formerly Azure AD) identity design — hybrid join, conditional access, MFA, SSO federation (SAML/OIDC).</li> <li>• Exchange Online administration and tenant-level security hardening; IIS operations and hardening.</li> </ul>	<p>City of Aurora, CO; Houston Metro; Medical University of South Carolina; City of San Marcos, TX</p>
<b>Microsoft 365 (Architecture, Security &amp; Compliance, Collaboration)</b>	<ul style="list-style-type: none"> <li>• Microsoft 365 architecture and tenant design, SharePoint Online/Hybrid, Teams governance, Purview compliance.</li> <li>• SharePoint migration leadership and SharePoint development (classic to modern).</li> <li>• Security &amp; compliance configuration aligned to organizational data classification policies.</li> </ul>	<p>City of Aurora, CO; Clemson University (SharePoint MITS); Tarrant County College District</p>
<b>Microsoft Azure (IaaS, PaaS, VMs, Key Vault, DevOps)</b>	<ul style="list-style-type: none"> <li>• Azure landing-zone design, subscription governance, policy/Defender for Cloud baselines.</li> <li>• Azure VMs, App Services, Functions, AKS, Storage, Key Vault, and Azure SQL.</li> <li>• Azure DevOps pipelines (build/release), GitHub/GitLab integration, Infrastructure-as-Code with ARM/Bicep/Terraform.</li> </ul>	<p>Tarrant County College District; State of New Mexico; RTD-Denver (hybrid cloud)</p>
<b>Amazon Web Services (AWS Architecture &amp; DevOps)</b>	<ul style="list-style-type: none"> <li>• AWS account/VPC architecture, IAM design, core services (EC2, S3, RDS, Lambda, CloudFront).</li> <li>• CI/CD with CodePipeline and GitHub Actions; CloudWatch observability; Direct Connect hybrid links.</li> </ul>	<p>RTD-Denver; State of New Mexico; multiple higher-education ERP cloud deployments</p>
<b>VMware (vSphere, ESXi, vCenter)</b>	<ul style="list-style-type: none"> <li>• Datacenter virtualization design and operations, vCenter lifecycle, vSAN and NSX adjacency.</li> <li>• Capacity planning, HA/DRS configuration, vMotion, upgrade and patch management.</li> </ul>	<p>City of Aurora, CO; Clemson University; Medical University of South Carolina</p>
<b>F5 BIG-IP (Load Balancing, WAF, SSL Offload) &amp; Network Services</b>	<ul style="list-style-type: none"> <li>• F5 BIG-IP LTM/ASM for load balancing, web application firewall, and SSL offload.</li> <li>• Network architecture spanning LAN/WAN/Wireless and SD-WAN; segmentation aligned to zero-trust principles.</li> <li>• Cisco, Palo Alto, and Juniper-certified engineers for switching, routing, and firewall work.</li> </ul>	<p>RTD-Denver; City of Aurora, CO; Tarrant County College District</p>
<b>Linux (RHEL, Ubuntu, SUSE)</b>	<ul style="list-style-type: none"> <li>• Installation, hardening, patching, shell scripting, and lifecycle management of RHEL, Ubuntu, and SUSE distributions.</li> <li>• Application platform hosting — web, database, middleware — including PeopleSoft on RHEL (PeopleTools 8.59–8.61+).</li> </ul>	<p>Florida State University engagement scope; State of Louisiana OTS; higher-education ERP environments</p>

Platform Domain	Dataman Depth and Supporting Engagements	Representative Public-Sector Clients
<b>PeopleSoft FSCM and HCM (directly relevant to LFUCG's ERP)</b>	<ul style="list-style-type: none"> <li>• PeopleSoft administration — DPK-based installation, patching, upgrades (PeopleTools 8.59–8.61+), and performance tuning on Windows, Linux, and cloud.</li> <li>• PeopleSoft development — Application Engine, SQR, PeopleCode, Component Interface, integrations.</li> <li>• Security and identity integration — LDAP, SAML, Oracle Identity Management, SoD reviews, audit readiness.</li> </ul>	Clemson University; University of Massachusetts; Texas Dept. of Transportation; RTD-Denver; Tarrant County College District
<b>Databases (SQL Server, Azure SQL, Oracle, PostgreSQL, ESRI)</b>	<ul style="list-style-type: none"> <li>• DBA services across Microsoft SQL Server and Azure SQL Database; Oracle administration; PostgreSQL/MySQL.</li> <li>• Performance tuning, backup/recovery, high availability, security configuration, and data migration.</li> <li>• ESRI Enterprise Geodatabase support for GIS programs.</li> </ul>	Montclair State University; City of San Marcos, TX; Commonwealth of Massachusetts
<b>Software Development (.NET, Java, Python, React, Angular, APIs)</b>	<ul style="list-style-type: none"> <li>• Full SDLC delivery using ASP.NET Core/C#, Java, Python, and JavaScript/TypeScript.</li> <li>• Modern frameworks — React, Angular, Vue.js — with RESTful and GraphQL API development.</li> <li>• Secure development practices aligned to OWASP; code review, static analysis, and CI/CD integration.</li> </ul>	City of Los Angeles; State of New Mexico; South Carolina Department of Education
<b>Security Stack (Sentinel/Splunk, EDR/XDR, Zero Trust, NIST/CIS/ISO 27001)</b>	<ul style="list-style-type: none"> <li>• SIEM/SOAR deployment and operations — Microsoft Sentinel, Splunk — including use-case engineering and playbooks.</li> <li>• Endpoint security and EDR/XDR rollout; vulnerability management and penetration testing.</li> <li>• Zero Trust architecture design; framework mapping to NIST 800-53, CIS Controls, and ISO 27001.</li> </ul>	South Carolina Enterprise Privacy Office; Commonwealth of Massachusetts (cyber within IT Project Services)
<b>Configuration Management &amp; IaC (Ansible, SCCM/MECM, Chef, Puppet, Terraform)</b>	<ul style="list-style-type: none"> <li>• Enterprise endpoint management with SCCM/MECM; Ansible automation for server fleets.</li> <li>• Chef and Puppet for configuration state; Terraform for infrastructure provisioning across Azure/AWS.</li> <li>• CI/CD pipelines and policy-as-code to reduce drift and enforce baselines.</li> </ul>	Tarrant County College District; higher-education and transit authority engagements

Across these platform domains, Dataman's engineers and consultants bring 5–20 years of per-platform experience, with depth concentrated in the Microsoft ecosystem and PeopleSoft — the two technology families most central to LFUCG's operating environment. Dataman's final Attachment A response enumerates specific years and headcount per technology so LFUCG's evaluators can verify platform-level coverage.

**6.1.iv Certifications, Partnerships, and Delivery Standards**

Across these platform domains, Dataman's engineers and consultants bring 5–20 years of per-platform experience, with depth concentrated in the Microsoft ecosystem and PeopleSoft — the two technology families most central to LFUCG's operating environment. Dataman's final Attachment A response enumerates specific years and headcount per technology so LFUCG's evaluators can verify platform-level coverage.

*Table 5.1.4 — Certifications, Partnerships, and Delivery Standards*

<b>A. Corporate Certifications — Quality, Security, and Continuity</b>	
<b>ISO 9001:2015 — Quality Management System</b>	<ul style="list-style-type: none"> <li>Standardized delivery procedures, internal audits, and continuous improvement embedded across recruiting, engagement management, and delivery.</li> <li>Governs how Dataman scopes, staffs, executes, and closes out every task order.</li> </ul>
<b>ISO/IEC 27001:2022 — Information Security Management System</b>	<ul style="list-style-type: none"> <li>Controls for secure handling of client and candidate data, including background-check results and engagement artifacts.</li> <li>Aligns with the RFP §5.4 expectations for documented security practices and audit readiness.</li> </ul>
<b>ISO 22301:2019 — Business Continuity Management System</b>	<ul style="list-style-type: none"> <li>Continuity and contingency plans ensure Dataman's own operations — recruiting, payroll, account management — remain stable during disruptions.</li> <li>Supports LFUCG's operational resiliency expectations for public-sector vendors.</li> </ul>
<b>B. Diversity and Small-Business Certifications</b>	
<b>MBE / WBE / DBE / SBE</b>	<ul style="list-style-type: none"> <li>Certified Minority Business Enterprise, Women Business Enterprise, Disadvantaged Business Enterprise, and Small Business Enterprise across multiple state and local certifying agencies nationwide.</li> <li>Representative certifications: DBE &amp; SBE (Regional Transportation District-Denver); DBE (Colorado Department of Transportation); MBE/WBE/DBE/SBE (Massachusetts Department of Transportation); MBE/SBE (LA Metro).</li> </ul>
<b>C. Cooperative Purchasing Participation (Supporting Vehicles)</b>	
<b>NASPO ValuePoint</b>	<ul style="list-style-type: none"> <li>Dataman holds participating addenda across Arkansas, Iowa, New Jersey, New Mexico, Connecticut, Nebraska, Vermont, South Dakota, Minnesota, Hawaii, and Colorado.</li> </ul>

	<ul style="list-style-type: none"> <li>Over 100 resources placed under NASPO contracts — proof of repeatable, multi-state public-sector delivery.</li> </ul>
<b>OMNIA Partners &amp; HGACBuy</b>	<ul style="list-style-type: none"> <li>OMNIA Partners (via University of California): available to public agencies and education entities nationwide.</li> <li>H-GAC (HGACBuy): government-to-government procurement cooperative for states, local governments, and non-profits.</li> </ul>
<b>D. Strategic Technology Partnerships</b>	
<b>Microsoft</b>	<ul style="list-style-type: none"> <li>Active partner relationship supporting Azure, Microsoft 365, Windows Server, SQL Server, and SharePoint engagements.</li> <li>Consultants certified as Azure Administrators, Azure Developers, Azure Solutions Architects, and Modern Desktop Administrators.</li> </ul>
<b>Oracle</b>	<ul style="list-style-type: none"> <li>Partnership supporting PeopleSoft FSCM/HCM, Oracle Database, and Oracle Cloud Infrastructure engagements.</li> <li>Oracle Certified Professionals across DBA, PeopleSoft Admin, and PeopleSoft Development tracks.</li> </ul>
<b>Amazon Web Services (AWS)</b>	<ul style="list-style-type: none"> <li>AWS relationship supporting architecture, DevOps, and migration engagements.</li> <li>AWS Certified Solutions Architects and DevOps engineers on bench.</li> </ul>
<b>ServiceNow</b>	<ul style="list-style-type: none"> <li>Partnership supporting IT service management, ITOM, and workflow automation engagements across public sector.</li> </ul>
<b>E. Representative Consultant Certifications on Dataman's Bench</b>	
<b>Cloud &amp; Architecture</b>	<ul style="list-style-type: none"> <li>AWS Certified Solutions Architect; Microsoft Azure Solutions Architect Expert; Azure Administrator &amp; Developer Associate; TOGAF.</li> </ul>
<b>Security</b>	<ul style="list-style-type: none"> <li>CISSP, CISM, CEH, CompTIA Security+; NIST 800-53 and CIS Controls practitioners.</li> </ul>
<b>Project &amp; Program Management</b>	<ul style="list-style-type: none"> <li>PMP, PMI-ACP, Scrum Master, SAFe Agilist; PROSCI change management.</li> </ul>

<b>Service Management &amp; Endpoint</b>	<ul style="list-style-type: none"> <li>• ITIL v4 (Foundation and practitioner levels); Microsoft Modern Desktop Administrator; CompTIA A+/Network+.</li> </ul>
<b>Database &amp; ERP</b>	<ul style="list-style-type: none"> <li>• Oracle Certified Professional (DBA, PeopleSoft Admin, PeopleSoft Development); Microsoft SQL Server; MongoDB; Snowflake.</li> </ul>
<b>Networking</b>	<ul style="list-style-type: none"> <li>• Cisco CCNA/CCNP; Juniper; Palo Alto; CompTIA Network+; F5 administration.</li> </ul>
<b>F. Delivery Standards and Methodology</b>	
<b>Five-Stage Project Methodology</b>	<ul style="list-style-type: none"> <li>• Deliverable-based methodology grounded in Oracle Unified Method (OUM), PMBOK, SDLC, and Agile practices.</li> <li>• Stages: Initiation &amp; Discovery → Planning &amp; Analysis → Design &amp; Development → Testing &amp; Deployment → Transition &amp; Operations.</li> <li>• Adjustable to waterfall, Agile, or hybrid delivery based on task-order scope, mirroring the engagement deliverables listed in RFP §6.</li> </ul>
<b>Task-Order Management Framework</b>	<ul style="list-style-type: none"> <li>• Integrated approach for task planning, staffing, organizing, directing, producing, monitoring, and reporting on each task order.</li> <li>• Flexible enough to accommodate both standard and short-notice tasks — directly aligned with LFUCG's Q&amp;A statement that engagements could begin immediately in emergency situations.</li> </ul>
<b>Quality Management System (QMS)</b>	<ul style="list-style-type: none"> <li>• Formal QMS aligned with ISO, CMMI, and ITIL-aligned practices, overseen by senior leadership including compliance oversight.</li> <li>• Documented KPIs: 95% overall performance rating, 96% on-time delivery, 92%+ client retention, 94%+ consultant retention.</li> </ul>
<b>Recruitment Management System (RMS)</b>	<ul style="list-style-type: none"> <li>• Proprietary Dataman staffing portal hosting 400,000+ resumes.</li> <li>• 12-step recruitment process based on ISO framework supports rapid, auditable sourcing for task-order roles.</li> </ul>
<b>Client Advocacy Model (CAM)</b>	<ul style="list-style-type: none"> <li>• Single point of accountability per client with senior leadership oversight.</li> <li>• Balances scope, schedule, cost, and quality objectively across each task order.</li> </ul>

**6.2 Capacity to Perform within Time Limitations (30%)**

LFUCG has indicated that task orders will be assigned to the most qualified, cost-effective vendor and that engagements may require immediate response in emergency situations. DatamanUSA, LLC (Dataman) is organized to meet exactly that expectation. This sub-section documents the team structure and bench that absorbs LFUCG demand, the mobilization framework that turns a task-order request into a deployed consultant in days rather than weeks, the geographic delivery model that serves Lexington remotely or on-site, and the project management and quality controls that keep every engagement on schedule, on budget, and on quality.

**6.2.i Team Structure and Bench Strength**

Dataman operates a mature, process-driven organizational structure purpose-built to manage multiple, concurrent IT engagements across federal, state, local, and higher-education clients. The firm's operating design combines executive-level accountability, a regional delivery footprint, specialized recruiting divisions, and a continuously refreshed technical bench — producing capacity that can be redirected to LFUCG task orders as they are issued.

Role Proposed for LFUCG Account	Responsibilities Under This Contract	Coverage
<b>Executive Sponsor — CEO &amp; President, Nidhi Saxena</b>	<ul style="list-style-type: none"> <li>Provides executive oversight and strategic direction for the LFUCG relationship.</li> <li>Resolves escalated issues, signs off on SOWs and exceptions, and ensures alignment with LFUCG leadership.</li> <li>Reachable directly at 720-248-3110 / contact@DatamanUSA.com.</li> </ul>	National — Centennial, CO (HQ)
<b>Dedicated Senior Account Manager (Central/Eastern coverage)</b>	<ul style="list-style-type: none"> <li>Serves as LFUCG's single point of contact for all task-order coordination, day-to-day communications, and escalation.</li> <li>Coordinates scope clarification, submittal cadence, onboarding, and status reporting across Dataman's delivery and recruiting teams.</li> <li>Available during business hours with extended availability for time-sensitive requests.</li> </ul>	Central or Eastern Region (aligned to Kentucky time zone)
<b>Regional Senior Account Managers (backup coverage)</b>	<ul style="list-style-type: none"> <li>Alok Singh — Pacific Region; Varun Shukla — Mountain Region; Joe Wooldridge — Central Region; Anurag Tiwari — Eastern Region.</li> <li>Provide backup coverage and cross-region scaling when task-order surge demands exceed primary team capacity.</li> <li>Each supported by dedicated account coordinators and recruiting pods.</li> </ul>	Full U.S. coverage across all four time zones
<b>Delivery Engagement Manager</b> /	<ul style="list-style-type: none"> <li>Owns day-to-day service delivery for each task order — consultant performance, onboarding, compliance, and continuity.</li> <li>Ensures deliverables described in RFP §6 (SOW, project plan, architecture &amp; design, implementation, knowledge transfer, operational readiness, closeout) are executed consistently.</li> <li>Reports engagement status to the Account Manager and LFUCG stakeholders on an agreed cadence.</li> </ul>	National coverage; engagement-specific assignment
<b>Director of Recruitment — Arvind Bajpai</b>	<ul style="list-style-type: none"> <li>15+ years in IT recruiting; oversees recruiting operations supporting LFUCG.</li> <li>Directs domain-specialized recruiter pods aligned to specific skill families (cloud, security, ERP, application development, infrastructure).</li> </ul>	Centralized national function

Role Proposed for LFUCG Account	Responsibilities Under This Contract	Coverage
	<ul style="list-style-type: none"> <li>Accountable for time-to-submit, quality-of-submission, and fill ratios for every LFUCG task order.</li> </ul>	
<b>Technical Vetting Panel (internal SMEs)</b>	<ul style="list-style-type: none"> <li>Internal subject-matter experts in ERP, cloud, application development, infrastructure, and security.</li> <li>Conduct technical evaluations of candidate submissions before they reach LFUCG — only candidates scoring more than 75% on the domain-specific evaluation proceed to the client interview.</li> </ul>	Distributed SMEs across Dataman
<b>Compliance &amp; Quality Oversight Lead</b>	<ul style="list-style-type: none"> <li>Ensures adherence to Dataman's ISO 9001, 27001, and 22301 practices on the LFUCG account.</li> <li>Owns background check execution, audit readiness, documentation retention, and any LFUCG-specific compliance prerequisites (e.g., CJIS if invoked per Q&amp;A).</li> </ul>	Centralized compliance function
<b>Dedicated Recruiter Pods (per domain)</b>	<ul style="list-style-type: none"> <li>Domain-specific recruiters for Microsoft ecosystem, Azure/AWS, PeopleSoft FSCM/HCM, VMware, network/F5, security/SOC, application development, and data/database roles.</li> <li>Use a 24/7 global sourcing model to run parallel searches across time zones for short-notice task orders.</li> </ul>	Distributed across the Mountain, Central, and Eastern teams

This role structure is not notional — Dataman is currently operating it under active NASPO ValuePoint cooperative contracts in eleven participating states, multiple state and local government engagements, and higher-education ERP programs. The same apparatus that supports those engagements will be available to LFUCG from the contract award.

Bench Metric	Scale and What It Means for LFUCG
<b>Pre-Vetted IT Professional Database</b>	25,000+ pre-vetted IT professionals, continuously refreshed. Enables rapid surge capacity for any Attachment A technology without starting sourcing from zero.
<b>RMS Resume Repository</b>	400,000+ resumes hosted in Dataman's proprietary Recruitment Management System (RMS), searchable by skill, location, clearance, and availability.
<b>Associate Deployment History</b>	More than 1,600 Dataman associates deployed across public-sector and enterprise engagements over the past 24+ years.
<b>Concurrent Engagement Capacity</b>	Organizational design supports multiple concurrent long-term (6+ month) engagements in parallel; Dataman already supports 300+ concurrent public-sector and higher-education engagements annually.
<b>IT Staffing Share of Business</b>	Approximately 85% of Dataman's business over the past five years has been IT Staff Augmentation and Direct-Hire services — a concentrated focus that translates to deep role-specific recruiting expertise.
<b>Consultant Retention</b>	94%+ annual consultant retention, reducing disruption risk mid-task-order, and preserving institutional knowledge on LFUCG engagements.
<b>Domain Recruiter Specialization</b>	Specialized recruiters in cloud, security, PeopleSoft, infrastructure, application development, database, and project management — directly aligned to the Attachment A stack.

Because roles are pre-staged across Dataman's recruiting pods and bench, task-order-specific assembly does not require a cold start. When LFUCG issues a request, the Account Manager instantiates a response team in hours — not weeks — by pulling from this resourcing apparatus.

**6.2.ii Rapid Mobilization and Emergency Response**

The Q&A clarified that LFUCG task orders could begin "immediately in emergency situations." Dataman has built its mobilization framework around exactly that requirement. The firm uses a proactive delivery approach — recruiters and account managers maintain live bench activity against anticipated demand, rather than starting a sourcing cycle only after a request is received.

The standard end-to-end fulfillment timeline is as follows, and can be compressed further under emergency conditions.

Step	Elapsed Time	Activities and Outputs
<b>1. Requirement Intake</b>	Day 0 (within hours of receipt)	<ul style="list-style-type: none"> <li>Task-order requirement logged into RMS by the Account Manager.</li> <li>Skill matrix constructed from the LFUCG scope of work.</li> <li>Recruiter pod and technical SME assigned.</li> </ul>
<b>2. Candidate Identification &amp; Submission</b>	Within 1 business day	<ul style="list-style-type: none"> <li>Screen existing bench and on-call candidates against the skill matrix.</li> <li>For most roles, same-day submittal of pre-screened candidates is achievable.</li> <li>Shortlist submitted to LFUCG with experience, availability, and rate confirmation.</li> </ul>
<b>3. Technical Evaluation &amp; Client Interview Support</b>	1–3 business days	<ul style="list-style-type: none"> <li>Technical evaluation panel validates each candidate against task-order-specific competencies.</li> <li>Reference checks performed, including back-door references where appropriate.</li> <li>Interview logistics managed end-to-end for LFUCG.</li> </ul>
<b>4. Final Selection &amp; Offer Coordination</b>	2–3 business days	<ul style="list-style-type: none"> <li>Offer extension, rate confirmation, joining paperwork, e-Verify, and documentation.</li> <li>Drug screening and background checks per LFUCG's task-order-specific requirements.</li> </ul>
<b>5. Onboarding &amp; Start Date Confirmation</b>	3–5 business days (often faster)	<ul style="list-style-type: none"> <li>Fully digital, paperless onboarding with e-signature and real-time status tracking.</li> <li>Client-specific onboarding templates, security training, and LFUCG-aligned policies.</li> <li>Consultant start date confirmed and communicated to LFUCG.</li> </ul>
<b>6. Stabilization &amp; Feedback</b>	First 2 weeks on assignment	<ul style="list-style-type: none"> <li>Account Manager-led check-ins with LFUCG supervisor in the first week.</li> <li>Performance validation; rapid replacement if fit adjustments are needed.</li> <li>Transition from daily to weekly reporting once operations stabilize.</li> </ul>

*Where LFUCG invokes an emergency task order, Dataman's 24/7 global sourcing model compresses the submission step to a matter of hours. Pre-existing bench candidates can be redeployed the same day, subject to LFUCG's interview and onboarding requirements.*

Mobilization is enabled by a documented framework, not ad-hoc effort. The elements below combine to deliver the speeds cited above.

Mobilization Enabler	How It Accelerates Task-Order Response for LFUCG
<b>12-Step Recruitment Productivity Framework</b>	<ul style="list-style-type: none"> <li>• ISO-aligned, repeatable framework covering intake, sourcing, screening, testing, interviewing, reference checks, offer, and onboarding.</li> <li>• Every step has a named owner, a target cycle time, and a measurable output — eliminating dead time between stages.</li> </ul>
<b>Oorwin AI-Driven ATS/CRM Platform</b>	<ul style="list-style-type: none"> <li>• Intelligent resume ingestion and multi-source candidate matching.</li> <li>• One-click interview scheduling and parallel client/candidate engagement workflows.</li> <li>• Enables recruiters to evaluate hundreds of candidates per day against the task-order skill matrix.</li> </ul>
<b>Proprietary RMS Portal (400,000+ resumes)</b>	<ul style="list-style-type: none"> <li>• Searchable by technology, years, certification, clearance, geography, and availability.</li> <li>• Feedback and comment history captured per candidate — previously vetted professionals reach submittal faster on repeat task orders.</li> </ul>
<b>Domain-Specific Recruiter Pods</b>	<ul style="list-style-type: none"> <li>• Specialized pods for cloud, security, PeopleSoft, infrastructure, application development, database, and project management.</li> <li>• Each pod maintains an active pipeline, so task orders rarely require cold sourcing.</li> </ul>
<b>24/7 Global Sourcing Coverage</b>	<ul style="list-style-type: none"> <li>• Round-the-clock recruiting support enables overnight progress on urgent searches.</li> <li>• For emergency task orders, Dataman can present candidates when LFUCG staff arrive the next business morning.</li> </ul>
<b>Rapid Candidate Mobilization Framework</b>	<ul style="list-style-type: none"> <li>• Onboarding turnaround time reduced by up to 40% through pre-validated templates and digital workflows.</li> <li>• Standard pre-employment checks (drug screen, background) can run in parallel with LFUCG interviews when permitted.</li> </ul>
<b>Emergency / After-Hours Rate Structure (Per Q&amp;A)</b>	<ul style="list-style-type: none"> <li>• Attachment B pricing will indicate separate rate structures for emergency and after-hours work, as permitted in the LFUCG Q&amp;A response.</li> <li>• Supports 24x7 incident response and unplanned outage coverage at transparent, pre-agreed rates.</li> </ul>
<b>Redundancy &amp; Continuity Planning</b>	<ul style="list-style-type: none"> <li>• Every deployed resource has an identified backup candidate on bench.</li> <li>• Immediate replacement protocol in case of attrition; knowledge transfer procedures protect LFUCG continuity.</li> </ul>

The combined effect is that Dataman can absorb both planned task orders and short-notice emergency requests without degrading the quality of submissions. The 75%+ minimum technical evaluation score is preserved even when timelines are compressed — speed does not come at the expense of screening rigor.

**6.2.iii Geographic and Remote Delivery Model**

LFUCG's Q&A confirmed that task orders may be remote, on-site in Lexington, KY, or hybrid. Dataman's geographic footprint and delivery model are designed to serve all three patterns. The firm operates fourteen offices across five U.S. regions, has delivered services in more than 30 states and the District of Columbia, and supports task-order execution through a hub-and-spoke model that balances regional presence with centralized governance.

Region	Office Locations	Relevance to LFUCG Task Orders
<b>Mountain (HQ)</b>	Centennial, CO (Corporate HQ); Albuquerque, NM	Executive oversight, central recruiting command, and primary delivery governance for the LFUCG account.
<b>Eastern</b>	Portsmouth, NH; Rocky Hill, CT; Nutley, NJ; Fairfax, VA	Closest regional offices to Kentucky — support on-site mobilization to Lexington and Eastern time-zone client coverage.
<b>Central</b>	Austin, TX; Dallas, TX; Houston, TX; Des Moines, IA; Sioux Falls, SD	Central-time-zone coverage aligned with Kentucky business hours; large recruiting bandwidth.
<b>Pacific</b>	Los Angeles, CA; Bellevue, WA	West Coast sourcing reach, including specialized cloud and security talent pools.
<b>Hawaii</b>	Honolulu, HI	Extends after-hours and overnight sourcing coverage — useful for emergency task-order response.

Dataman's services have been delivered in the states listed below, illustrating both recruiting reach and the ability to meet state and local procurement requirements nationwide.

*Arizona · Arkansas · California · Colorado · Connecticut · Delaware · Florida · Georgia · Hawaii · Illinois · Iowa · Kansas · Louisiana · Maine · Maryland · Massachusetts · Michigan · Minnesota · Mississippi · Montana · New Jersey · New Mexico · New York · North Carolina · North Dakota · Oregon · Oklahoma · Pennsylvania · South Carolina · South Dakota · Texas · Utah · Vermont · Washington · Washington, D.C.*

Delivery Mode	Dataman's Execution for LFUCG Task Orders
<b>Remote</b>	<ul style="list-style-type: none"> <li>• Primary default for consulting, architecture, development, and back-office operations task orders.</li> <li>• Secure-remote-work practices: VPN-only access, least-privilege credentials, encrypted endpoints, and background-checked consultants.</li> <li>• Communication cadence with LFUCG supervisors handled via Teams/Zoom/Slack and email per client preference.</li> </ul>
<b>On-Site in Lexington, KY</b>	<ul style="list-style-type: none"> <li>• For task orders requiring physical presence (e.g., on-prem infrastructure, endpoint refreshes, data center work), Dataman mobilizes consultants on-site in Lexington.</li> <li>• Consultants can be deployed from the Eastern region (Fairfax, VA; Nutley, NJ; Rocky Hill, CT; Portsmouth, NH) for short-duration work, or recruited locally for sustained on-site engagements.</li> <li>• Dataman is open to building local employment where a multi-month on-site commitment is required by a task order.</li> </ul>
<b>Hybrid</b>	<ul style="list-style-type: none"> <li>• Structured mix of on-site presence (e.g., two days per week, defined sprint cycles, or key project phases) with remote execution for balance of work.</li> <li>• On-site schedule adjusted to LFUCG's preference per task order and consultant role.</li> </ul>
<b>Time-Zone Alignment</b>	<ul style="list-style-type: none"> <li>• Primary LFUCG account coverage is staffed by personnel operating in Central and Eastern time zones, aligned with Lexington business hours.</li> <li>• Pacific and Hawaii coverage provides sourcing capacity during off-hours, enabling overnight progress on urgent searches.</li> </ul>

This model allows LFUCG to issue task orders without worrying about whether Dataman can meet remote, on-site, or hybrid needs — the answer is "all three," with the specific configuration optimized per engagement.

### **6.2.iv Project Management and Quality Controls**

Dataman's capacity to perform is reinforced by a documented project management and quality framework that keeps every engagement on schedule, on budget, and on quality. This framework is CMMI Level 2/3-apprised and ISO 9001-compliant, and it is applied uniformly across every task order regardless of size. The following sub-elements document how it will operate on the LFUCG contract.

#### **A. Task-Order Management Framework**

##### **Integrated Task-Order Lifecycle**

- Each LFUCG task order is managed under an integrated approach covering planning, staffing, organizing, directing, producing, monitoring, and reporting.
- The framework is flexible enough to accommodate both standard task orders and short-notice or emergency tasks.
- Every task order produces the deliverable set specified in RFP §6 — SOW, project plan, architecture & design, implementation, knowledge transfer, operational readiness, and closeout — without ad-hoc tailoring.

##### **Five-Stage Deliverable-Based Methodology**

- Stage I — Initiation & Discovery: preliminary project plan, objectives, success criteria, stakeholder alignment.
- Stage II — Planning & Analysis: requirements matrix, fit/gap analysis, gap resolution, detailed project plan.
- Stage III — Design & Development: configuration, development, technical architecture, organizational change management.
- Stage IV — Testing & Deployment: unit/system/UAT, performance, security validation, production cutover.
- Stage V — Transition & Operations: knowledge transfer, operational readiness review, closeout.
- Grounded in Oracle Unified Method (OUM), PMBOK, SDLC, and Agile best practices. Adjustable to waterfall, Agile, or hybrid based on task-order scope.

#### **B. Governance, Reporting, and Communication Cadence**

##### **Clear Lines of Authority**

- Each task order has clear reporting authority: Consultant → Engagement Manager → Senior Account Manager → Executive Sponsor.
- The Account Manager is LFUCG's single point of contact, eliminating ambiguity for routine requests and escalations.

<p><b>Structured Communication Cadence</b></p>	<ul style="list-style-type: none"> <li>• Weekly or biweekly status meetings with LFUCG IT leadership (adjusted per engagement).</li> <li>• Real-time project tracking dashboards, detailed technical documentation, issue logs, and risk updates.</li> <li>• Monthly status reports include risk management review and early-warning indicators.</li> <li>• Quarterly corporate reviews for multi-year or multi-resource engagements.</li> </ul>
<p><b>Service Level Tracking</b></p>	<ul style="list-style-type: none"> <li>• Acknowledgement of task-order requests within one (1) business day.</li> <li>• 95% submission within required deadlines.</li> <li>• KPI summaries provided to LFUCG on an agreed cadence for pipeline, submittals, and issue resolution.</li> </ul>
<p><b>C. Quality Management System (QMS)</b></p>	
<p><b>ISO 9001 + CMMI-Aligned QMS</b></p>	<ul style="list-style-type: none"> <li>• Formal QMS designed around ISO 9001, CMMI Level 2/3, and ITIL-aligned practices.</li> <li>• Provides standardized procedures, regular audits, and continuous improvement cycles across recruiting, engagement management, and delivery.</li> <li>• Overseen by senior leadership with a compliance director accountable for audit readiness.</li> </ul>
<p><b>Documented Performance KPIs</b></p>	<ul style="list-style-type: none"> <li>• 95% overall performance rating from independent Dun &amp; Bradstreet customer survey.</li> <li>• 96% on-time delivery rate across higher-education and public-sector engagements over the past five years.</li> <li>• 92%+ year-over-year client retention; 94%+ annual consultant retention.</li> <li>• D&amp;B Rating 1R3 — stable, well-established, low-risk supplier.</li> </ul>
<p><b>Quality Control Program Elements</b></p>	<ul style="list-style-type: none"> <li>• Early identification of problems via detailed schedules, milestones, risk mitigation, and in-process progress assessments.</li> <li>• Prompt issue reporting to Project Manager and escalation to Account Manager and Executive Sponsor as warranted.</li> <li>• Continuous improvement embedded across all engagements, with trained personnel and functional leads.</li> </ul>
<p><b>D. Budget, Schedule, and Change Controls</b></p>	

<p><b>Budget Discipline</b></p>	<ul style="list-style-type: none"> <li>• Weekly budget burn reports and resource utilization tracking prevent overruns.</li> <li>• Transparent rate-based pricing consistent with Attachment B; any variation from submitted hourly rates requires written LFUCG approval.</li> <li>• Quarterly financial performance reviews on multi-year engagements ensure continuous budget compliance.</li> </ul>
<p><b>Schedule Control</b></p>	<ul style="list-style-type: none"> <li>• Structured estimation, timeline forecasting, workload distribution, and milestone tracking via the PMO.</li> <li>• Consultants trained in task estimation for specific domains (PL/SQL, ERP patching, integrations, infrastructure builds, deployments, testing) to maintain schedule integrity.</li> </ul>
<p><b>Change Control</b></p>	<ul style="list-style-type: none"> <li>• Change-control processes prevent unauthorized scope expansion.</li> <li>• Any change to a task order is documented, priced, and approved by LFUCG in writing before execution.</li> </ul>
<p><b>Risk Management</b></p>	<ul style="list-style-type: none"> <li>• Risk registers maintained per task order, covering schedule, resource, technical, integration, and operational risks.</li> <li>• Risk status reported in every monthly status report.</li> <li>• Mitigation actions assigned to named owners with due dates.</li> </ul>
<p><b>E. Client Advocacy Model and Operational Continuity</b></p>	
<p><b>Client Advocacy Model (CAM)</b></p>	<ul style="list-style-type: none"> <li>• Single point of accountability for the LFUCG relationship, with senior leadership oversight.</li> <li>• Objective balancing of scope, schedule, cost, and quality across all concurrent task orders.</li> <li>• Focused on building a long-term partnership rather than transactional execution.</li> </ul>
<p><b>Operational Continuity</b></p>	<ul style="list-style-type: none"> <li>• Identified backup resource for every deployed consultant minimizes disruption risk.</li> <li>• Documented knowledge transfer at engagement closeout preserves institutional knowledge for LFUCG.</li> <li>• ISO 22301-aligned business continuity practices protect Dataman's own operations supporting LFUCG.</li> </ul>

*Commitment Summary: Dataman acknowledges task-order requests within one (1) business day, submits pre-vetted candidates within one (1) business day for most roles, onboards within 3–5 business days under standard conditions, compresses the cycle further under emergency conditions, and operates under ISO 9001, CMMI-aligned, and PMBOK-grounded controls. These commitments, combined with Dataman's 25,000+ professional bench and documented KPIs, provide LFUCG a vendor with the demonstrable capacity to perform within any time limitation the contract imposes.*

**6.3 Past Record and Performance (30%)**

DatamanUSA, LLC (Dataman) has been awarded contracts as the prime vendor by more than 50 federal, state, and local government agencies over the past 25 years and has delivered in excess of \$150 million in IT Professional Services, Staff Augmentation, Technical Consulting, Managed Services, Custom Software Development, and related offerings. The firm's past record is documented through award relationships that remain active today — including ongoing work with Regional Transportation District (Denver), Denver International Airport, Tarrant County College District, Baltimore County Public Schools, City of Aurora, University of California system, and multiple state agencies — and through completed engagements with measurable, auditable outcomes. This Section 6.3 presents that record in three layers: (a) an inventory of relevant contracts that parallel the scope of RFP #12-2026; (b) detailed project summaries (case studies) that evidence delivery across each Technical Services and Consulting Services sub-category LFUCG has defined; and (c) a set of formal public-sector references available for LFUCG's evaluation committee.

**6.3.i Relevant Contract Experience**

Dataman's prime-vendor relationships span state, local, and cooperative purchasing vehicles across the United States. The following non-exhaustive inventory identifies contracts most directly relevant to LFUCG's scope — focused on IT Staff Augmentation, IT Consulting, IT Project and Managed Services, ERP and Application Services, and Infrastructure/Cloud/Security engagements.

<b>Contract / Program</b>	<b>Contract Type</b>	<b>Relevance to LFUCG RFP #12-2026</b>
<b>Regional Transportation District (RTD), Denver — ERP Work Order Contract</b>	Sole-award, 5-year, ~\$10M+ (potential to \$15M)	Prime-vendor ERP modernization, including Oracle Cloud, Workday, and Oracle Planning & Budgeting, directly parallels LFUCG's PeopleSoft FSCM/HCM environment.
<b>Tarrant County College District — IT Consulting &amp; Staffing Partners</b>	Prime multi-year master contract	Broad IT consulting and staff augmentation across infrastructure, application development, ERP, security, and project management — matches LFUCG's multi-category pre-qualified-pool model.
<b>Denver International Airport — IT Strategic Partners</b>	Prime multi-year contract	IT staffing plus fixed-price consulting including 24x7 managed services, SharePoint, data analytics, Oracle WebLogic, and technical writing/SOP development.
<b>Baltimore County Public Schools — Technology Support Services &amp; Oracle E-Business ERP</b>	Prime, current (since 2018)	Enterprise technology support, help desk, and Oracle E-Business ERP implementation — parallels the enterprise application and managed-services dimensions of the LFUCG scope.
<b>University of California Office of the President — IT Temporary and Professional Services</b>	Prime, UC Agreement #2021003093	Supports all 10 UC campuses, 5 medical centers, and the system-wide Office — broad IT professional services delivery.
<b>City of Aurora, CO — Technology Services Contract</b>	Prime, continuous since 2017	Infrastructure operations (VMware, M365, Active Directory), SharePoint

Contract / Program	Contract Type	Relevance to LFUCG RFP #12-2026
		modernization, Accela platform support, UI/UX — mirrors LFUCG's local-government operations profile.
<b>Texas Department of Information Resources (DIR) — ITSAC IT Staffing Contract</b>	State-wide contract vehicle	Prime-vendor staff augmentation across all major IT role families; hosted LCRA PeopleSoft FSCM cloud migration and Texas Comptroller PeopleSoft Program Management engagements.
<b>State of New Mexico — IT Professional Services (Statewide Price Agreement)</b>	Prime agreement statewide	Ten service categories including Application Development, PM & Analysis, Database Management, End-User Support, Systems Administration, Network, Security, IT Business Consulting, Marketing, and Desktop Support.
<b>State of Louisiana — Office of Technology Services (OTS)</b>	Statewide IT staffing contract	IT staffing support across Application Support, Technical Support, Support Services, Information Security, and GIS — a multi-category operating model parallels LFUCG's broad contract structure.
<b>Commonwealth of Massachusetts — ITS53 Project Service Contract</b>	Statewide IT professional services	Application/systems design and development, software and systems integration, cybersecurity, project management, and GIS services.
<b>State of Colorado Governor's Office of Information Technology (OIT)</b>	Statewide IT staffing and services	PMO governance, IT staffing, and project services for statewide programs.
<b>State of Florida — IT Staff Augmentation State Term Contract 80101507-21-STC-ITSA</b>	Statewide contract vehicle	Prime-vendor staff augmentation supporting FL DOT, Dept. of Health, Dept. of Revenue, DMS, and multiple state entities.
<b>State of North Carolina — IT Staff Augmentation Contract</b>	Statewide contract vehicle	Statewide prime-vendor IT staffing across agencies, including DOT, Motor Vehicle, DPI, and A&T University.
<b>State of South Carolina — IT Staff Augmentation + Deliverable-Based IT Project Contract + SC DHEC Project Management</b>	Multiple statewide contracts	Staff augmentation, project delivery, and PM services — including enterprise privacy and security analysis work.
<b>State of New York — HBITS Tier-2 Contract</b>	Statewide tier-2 vendor	IT staffing across NY state agencies.

<b>Contract / Program</b>	<b>Contract Type</b>	<b>Relevance to LFUCG RFP #12-2026</b>
<b>Commonwealth of Virginia — IT Contingent VMS Contract</b>	Statewide VMS contract	IT staffing delivery through the statewide VMS.
<b>State of Maryland — CATS+ Contract</b>	Statewide IT services contract	IT staffing service for multiple Maryland state agencies, including MDOT.
<b>Commonwealth of Pennsylvania — IT Staff Augmentation VMS (via Peoplefluent)</b>	Statewide VMS contract	IT staffing delivery across Commonwealth agencies including Dept. of Revenue, Health, and Labor & Industry.
<b>State of New Jersey — IT Staff Augmentation Contract</b>	Statewide contract vehicle	IT staffing across NJ state agencies.
<b>State of Vermont — IT Staff Augmentation + Technical Services (NASPO Participating Addendum)</b>	Statewide contract + NASPO addendum	IT Project Management, Quality Assurance, and technical services for Vermont agencies including Dept. of Health, Dept. of Labor, and Vermont Health Access.
<b>State of Connecticut — IT Staff Augmentation VMS Contract</b>	Statewide VMS contract	IT staff augmentation across CT state agencies.
<b>State of Arkansas — Supplier-Managed Staff Augmentation Contract</b>	Statewide IT services contract	IT staff augmentation and services delivery.
<b>State of Kansas — Statewide Master Information Technology Services Contract (MITSC)</b>	Statewide master contract	IT services and staff augmentation for KS state agencies.
<b>NASPO ValuePoint Temporary Staffing Master Agreement</b>	Multi-year cooperative (80 vendors submitted; Dataman awarded all six job categories)	Participating addenda in 11 states — proven multi-state public-sector staffing capability, including IT.
<b>OMNIA Partners (via University of California)</b>	National cooperative purchasing	Available to public agencies, education entities, and non-profits nationally.
<b>HGACBuy — Houston-Galveston Area Council</b>	Government-to-government cooperative	Available for use by state agencies, local governments, districts, authorities, and qualifying non-profits nationwide.
<b>Wayne County, Michigan — IT Staff Augmentation</b>	County-level contract	IT staff augmentation for a large Michigan county — comparable local-government operating environment.
<b>City of Cincinnati — IT Staff Augmentation Contract</b>	Municipal contract	IT staff augmentation for a mid-size U.S. city — directly analogous to LFUCG's urban-county operations.

Contract / Program	Contract Type	Relevance to LFUCG RFP #12-2026
<b>City of Los Angeles Department of Building and Safety</b>	City contract — IT Staff Augmentation	IT staff augmentation across multiple city agencies, spanning security, database, network, and application development.

This inventory demonstrates that Dataman operates comfortably at the city, county, and state level — delivering IT consulting and technical services in exactly the operating contexts that parallel LFUCG's environment. The case studies that follow document specific outcomes achieved under these and other contracts.

LFUCG Scope Area (RFP §2)	Supporting Case Studies (by Number)
<b>Technical Services — Hybrid Cloud &amp; IaaS</b>	CS 1 (RTD Oracle Cloud + Workday), CS 3 (LCRA PeopleSoft Cloud Migration), CS 10 (Texas DHS Infrastructure), CS 12 (City of Aurora Cloud-Adjacent Ops)
<b>Technical Services — Infrastructure Operations</b>	CS 12 (City of Aurora), CS 13 (DIA Oracle WebLogic 24x7), CS 18 (Houston Metro Endpoint & Infra), CS 10 (Texas DHS), CS 19 (Medical University of South Carolina)
<b>Technical Services — Security Operations</b>	CS 14 (SC EPO Privacy/Security), CS 15 & CS 16 (San Jacinto Cybersecurity), CS 17 (Commonwealth of MA IT Project Services including cyber)
<b>Technical Services — Application &amp; Data</b>	CS 2 (Texas Comptroller PeopleSoft), CS 3 (LCRA PeopleSoft KK), CS 4 (BCPS Oracle E-Business), CS 5 (Montclair State Banner/Oracle DBA), CS 6 (MUSC PeopleSoft), CS 7 (Clemson PeopleSoft), CS 20 (SCDE ColdFusion), CS 21 (TX Comptroller NetSuite), CS 22 (TX Credit Union SharePoint), CS 23 (TX Comptroller CRM→SharePoint)
<b>Technical Services — Modern Endpoint Management</b>	CS 18 (Houston Metro — 1,500 users / 7 sites), CS 24 (Charleston County School District — Client Technologies/Asset Tagging), CS 25 (Baltimore County Public Schools — Tech Support)
<b>Technical Services — Training &amp; Knowledge Transfer</b>	CS 14 (SC EPO Privacy Training), CS 3 (LCRA KT workshops), CS 20 (SCDE training/documentation), CS 23 (TX Comptroller training & documentation)
<b>Consulting — Strategy &amp; Architecture</b>	CS 1 (RTD ERP modernization strategy), CS 26 (TCCD IT Consulting & Staffing Partners — digital transformation planning), CS 27 (State of New Mexico IT Professional Services)
<b>Consulting — Governance &amp; Process</b>	CS 9 (City of San Marcos PMO Portal), CS 12 (City of Aurora governance), CS 28 (State of Louisiana OTS)
<b>Consulting — Risk, Resilience, &amp; Compliance</b>	CS 14 (SC EPO Privacy Compliance), CS 15 & 16 (San Jacinto Cybersecurity + TPRM), CS 19 (MUSC — DR procedures)
<b>Consulting — Program &amp; Project Services</b>	CS 1 (RTD Program), CS 2 (TX Comptroller PeopleSoft PM), CS 8 (NM Correction Department OMS), CS 11 (NM HSD QA/UAT), CS 30 (State of Montana)

LFUCG Scope Area (RFP §2)	Supporting Case Studies (by Number)
Consulting — Training & Administrative	CS 14 (SC EPO), CS 29 (State of Vermont — PM & QA), CS 26 (TCCD)

**6.3.ii Project Summaries**

The case studies below have been selected to span every sub-category of LFUCG's scope. Each one documents an actual engagement delivered by Dataman, the scope performed, the platforms and technologies used, and the outcomes achieved. Together they provide evaluators with concrete evidence of past performance across Enterprise Applications & ERP, Hybrid Infrastructure & Cloud, Security & Privacy, Project/Program Management, Application Development & Integration, Technology Support & Endpoint Management, and Large Multi-Category Public-Sector Programs.

**A. Enterprise Application, ERP, and PeopleSoft Delivery**

<p><b>Case Study 1: Regional Transportation District (RTD), Denver — ERP Work Order Contract (Sole Vendor, \$10M+)</b></p>	
<p><b>Client:</b> Regional Transportation District (RTD), Denver — the transit system serving 2,340 sq. miles and 2.87 million people across the Denver metro region</p>	
<p><b>Description:</b> Dataman serves as the sole vendor on RTD's five-year, ~\$10M+ (potential to \$15M) ERP Work Order Contract, delivering comprehensive ERP modernization, IT staffing, and managed services. The engagement covers the full lifecycle of RTD's enterprise applications, with parallel fixed-price project delivery across business intelligence, user experience, infrastructure, and governance.</p>	
<p><b>Scope of Work</b></p>	<ul style="list-style-type: none"> <li>• Business analysis, requirements gathering, and consulting for RTD's Workday implementation</li> <li>• Oracle Cloud implementation, including Oracle Planning &amp; Budgeting Cloud Software (EPBCS)</li> <li>• Migration of vehicle tracking from a manual system to a modern tablet-based electronic system</li> <li>• Real-Time Passenger Information (RTPI) project delivering bus, light-rail, and (future) commuter-rail information using the Ember Framework</li> <li>• Migration of Crystal Reports to a BI platform; Oracle SOA development and testing on the Traveler Information System Light Rail Integration</li> <li>• .NET architecture for DMV License Plate web server migration project</li> <li>• VMware rollout, GIS programming, enterprise help desk support, and development of IT governance policies</li> </ul>

**Case Study 1: Regional Transportation District (RTD),  
Denver — ERP Work Order Contract (Sole Vendor,  
\$10M+)**

	<ul style="list-style-type: none"> <li>• SharePoint roadmap and enterprise data warehouse design with cross-system interfaces</li> </ul>
<p><b>Technologies / Platforms</b></p>	<p>Oracle Cloud Applications; Oracle EPBCS; Workday; Oracle SOA Suite; Oracle E-Business; Ember Framework; .NET; VMware; SharePoint; BI/reporting platforms; GIS</p>
<p><b>Roles / Resources Deployed</b></p>	<p>Program Manager, Project Manager, Oracle Architect, Functional Architect, SOA Developer, Senior Database Architect, Database Administrator, Business Analyst, Quality Assurance Specialist, GIS Administrator, J2EE Programmer, WebLogic Programmer, Help Desk Manager, Transport Specialist — 50+ consultants deployed over the contract lifecycle</p>
<p><b>Period of Performance</b></p>	<p>April 2018 – Present (extended through multiple renewals)</p>
<p><b>Contract Value</b></p>	<p>\$7.75M actual through first 5-year term; total contract ceiling up to \$15M across renewals</p>
<p><b>Engagement Type</b></p>	<p>Sole-vendor prime contract combining deliverable-based fixed-price projects, work orders, and IT staffing</p>
<p><b>Key Outcomes</b></p>	<p>On-time and on-budget delivery of multiple fixed-price projects; uninterrupted ERP and mission-critical operations; measurable performance improvements across integrated transit systems</p>
<p><b>LFUCG Relevance</b></p>	<p>Direct parallel to LFUCG's PeopleSoft FSCM/HCM environment and multi-category, deliverables-based operating model</p>

**Case Study 2: Texas Comptroller of Public Accounts — PeopleSoft Program Management (HCM & Financials 9.2 Upgrade)**

**Client:** Texas Comptroller of Public Accounts (CPA)

**Description:** Under the Texas DIR ITSAC Contract, Dataman provided a PeopleSoft Project Manager to the Texas Comptroller of Public Accounts, supporting a large-scale ERP modernization initiative. The engagement focused on managing PeopleSoft HCM and Financials 9.2 upgrade projects, integrating change management, and ensuring alignment with enterprise-wide business transformation goals.

**Scope of Work**

- Managed a multi-phase upgrade from PeopleSoft 9.1 to 9.2 across HCM, Payroll, and Financials functional areas
- Oversaw cross-functional project teams including functional analysts, technical developers, testers, and system administrators
- Implemented PeopleSoft Update Manager (PUM) cycles for ongoing maintenance and compliance updates
- Established PMO processes, including risk management, stakeholder communications, and milestone tracking using MS Project and SharePoint
- Coordinated User Acceptance Testing and production cutovers with minimal downtime
- Managed integrations proxied through IBM App Connect Enterprise (ACE) middleware

**Technologies / Platforms**

PeopleSoft HCM & Financials 9.2; PeopleTools 8.60+; PeopleSoft Update Manager (PUM); IBM App Connect Enterprise (ACE); MS Project; SharePoint

**Roles / Resources Deployed**

Senior PeopleSoft Project Manager, Functional Analysts, Technical Developers, Testers, System Administrators

**Key Achievements**

Delivered upgrade on schedule and within budget, ensuring uninterrupted payroll and financial operations for the agency; zero critical defects post-launch; enhanced system performance and stability post-upgrade through improved tuning and patch management

**Case Study 2: Texas Comptroller of Public Accounts — PeopleSoft Program Management (HCM & Financials 9.2 Upgrade)**

**LFUCG Relevance**

Demonstrates Dataman's PeopleSoft FSCM/HCM upgrade and program-management depth — the exact ERP family LFUCG operates

**Case Study 3: Lower Colorado River Authority (LCRA), Texas — PeopleSoft Commitment Controls (KK) & Cloud Migration**

**Client:** Lower Colorado River Authority (LCRA), Texas

**Description:** Under the Texas DIR ITSAC IT Staffing Contract, Dataman provided a PeopleSoft Commitment Controls Module Lead to support LCRA's migration of its financial management system to a cloud-based environment. The engagement focused on optimizing the PeopleSoft FSCM suite and enhancing the Commitment Control (KK) functionality to improve budgetary compliance and financial reporting accuracy.

**Scope of Work**

- Led the analysis and redesign of PeopleSoft Commitment Control configurations to align with LCRA's fiscal management structure
- Collaborated with finance and budget departments to streamline budget checking, ledger integration, and variance analysis
- Supported the migration of PeopleSoft environments to a cloud-based Oracle infrastructure, ensuring continuity and performance optimization
- Designed validation and reconciliation reports for commitment-control transactions across business units
- Ensured compliance with Texas state accounting standards and LCRA's internal audit requirements
- Delivered knowledge-transfer workshops to LCRA's IT and finance staff on maintaining and troubleshooting KK configuration post-go-live

**Technologies / Platforms**

PeopleSoft FSCM 9.2; PeopleTools 8.56; Oracle Cloud Infrastructure (OCI); SQL Developer; SQR; BI Publisher

**Case Study 3: Lower Colorado River Authority (LCRA), Texas — PeopleSoft Commitment Controls (KK) & Cloud Migration**

**Roles / Resources Deployed**

PeopleSoft Commitment Controls Module Lead, Financial Analysts, PeopleSoft Developer, Cloud Engineer

**Key Achievements**

Automated cross-ledger validation and reduced manual adjustments; integrated real-time budgetary checks within core GL, AP, PO, and Grants modules; faster financial close cycles

**LFUCG Relevance**

Direct PeopleSoft FSCM depth, combined with cloud-migration experience, aligns with LFUCG's hybrid-cloud and ERP environment

**Case Study 4: Baltimore County Public Schools — Oracle E-Business ERP Implementations**

**Client:** Baltimore County Public Schools (BCPS), Maryland

**Description:** Dataman was responsible for the successful planning, execution, and delivery of Oracle E-Business ERP implementations for BCPS as part of its broader technology-support contract.

**Scope of Work**

- Led and managed the project team throughout the entire project lifecycle, from initiation to closure
- Developed and managed the project plan, ensuring all project tasks completed on time and within budget
- Communicated effectively with project team, customer stakeholders, and vendors
- Managed risks and issues throughout the project, developing mitigation plans as needed
- Ensured that the project met the customer's requirements and expectations
- Managed the project budget and tracked costs closely
- Approved all project changes and ensured they were implemented in a timely and efficient manner
- Conducted regular project status meetings and provided updates to stakeholders

**Case Study 4: Baltimore County Public Schools — Oracle E-Business ERP Implementations**

	<ul style="list-style-type: none"> <li>Documented all project activities and deliverables; closed out the project and captured lessons learned</li> </ul>
<b>Technologies / Platforms</b>	Oracle E-Business Suite; Oracle Database; SQL; Project management and tracking tooling
<b>Roles / Resources Deployed</b>	Project Manager, ERP Business Analyst, Oracle Functional Consultant, Developer, QA Analyst
<b>Engagement Type</b>	Prime multi-year contract; Dataman holds BCPS Technical Support Services, Accounting & Fiscal staff augmentation, and IT Staff Augmentation under separate prime vehicles
<b>Period of Performance</b>	2018 – Present
<b>LFUCG Relevance</b>	Enterprise ERP delivery discipline applicable to PeopleSoft and related enterprise applications supporting public-sector operations

**Case Study 5: Montclair State University — Oracle DBA and Ellucian Banner Administration Services**

**Client:** Montclair State University, New Jersey

**Description:** Dataman is providing Oracle DBA and Ellucian Banner administration services to Montclair State University. The engagement covers ongoing database management and Banner ERP operations for the university's enterprise environment.

**Scope of Work**

- Overall database management including database shutdown, startup, bug fixing, upgrade, patch, and security administration
- User management, performance tuning, and storage management across Oracle database environments
- Support for Ellucian Banner Student applications and modules including upgrades and patches
- Coordinated with functional teams to support integrations between Banner and other enterprise systems

**Case Study 5: Montclair State University — Oracle DBA and Ellucian Banner Administration Services**

<b>Technologies / Platforms</b>	Oracle Database (multiple versions); Ellucian Banner (Student & related modules); Oracle Enterprise Manager; PL/SQL
<b>Roles / Resources Deployed</b>	Senior Oracle DBA, Banner Administrator, Integration Engineer
<b>LFUCG Relevance</b>	Demonstrates ERP administration discipline, database operations, and complex enterprise application support under a multi-year engagement

**Case Study 6: Medical University of South Carolina — PeopleSoft HCM & FSCM Technical Support**

**Client:** Medical University of South Carolina (MUSC)

**Description:** Dataman provided technical and functional support for MUSC's PeopleSoft HCM and FSCM systems, including performance tuning, security setup, and integration with third-party payroll applications. Work spanned analysis, modification, installation, testing, and maintenance of operating-systems software supporting the PeopleSoft platform, plus Tier 2 technical support and disaster recovery procedure execution.

**Scope of Work**

- Analysis, development, modification, installation, testing, and maintenance of operating-systems software supporting the PeopleSoft environment
- Evaluation of vendor-supplied software packages and recommendations to IT management
- Modifications and debugging of vendor-supplied utilities and packages
- Preparation of technical documentation for system-software applications
- Diagnosis, isolation, and debugging of software problems; problem resolution
- Monitoring of systems capacity and performance; planning and execution of disaster recovery procedures
- Provision of Tier 2 technical support for enterprise users

**Case Study 6: Medical University of South Carolina — PeopleSoft HCM & FSCM Technical Support**

<b>Technologies / Platforms</b>	PeopleSoft HCM & FSCM v9.2; PeopleTools 8.61; Operating systems software; Oracle Database; Systems-programming tooling and GUIs
<b>Roles / Resources Deployed</b>	PeopleSoft Administrator, Systems Programmer, Infrastructure Engineer, Tier 2 Technical Support Specialist
<b>LFUCG Relevance</b>	Direct PeopleSoft HCM and FSCM technical and functional support experience — the exact ERP modules cited in RFP §4.4

**Case Study 7: Clemson University — PeopleSoft Campus Solutions & Financials Managed Services**

**Client:** Clemson University, South Carolina

**Description:** Dataman delivered managed services for PeopleSoft Campus Solutions and Financials at Clemson University, including upgrade planning, application administration, and data conversion. The relationship also covered Quality Assurance, ICD-9 / HIPAA 5010 EDI work for the Medicaid Information Technology Services (MITS) program, and SharePoint-based project management improvements.

<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• Managed-services operations for PeopleSoft Campus Solutions and FSCM v9.2 (PeopleTools 8.60)</li> <li>• Upgrade planning, application administration, data conversion, and performance tuning</li> <li>• Quality Assurance Services in collaboration with the 5010 Project Team, including test scenario creation, execution, and coordination with external healthcare providers/trading partners</li> <li>• ICD-9 software coding changes and HIPAA 5010 EDI transaction updates for the South Carolina Medicaid system</li> <li>• SharePoint MITS services: improving project management and collaboration within the SC Department of Health &amp; Human Services (SCDHHS)</li> <li>• Medicaid IT Services — system analysis, high-level architecture, modern software development, and</li> </ul>
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**Case Study 7: Clemson University — PeopleSoft Campus Solutions & Financials Managed Services**

	service-oriented development for mainframe-to-modern platform migration
<b>Technologies / Platforms</b>	PeopleSoft Campus Solutions & FSCM v9.2; PeopleTools 8.60; SharePoint; EDI (HIPAA 5010); Mainframe-to-modern migration tooling
<b>Roles / Resources Deployed</b>	QA Analysts, PeopleSoft Developers, SharePoint Developers, System Analysts, EDI Developers
<b>LFUCG Relevance</b>	Combines PeopleSoft managed services, QA discipline, and regulated-data experience (HIPAA) relevant to public-sector compliance

**B. Hybrid Infrastructure, Cloud, Networking, and Virtualization**

**Case Study 8: Denver International Airport — IT Strategic Partners (Consulting, Staffing, 24x7 Managed Services)**

**Client:** Denver International Airport (DEN) — 5th busiest airport in the nation, generating \$550M+ in annual revenues

**Description:** Dataman has supported DEN for eight-plus years under its IT Strategic Partners contract, delivering IT staffing, fixed-price project services, 24x7 managed services for Oracle WebLogic environments, passenger information systems support, data analytics, software asset management, and technical writing/SOP development.

**Scope of Work**

- SharePoint development, programming, help desk, asset management, and training services across multiple business units
- Data analytics including TSA wait-time impact modeling
- 24x7 remote managed services for Oracle WebLogic environments
- Passenger information systems support (FIDS, CUSE) for airport operations
- Software asset management and technical writing / SOP development

**Case Study 8: Denver International Airport — IT Strategic Partners (Consulting, Staffing, 24x7 Managed Services)**

<b>Technologies / Platforms</b>	Oracle WebLogic; SharePoint; FIDS/CUSE passenger information systems; Oracle Database; data analytics platforms
<b>Roles / Resources Deployed</b>	Software Architects, Oracle WebLogic Administrators, SharePoint Developers, Data Analysts, Technical Writers, Help Desk Analysts
<b>Engagement Type</b>	Long-term prime contract combining staff augmentation, fixed-price projects, and managed services
<b>LFUCG Relevance</b>	Demonstrates capability to deliver 24x7 managed services for mission-critical public-sector operations alongside project-based work

**Case Study 9: City of Aurora, Colorado — Enterprise Infrastructure, VMware, Microsoft 365, and SharePoint Modernization**

**Client:** City of Aurora, Colorado — Technology Services Department

**Description:** Dataman has supported the City of Aurora since 2017 under its Technology Services contract, delivering ongoing infrastructure operations, application/portal development, and SharePoint modernization. The engagement reflects the same operating pattern LFUCG expects to establish: a trusted local-government IT partner performing both run-state work and project-based modernization.

<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• Accela Web Portal Development, including design/deployment of Accela modules, business process review, governance and change management, and ongoing support to city departments for Accela policy/procedure development</li> <li>• UI/UX consulting and design for the City's Land Management and Licensing solution (Accela)</li> <li>• Network administration with a focus on VMware, Microsoft O365, and Active Directory</li> <li>• SharePoint development and administration — modernization of the production intranet master</li> </ul>
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**Case Study 9: City of Aurora, Colorado — Enterprise Infrastructure, VMware, Microsoft 365, and SharePoint Modernization**

	<p>page, navigational menus/layouts, and custom Classifieds/Bulletin Board lists</p> <ul style="list-style-type: none"> <li>• Report migration from Crystal Reports and ColdFusion to SQL Server Reporting Services (SSRS)</li> <li>• OpenSearch deployment for VMware and Microsoft 365 environment monitoring within managed services</li> </ul>
<b>Technologies / Platforms</b>	VMware; Microsoft 365; Active Directory; SharePoint Online/Hybrid; Accela; SQL Server Reporting Services (SSRS); OpenSearch; Crystal Reports; ColdFusion
<b>Roles / Resources Deployed</b>	Network/System Administrators, VMware Engineers, SharePoint Developers, UI/UX Designers, Application Developers, Report Developers, Accela Consultants
<b>Period of Performance</b>	2017 – Present
<b>LFUCG Relevance</b>	Directly parallels LFUCG's Microsoft ecosystem and VMware operating environment, plus local government procurement experience

**Case Study 10: Texas Department of Human Services — IT Infrastructure Services**

**Client:** Texas Department of Human Services (DHS)

**Description:** Dataman delivered IT infrastructure services to the Texas Department of Human Services, covering network modernization, disaster recovery design, and mission-critical infrastructure support.

**Scope of Work**

- Network architecture, modernization, and Cisco-based infrastructure support (ASR/Nexus)
- BGP/EIGRP routing design; firewall and WAN redesign
- Disaster recovery site-to-site VPN configuration and redundancy design
- Data center modernization support and on-call infrastructure services

**Case Study 10: Texas Department of Human Services — IT Infrastructure Services**

**Technologies / Platforms**

Cisco ASR/Nexus; BGP/EIGRP; Firewalls (enterprise-grade); WAN design; VPN (site-to-site); Data center virtualization

**Roles / Resources Deployed**

Senior Network Engineers, Network Architects, Firewall Engineers, Data Center Engineers

**LFUCG Relevance**

Public-sector infrastructure operations at state-agency scale — translates directly to LFUCG's on-premises and hybrid infrastructure

**Case Study 11: Houston Metro — Enterprise Technology Support, Imaging, and Endpoint Operations**

**Client:** Metropolitan Transit Authority of Harris County (Houston Metro)

**Description:** Dataman's operations technicians maintained and supported more than 1,500 users across 7 remote locations for Houston Metro. The engagement included enterprise image build and deployment, endpoint lifecycle management, diagnostic laptop support for a bus fleet, and ticket-driven incident management.

**Scope of Work**

- Built and deployed Windows images across desktops and laptops (Dell and HP)
- Managed endpoints via Altiris; utilized MDT 2007/2010, WAIK 2.0, and WinPE 3.0 for image extraction and mass deployment
- Maintained top levels of customer service and break/fix support; sole support for diagnostic laptops used in maintaining the entire METRO bus fleet
- Maintained HP Konica Minolta printers, copiers, and scanners
- Resolved ongoing login issues through Active Directory; resolved Outlook .dll errors
- Supported Cummins Diesel and EDP proprietary software for diagnostic laptops at 7 remote sites
- Maintained high closure rate through BMC Service Desk; wrote numerous KB articles
- Sole support for Mac users within the environment

**Case Study 11: Houston Metro — Enterprise Technology Support, Imaging, and Endpoint Operations**

**Technologies / Platforms**

Windows 7/10 imaging (MDT, WAIK, WinPE); Altiris; Active Directory; Outlook/Exchange; BMC Service Desk; HP/Dell hardware; Konica Minolta multi-function devices

**Roles / Resources Deployed**

Operations Technicians, Help Desk Team Lead, Endpoint Engineers, Service Desk Analysts

**LFUCG Relevance**

Demonstrates scale endpoint management and multi-site technology support at an enterprise public-sector level — aligns with LFUCG's Modern Endpoint Management category

**C. Security Operations, Privacy, and Cyber Compliance**

**Case Study 12: South Carolina Enterprise Privacy Office (EPO) — IT Security and Privacy Analysis**

**Client:** State of South Carolina — Enterprise Privacy Office (EPO)

**Description:** Dataman worked with the Enterprise Privacy Office (EPO) for the State of South Carolina to support EPO initiatives critical to State of SC Information Privacy Compliance. The engagement supported the implementation of the EPO Information Privacy Strategy and Goals, including projects and programs central to the privacy function across all State Agencies. Dataman acted as a liaison between EPO and the State of South Carolina Agency Privacy Liaisons.

**Scope of Work**

- Provided analytical support to the Chief and Deputy Privacy Officers
- Developed and monitored privacy compliance processes across state agencies
- Created supporting artifacts including presentations, fact sheets, information papers, and training materials
- Reviewed agreements including Business Associate Agreements, Services Contracts, and Confidentiality & Security Agreements
- Initiated and conducted activities to create Information Privacy Awareness and implemented best practices

**Case Study 12: South Carolina Enterprise Privacy Office (EPO) — IT Security and Privacy Analysis**

	<ul style="list-style-type: none"> <li>• Designed, developed, and implemented enterprise-wide privacy training, procedures, auditing, monitoring, controls, and migration planning</li> </ul>
<b>Technologies / Platforms</b>	Privacy compliance frameworks; governance tooling; training development platforms; policy repositories
<b>Roles / Resources Deployed</b>	Senior Privacy Analyst, Compliance Specialist, Training Developer, Business Analyst
<b>LFUCG Relevance</b>	Direct privacy-and-security compliance experience at a statewide level — aligns with RFP §5.4 security & compliance expectations and Consulting §2.2 Risk, Resilience & Compliance

**Case Study 13: San Jacinto College — Cybersecurity Assessment**

**Client:** San Jacinto Community College District (SJCCD), Texas

**Description:** Dataman performed a cybersecurity assessment for SJCCD, evaluating the institution's security posture against recognized frameworks and identifying risk, gap, and remediation priorities.

<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• Conducted enterprise-scale cybersecurity assessment covering identity, endpoint, network, data, and monitoring domains</li> <li>• Benchmarked existing controls against NIST, CIS, and industry-recognized frameworks</li> <li>• Identified vulnerabilities, gaps, and prioritized remediation actions with business and technical impact analyses</li> <li>• Prepared an assessment report with findings, recommendations, and a roadmap for remediation</li> </ul>
<b>Technologies / Platforms</b>	NIST Cybersecurity Framework; CIS Controls; vulnerability assessment tools; risk analysis methodology
<b>Roles / Resources Deployed</b>	Senior Security Consultant, Cybersecurity Analyst, Risk Analyst

**Case Study 13: San Jacinto College — Cybersecurity Assessment**

**LFUCG Relevance**

Security assessment methodology directly applicable to LFUCG's security consulting needs

**Case Study 14: San Jacinto College — Cybersecurity Third-Party Risk Management Program**

**Client:** San Jacinto Community College District (SJCCD), Texas

**Description:** Dataman supported SJCCD in building and operating a Cybersecurity Third-Party Risk Management (TPRM) program, including process design, vendor assessments, and compliance with the Texas Risk and Authorization Management Program (TX-RAMP).

**Scope of Work**

- Facilitated process walkthrough discussions to document end-to-end business processes and functional requirements for TPRM
- Applied legal and regulatory requirements to the college's risk management practices per Texas Department of Information Resources TX-RAMP standards
- Tracked and communicated Residual Risks and Recommendations to third-party application requestees and associated parties
- Worked cross-functionally with SJCCD team members to support and drive a collaborative team environment in addressing security recommendations
- Standardized intake, process walkthroughs, unified templates, and light-weight metrics
- Measured results via assessment cycle time, percentage of vendors assessed, residual-risk visibility, and exception governance

**Technologies / Platforms**

TX-RAMP; NIST; CIS Controls; TPRM tooling; GRC platforms

**Roles / Resources Deployed**

Senior Security Consultant, TPRM Analyst, Governance Specialist

**LFUCG Relevance**

Governance-driven security program design directly relevant to LFUCG's consulting scope for Risk, Resilience, and Compliance

**Case Study 15: Commonwealth of Massachusetts — ITS53 IT Project Services (Cybersecurity, Project Management, GIS)**

**Client:** Commonwealth of Massachusetts — IT Project Services Strategic Sourcing Team

**Description:** Dataman supports the Commonwealth of Massachusetts and its IT Project Services Strategic Sourcing Team (SST) with a broad portfolio of IT professional services. The engagement includes applications/systems design and development, software and systems integration, cybersecurity, project management, and geographic information systems (GIS) services.

**Scope of Work**

- Applications and systems design and development for Commonwealth agencies
- Software and systems integration across diverse application landscapes
- Cybersecurity consulting and implementation support
- Project management for complex multi-agency initiatives
- GIS services supporting state and municipal programs

**Technologies / Platforms**

Varied — application development stacks, cybersecurity tooling, GIS (ESRI ArcGIS), and enterprise integration platforms

**Roles / Resources Deployed**

Project Managers, Cybersecurity Analysts, Application Developers, GIS Specialists, Systems Integrators

**Contract Vehicle**

ITS53 — Project Service Contract for the Commonwealth of Massachusetts

**LFUCG Relevance**

Demonstrates multi-category consulting/technical services delivery under a broad statewide contract — the closest structural parallel to LFUCG's intended multi-vendor pre-qualified pool

**D. Program & Project Management and PMO Engagements**

**Case Study 15: Commonwealth of Massachusetts — ITS53 IT Project Services (Cybersecurity, Project Management, GIS)**

**Client:** Commonwealth of Massachusetts — IT Project Services Strategic Sourcing Team

**Description:** Dataman supports the Commonwealth of Massachusetts and its IT Project Services Strategic Sourcing Team (SST) with a broad portfolio of IT professional services. The engagement includes applications/systems design and development, software and systems integration, cybersecurity, project management, and geographic information systems (GIS) services.

**Scope of Work**

- Applications and systems design and development for Commonwealth agencies
- Software and systems integration across diverse application landscapes
- Cybersecurity consulting and implementation support
- Project management for complex multi-agency initiatives
- GIS services supporting state and municipal programs

**Technologies / Platforms**

Varied — application development stacks, cybersecurity tooling, GIS (ESRI ArcGIS), and enterprise integration platforms

**Roles / Resources Deployed**

Project Managers, Cybersecurity Analysts, Application Developers, GIS Specialists, Systems Integrators

**Contract Vehicle**

ITS53 — Project Service Contract for the Commonwealth of Massachusetts

**LFUCG Relevance**

Demonstrates multi-category consulting/technical services delivery under a broad statewide contract — the closest structural parallel to LFUCG's intended multi-vendor pre-qualified pool

**Case Study 17: New Mexico Human Services Department — Quality Assurance & UAT Services (HHS2020 Initiative)**

**Client:** New Mexico Human Services Department (NMHSD)

**Description:** Dataman provides quality assurance services across three key phases of the NMHSD Health & Human Services 2020 (HHS2020) initiative — a revamp of the Department's back-end and front-end systems involved in delivering services to citizens.

**Scope of Work**

- Test Planning: calculations to determine minimum sample size and data types for complete verification and validation; creation of test outlines mapping numbered design items from the Conceptual Design document to test scenarios; regression test recommendations and pass/fail criteria
- Test Execution: data management across relevant test regions; test-data setup according to input conditions for functional, regression, and system acceptance scenarios; coordination of UAT script execution with designated users; test execution with results recorded in Jira; retests as necessary
- Test Documentation & Reporting: issue status documentation within a Test Issues Log (Jira); periodic log submission for review; metric reporting

**Technologies / Platforms**

Jira; test-planning frameworks; regression and UAT tooling; state human-services enterprise systems

**Roles / Resources Deployed**

QA Lead, Senior Test Analysts, Test Engineers, Test Data Specialists, Documentation Specialists

**Client Contact (Reference)**

Karin Stevenson — IT Quality Assurance Manager — Karin.Stevenson@state.nm.us — (505) 670-1157

**LFUCG Relevance**

Large-program QA and UAT discipline translatable to LFUCG's application modernization task orders

**Case Study 18: New Mexico Correction Department — Re-engineering of the Offender Management System (OMS)**

**Client:** New Mexico Correction Department (NMCD)

**Case Study 18: New Mexico Correction Department —  
Re-engineering of the Offender Management System  
(OMS)**

**Description:** Dataman was awarded the multi-phased Criminal Information and Management System project by NMCD, implementing a GOTS (government off-the-shelf) product owned by National Offender Management System (NCOMS) and developing new modules alongside application maintenance and support for existing legacy applications. Dataman also delivered enterprise architecture for the program.

**Scope of Work**

- Prime-vendor, deliverable-based fixed-price, multiple-phased program covering all phases of COTS-Software Development Cycle
- GOTS system implementation; new module development; application maintenance and support for already-implemented modules and legacy applications
- Programming, technical, and database support for legacy applications
- Enterprise architecture design and documentation
- CMM Level-III compliant Software Development Life Cycle and project management processes
- Weekly meetings, weekly and monthly status reports; risk management plan creation and maintenance
- Detailed work breakdown structure with tasks, roles, responsibilities, and due dates

**Technologies / Platforms**

GOTS/NCOMS product platform; Oracle and related database technologies; legacy application platforms; enterprise architecture tooling

**Roles / Resources Deployed**

Program Manager, Enterprise Architect, Software Developers, Database Administrators, QA Analysts, Project Coordinator, Business Analysts

**Engagement Type**

Prime vendor, deliverable-based fixed-price, multi-phase award; ~\$1.2M program

**Key Outcomes**

Dataman delivered three phases for the budgeted amount while competing vendors had bid the same amount for Phase I alone; on-time delivery across tasks

**Case Study 18: New Mexico Correction Department — Re-engineering of the Offender Management System (OMS)**

**LFUCG Relevance**

Evidence of successful deliverable-based, fixed-price program execution — mirrors the engagement model LFUCG has described

**Case Study 19: Washington State Patrol — IT Staffing and IT Deliverable-Based Services**

**Client:** Washington State Patrol

**Description:** Dataman has provided Washington State Patrol with IT staffing and IT deliverable-based services for a multi-year engagement, supporting mission-critical law-enforcement IT operations.

**Scope of Work**

- Deliverable-based IT project support across multiple functional areas
- IT staff augmentation across development, infrastructure, and analysis roles
- Documentation, knowledge transfer, and transition support at engagement closeout

**Technologies / Platforms**

Enterprise Windows platforms; Microsoft SQL Server; secure networking; law-enforcement application platforms

**Roles / Resources Deployed**

Project Coordinator, Functional Architect, Quality Assurance Specialist, IT Customer Services Specialist, Mobile Specialist, IT Desktop and Support Analyst, Tester, System Administrator

**LFUCG Relevance**

Public-safety-adjacent IT delivery and multi-role staff augmentation under a public-sector contract

**E. Application Development, Integration, and Modernization**

**Case Study 20: City of Los Angeles Department of Building and Safety — IT Staff Augmentation & Application Development**

**Client:** City of Los Angeles — Department of Building and Safety (LADBS)

**Case Study 20: City of Los Angeles Department of Building and Safety — IT Staff Augmentation & Application Development**

**Description:** Dataman holds the City of Los Angeles Department of Building and Safety contract for IT Staff Augmentation. The contract is used by multiple City agencies that Dataman continues to support. The focus is application development and database support for LADBS programs and initiatives.

**Scope of Work**

- Application and database development — stored procedures, packages, and design/development/testing
- Documentation and enhancements/maintenance across multiple LADBS initiatives
- Staffing for Project Manager, Report Writer, Information Security Analyst, Network Support, Programmer and Developer, Network Architect, Database Administrator, Programmers, Software Developer, Software Quality Assurance Analyst/Tester, and Web Developer roles

**Technologies / Platforms**

Enterprise databases (Oracle, SQL Server); application development stacks; city-level enterprise systems

**Roles / Resources Deployed**

Project Managers, Software Developers, Database Administrators, QA Analysts, Web Developers, Security Analysts, Network Architects, Report Writers

**Engagement Type**

Prime contract — City of Los Angeles Department of Building and Safety

**LFUCG Relevance**

Municipal-government IT staff augmentation combined with application development — a direct structural analog for LFUCG's multi-role task orders

**Case Study 21: South Carolina Department of Education — Design and Development Support for Enterprise Applications**

**Client:** South Carolina Department of Education (SCDE)

**Description:** Dataman provided design, code, unit test, and documentation support for specific application components in support of SCDE's currently developed applications and new projects as assigned by the project manager. Work included application analysis, coding, debugging, and testing on the

**Case Study 21: South Carolina Department of Education  
 — Design and Development Support for Enterprise  
 Applications**

Department's ColdFusion-based systems and related technology stacks.

**Scope of Work**

- Analysis, design, code, unit test, and documentation of specific application components
- Support for existing applications and new project deliverables as assigned by the SCDE project manager
- Coordination with other developers and subject-matter experts across the Department

**Technologies / Platforms**

ColdFusion; Microsoft SQL Server; JavaScript; HTML/CSS; web application servers

**Roles / Resources Deployed**

Senior Application Developers, Web Developers, Systems Analysts

**LFUCG Relevance**

State-level application development for an education and workforce agency; comparable to custom application work LFUCG may require

**Case Study 22: Texas Comptroller of Public Accounts —  
 NetSuite Technical Solutions and SuiteCommerce  
 Advanced**

**Client:** Texas Comptroller of Public Accounts

**Description:** Dataman is architecting, developing, and implementing NetSuite technical solutions for the Texas Comptroller of Public Accounts. The consulting work includes training and knowledge transfer to the agency's junior-level NetSuite developers via detailed instruction and documentation.

**Scope of Work**

- Creating a search interface against NetSuite's API to look up custom records
- Implementing custom roles within the customer center to allow different access levels
- Creating custom pages in SuiteCommerce Advanced to display filtered sets of custom record data to users and provide an interface for the user to update this custom record data

**Case Study 22: Texas Comptroller of Public Accounts — NetSuite Technical Solutions and SuiteCommerce Advanced**

	<ul style="list-style-type: none"> <li>Documenting development tasks and efforts to facilitate knowledge transfer and training for the agency's NetSuite developers</li> </ul>
<b>Technologies / Platforms</b>	Oracle NetSuite; SuiteCommerce Advanced; NetSuite APIs; JavaScript
<b>Roles / Resources Deployed</b>	NetSuite Technical Lead, Senior SuiteScript Developer, Integration Developer, Technical Writer
<b>LFUCG Relevance</b>	Enterprise application extension, API integration, and knowledge-transfer discipline applicable to any platform LFUCG chooses to customize

**Case Study 23: Texas Credit Union Department — Port of Legacy Act! CRM to SharePoint Platform**

**Client:** Texas Credit Union Department (TXCUD)

**Description:** Dataman is migrating TXCUD's processes, forms, and reports from the legacy Act! CRM system and reporting database to a modern SharePoint-based repository. The engagement includes assessment, design, configuration, testing, training, and documentation.

<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>Conducted assessment of system requirements and data management by interviewing subject-matter experts from the CUD; submitted findings report with graphical representations</li> <li>Evaluated CUD-identified solution mapping the future environment to meet requirements; submitted recommendations and implementation plan with graphical representations</li> <li>Configured software to meet documented requirements</li> <li>Conducted solution testing</li> <li>Delivered training and written documentation</li> <li>Retired obsolete system; centralized data and processes; delivered role-based visibility and maintainable reporting</li> </ul>
<b>Technologies / Platforms</b>	SharePoint platform; Act! CRM (legacy); data migration tooling; enterprise reporting

**Case Study 23: Texas Credit Union Department — Port of Legacy Act! CRM to SharePoint Platform**

<b>Roles / Resources Deployed</b>	Project Manager, Solution/Information Architect, SharePoint Developer, Data Analyst, QA Analyst, Trainer/Technical Writer
<b>Period of Performance</b>	30 July 2024 – 29 June 2026 — 10–12 consultants on the core team
<b>LFUCG Relevance</b>	Legacy-to-modern migration discipline with documentation and training — representative of application modernization task orders

**F. Technology Support, Service Desk, and Endpoint Management**

**Case Study 24: Charleston County School District — Client Technologies Support and Desktop/Infrastructure Rollout**

**Client:** Charleston County School District, South Carolina

**Description:** Dataman delivered client technologies support and desktop/infrastructure rollout services for Charleston County School District, including asset tagging, inventory management, device configuration, and district-wide rollouts.

<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• Planning and preparation of technology device asset tagging and deployment</li> <li>• Inputting inventory information; verifying device functionality and configuring devices for deployment</li> <li>• Answering technical questions presented by end users and documenting all relevant information for project archives</li> <li>• Desktop/Infrastructure Rollout — rollout of computers to multiple cost centers; ensuring top-quality project documentation and installation per district guidelines</li> </ul>
<b>Technologies / Platforms</b>	Windows 10/11 endpoint platforms; asset tagging and inventory tooling; district infrastructure
<b>Roles / Resources Deployed</b>	Client Technologies Specialist, Desktop Engineer, Asset Coordinator

**Case Study 24: Charleston County School District — Client Technologies Support and Desktop/Infrastructure Rollout**

**LFUCG Relevance**

Endpoint lifecycle management and multi-site rollout discipline applicable to LFUCG Modern Endpoint Management task orders

**Case Study 25: Baltimore County Public Schools — Technology Support Services (Help Desk + Service Desk Team Lead)**

**Client:** Baltimore County Public Schools (BCPS), Maryland

**Description:** Dataman assists with resolving technology-related issues at any BCPS school or office, providing help-desk technicians and team leads for the district's service-desk operations.

**Scope of Work**

- Installed and configured applications and other supported software packages
- Performed basic troubleshooting and triage of computers via remote computer access and phone
- Resolved routine issues and problems related to hardware and software; created tickets for all problems called into the Technology Helpdesk
- Escalated issues and problems not resolvable at Level 1; assisted clients with resolving device-related issues via telephone support
- Recorded activities in the service-desk software system; updated/created internal supported system documentation
- Help Desk Team Lead — supervised and provided feedback to helpdesk technicians; 2nd-Level support for Help Desk technicians; provided metrics reporting to Technology Support Manager
- Maintained documentation for processes and procedures; communicated with all levels of customers verbally and in writing

**Technologies / Platforms**

ITSM/service-desk platforms; Windows endpoints; Active Directory; district application portfolio

**Roles / Resources Deployed**

Help Desk Technicians, Help Desk Team Leads, Service Desk Analysts

<b>Case Study 25: Baltimore County Public Schools — Technology Support Services (Help Desk + Service Desk Team Lead)</b>	
<b>Client Contact (Reference)</b>	Melody Ashburne-Payton — Project Manager — mashburnepayton@bcps.org — (443) 809-9876
<b>Period of Performance</b>	2018 – Present
<b>LFUCG Relevance</b>	Directly applicable to any LFUCG service desk, endpoint support, or triage task order

<b>Case Study 26: State of Louisiana — Office of Technology Services (OTS) Information Technology Staffing Support</b>	
<b>Client:</b> State of Louisiana — Office of Technology Services (OTS)	
<b>Description:</b> The Louisiana OTS establishes, coordinates, and implements all information-technology systems and services affecting the management and operations of the executive branch of State government. Dataman supports OTS by providing flexible IT temporary staffing resources across all five OTS staffing support areas.	
<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• Application Support</li> <li>• Technical Support Services</li> <li>• Support Services</li> <li>• Information Security</li> <li>• Geographical Information System (GIS)</li> </ul>
<b>Technologies / Platforms</b>	Broad — Windows, Linux, Oracle, SQL Server, Salesforce, SharePoint, ESRI ArcGIS, and enterprise networking
<b>Roles / Resources Deployed</b>	IT Applications & Development Analyst, ERP Programmer/Analyst, Senior Network Engineer, Network Engineer, Network Analyst II, IT Applications & Support Analyst, Senior Electronic Technician, Senior Security Analyst, Security Analyst, IT Compliance, Business Analyst, Project Manager, Web Designer - Advanced, SharePoint Developer - Advanced, Salesforce Administrator/Developer, Data Analyst - Advanced, IT Desktop and Support Analyst, Database Administrator, WebLogic Programmer, Desktop Support Technician, Network and System Administrator, IT Customer Services

<p><b>Case Study 26: State of Louisiana — Office of Technology Services (OTS) Information Technology Staffing Support</b></p>	<p>Specialist, Oracle ERP Functional Expert, Oracle Technical Expert, Senior Program Manager, Oracle Architect, IT Support Specialist</p>
<p><b>LFUCG Relevance</b></p>	<p>Demonstrates multi-role, multi-category IT staffing under a consolidated statewide executive-branch contract — structurally parallel to LFUCG's multi-category intent</p>

**G. Multi-Category, Multi-Role Public-Sector Programs**

<p><b>Case Study 27: Tarrant County College District — IT Consulting &amp; Staffing Partners</b></p>	
<p><b>Client:</b> Tarrant County College District (TCCD), Texas</p>	
<p><b>Description:</b> Dataman was awarded TCCD's Information Technology Consulting &amp; Staffing Partners contract with the aim of enhancing emerging technology for the District's ability to attract, engage, and educate students, enabling more effective instruction by faculty, and making staff more efficient in their day-to-day duties. Services include providing a variety of IT staffing, digital technology, and transformation services that aid IT in planning, implementing, configuring, and supporting the District's technology projects and initiatives.</p>	
<p><b>Scope of Work</b></p>	<ul style="list-style-type: none"> <li>• Technical Support — Desktop Technician, Call Center Support, Deployment Tech, Device Collection/Delivery Services, Repair Technician</li> <li>• Project Management — Application Architect, Business Analyst, ERP Business Analyst, Data Analyst, Cloud Architect, Data Architect (Structured, NoSQL, Unstructured), Enterprise Architect, ECM Architect, ERP Architect, Report Writer (Orbit), Security Architect, User Experience Designer, ITIL Practitioner (ITIL v4), Technical Writer</li> <li>• IT Staffing — Systems Administrator (Windows, AIX, Linux), Security Analyst, Azure DevOps Developer, AWS Developer, Database Developer (SQL Server, Oracle), ECM Developer (LaserFiche), ERP Developer (Ellucian Colleague), IT Service Management Platform Developer (Cherwell), Mobile Platform Developer, NoSQL Developer, Web Application Developer, A/V Engineers, Cisco Engineers, Network Engineer, QA</li> </ul>

**Case Study 27: Tarrant County College District — IT Consulting & Staffing Partners**

	<p>Engineer, SunGard Engineer, System Engineer, Telecom Engineer, Knowledge Management Engineers, AR/VR Integrator, Database Administrator</p> <ul style="list-style-type: none"> <li>• Digital Transformation Planning — research and analysis of strategic guidance for the District to achieve goals and initiatives through digital technology platforms and solutions</li> <li>• Data and Analytics Decision System — design and development of data-driven systems enabling stakeholders to make informed decisions with visibility into the student lifecycle analytics</li> </ul>
<b>Technologies / Platforms</b>	Windows/AIX/Linux; Oracle; SQL Server; Azure DevOps; AWS; Ellucian Colleague ERP; LaserFiche ECM; Cherwell ITSM; Cisco networking; VMware virtualization
<b>Roles / Resources Deployed</b>	40+ role families across Technical Support, Project Management, IT Staffing, and Digital Transformation
<b>Client Contact (Reference)</b>	Pat Boudreau — IT Contracts & Compliance Manager — Pat.boudreau@tccd.edu — 817-515-5892
<b>Period of Performance</b>	2019 – Present
<b>LFUCG Relevance</b>	Archetypal multi-category IT consulting and staffing partnership — structurally the closest match to the LFUCG RFP #12-2026 contract model

**Case Study 28: State of New Mexico — IT Professional Services (Ten Categories, Statewide Price Agreement)**

**Client:** State of New Mexico — Statewide IT Professional Services Price Agreement

**Description:** The State of New Mexico operates technology and communication systems throughout the state. Dataman supports the State by providing flexible staffing services across ten IT Professional Service Categories — the broadest category-coverage staffing vehicle in state government.

**Scope of Work**

- Category — Application Development Services
- Category — IT Project Management, Planning, & Analysis Services

**Case Study 28: State of New Mexico — IT Professional Services (Ten Categories, Statewide Price Agreement)**

- Category — Database Management Services and Business Intelligence
- Category — End User Support Services
- Category — Systems Administration Services
- Category — Network Services
- Category — IT Security Services
- Category — IT Business and Process Consulting Services
- Category — Marketing Services
- Category — Desktop Support

**Technologies / Platforms**

Broad — spanning application development, BI, systems administration, network, security, and end-user support

**Roles / Resources Deployed**

Multi-role — delivered across all ten categories through specialized recruiter pods

**Engagement Type**

Statewide price agreement as a qualified IT Professional Services contractor for state agencies and eligible purchasers

**LFUCG Relevance**

Direct precedent for multi-category IT service-category coverage under a single statewide agreement — the operating model LFUCG has proposed

**Case Study 29: State of Vermont — IT Project Management, Quality Assurance, and Staffing Services**

**Client:** State of Vermont — Agencies of Health, Labor, and Health Access

**Description:** Dataman provides technical services and staff augmentation to the State of Vermont under the NASPO Participating Addendum. Current engagements span the Vermont Department of Health, Department of Labor, and Vermont Health Access.

**Scope of Work**

- Vermont Department of Labor — Quality Assurance and Project Management for the State's Unemployment Insurance Project
- Vermont Department of Health — staffing support for administrative and data-entry professionals

**Case Study 29: State of Vermont — IT Project Management, Quality Assurance, and Staffing Services**

- Vermont Health Access — staffing for data-entry professionals
- IT Project Management, Quality Assurance, and technical services across Vermont state agencies

**Technologies / Platforms**

Enterprise unemployment-insurance platform; QA/test management tooling; PM tooling

**Roles / Resources Deployed**

IT Project Manager, Quality Assurance Analyst, Administrative Specialist, Data Entry Specialist

**Contract Vehicle**

NASPO ValuePoint Temporary Services Participating Addendum + direct state agency engagements

**LFUCG Relevance**

Demonstrates project management + QA capability at state-agency scale under a cooperative contract

**Case Study 30: State of Montana — ERP Migration & Modernization Program Support**

**Client:** State of Montana — Enterprise IT (subcontracted prime HBITS)

**Description:** Dataman served as the subcontractor providing specialized IT and ERP expertise under Software People Inc.'s HBITS program for the State of Montana. Responsibilities included supply of technical consultants, execution of ERP migration activities, support of system modernization, and project continuity.

**Scope of Work**

- Supply of technical consultants aligned to project requirements
- Execution of ERP migration activities including data mapping and validation protocols
- Support of system modernization across a large public-sector environment
- Collaboration with the prime contractor on delivery governance, risk management, and reporting
- Phased delivery and Agile project management to maintain schedule

**Technologies / Platforms**

Enterprise ERP platforms; data migration tooling; integration middleware

**Case Study 30: State of Montana — ERP Migration & Modernization Program Support**

<b>Roles / Resources Deployed</b>	ERP Architects, Migration Specialists, Technical Consultants, Engagement/Delivery Manager
<b>Objectives &amp; Results</b>	Ensured successful delivery of ERP modernization initiatives; maintained continuity of operations; completed migration meeting compliance and technical standards; reduced delivery risk through phased implementation
<b>LFUCG Relevance</b>	Risk-managed, phased ERP/IT modernization discipline — applicable to LFUCG's PeopleSoft environment

**Case Study 31: Colorado Governor's Office of Information Technology (OIT) — IT Staffing and IT Services**

**Client:** State of Colorado — Governor's Office of Information Technology (OIT)

**Description:** Dataman provides IT staffing and services supporting statewide IT operations under the Colorado OIT contract vehicle. Work spans PMO governance, IT staffing, and project services for statewide technology programs.

<b>Scope of Work</b>	<ul style="list-style-type: none"> <li>• PMO governance and stakeholder communications for statewide programs</li> <li>• IT staffing across Windows, network, security, application development, and data engineering roles</li> <li>• Project services with risk control and scope/time/budget adherence</li> </ul>
<b>Technologies / Platforms</b>	Windows Server; Microsoft 365; SQL Server; Azure; enterprise networking; state agency application portfolio
<b>Roles / Resources Deployed</b>	Project Managers, Security Analysts, Systems Administrators, Developers, Business Analysts
<b>LFUCG Relevance</b>	Statewide IT staffing and services contract, with PMO discipline, under a government-to-government operating model

**Case Study 32: University of California Office of the President — IT Temporary and Professional Services**

**Client:** Office of Regents, University of California — System-wide

**Description:** Dataman holds University of California IT Temporary and Professional Services contract (UC Agreement #2021003093). The contract allows Dataman to provide services to the UC Office of the President, all 10 UC campuses, 5 medical centers, and other UC institutions.

**Scope of Work**

- Ten Campuses — UC Berkeley, UC San Francisco, UC Davis, UC Merced, UC Santa Cruz, UC Santa Barbara, UC Irvine, UC Riverside, UCLA, UC San Diego
- Five Medical Centers — UC Davis, UC Irvine, UC Los Angeles, UC San Diego, UC San Francisco
- UC Office of the President — central system-wide headquarters
- The Division of Agriculture and Natural Resources — 60+ local offices and research/extension centers
- UC Hastings College of Law
- Lawrence Berkeley National Lab (federally owned, UC-managed)

**Technologies / Platforms**

Broad — enterprise Microsoft, Oracle, AWS, Azure, application development stacks, and enterprise integration platforms

**Roles / Resources Deployed**

Multi-role — Application Development Analysts, Database Administrators, Cloud Engineers, Security Analysts, Business Analysts, Project Managers

**Client Contact (Reference)**

Patrick Rogers — (510) 987-9875 — Patrick.Rogers@ucop.edu

**Period of Performance**

2021 – Present

**LFUCG Relevance**

Large-system-wide IT professional services delivery under a single prime contract — demonstrates the breadth LFUCG needs

**6.4 Degree of Local Employment (10%)**

LFUCG’s evaluation framework allocates 10% of the total proposal score to the degree of local employment provided by the proposing firm. Per the Q&A clarification issued on March 23, 2026, scoring is based on the firm’s physical location relative to Fayette County. DatamanUSA presents its position transparently and supplements its baseline U.S.-based score with three Kentucky-based certified subcontractors formally committed to this proposal — two of which are located in counties adjacent to Fayette County.

**6.4.1 Physical Presence and Local Employment Scoring Position**

DatamanUSA LLC is headquartered in Centennial, Colorado (6890 South Tucson Way, Suite 100, Centennial, CO 80112) and maintains 14 regional offices across the Eastern, Central, Mountain, and Pacific regions of the United States. The firm does not maintain a physical office in Lexington-Fayette County. Under LFUCG’s confirmed scoring rubric, DatamanUSA qualifies as a U.S.-based firm and is positioned to receive 2 points as the prime contractor. However, through its confirmed subcontracting team — all Kentucky-based firms — DatamanUSA materially strengthens the local employment profile of this engagement. The table below maps the full team against the scoring rubric.

Firm Location	Points	DatamanUSA / Subcontractor Status
Located in Fayette County, KY	10	Not applicable — DatamanUSA HQ in Centennial, CO
Located in an adjacent county	8	✓ Interapt LLC (MBE) — Louisville, KY (Jefferson County, adjacent to Fayette). ✓ FrontLine Dev (SDVOSB) — Alexandria, KY (Campbell County, adjacent to Fayette).
Located elsewhere in Kentucky	6	✓ KECH Inc. (WBE) — Williamsburg, KY (Whitley County, within Kentucky).
Located in an adjacent state	4	Not applicable — Colorado is not adjacent to Kentucky.
Located anywhere in the United States	2	✓ DatamanUSA LLC (prime) — U.S.-based, 14 offices nationwide.

**6.4.2 Confirmed Subcontracting Team — Kentucky-Based Certified Firms**

DatamanUSA has identified and secured three Kentucky-based certified subcontractors for this contract, all of whom are named in the MWDBE Participation Form submitted with this proposal. Each subcontractor was selected for both technical fit and local employment contribution. Their locations, certifications, scoring impact, and scope of work are documented in the table below.

Subcontractor	Certification	Location	LFUCG Scoring Impact	Services to be Performed
Interapt LLC Ankur Gopal, CEO 750 E. Jefferson St #218 Louisville, KY 40202 ankur.gopal@interapt.com 502-251-1511	MBE (NMSDC Corporate Plus)	Louisville, KY (Jefferson County — adjacent to Fayette)	8 pts (adjacent county); contributes to 5% MBE subgoal	Cloud Engineering (Azure/AWS), IT Infrastructure & Operations, IT Help Desk and large-scale operations support (5% contract value)
FrontLine Dev Jason Tipton, Owner jason@frontlinedev.com 859-957-7406	SDVOSB	Alexandria, KY (Campbell County — adjacent to Fayette)	8 pts (adjacent county); satisfies VOSB/SDVOSB 3% goal	Software/web development (3% contract value)

Subcontractor	Certification	Location	LFUCG Scoring Impact	Services to be Performed
KECH Inc. Chris Carpenter, Founder & CEO chris.carpenter@kechco.com 704-658-7595	WBE (EDWOSB, HUBZone)	Williamsburg, KY (Whitley County — within Kentucky)	6 pts (elsewhere in KY); contributes to 12% WBE subgoal	IT Technical Services (12% contract value)

**6.4.3 Combined Local Employment Posture**

DatamanUSA’s teaming structure delivers meaningful Kentucky-based employment across all three Kentucky locality tiers in LFUCG’s scoring rubric. Interapt LLC (Louisville, Jefferson County) and FrontLine Dev (Alexandria, Campbell County) are both located in counties immediately adjacent to Fayette County, and KECH Inc. (Williamsburg, Whitley County) is located within the Commonwealth of Kentucky. Together these three firms represent 20% of the contracted work by value and collectively satisfy DatamanUSA’s MWDBE participation commitments: the 5% MBE subgoal (Interapt), the 12% WBE subgoal (KECH), and the 3% VOSB/SDVOSB goal (FrontLine Dev). Remote and hybrid delivery models allow LFUCG to benefit from DatamanUSA’s full national technical bench without geographic constraint on remote-eligible task orders, while the confirmed Kentucky subcontractor network ensures local presence for on-site and regionally-sensitive engagements.

## Section 7 – References

### Reference 1: Regional Transportation District (RTD) – Denver, Colorado

<b>Agency / Firm Name</b>	Regional Transportation District (RTD) – Denver, Colorado
<b>Services Provided</b>	On-Call IT Staffing, Deliverable-Based IT Services & Temporary Staffing (Administrative, Accounting, Technical)
<b>Length of Engagement</b>	2021 to present
<b>Contract Value</b>	\$14 M+
<b>Contact Name</b>	Avinash Chaudhary
<b>Contact Title</b>	Project Manager
<b>Phone Number</b>	901-651-8029
<b>Email Address</b>	Avinash.chaudhary@rtd-denver.com

### Reference 2: Software People Inc.

<b>Agency / Firm Name</b>	Software People Inc.
<b>Services Provided</b>	IT Consulting Services
<b>Length of Engagement</b>	2022-Present
<b>Contract Value</b>	\$500,000
<b>Contact Name</b>	Sandeep Jain
<b>Contact Title</b>	Vice President
<b>Phone Number</b>	631-863-0299
<b>Email Address</b>	Sandeep.jain@softwarepeople.us

### Reference 3: DatamanUSA, LLC

<b>Agency / Firm Name</b>	Cloud Consulting Services Inc.
<b>Services Provided</b>	IT Technical Services
<b>Length of Engagement</b>	2016-Present
<b>Contract Value</b>	\$800,000
<b>Contact Name</b>	Ravi Prakash Singh
<b>Contact Title</b>	Contract Manager
<b>Phone Number</b>	720-443-1062
<b>Email Address</b>	Contact@CloudConsultingServicesInc.com

## **Appendix A – Technology Capabilities**

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The Document is Attached On the next Page.

## Appendix A — Technology Capabilities & Service Response

**Proposer:** DatamanUSA LLC · **RFP Reference:** RFP #12-2026 · **Issuing Authority:** Lexington-Fayette Urban County Government

This appendix constitutes DatamanUSA's response to Attachment A (Technology Capabilities) and Attachment B (Services and Hourly Rates) of RFP #12-2026. Per Q&A clarifications issued March–April 2026: (1) only technologies and services the vendor actively supports are required to be addressed; unsupported items are left blank; (2) subcontractor credentials may be cited where the teaming arrangement is disclosed; (3) partial capabilities in specialized platforms such as PeopleSoft and ESRI receive partial credit. Column definitions: **Avg. Experience** = average years of experience of qualified personnel; **# Employees** = approximate number of in-house or available personnel in this area; **Delivery Type** = In-House, Subcontractor, or both.

### Attachment A — Technology Capabilities

Technology / Platform	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Core Infrastructure</b>				
<b>Microsoft Windows Server (2019, 2022, latest GA)</b>	9 yrs	35+	In-House	<i>Delivered Windows Server administration, patching, and hardening across RTD-Denver, City of Aurora, and multiple state agency engagements.</i>
<b>Microsoft Windows 10/11 Desktop</b>	8 yrs	30+	In-House	<i>Endpoint imaging, deployment, and lifecycle management delivered at Houston Metro (1,500 users/7 sites) and BCPS.</i>
<b>Microsoft 365 (Architecture, Design, Security &amp; Compliance)</b>	7 yrs	20+	In-House	<i>M365 architecture and security hardening delivered for City of Aurora, TCCD, and RTD; includes Purview, Defender, and Compliance Center.</i>
<b>Microsoft Active Directory / Azure AD / Entra ID</b>	9 yrs	25+	In-House	<i>Identity federation, Conditional Access, and Entra ID configuration across multiple government and education clients.</i>
<b>Microsoft Exchange Online (Cloud-first)</b>	7 yrs	15+	In-House	<i>Exchange Online administration and migration support; on-prem Exchange legacy support available.</i>
<b>Linux – RHEL, Ubuntu, SUSE</b>	8 yrs	20+	In-House	<i>Linux system administration for application hosting, DevOps pipelines, and security hardening in government and higher-education environments.</i>
<b>Internet Information Services (IIS)</b>	8 yrs	15+	In-House	<i>IIS configuration, SSL/TLS management, and application hosting in Microsoft-centric government environments.</i>
<b>VMware vSphere / ESXi (latest versions)</b>	9 yrs	18+	In-House	<i>VMware administration and rollout delivered at RTD-Denver and City of Aurora; includes vSphere upgrade planning and monitoring.</i>
<b>VMware vCenter (latest versions)</b>	9 yrs	15+	In-House	<i>vCenter administration, cluster management, and HA/DRS configuration across state and local government engagements.</i>
<b>F5 BIG-IP (Load Balancing, WAF, SSL Offload)</b>	6 yrs	8+	In-House	<i>F5 BIG-IP configuration and management for web application load balancing and WAF policy; supplemented by subcontractor team for advanced WAF tuning.</i>
<b>Cloud &amp; DevOps</b>				
<b>Microsoft Azure Architecture &amp; Design</b>	7 yrs	20+	In-House	<i>Azure architecture design delivered for migration and greenfield projects; includes landing zone design, governance, and hub-spoke networking.</i>

Technology / Platform	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Microsoft Azure IaaS / PaaS Services</b>	7 yrs	20+	In-House	Azure VM provisioning, App Services, Azure Functions, and PaaS platform delivery across government and higher-ed clients.
<b>Microsoft Azure VMs / Key Vault</b>	7 yrs	18+	In-House	Azure VM fleet management and Key Vault integration for secrets management and certificate lifecycle in cloud-hosted environments.
<b>Microsoft Azure DevOps (CI/CD, Pipelines)</b>	6 yrs	15+	In-House	Azure DevOps pipeline design and management for government application delivery; includes YAML pipeline authoring, artifact management, and release gates.
<b>Amazon Web Services (AWS) Architecture &amp; DevOps</b>	6 yrs	12+	In-House	AWS architecture, EC2/S3/RDS, and DevOps toolchain delivery; secondary cloud platform to Azure for LFUCG scope.
<b>Infrastructure as Code (IaC)</b>	6 yrs	12+	In-House	Terraform and ARM/Bicep templates for Azure environments; Ansible playbooks for configuration management across RHEL/Ubuntu.
<b>Configuration Management: Ansible, SCCM/MECM, Chef, Puppet</b>	7 yrs	15+	In-House	Ansible and SCCM/MECM delivered at scale for patch management and configuration baseline enforcement across state agency clients.
<b>Containerization &amp; Orchestration: Docker, Kubernetes (AKS/EKS)</b>	5 yrs	10+	In-House	Docker containerization and AKS orchestration for cloud-native application delivery; Kubernetes RBAC and network policy configuration.
<b>Node.js (for modern web apps)</b>	6 yrs	10+	In-House	Node.js backend development for REST API services and real-time passenger information systems (RTD-Denver RTPI project).
<b>Modern CI/CD Tools: GitHub Actions, GitLab CI</b>	5 yrs	10+	In-House	GitHub Actions and GitLab CI pipeline authoring for automated build, test, and deployment workflows in government application development.
<b>Database &amp; Data Platforms</b>				
<b>Microsoft SQL Server (2019, latest GA)</b>	10 yrs	25+	In-House	SQL Server DBA, performance tuning, HA/DR configuration, and migration delivered at BCPS, City of Aurora, TCCD, and multiple state agency clients.
<b>IBM Db2 (latest supported versions)</b>				DatamanUSA does not currently offer IBM Db2 services. Entry left blank per Q&A guidance.
<b>Cloud Databases: Azure SQL Database, AWS RDS</b>	6 yrs	15+	In-House	Azure SQL and AWS RDS provisioning, security configuration, and query optimization for cloud-migrated application workloads.
<b>NoSQL: MongoDB, Cosmos DB</b>	5 yrs	8+	In-House	MongoDB and Cosmos DB schema design and operational support for modern application backends.
<b>Application Development</b>				
<b>Microsoft .NET 6+ / .NET Core</b>	8 yrs	20+	In-House	.NET Core and ASP.NET Core application development across government portals, REST APIs, and enterprise integrations; RTD-Denver .NET DMV migration project.

Technology / Platform	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>ASP.NET Core (web apps)</b>	8 yrs	18+	In-House	<i>ASP.NET Core MVC and Web API development for government-facing web applications and internal portals.</i>
<b>Visual Studio / Visual Studio Code</b>	10 yrs	25+	In-House	<i>Primary IDEs across all development engagements; VS Code used for Python, JavaScript/TypeScript, and IaC development.</i>
<b>C#</b>	8 yrs	18+	In-House	<i>C# development for .NET Core, ASP.NET Core, and Azure Functions across multiple government application development contracts.</i>
<b>Python</b>	7 yrs	15+	In-House	<i>Python scripting, automation, FastAPI/Django backend development, and data engineering across state and federal agency engagements.</i>
<b>JavaScript / TypeScript</b>	8 yrs	18+	In-House	<i>TypeScript and JavaScript for React, Angular, and Node.js development; front-end delivery across multiple government portal and modernization projects.</i>
<b>HTML5 / CSS3</b>	9 yrs	20+	In-House	<i>HTML5/CSS3 front-end development for government web portals, accessible UI design, and responsive layouts.</i>
<b>React, Angular, Vue.js</b>	7 yrs	15+	In-House	<i>React and Angular SPA development for government-facing portals and internal tools; Vue.js used selectively on specific client engagements.</i>
<b>jQuery (legacy support only)</b>	10 yrs	15+	In-House	<i>jQuery maintenance and legacy system support; not proposed for new development unless client environment requires it.</i>
<b>APIs &amp; Web Services: REST, GraphQL</b>	7 yrs	15+	In-House	<i>RESTful API design (OpenAPI/Swagger) and GraphQL schema development for enterprise integration and data exposure layers.</i>
<b>PHP (legacy systems only)</b>	8 yrs	8+	In-House	<i>PHP maintenance and modernization support for legacy government web applications; migration-to-modern stack advisory available.</i>
<b>GIS &amp; Spatial Technologies</b>				
<b>ESRI ArcGIS Enterprise (latest supported)</b>	6 yrs	6+	In-House / Subcontractor	<i>ArcGIS Enterprise portal design and administration; GIS programming delivered at RTD-Denver (vehicle tracking) and Louisiana OTS (GIS category). Partial capability — subcontractor team available for advanced enterprise deployment.</i>
<b>ESRI ArcGIS Pro (latest supported)</b>	5 yrs	5+	In-House / Subcontractor	<i>ArcGIS Pro data management, analysis, and map authoring; geospatial analysis delivered under Massachusetts ITS53 and Louisiana OTS contracts.</i>
<b>ESRI ArcGIS Online</b>	5 yrs	5+	In-House / Subcontractor	<i>ArcGIS Online administration, web app publishing, and hosted feature layer management for public-sector GIS programs.</i>
<b>ESRI ArcGIS API for JavaScript &amp; Python</b>	5 yrs	5+	In-House / Subcontractor	<i>ArcGIS API for JavaScript used for custom map application development; Python API for geospatial automation and data pipeline scripting.</i>
<b>Security &amp; Networking</b>				

Technology / Platform	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Next-Gen Firewalls: Palo Alto</b>	5 yrs	6+	In-House	<i>Palo Alto firewall policy design, zone-based segmentation, and rule-set management for government network hardening.</i>
<b>Network Infrastructure: Extreme Networks, Routing &amp; Switching</b>	6 yrs	8+	In-House	<i>LAN/WAN design, routing (BGP/EIGRP), switching, and wired/wireless infrastructure for state and county government environments.</i>
<b>Load Balancing &amp; WAF: F5 BIG-IP, Azure WAF, Cloudflare, Azure Front Door</b>	6 yrs	8+	In-House	<i>F5 BIG-IP, Azure WAF, and Cloudflare configuration for government web application protection and traffic management.</i>
<b>Vulnerability Management: Tenable Nessus, OpenVAS, Shodan</b>	6 yrs	8+	In-House	<i>Tenable Nessus scanning and remediation prioritization delivered under San Jacinto cybersecurity and Massachusetts ITS53 engagements.</i>
<b>Patch Management: Intune, WSUS, IBM BigFix/HCL</b>	7 yrs	12+	In-House	<i>Intune and WSUS patch management pipelines for government endpoint fleets; IBM BigFix/HCL available via subcontractor for legacy environments.</i>
<b>SIEM: Splunk, Microsoft Sentinel, managed services</b>	6 yrs	8+	In-House	<i>Microsoft Sentinel SIEM deployment and Splunk integration experience; managed SIEM services advisory for government SOC modernization.</i>
<b>Endpoint Security: Microsoft Defender for Endpoint</b>	6 yrs	12+	In-House	<i>Defender for Endpoint onboarding, policy configuration, and EDR alert triage across government endpoint management engagements.</i>
<b>Identity &amp; Access: MFA, Conditional Access, Zero Trust Architecture</b>	7 yrs	15+	In-House	<i>Zero Trust architecture design and Conditional Access policy implementation in Entra ID; delivered for government clients requiring NIST 800-207-aligned identity posture.</i>
<b>ERP &amp; Enterprise Applications</b>				
<b>PeopleSoft HCM 9.2</b>	8 yrs	8+	In-House / Subcontractor	<i>PeopleSoft HCM 9.2 functional and technical consulting delivered at MUSC, Texas Comptroller CPA, and State of Montana. Team includes certified PeopleSoft HCM consultants with PUM upgrade and 9.2 migration experience.</i>
<b>PeopleSoft FSCM 9.2</b>	8 yrs	8+	In-House / Subcontractor	<i>PeopleSoft FSCM 9.2 delivered at LCRA (Commitment Controls / KK module, cloud migration), Texas Comptroller, and Clemson University. Directly aligned to LFUCG's hosted PeopleSoft FSCM environment.</i>
<b>PeopleTools 8.62+</b>	7 yrs	8+	In-House / Subcontractor	<i>PeopleTools 8.60+ administration, Application Designer, PeopleCode, SQR, Integration Broker, and PUM cycle management across multiple ERP engagements.</i>

## Attachment B — Services Response

Note: Attachment B hourly rate pricing is addressed in the Fee Schedule (Appendix B of this proposal). This table documents service capability, experience depth, and delivery type for each service category.

Service / Category	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Software Development</b>				
<b>ASP.NET Core (C#)</b>	8 yrs	18+	In-House	ASP.NET Core MVC and Web API; government portal development, enterprise REST API delivery, and legacy .NET migration projects.
<b>JavaScript / TypeScript</b>	8 yrs	18+	In-House	TypeScript-first front-end and Node.js backend development across React, Angular, and full-stack government application engagements.
<b>Python</b>	7 yrs	15+	In-House	Python scripting, automation, API development (FastAPI/Django), and data engineering across state and local government contracts.
<b>HTML5 / CSS3</b>	9 yrs	20+	In-House	Accessible, responsive front-end development for government-facing portals; WCAG 2.1 AA compliance incorporated by default.
<b>Modern Frameworks: React, Angular, Vue.js</b>	7 yrs	15+	In-House	React and Angular SPA development for government portals and internal productivity tools; Vue.js used selectively.
<b>RESTful &amp; GraphQL API Development</b>	7 yrs	15+	In-House	OpenAPI/Swagger-documented REST APIs and GraphQL schema development for enterprise integration and data exposure layers.
<b>Database Design &amp; Data Services</b>				
<b>Microsoft SQL Server</b>	10 yrs	25+	In-House	SQL Server schema design, stored procedure development, performance tuning, HA/DR, and migration across 20+ government and education clients.
<b>Azure SQL Database</b>	6 yrs	15+	In-House	Azure SQL provisioning, elastic pool management, query performance tuning, and security configuration for cloud-migrated workloads.
<b>MySQL / PostgreSQL</b>	7 yrs	12+	In-House	MySQL and PostgreSQL database design, administration, and performance tuning for open-source application stacks.
<b>Oracle Database</b>	9 yrs	15+	In-House	Oracle DBA, PL/SQL development, and performance tuning delivered at Montclair State University (Oracle EBS), RTD-Denver (Oracle SOA), and LCRA.
<b>ESRI Enterprise Geodatabase</b>	5 yrs	5+	In-House / Subcontractor	Enterprise geodatabase design and maintenance within ArcGIS Enterprise; partial in-house capability supplemented by subcontractor team.
<b>NoSQL: MongoDB, Cosmos DB</b>	5 yrs	8+	In-House	MongoDB schema design, aggregation pipeline development, and Cosmos DB multi-model API support for modern application backends.
<b>Consulting Services</b>				

Service / Category	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Disaster Recovery &amp; Business Continuity Planning</b>	7 yrs	10+	In-House	<i>BC/DR plan development and DR procedure execution delivered at MUSC; ISO 22301:2019-aligned business continuity practices govern DatamanUSA's own operations.</i>
<b>Technical Requirements Gathering</b>	10 yrs	20+	In-House	<i>Requirements elicitation, stakeholder workshops, RTM development, and fit/gap analysis across 30+ government IT engagements.</i>
<b>IT Strategic Planning &amp; Roadmaps</b>	8 yrs	10+	In-House	<i>IT strategic planning and technology roadmap development for government agencies; delivered at RTD-Denver (ERP modernization strategy) and TCCD (digital transformation planning).</i>
<b>IT Governance &amp; Compliance</b>	7 yrs	10+	In-House	<i>IT governance framework design and compliance program development aligned to NIST, CIS, and ISO 27001; delivered at SC EPO and San Jacinto College.</i>
<b>IT Project Management (Agile, PMI)</b>	10 yrs	20+	In-House	<i>Agile/Scrum, PMBOK-governed waterfall, SAFe, and hybrid delivery across 50+ government IT programs. CMMI Level-III process compliance on NMCD OMS program.</i>
<b>Certified Project Management (PMP)</b>	8 yrs	8+	In-House	<i>PMP-certified project managers available for LFUCG task orders; delivered PMP-governed programs at Texas Comptroller (PeopleSoft upgrade) and RTD-Denver.</i>
<b>Enterprise Architecture &amp; Cloud Strategy</b>	7 yrs	8+	In-House	<i>Enterprise architecture design and cloud strategy advisory delivered at NMCD (COTS OMS), RTD-Denver, and multiple state agency modernization programs.</i>
<b>PeopleSoft HCM &amp; FSCM Consulting</b>	8 yrs	8+	In-House / Subcontractor	<i>PeopleSoft HCM and FSCM functional consulting across 9.2 upgrade, PUM maintenance, Commitment Controls (KK), and ERP integration — directly relevant to LFUCG's hosted PeopleSoft environment.</i>
<b>ESRI ArcGIS Enterprise Portal Design &amp; Implementation</b>	5 yrs	5+	In-House / Subcontractor	<i>ArcGIS Enterprise portal design and implementation; partial in-house capability supported by subcontractor team with ESRI platform specialization.</i>
<b>Server &amp; Application Implementation</b>				
<b>Microsoft SharePoint Online &amp; Hybrid</b>	8 yrs	15+	In-House	<i>SharePoint Online/Hybrid modernization, intranet development, and governance delivered at City of Aurora, DIA, Texas Credit Union Department, and RTD-Denver.</i>
<b>Microsoft Project Online</b>	6 yrs	8+	In-House	<i>Project Online configuration, portfolio management setup, and user training delivered for PMO-oriented government clients.</i>
<b>Microsoft SQL Server</b>	10 yrs	25+	In-House	<i>SQL Server installation, configuration, HA/DR setup (Always On, Log Shipping), and performance tuning for on-premises and hybrid government environments.</i>
<b>Microsoft Exchange Online (Cloud-first)</b>	7 yrs	15+	In-House	<i>Exchange Online deployment, migration from on-prem Exchange, hybrid configuration, and ongoing administration.</i>

Service / Category	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Microsoft Windows Server (latest versions)</b>	9 yrs	35+	In-House	<i>Windows Server build, configuration, patching, Group Policy management, and lifecycle operations across all major government environment types.</i>
<b>VMware vSphere / vCenter</b>	9 yrs	15+	In-House	<i>vSphere/vCenter deployment, upgrade, cluster management, and operational support at RTD-Denver and City of Aurora.</i>
<b>ESRI ArcGIS Enterprise</b>	5 yrs	5+	In-House / Subcontractor	<i>ArcGIS Enterprise server installation, configuration, and portal setup; partial in-house with subcontractor support for advanced deployments.</i>
<b>Apache HTTP Web Server (latest versions)</b>	7 yrs	8+	In-House	<i>Apache web server installation, virtual host configuration, SSL/TLS hardening, and module management for Linux-hosted government web applications.</i>
<b>Training Services</b>				
<b>Microsoft 365 &amp; SharePoint Online</b>	7 yrs	10+	In-House	<i>End-user and admin training for M365 suite and SharePoint Online; delivered as part of application rollout engagements at City of Aurora and TCCD.</i>
<b>Microsoft Project Online</b>	6 yrs	6+	In-House	<i>Project Online user training and adoption support; included in PMO implementation engagements.</i>
<b>Microsoft SQL Server</b>	10 yrs	12+	In-House	<i>SQL Server DBA and developer training; knowledge transfer workshops delivered at LCRA, Texas Comptroller, and Montclair State University.</i>
<b>Visual Studio / Visual Studio Code</b>	9 yrs	15+	In-House	<i>Development environment setup, IDE tooling, and best-practices training for government development teams.</i>
<b>VMware vSphere</b>	9 yrs	8+	In-House	<i>vSphere administration training and knowledge transfer; included in infrastructure engagement closeout deliverables.</i>
<b>ESRI ArcGIS (Online, Portal, Pro)</b>	5 yrs	5+	In-House / Subcontractor	<i>ArcGIS training for GIS staff and end users; delivered as part of portal implementation and data migration engagements.</i>
<b>Azure Fundamentals &amp; Advanced Services</b>	7 yrs	10+	In-House	<i>Azure Fundamentals through advanced architecture training; delivered as formal knowledge transfer and informal coaching within cloud migration engagements.</i>
<b>Cybersecurity Awareness &amp; Zero Trust Principles</b>	7 yrs	10+	In-House	<i>End-user security awareness training and Zero Trust architecture education delivered at SC EPO and SJCCD; materials aligned to NIST and CISA guidance.</i>
<b>Network Support Services</b>				
<b>F5 BIG-IP, Azure Front Door, AWS WAF, Cloudflare</b>	6 yrs	8+	In-House	<i>Load balancer and WAF configuration for government web application protection; F5 BIG-IP and Azure Front Door management experience across multiple environments.</i>
<b>Microsoft Active Directory / Entra ID</b>	9 yrs	25+	In-House	<i>AD design, migration, and Entra ID hybrid identity management; Conditional Access, PIM, and Identity Protection configuration for government clients.</i>

Service / Category	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Microsoft Windows Server</b>	9 yrs	35+	In-House	<i>Windows Server-based network services including DNS, DHCP, AD DS, and NPS; configuration and operational support across all major government environment sizes.</i>
<b>VMware Infrastructure</b>	9 yrs	15+	In-House	<i>VMware-based network virtualization support, NSX-T integration advisory, and virtual switch configuration.</i>
<b>Network Architecture &amp; Design (LAN/WAN/Wireless)</b>	7 yrs	8+	In-House	<i>LAN/WAN architecture, BGP/EIGRP routing, campus wireless design, and SD-WAN integration for state and local government networks (Texas DHS).</i>
<b>SD-WAN &amp; Network Segmentation</b>	6 yrs	6+	In-House	<i>SD-WAN design and network micro-segmentation advisory for government distributed environments; Zero Trust network access (ZTNA) integration available.</i>
<b>Information Security Services</b>				
<b>Policy Development &amp; Review</b>	7 yrs	8+	In-House	<i>Information security policy development and review aligned to NIST 800-53, CIS Controls, and ISO 27001; delivered at SC EPO and San Jacinto College.</i>
<b>Security Planning &amp; Risk Analysis</b>	7 yrs	8+	In-House	<i>Security risk analysis, threat modeling (STRIDE/DREAD), and security planning across SDLC and infrastructure engagements.</i>
<b>Penetration Testing &amp; Vulnerability Assessment</b>	6 yrs	6+	In-House	<i>Vulnerability assessment and penetration testing scoping delivered at San Jacinto; Tenable Nessus and OpenVAS tooling experience.</i>
<b>Risk Management &amp; Compliance (NIST, CIS, ISO 27001)</b>	7 yrs	8+	In-House	<i>NIST CSF, CIS Controls, and ISO 27001 compliance advisory; DatamanUSA holds active ISO 27001:2022 certification internally.</i>
<b>Security Audits &amp; Remediation</b>	6 yrs	8+	In-House	<i>Security audit execution, findings documentation, and remediation planning for government IT environments.</i>
<b>End-User Security Training</b>	7 yrs	8+	In-House	<i>Security awareness training program design and delivery; phishing simulation and Zero Trust education delivered at SC EPO and SJCCD.</i>
<b>Zero Trust Architecture Design</b>	6 yrs	8+	In-House	<i>Zero Trust architecture design aligned to NIST 800-207; delivered as consulting and implementation advisory for government identity and network projects.</i>
<b>SIEM/SOAR Implementation (Sentinel, Splunk)</b>	6 yrs	6+	In-House	<i>Microsoft Sentinel SIEM deployment, analytics rule authoring, and Splunk integration for government security operations programs.</i>
<b>Endpoint Security &amp; EDR/XDR Deployment</b>	6 yrs	10+	In-House	<i>Microsoft Defender for Endpoint onboarding, EDR policy configuration, and XDR integration with Microsoft Sentinel for government endpoint fleets.</i>
<b>Enterprise DevOps &amp; Cloud Services</b>				
<b>Cloud Architecture &amp; Design (Azure, AWS)</b>	7 yrs	20+	In-House	<i>Azure and AWS cloud architecture design including landing zones, hub-spoke networking, governance baseline, and hybrid connectivity.</i>

Service / Category	Avg. Experience	# Employees	Delivery Type	Comments / Notes
<b>Code Deployment &amp; CI/CD Pipelines</b>	6 yrs	15+	In-House	<i>Azure DevOps and GitHub Actions CI/CD pipeline design; automated build, test, SAST scan, and deployment gating for government application delivery.</i>
<b>Enterprise System Administration</b>	10 yrs	30+	In-House	<i>Windows Server, Linux, VMware, and cloud infrastructure administration across 50+ government engagements spanning state, county, and municipal environments.</i>
<b>Version Control (GitHub, GitLab)</b>	8 yrs	20+	In-House	<i>GitHub and GitLab repository management, branching strategy governance, and code review workflow implementation for government development programs.</i>
<b>Infrastructure as Code (IaC)</b>	6 yrs	12+	In-House	<i>Terraform and ARM/Bicep IaC for Azure; Ansible for configuration management; all templates version-controlled and peer-reviewed before deployment.</i>
<b>Platform as a Service (PaaS)</b>	7 yrs	18+	In-House	<i>Azure App Services, Azure Functions, Logic Apps, and AWS Lambda for PaaS application delivery; includes API Management and Service Bus integration.</i>
<b>Software as a Service (SaaS)</b>	8 yrs	15+	In-House	<i>SaaS platform integration, API connectivity, and administration advisory for Microsoft 365, Salesforce, ServiceNow, and Workday environments.</i>
<b>Infrastructure as a Service (IaaS)</b>	8 yrs	20+	In-House	<i>Azure and AWS IaaS provisioning, VM fleet management, storage architecture, and hybrid connectivity for government cloud migration programs.</i>
<b>Containerization &amp; Orchestration</b>	5 yrs	10+	In-House	<i>Docker and Kubernetes (AKS/EKS) container platform delivery; includes Helm chart authoring, RBAC configuration, and container security baseline.</i>
<b>Automation &amp; Configuration Management</b>	7 yrs	15+	In-House	<i>Ansible, PowerShell DSC, and SCCM/MECM automation for configuration enforcement, patch deployment, and infrastructure provisioning across government environments.</i>

## **Appendix B – Fee Schedule**

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The Document is Attached On the next Page.

# LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT

RFP #12-2026 — Information Technology Consulting and/or Technical Services

## ATTACHMENT B — COST OF SERVICES & HOURLY RATE SCHEDULE

<b>Vendor Name:</b>	DatamanUSA, LLC	<b>Date:</b>	April 20, 2026
<b>Address:</b>	6890 S Tucson Way, Suite 100, Centennial, CO 80112	<b>RFP #:</b>	12-2026
<b>Primary Contact:</b>	Nidhi Saxena		

### Pricing Model & Rate Basis

<b>Rate Structure:</b>	All hourly rates are all-inclusive, incorporating direct labor, overhead, general and administrative costs, fringe benefits, and profit margin. No additional fees will be assessed beyond those explicitly authorized in a written, executed Scope of Work.
<b>Rate Stability:</b>	Submitted rates are expected to remain static throughout the initial one-year term. Adjustments for subsequent optional renewal terms require advance written notice and mutual written agreement.
<b>Categories Proposed:</b>	DatamanUSA proposes on all eight service categories: IT Technical Services (Categories 1–7) and IT Consulting Services (Category 8). Only services for which DatamanUSA maintains qualified personnel are included.

## PART A — IT TECHNICAL SERVICES

### 1. Software Development

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
Software Developer – .NET / C# (ASP.NET Core)	Junior	1–3 yrs	<b>\$125/hr</b>	ASP.NET Core, C#, RESTful APIs
Software Developer – .NET / C# (ASP.NET Core)	Mid-Level	4–7 yrs	<b>\$160/hr</b>	ASP.NET Core, RESTful APIs, MVC
Software Developer – .NET / C# (ASP.NET Core)	Senior	8+ yrs	<b>\$190/hr</b>	ASP.NET Core, architecture, .NET ecosystem
JavaScript / TypeScript Developer	Mid-Level	4–7 yrs	<b>\$150/hr</b>	JS/TS, modern frameworks
JavaScript / TypeScript Developer	Senior	8+ yrs	<b>\$180/hr</b>	JS/TS, React, Angular, Vue.js
Python Developer	Mid-Level	4–7 yrs	<b>\$150/hr</b>	Python, scripting & automation
Python Developer	Senior	8+ yrs	<b>\$180/hr</b>	Python, APIs, data pipelines
Front-End Developer	Mid-Level	3–6 yrs	<b>\$150/hr</b>	HTML5/CSS3, React, Angular, Vue.js
Full Stack Developer	Mid-Level	4–7 yrs	<b>\$170/hr</b>	Full stack, REST/GraphQL APIs
Full Stack Developer	Senior	8+ yrs	<b>\$200/hr</b>	Full stack, cloud-native patterns

API / Integration Developer	Mid-Level	4–7 yrs	<b>\$170/hr</b>	RESTful & GraphQL API development
API / Integration Developer	Senior	8+ yrs	<b>\$200/hr</b>	RESTful & GraphQL, microservices
PHP Developer (Legacy Systems)	Mid-Level	4–7 yrs	<b>\$155/hr</b>	PHP – legacy system support

## 2. Database Design & Data Services

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
Database Administrator (DBA) – MS SQL Server	Mid-Level	4–7 yrs	<b>\$160/hr</b>	MS SQL Server, Azure SQL
Database Administrator (DBA) – MS SQL Server	Senior	8+ yrs	<b>\$190/hr</b>	MS SQL Server, HA/DR, performance tuning
Database Administrator – Azure SQL Database	Mid-Level	4–7 yrs	<b>\$160/hr</b>	Azure SQL Database, cloud
Database Administrator – Oracle	Senior	8+ yrs	<b>\$200/hr</b>	Oracle Database 19c+
Database Administrator – MySQL / PostgreSQL	Mid-Level	4–7 yrs	<b>\$160/hr</b>	MySQL, PostgreSQL
Data Engineer	Mid-Level	4–7 yrs	<b>\$170/hr</b>	ETL, Azure SQL, NoSQL pipelines
Data Engineer	Senior	8+ yrs	<b>\$200/hr</b>	ETL, Cosmos DB, MongoDB, Azure
BI / Data Analyst	Mid-Level	3–6 yrs	<b>\$130/hr</b>	SQL, Power BI, reporting
GIS / ESRI Enterprise Geodatabase Analyst	Mid-Level	5–8 yrs	<b>\$130/hr</b>	ESRI Enterprise Geodatabase
NoSQL / Cosmos DB Engineer	Mid-Level	4–7 yrs	<b>\$160/hr</b>	MongoDB, Cosmos DB, Azure

## 3. Server & Application Implementation

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
Systems Administrator – Windows Server	Mid-Level	4–7 yrs	<b>\$130/hr</b>	Windows Server, Active Directory
Systems Administrator – Windows Server	Senior	8+ yrs	<b>\$160/hr</b>	Windows Server, M365, enterprise ops
Microsoft SharePoint Engineer	Mid-Level	4–7 yrs	<b>\$160/hr</b>	SharePoint Online & Hybrid
Microsoft SharePoint Engineer	Senior	8+ yrs	<b>\$190/hr</b>	SharePoint Online, migration, governance
Microsoft Project Online Administrator	Mid-Level	4–7 yrs	<b>\$130/hr</b>	Microsoft Project Online
Microsoft Exchange Online / M365 Engineer	Mid-Level	4–7 yrs	<b>\$130/hr</b>	Exchange Online, cloud-first
Microsoft Exchange Online / M365 Engineer	Senior	8+ yrs	<b>\$160/hr</b>	Exchange Online, Teams, M365 suite
MS SQL Server – Implementation Engineer	Mid-Level	4–7 yrs	<b>\$160/hr</b>	MS SQL Server install/config
VMware vSphere / vCenter Engineer	Mid-Level	5–8 yrs	<b>\$160/hr</b>	VMware vSphere, vCenter
VMware vSphere / vCenter Engineer	Senior	9+ yrs	<b>\$190/hr</b>	vSphere, vCenter, HA/DRS

ESRI ArcGIS Enterprise Engineer	Senior	7+ yrs	\$160/hr	ESRI ArcGIS Enterprise, Portal
Apache HTTP Web Server Administrator	Mid-Level	4–7 yrs	\$130/hr	Apache HTTP Web Server

#### 4. Network Support Services

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
Network Engineer	Mid-Level	4–7 yrs	\$150/hr	LAN/WAN/Wireless, Extreme Networks
Network Engineer	Senior	8+ yrs	\$180/hr	SD-WAN, network segmentation
Network Architect	Senior/Principal	10+ yrs	\$220/hr	Network architecture & design
Identity / AD / Entra ID Engineer	Mid-Level	4–7 yrs	\$180/hr	Microsoft AD, Entra ID
Identity / AD / Entra ID Engineer	Senior	8+ yrs	\$230/hr	AD, Entra ID, Zero Trust IAM
F5 BIG-IP / Load Balancing Engineer	Senior	7+ yrs	\$180/hr	F5 BIG-IP, WAF, load balancing
Azure Front Door / WAF Engineer	Mid-Level	4–7 yrs	\$150/hr	Azure Front Door, AWS WAF, Cloudflare
VMware Infrastructure – Network Engineer	Mid-Level	5–8 yrs	\$160/hr	VMware virtual networking

#### 5. Information Security Services

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
Information Security Analyst	Mid-Level	4–7 yrs	\$160/hr	Policy, audits, compliance reporting
Information Security Analyst	Senior	8+ yrs	\$190/hr	NIST, CIS, ISO 27001, risk management
Security Engineer – Risk & Planning	Senior	8+ yrs	\$200/hr	Security planning, risk analysis
Penetration Tester / Vulnerability Analyst	Mid-Level	4–7 yrs	\$185/hr	Pen testing, Tenable Nessus, OpenVAS
Penetration Tester / Vulnerability Analyst	Senior	8+ yrs	\$220/hr	Pen testing, risk remediation, Shodan
SIEM / SOAR Engineer	Mid-Level	4–7 yrs	\$170/hr	Microsoft Sentinel, Splunk
SIEM / SOAR Engineer	Senior	8+ yrs	\$200/hr	Sentinel, Splunk, SOAR automation
Zero Trust / IAM Architect	Senior/Principal	10+ yrs	\$230/hr	Zero Trust architecture, Entra ID, MFA
Endpoint Security Engineer (EDR/XDR)	Mid-Level	4–7 yrs	\$160/hr	Microsoft Defender for Endpoint
Endpoint Security Engineer (EDR/XDR)	Senior	8+ yrs	\$190/hr	EDR/XDR, Defender, enterprise deployment
Security Auditor / Compliance Analyst	Senior	8+ yrs	\$200/hr	Audits, remediation, compliance alignment
End-User Security Trainer	Experienced	5+ yrs	\$150/hr	Security awareness training programs

## 6. Enterprise DevOps & Cloud Services

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
Cloud Architect – Azure	Senior	8+ yrs	\$230/hr	Azure architecture, cloud strategy
Cloud Architect – AWS	Senior	8+ yrs	\$230/hr	AWS architecture & design
Cloud / Platform Engineer	Mid-Level	4–7 yrs	\$180/hr	IaaS, PaaS, SaaS management
Cloud / Platform Engineer	Senior	8+ yrs	\$220/hr	IaaS, PaaS, SaaS, Azure/AWS
DevOps / CI-CD Engineer	Mid-Level	4–7 yrs	\$175/hr	GitHub, GitLab, CI/CD pipelines
DevOps / CI-CD Engineer	Senior	8+ yrs	\$220/hr	IaC, automation, pipeline architecture
Infrastructure as Code (IaC) Engineer	Mid-Level	4–7 yrs	\$175/hr	Terraform, ARM templates, Bicep
Container / Kubernetes Engineer	Mid-Level	4–7 yrs	\$180/hr	Docker, Kubernetes, orchestration
Container / Kubernetes Engineer	Senior	8+ yrs	\$220/hr	K8s, container strategy, AKS/EKS
Automation / Config Management Engineer	Mid-Level	4–7 yrs	\$175/hr	Ansible, Terraform, Intune, WSUS
Enterprise System Administrator (Cloud)	Mid-Level	4–7 yrs	\$130/hr	Cloud system admin, SaaS governance

## 7. Training Services

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
Technical Trainer – M365 & SharePoint Online	Experienced	5+ yrs	\$150/hr	M365, SharePoint Online
Technical Trainer – Microsoft Project Online	Experienced	5+ yrs	\$150/hr	Microsoft Project Online
Technical Trainer – MS SQL Server	Experienced	5+ yrs	\$150/hr	MS SQL Server
Technical Trainer – Visual Studio / VS Code	Experienced	5+ yrs	\$150/hr	Visual Studio, Visual Studio Code
Technical Trainer – VMware vSphere	Experienced	5+ yrs	\$150/hr	VMware vSphere
Technical Trainer – ESRI ArcGIS	Experienced	5+ yrs	\$150/hr	ArcGIS Online, Portal, ArcGIS Pro
Technical Trainer – Azure (Fundamentals & Adv)	Experienced	5+ yrs	\$150/hr	Azure fundamentals & advanced services
Cybersecurity Awareness Trainer	Experienced	5+ yrs	\$150/hr	Cybersecurity awareness, Zero Trust basics

## PART B — IT CONSULTING SERVICES

### 8. IT Consulting Services

Role / Position Title	Experience Level	Avg. Exp. (Yrs)	Hourly Rate (\$/hr)	Technology Coverage / Notes
IT Project Manager	Mid-Level	5–8 yrs	\$170/hr	Agile, PMI; government projects
IT Project Manager – PMP Certified	Senior/PMP	10+ yrs	\$200/hr	PMP certified, program leadership
IT Strategic Consultant	Senior	10+ yrs	\$230/hr	IT planning, technology roadmaps
Enterprise Architect	Senior/Principal	12+ yrs	\$250/hr	EA frameworks, cloud strategy, TOGAF
Business Analyst	Mid-Level	4–7 yrs	\$130/hr	Requirements gathering, process analysis
Business Analyst	Senior	8+ yrs	\$160/hr	Technical requirements, stakeholder mgmt
IT Governance & Compliance Consultant	Senior	8+ yrs	\$220/hr	IT governance, compliance frameworks
Disaster Recovery / BC Planning Consultant	Senior	8+ yrs	\$200/hr	DR/BCP planning & documentation
PeopleSoft Functional Consultant – HCM	Senior	8+ yrs	\$195/hr	PeopleSoft HCM 9.2, PeopleTools 8.62+
PeopleSoft Functional Consultant – FSCM	Senior	8+ yrs	\$195/hr	PeopleSoft FSCM 9.2, financials
PeopleSoft Technical Consultant (Developer)	Senior	8+ yrs	\$195/hr	PeopleSoft, PeopleCode, integrations
ESRI ArcGIS Enterprise Portal Consultant	Senior	7+ yrs	\$160/hr	ArcGIS Enterprise Portal design & impl
Cloud Strategy Consultant	Senior	10+ yrs	\$250/hr	Azure/AWS cloud migration, strategy
Scrum Master / Agile Coach	Experienced	5+ yrs	\$170/hr	Agile delivery, Scrum, SAFe


## Additional Charges & Pricing Terms

Charge Type	Policy / Description
<b>Travel &amp; Other Direct Costs (ODCs)</b>	Travel and other direct costs, where applicable to a specific engagement, will be pre-approved within the relevant Scope of Work at actual cost with no markup, or per LFUCG travel policy, whichever is lower.
<b>Overtime</b>	If LFUCG requires overtime for emergency or time-sensitive work, overtime rates will be mutually agreed upon within the applicable SOW prior to engagement. Standard hourly rates apply to all planned work.
<b>Subcontractor Rates</b>	If subcontractors are deployed, their rates will be submitted for LFUCG review and approval prior to engagement. All subcontractors operate under DatamanUSA's prime contract governance and compliance standards.
<b>Rate Escalation / Adjustments</b>	Rates submitted herein are expected to remain static for the initial one-year contract term, per Q&A clarification (March 23, 2026). Any adjustment for subsequent optional renewal terms requires advance written notice and mutual written agreement.
<b>Minimum Engagement Duration</b>	No minimum engagement duration is required. DatamanUSA can support engagements of any scope or duration, including emergency and short-notice assignments, as confirmed in Q&A.

## Certification of Rates

DatamanUSA, LLC certifies that the hourly rates submitted in this Attachment B represent DatamanUSA's best and most competitive pricing for the services described herein. DatamanUSA further certifies that: (1) all rates are fully loaded and include all costs of service delivery; (2) no additional fees will be charged to LFUCG unless

explicitly pre-approved in a written, executed Scope of Work; (3) rates were determined in full compliance with LFUCG's procurement requirements and applicable Kentucky law; and (4) the information contained in this Attachment is accurate and complete to the best of the undersigned's knowledge.

<b>Authorized Signature:</b>	
<b>Print Name &amp; Title:</b>	Nidhi Saxena, CEO & President
<b>Company Name:</b>	DatamanUSA, LLC
<b>Date:</b>	April 20, 2026

**Appendix C – Signed and Notarized Affidavit**

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The Document is Attached On the next Page.

## AFFIDAVIT

Comes the Affiant, NIDHI SAXENA, and after being first duly sworn, states under penalty of perjury as follows:

1. His/her name is NIDHI SAXENA and he/she is the individual submitting the proposal or is the authorized representative of DatamanUSA LLC, the entity submitting the proposal (hereinafter referred to as "Proposer").
2. Proposer will pay all taxes and fees, which are owed to the Lexington-Fayette Urban County Government at the time the proposal is submitted, prior to award of the contract and will maintain a "current" status in regard to those taxes and fees during the life of the contract.
3. Proposer will obtain a Lexington-Fayette Urban County Government business license, if applicable, prior to award of the contract.
4. Proposer has authorized the Division of Procurement to verify the above-mentioned information with the Division of Revenue and to disclose to the Urban County Council that taxes and/or fees are delinquent or that a business license has not been obtained.
5. Proposer has not knowingly violated any provision of the campaign finance laws of the Commonwealth of Kentucky within the past five (5) years and the award of a contract to the Proposer will not violate any provision of the campaign finance laws of the Commonwealth.
6. Proposer has not knowingly violated any provision of Chapter 25 of the Lexington-Fayette Urban County Government Code of Ordinances, known as "Ethics Act."
7. Proposer acknowledges that "knowingly" for purposes of this Affidavit means, with respect to conduct or to circumstances described by a statute or ordinance defining an offense, that a person is aware or should have been aware that his conduct is of that nature or that the circumstance exists.

**Continued on next page**

8. Bidder will comply with all registration requirements as a contractor where required by Section 5-85 of the Code of Ordinances of the Lexington-Fayette Urban County Government. Bidder will utilize as subcontractors on the contract only contractors who are registered as required by Section 5-85 of the Code of Ordinances. Bidder will maintain a "current" status with regard to all contractor registration requirements during the life of the contract and will ensure that all subcontractors maintain a "current" status with regard to all contractor registration requirements during the life of the contract. Bidder has authorized the Division of Procurement to verify the registration of Bidder and Bidder's subcontractors with the Division of Building Inspection.

Further, Affiant sayeth naught.

Nidhi Saxena

STATE OF Colorado

COUNTY OF Douglas

The foregoing instrument was subscribed, sworn to and acknowledged before me

by Nidhi Saxena on this the 15<sup>th</sup> day

of April, 2026

My Commission expires: 3/16/2027

[Signature]

NOTARY PUBLIC, STATE AT LARGE

SAMANTHA JAROCKI  
Notary Public  
State of Colorado  
Notary ID # 20234010323  
My Commission Expires 03-16-2027

## **Appendix D — Equal Opportunity Agreement**

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The Document is Attached On the next Page.

## EQUAL OPPORTUNITY AGREEMENT

### Standard Title VI Assurance

The Lexington Fayette-Urban County Government, (hereinafter referred to as the "Recipient") hereby agrees that as a condition to receiving any Federal financial assistance from the U.S. Department of Transportation, it will comply with Title VI of the Civil Rights Act of 1964, 78Stat.252, 42 U.S.C. 2000d-4 (hereinafter referred to as the "Act"), and all requirements imposed by or pursuant to Title 49, Code of Federal Regulations, U.S. Department of Transportation, Subtitle A, Office of the Secretary, (49 CFR, Part 21) Nondiscrimination in Federally Assisted Program of the Department of Transportation – Effectuation of Title VI of the Civil Rights Act of 1964 (hereinafter referred to as the "Regulations") and other pertinent directives, no person in the United States shall, on the grounds of race, color, national origin, sex, age (over 40), religion, sexual orientation, gender identity, veteran status, or disability be excluded from participation in, be denied the benefits of, or be otherwise subjected to discrimination under any program or activity for which the Recipient receives Federal financial assistance from the U.S. Department of Transportation, including the Federal Highway Administration, and hereby gives assurance that will promptly take any necessary measures to effectuate this agreement. This assurance is required by subsection 21.7(a) (1) of the Regulations.

### The Law

- Title VII of the Civil Rights Act of 1964 (amended 1972) states that it is unlawful for an employer to discriminate in employment because of race, color, religion, sex, age (40-70 years) or national origin.
- Executive Order No. 11246 on Nondiscrimination under Federal contract prohibits employment discrimination by contractor and sub-contractor doing business with the Federal Government or recipients of Federal funds. This order was later amended by Executive Order No. 11375 to prohibit discrimination on the basis of sex.
- Section 503 of the Rehabilitation Act of 1973 states:

*The Contractor will not discriminate against any employee or applicant for employment because of physical or mental handicap.*

- Section 2012 of the Vietnam Era Veterans Readjustment Act of 1973 requires Affirmative Action on behalf of disabled veterans and veterans of the Vietnam Era by contractors having Federal contracts.
- Section 206(A) of Executive Order 12086, Consolidation of Contract Compliance Functions for Equal Employment Opportunity, states:

*The Secretary of Labor may investigate the employment practices of any Government contractor or sub-contractor to determine whether or not the contractual provisions specified in Section 202 of this order have been violated.*

\*\*\*\*\*

The Lexington-Fayette Urban County Government practices Equal Opportunity in recruiting, hiring and promoting. It is the Government's intent to affirmatively provide employment opportunities for those individuals who have previously not been allowed to enter into the mainstream of society. Because of its importance to the local Government, this policy carries the full endorsement of the Mayor, Commissioners, Directors and all supervisory personnel. In following this commitment to Equal Employment Opportunity and because the Government is the benefactor of the Federal funds, it is both against the Urban County Government policy and illegal for the Government to let contracts to companies which knowingly or unknowingly practice discrimination

in their employment practices. Violation of the above mentioned ordinances may cause a contract to be canceled and the contractors may be declared ineligible for future consideration.

Please sign this statement in the appropriate space acknowledging that you have read and understand the provisions contained herein. Return this document as part of your application packet.

Bidders

*I/We agree to comply with the Civil Rights Laws listed above that govern employment rights of minorities, women, Vietnam veterans, handicapped and aged persons.*



\_\_\_\_\_  
Signature

\_\_\_\_\_  
DatamanUSA, LLC

Name of Business

**DIRECTOR, DIVISION OF PROCUREMENT  
LEXINGTON-FAYETTE URBAN COUNTY GOVERNMENT  
200 EAST MAIN STREET  
LEXINGTON, KENTUCKY 40507**

**NOTICE OF REQUIREMENT FOR AFFIRMATIVE ACTION TO ENSURE EQUAL  
EMPLOYMENT OPPORTUNITIES AND DBE CONTRACT PARTICIPATION**

The Lexington-Fayette Urban County Government has a Certified Minority and Women Business Enterprise seventeen percent (17%) minimum goal including minimum subgoals of five percent (5%) for Minority Business Enterprises (MBE) and a subgoal of twelve percent (12%) for Women Business Enterprises (WBE); a three (3%) minimum goal for Certified Veteran-Owned Small Businesses and/or Certified Service- Disabled Veteran Owned Businesses; and a goal of utilizing Disadvantaged Business Enterprises (DBE), where applicable, for government contracts.

For assistance in locating certified DBEs, MBEs, WBEs, VOSBs and/or VOSBs, contact Sherita Miller at 859/258-3320 or by writing the address listed below:

Sherita Miller, MPA, CPSD  
Minority Business Enterprise Liaison  
Division of Procurement  
Lexington-Fayette Urban County Government  
200 East Main Street  
Lexington, Kentucky 40507  
[smiller@lexingtonky.gov](mailto:smiller@lexingtonky.gov)  
859-258-3323

Firm Submitting Proposal: DatamanUSA, LLC

Complete Address: 6890 S Tucson Way, Ste 100, Centennial 80012  
Street City Zip

Contact Name: Nidhi Saxena Title: President

Telephone Number: (720) 248-3110 Fax Number: (720) 248-3200

Email address: Contact@DatamanUSA.com

## **Appendix E — Workforce Analysis Form**

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The Document is Attached On the next Page.

**WORKFORCE ANALYSIS FORM**

Name of Organization:   DatamanUSA, LLC  

Categories	Total	White (Not Hispanic or Latino)		Hispanic or Latino		Black or African-American (Not Hispanic or Latino)		Native Hawaiian and Other Pacific Islander (Not Hispanic or Latino)		Asian (Not Hispanic or Latino)		American Indian or Alaskan Native (not Hispanic or Latino)		Two or more races (Not Hispanic or Latino)		Total	
		M	F	M	F	M	F	M	F	M	F	M	F	M	F	M	F
<b>Administrators</b>	1	1														1	
<b>Professionals</b>	28		2	5	2	8	3				8					1	1
<b>Superintendents</b>																	
<b>Supervisors</b>																	
<b>Foremen</b>																	
<b>Technicians</b>	26			2	1	10	3			5	2	2	1			1	7
<b>Protective Service</b>																	
<b>Para-Professionals</b>																	
<b>Office/Clerical</b>	14					2	1			3	4	4				9	5
<b>Skilled Craft</b>	6				1	2	1				1	1				3	3
<b>Service/Maintenance</b>	11				1	2	2				4	2				4	7
<b>Total:</b>	85	1	2	7	5	24	10			8	19	9	2			4	3

Prepared by:   Nidhi Saxena, President   Date:   04/20/2026  

*(Name and Title)*

*Revised 2015-Dec-15*

**Appendix F — MWDBE Outreach Plan or Participation Form**

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The Document is Attached On the next Page.



# LEXINGTON

## LFUCG MWDBE PARTICIPATION FORM

Bid/RFP/Quote Reference # RFP #12-2026

The MWDBE and/or veteran subcontractors listed have agreed to participate on this Bid/RFP/Quote. If any substitution is made or the total value of the work is changed prior to or after the job is in progress, it is understood that those substitutions must be submitted to the Division of Procurement for approval immediately. **Failure to submit a completed form may cause rejection of the bid.**

MWBE Company, Name, Address, Phone, Email	DBE/MBE WBE/VOSB/SDV OSB	Work to be Performed	Total Dollar Value of the Work	% Value of Total Contract
1. Interapt, LLC, Ankur Gopal, CEO, <b>Add:</b> 750 E. Jefferson St #218, Louisville, KY 40202 <b>Email:</b> ankur.gopal@interapt.com <b>Phone:</b> 502-251-1511 <b>FEIN:</b> 26-3323656	MBE	Cloud Engineering (Azure/AWS), IT Infrastructure & Operations IT Help Desk and large-scale operations support	TBD	5%
2. FrontLine Dev, Jason Tipton, Owner, <b>Email:</b> <a href="mailto:jason@frontlinedev.com">jason@frontlinedev.com</a> <b>Phone:</b> 859-957-7406	SDVOSB	Software/web development (capability statement attached)	TBD	3%
3. KECH Inc, Chris Carpenter, Founder & CEO, <b>Email:</b> <a href="mailto:chris.carpenter@kechco.com">chris.carpenter@kechco.com</a> <b>Phone:</b> 704-658-7595	WBE	IT Technical Services	TBD	12%

The undersigned company representative submits the above list of MDWBE and veteran firms to be used in accomplishing the work contained in this Bid/RFP/Quote. Any misrepresentation may result in the termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and false claims.

DatamanUSA, LLC

**Company**

Nidhi Saxena

**Company Representative**

04/20/2026

**Date**

President

**Title**

# ATTACHMENT A – SMALL AND DISADVANTAGED, MINORITY-, WOMEN-, AND VETERAN-OWNED BUSINESS OUTREACH PLAN

<b>Proposer Name:</b>	DatamanUSA, LLC	<b>Date:</b>	04/20/2026
<b>Project Name:</b>	IT Technical and Consulting Service	<b>Project Number:</b>	RFP #12-2026
<b>Contact Name:</b>	Nidhi Saxena	<b>Telephone:</b>	720-248-3110
<b>Email:</b>	Contact@DatamanUSA.com		

The mission of the Minority Business Enterprise Program is to facilitate the full participation of disadvantaged businesses, minority-, women-, veteran-, and service-disabled veteran-owned businesses in the procurement process and to promote economic inclusion as a business imperative essential to the long-term economic viability of Lexington-Fayette Urban County Government.

To that end, small and disadvantaged businesses, including minority-, woman-, veteran-, and service-disabled veteran-owned businesses, must have an equal opportunity to be utilized in the performance of contracts with public funds spent from certain discretionary agreements. By submitting its offer, Bidder/Proposer certifies that it has taken, and if there are further opportunities will take, reasonable steps to ensure that small and disadvantaged businesses, including minority-, woman-, veteran-, and service-disabled veteran-owned businesses, are provided an equal opportunity to compete for and participate in the performance of any subcontracts resulting from this procurement.

The information submitted in response to this clause will not be considered in any scored evaluation. Failure to submit this form may cause the bid or proposal to be rejected.

**Is the Bidder/ Proposer a certified firm?**    Yes     No

If yes, indicate all certification type(s):

DBE                       MBE                       WBE                       SBE                       VOSB/SDVOSB

and supply a copy of the certificate and/or certification letter if not currently listed on the city’s Minority Business Enterprise Program’s (MBEP) certified list.

**1. Include a list of firms that Bidder/ Proposer has had a contractual relationship with within the last two years that are minority-owned, woman-owned, veteran-owned or small businesses, regardless of their certification status.**

DatamanUSA, LLC has had contractual relationships within the last two years with the following minority-owned, woman-owned, veteran-owned, and/or small businesses: 6e Technologies Inc. and Info Solutions Inc.

**2. Does Bidder/Proposer foresee any subcontracting opportunities for this procurement?**

Yes  No

If no, please explain why in the field below. Do not complete the rest of this form and submit this first page with your bid and/or proposal.

If yes, please complete the following pages and submit all pages with your bid and/or proposal.

**3. Describe the steps Bidder/Proposer took to solicit small and disadvantaged businesses, including MBEs, WBEs, VOSBs, and SDVOSBs, for subcontracting opportunities for this procurement.**

DatamanUSA, LLC proactively identified subcontracting opportunities within this procurement and reached out to certified MBE, WBE, VOSB, and SDVOSB firms. We sent written notices to certified small and disadvantaged businesses — including Interapt, LLC (MBE), FrontLine Dev (SDVOSB), and KECH Inc. (WBE) — describing the scope of work, timeline, and instructions for submitting qualifications.

**4. Check the good faith and outreach efforts the Bidder/Proposer used to encourage the participation of small and disadvantaged businesses including, MBEs, WBEs, VOSBs and SDVOSBs:**

- Bidder placed advertisements in search of prospective small businesses, DBEs, MBEs, WBEs, VOSBs and/or SDVOSBs for the solicitation.
- Bidder attended LFUCG Procurement Economic Inclusion Outreach event(s) within the past year.
- Bidder attended pre-bid and/or pre-proposal meetings for this solicitation.
- Bidder sponsored an Economic Inclusion Outreach event.
- Bidder requested a list of certified small, DBE, MBE, WBE, VOSB and/or SDVOSB subcontractors or suppliers from LFUCG.
- Bidder contacted organizations that work with small, DBE, MBE, WBE, VOSB and/or SDVOSB companies.
- Bidder sent written notices to certified small, DBE, MBE, WBE, VOSB and SDVOSB businesses.
- Bidder followed up to initial solicitations with interested small, DBE, MBE, WBE, VOSB and/or SDVOSB.

- Bidder provided small, DBE, MBE, WBE, VOSB and/or SDVOSB businesses interested in performing the solicited work with prompt access to the plans, specifications, scope of work, and requirements of the solicitation.
- Bidder made efforts to segment portions of the work to be performed by small businesses, DBEs, MBEs, WBEs, VOSBs and/or SDVOSBs, including dividing sub-bid/partnership opportunities into economically feasible units/parcels, to facilitate participation.
- Bidder negotiated in good faith with interested small, DBE, MBE, WBE, VOSB and/or SDVOSB businesses.
- Bidder provided adequate rationale for rejecting any small business', DBEs, MBEs, WBEs, VOSBs or SDVOSBs for lack of qualifications.
- Bidder offered assistance in obtaining bonding, insurance, financial, equipment, or other resources to small businesses, DBEs, MBEs, WBEs, VOSBs and/or SDVOSBs, in an effort to assist them in meeting project requirements.
- Bidder made efforts to expand the search for small businesses, DBEs MBEs, WBEs, VOSBs and/or SDVOSBs beyond the usual geographic boundaries.
- Bidder made other reasonable efforts to include small businesses, DBEs, MBEs, WBEs, VOSBs and/or SDVOSBs participation.

**5. Bidder/Proposer must include documentation, including the date each effort was made, the medium through which each effort was made, and the outcome of each effort with this form, regardless of the level of small, DBE, MBE, WBE, VOSB and/or SDVOSB participation. Examples of required documentation include copies of email communications, copies of newspaper advertisements, or copies of quotations received from interested small businesses, DBEs, MBEs, WBEs, VOSBs or SDVOSBs.**

 DatamanUSA, LLC made the following documented outreach efforts in connection with RFP #12-2026:

1. Interapt, LLC (MBE) — Date: April 14, 2026 | Medium: Written email notice sent to Ankur Gopal, CEO (ankur.gopal@interapt.com) | Scope: IT Help Desk, Cloud Engineering (Azure/AWS), IT Infrastructure & Operations | Outcome: Firm agreed to participate as subcontractor at 5% of contract value.

AG Ankur Gopal <agopal@interapt.com>  
To: Proposal Manager

You forwarded this message on Fri 4/17/2026 1:49 PM

Interapt, LLC - Certification le... 260 KB  
2022-Interapt-8a-Letter (1).pdf 243 KB  
NMSDC Certificate.pdf 518 KB

3 attachments (1,020 KB) Save all to OneDrive - Organization Download all

Hi Thomas,

Thank you for the follow-up. We are very interested in partnering with DatamanUSA for the LFUCG RFP #12-2026. As a firm headquartered right here in Kentucky, we have a strong interest in supporting local government initiatives.

To finalize our inclusion in your proposal team, please find the requested information and attachments below:

**1. Capability Statement & Company Details**

- **Business Name:** Interapt, LLC
- **Headquarters:** 750 E Jefferson St #218, Louisville, KY 40202
- **Years in Business:** Founded May 11, 2011
- **Team Size:** Scalable workforce; we have previously scaled to over 100+ resources for large-scale IT operations contracts.
- **Attached Previously:** INTERAPT Capabilities 25-26.pdf

**2. Certifications** Interapt is a highly certified diverse supplier. We have attached the following certificates to this email:

- **Kentucky MBE:** Certified by the Commonwealth of Kentucky (Expires 04/30/2027)
- **NMSDC Corporate Plus:** Nationally certified Minority Business Enterprise (MBE)
- **SBA 8(a):** Certified Small Business
- **Attached:** 2025-26 MBE Certificate for Interapt LLC.pdf and Interapt, LLC - Certification letter.pdf, and 8(A) Certification letter

**3. Relevant Project Experience (Public Sector & Enterprise)**

- **FDA (Food & Drug Administration):** Sourced multiple senior Data Analysts to support agency-wide contracts.
- **Humana Government Business:** Provided large-scale IT Help Desk and Operations Support.
- **Major Financial Institutions:** Extensive experience providing IT Consulting, Cloud Engineering, and UX/UI Design for firms like Republic Bank and Fifth Third Bank.

**4. Areas of Expertise for this RFP** Under the LFUCG scope, we can specifically support:

- **IT Technical Services:** Cloud Engineering (Azure/AWS), IT Help Desk, and Infrastructure Operations.

2. FrontLine Dev (SDVO SB) — Date: April 14, 2026 | Medium: Written email notice sent to Jason Tipton, Owner (jason@frontlinedev.com) | Scope: Software/web development | Outcome: Firm agreed to participate as subcontractor at 3% of contract value.

JT Jason Tipton <jason@frontlinedev.com>  
To: Proposal Manager

You forwarded this message on Wed 4/15/2026 8:08 AM

Capability-Statement-FrontLi... 726 KB  
KY-SCFO SB Front Line Dev.pdf 233 KB  
SBA-SDVO SB Front Line Dev... 57 KB

3 attachments (1,017 KB) Save all to OneDrive - Organization Download all

Hello Thomas,

I appreciate your understanding regarding the brevity of this response. We receive a high volume of similar inquiries, and in many cases invest time preparing detailed replies without further engagement. As a result, we aim to allocate additional time and resources once we have a clearer indication of mutual interest.

If you have any questions or would like to discuss this further, I'd be happy to continue the conversation.

**Capability Statement**  
Attached

**Certification details** (MBE/WBE/DBE/VOSB/SDVO SB) along with a copy of certification  
SBA-SDVO SB attached  
KY-SDVO SB attached

**Relevant project experience** (preferably public sector)  
Our experience is with the private sector. Large projects like [INFINIT Nutrition](#) and international company projects for [Charbroil Grills](#), [Tiki Torches](#), and others.

**Key contact details**  
Owner - Jason Tipton  
[jason@frontlinedev.com](mailto:jason@frontlinedev.com)  
859-957-7406

3. KECH Inc. (WBE) — Date: April 14, 2026 | Medium: Written email notice sent to Chris Carpenter, Founder & CEO (chris.carpenter@kechco.com) | Scope: IT Technical Services | Outcome: Firm agreed to participate as subcontractor at 12% of contract value.

Chris Carpenter <chris.carpenter@kechco.com> kechco.com



To: Proposal Manager

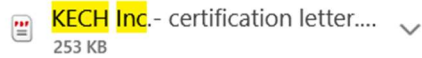
Mon 4/13/

The content in this message has been blocked because the sender isn't in your Safe senders list.

Trust sender

Show t

I forwarded this message on Mon 4/13/2026 12:28 PM



Hello,

I have attached our letter of certification. Our capabilities statement contains 2 relevant projects.

I will be your main POC.

Thanks,  
Chris



**Chris Carpenter**  
Founder & CEO, KECH

704-658-7595

kechco.com

chris.carpenter@kechco.com



For detailed information regarding outreach efforts that satisfy the MBE Program's requirements, please see "Documentation Required for Good Faith Efforts and Outreach Plans" page.

**Note:** The Bidder/Proposer must be willing to report the identity of each subcontractor and the value of each subcontract to MBEP if awarded a contract from this procurement.

Failure to submit the documentation requested may be cause for rejection of the bid. Bidders may include any other documentation deemed relevant to this requirement, which is subject to review by the MBE Liaison. Documentation of Good Faith and Outreach Efforts must be submitted with the bid, regardless of the proposed level of SBES, DBES, MBES, WBEs, VOSBs and/or SDVOSBs participation in the procurement. If the Good Faith and Outreach Effort Form and associated documentation is not submitted with the bid response, the bid may be rejected.

The undersigned acknowledges that all information is accurate. Any misrepresentations may result in termination of the contract and/or be subject to applicable Federal and State laws concerning false statements and claims.

DatamanUSA, LLC  
**Company**  
04/20/2026  
**Date**

Nidhi Saxena  
**Company Representative**  
President  
**Title**

4870-1925-6809, v. 1

## GENERAL PROVISIONS

1. Each Respondent shall comply with all Federal, State & Local regulations concerning this type of service or good.

The Respondent agrees to comply with all statutes, rules, and regulations governing safe and healthful working conditions, including the Occupational Health and Safety Act of 1970, *29 U.S.C. 650 et. seq.*, as amended, and KRS Chapter 338. The Respondent also agrees to notify the LFUCG in writing immediately upon detection of any unsafe and/or unhealthful working conditions at the job site. The Respondent agrees to indemnify, defend and hold the LFUCG harmless from all penalties, fines or other expenses arising out of the alleged violation of said laws.

2. Failure to submit ALL forms and information required in this RFP may be grounds for disqualification.
3. Addenda: All addenda and IonWave Q&A, if any, shall be considered in making the proposal, and such addenda shall be made a part of this RFP. Before submitting a proposal, it is incumbent upon each proposer to be informed as to whether any addenda have been issued, and the failure to cover in the bid any such addenda may result in disqualification of that proposal.
4. Proposal Reservations: LFUCG reserves the right to reject any or all proposals, to award in whole or part, and to waive minor immaterial defects in proposals. LFUCG may consider any alternative proposal that meets its basic needs.
5. Liability: LFUCG is not responsible for any cost incurred by a Respondent in the preparation of proposals.
6. Changes/Alterations: Respondent may change or withdraw a proposal at any time prior to the opening; however, no oral modifications will be allowed. Only letters, or other formal written requests for modifications or corrections of a previously submitted proposal which is addressed in the same manner as the proposal, and received by LFUCG prior to the scheduled closing time for receipt of proposals, will be accepted. The proposal, when opened, will then be corrected in accordance with such written request(s), provided that the written request is contained in a sealed envelope which is plainly marked "modifications of proposal".
7. Clarification of Submittal: LFUCG reserves the right to obtain clarification of any point in a bid or to obtain additional information from a Respondent.
8. Bribery Clause: By his/her signature on the bid, Respondent certifies that no employee of his/hers, any affiliate or Subcontractor, has bribed or attempted to bribe an officer or employee of the LFUCG.

9. Additional Information: While not necessary, the Respondent may include any product brochures, software documentation, sample reports, or other documentation that may assist LFUCG in better understanding and evaluating the Respondent's response. Additional documentation shall not serve as a substitute for other documentation which is required by this RFP to be submitted with the proposal,
10. Ambiguity, Conflict or other Errors in RFP: If a Respondent discovers any ambiguity, conflict, discrepancy, omission or other error in the RFP, it shall immediately notify LFUCG of such error in writing and request modification or clarification of the document if allowable by the LFUCG.
11. Agreement to Bid Terms: In submitting this proposal, the Respondent agrees that it has carefully examined the specifications and all provisions relating to the work to be done attached hereto and made part of this proposal. By acceptance of a Contract under this RFP, proposer states that it understands the meaning, intent and requirements of the RFP and agrees to the same. The successful Respondent shall warrant that it is familiar with and understands all provisions herein and shall warrant that it can comply with them. No additional compensation to Respondent shall be authorized for services or expenses reasonably covered under these provisions that the proposer omits from its Proposal.
12. Cancellation: If the services to be performed hereunder by the Respondent are not performed in an acceptable manner to the LFUCG, the LFUCG may cancel this contract for cause by providing written notice to the proposer, giving at least thirty (30) days notice of the proposed cancellation and the reasons for same. During that time period, the proposer may seek to bring the performance of services hereunder to a level that is acceptable to the LFUCG, and the LFUCG may rescind the cancellation if such action is in its best interest.

A. Termination for Cause

- (1) LFUCG may terminate a contract because of the contractor's failure to perform its contractual duties
- (2) If a contractor is determined to be in default, LFUCG shall notify the contractor of the determination in writing, and may include a specified date by which the contractor shall cure the identified deficiencies. LFUCG may proceed with termination if the contractor fails to cure the deficiencies within the specified time.
- (3) A default in performance by a contractor for which a contract may be terminated shall include, but shall not necessarily be limited to:
  - (a) Failure to perform the contract according to its terms, conditions and specifications;
  - (b) Failure to make delivery within the time specified or according

- to a delivery schedule fixed by the contract;
- (c) Late payment or nonpayment of bills for labor, materials, supplies, or equipment furnished in connection with a contract for construction services as evidenced by mechanics' liens filed pursuant to the provisions of KRS Chapter 376, or letters of indebtedness received from creditors by the purchasing agency;
  - (d) Failure to diligently advance the work under a contract for construction services;
  - (e) The filing of a bankruptcy petition by or against the contractor; or
  - (f) Actions that endanger the health, safety or welfare of the LFUCG or its citizens.

#### B. At Will Termination

Notwithstanding the above provisions, the LFUCG may terminate this contract at will in accordance with the law upon providing thirty (30) days written notice of that intent, Payment for services or goods received prior to termination shall be made by the LFUCG provided these goods or services were provided in a manner acceptable to the LFUCG. Payment for those goods and services shall not be unreasonably withheld.

13. **Assignment of Contract:** The contractor shall not assign or subcontract any portion of the Contract without the express written consent of LFUCG. Any purported assignment or subcontract in violation hereof shall be void. It is expressly acknowledged that LFUCG shall never be required or obligated to consent to any request for assignment or subcontract; and further that such refusal to consent can be for any or no reason, fully within the sole discretion of LFUCG.
14. **No Waiver:** No failure or delay by LFUCG in exercising any right, remedy, power or privilege hereunder, nor any single or partial exercise thereof, nor the exercise of any other right, remedy, power or privilege shall operate as a waiver hereof or thereof. No failure or delay by LFUCG in exercising any right, remedy, power or privilege under or in respect of this Contract shall affect the rights, remedies, powers or privileges of LFUCG hereunder or shall operate as a waiver thereof.
15. **Authority to do Business:** The Respondent must be a duly organized and authorized to do business under the laws of Kentucky. Respondent must be in good standing and have full legal capacity to provide the services specified under this Contract. The Respondent must have all necessary right and lawful authority to enter into this Contract for the full term hereof and that proper corporate or other action has been duly taken authorizing the Respondent to enter into this Contract. The Respondent will provide LFUCG with a copy of a corporate resolution authorizing this action and a letter from an attorney confirming that the proposer is authorized to do business in the State of Kentucky if requested. All proposals must

be signed by a duly authorized officer, agent or employee of the Respondent.

16. **Governing Law:** This Contract shall be governed by and construed in accordance with the laws of the Commonwealth of Kentucky. In the event of any proceedings regarding this Contract, the Parties agree that the venue shall be the Fayette County Circuit Court or the U.S. District Court for the Eastern District of Kentucky, Lexington Division. All parties expressly consent to personal jurisdiction and venue in such Court for the limited and sole purpose of proceedings relating to this Contract or any rights or obligations arising thereunder. Service of process may be accomplished by following the procedures prescribed by law.
17. **Ability to Meet Obligations:** Respondent affirmatively states that there are no actions, suits or proceedings of any kind pending against Respondent or, to the knowledge of the Respondent, threatened against the Respondent before or by any court, governmental body or agency or other tribunal or authority which would, if adversely determined, have a materially adverse effect on the authority or ability of Respondent to perform its obligations under this Contract, or which question the legality, validity or enforceability hereof or thereof.
18. Contractor understands and agrees that its employees, agents, or subcontractors are not employees of LFUCG for any purpose whatsoever. Contractor is an independent contractor at all times during the performance of the services specified.
19. If any term or provision of this Contract shall be found to be illegal or unenforceable, the remainder of the contract shall remain in full force and such term or provision shall be deemed stricken.
20. Contractor [or Vendor or Vendor's Employees] will not appropriate or make use of the Lexington-Fayette Urban County Government (LFUCG) name or any of its trade or service marks or property (including but not limited to any logo or seal), in any promotion, endorsement, advertisement, testimonial or similar use without the prior written consent of the government. If such consent is granted LFUCG reserves the unilateral right, in its sole discretion, to immediately terminate and revoke such use for any reason whatsoever. Contractor agrees that it shall cease and desist from any unauthorized use immediately upon being notified by LFUCG.



Signature

04/15/2026

Date