March 14, 2017

Shannon Gilchrist
Response to Application Maintenance RFP
Louisiana Department of Insurance
P.O. Box 94214
Baton Rouge, LA 70804

RE: **Staff Augmentation for Departmental Application Systems RFP**

Dear Shannon:

Tri-Core Technologies, LLC (Tri-Core) is extremely pleased to submit our proposal to the Louisiana Department of Insurance (LDI) for the Staff Augmentation for Departmental Application Systems (RFP).

Tri-Core is a local, Louisiana company with a dedicated long-term relationship with the LDI. This relationship has allowed us to amass a level of knowledge and experience with the Information Technology systems at the LDI that is unrivaled. We have reviewed the details of this RFP and we are confident that we have the resources, talent and experience to completely meet and exceed the expectations and requirements of the RFP, as defined in our Company History, Statement of Work and personnel bios.

At Tri-Core, we constantly strive to provide maximum value to our client through innovation. We feel confident that we illustrate within this proposal that we have the *Resources, Talent, and Experience* to support the LDI and fulfil all of its staff augmentation requirements.

The separately enclosed Cost Proposal includes all costs for the project as stated in the RFP.

We are prepared to respond to any questions with respect to this proposal or our firm. Please contact us by phone (225) 284-6824, Fax (225) 570-6116 or email at: contact@tri-core.net. We are ready to begin work as described in the proposal.

Thank you for your time in evaluating our proposal. We are looking forward to the opportunity to augment the LDI staff and support the LDI application systems.

Sincerely,

Huy Ta, Chief Operating Officer
Tri-Core Technologies, LLC

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Executive Summary

Who We Are

With several decades of combined experience creating and maintaining Information Technology systems, Tri-Core has the knowledge and dedication to complete projects successfully. Our personnel are on the cutting edge of IT development toolsets and design best practices, and are constantly adding to and refining their comprehensive skill sets. Our project management philosophy is driven completely by the goals and needs of our clients and the overall project. To fully optimize available time and resources, we closely collaborate with our clients and other entities who also work with our clients, thus focusing all efforts to bringing a project to completion on time and within the client's planned budget. In summation, all of our efforts are targeted at providing the maximum *Value through Innovation* to our clients. We have a proven track record with Louisiana state agencies, including the LDI, for successfully developing projects that are on time and add value. Currently we also provide both staff augmentation and application system support for multiple Louisiana state agencies. We are firmly dedicated to our reputation in the community as an innovative and reliable firm.

Additionally, Tri-Core is committed to the needs of the Louisiana Department of Insurance (LDI). Our personnel have an impressive history of LDI system design, development, and support, including critical networking infrastructure, network servers, database customization and design, Internet website development, and comprehensive custom software application design, development and maintenance. Through the years, we have built an excellent working relationship with all divisions of the LDI, by working alongside the LDI staff, as well as the NAIC and other external organizations on which the LDI relies to

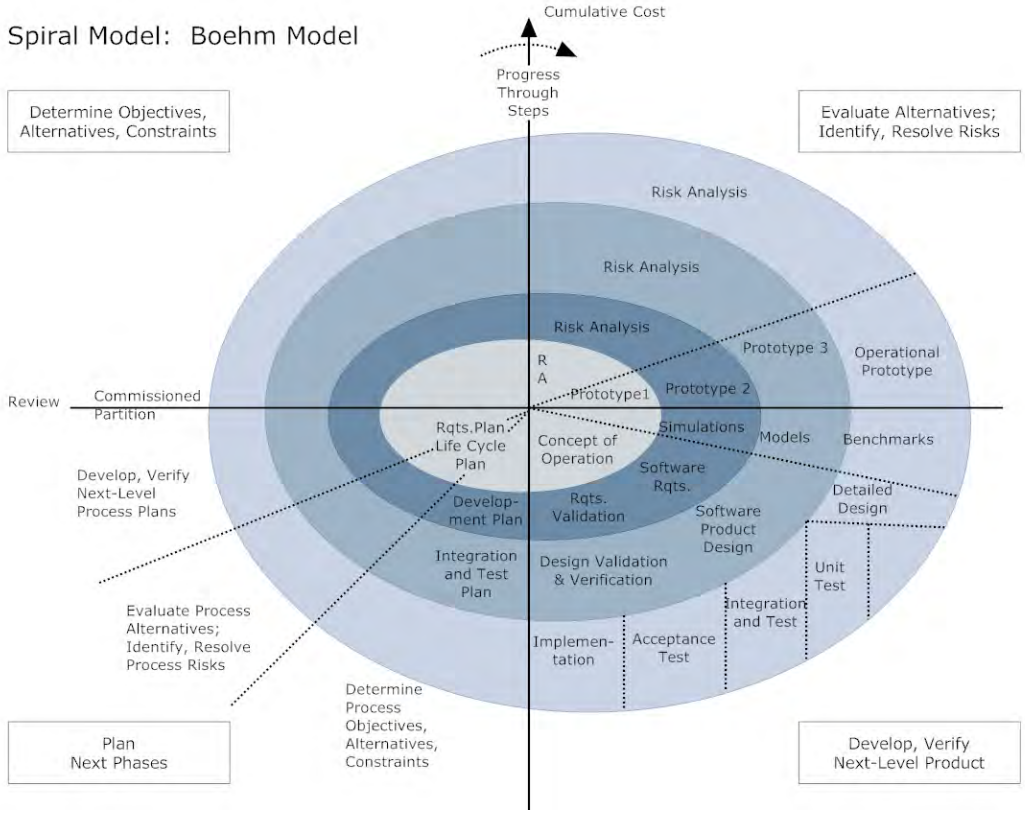
Company Overview

- Nearly 20 years of continuous service and experience on LDI line of business systems - The most of any contractor
- Has saved the LDI multiple millions of dollars by streamlining numerous manual, paper-driven processes
- Experience providing both staff augmentation and software support to other state agencies and private entities – Some for over 20 years
- Created all major systems at the LDI and currently maintains all of them
- A Microsoft Certified Partner – All of our key developers have Microsoft Certifications

conduct day-to-day business. Finally, we have worked directly with the industry through the construction and support of the LDI's many public-facing applications. *Unique to this project, we have developed and deployed all of the major LDI application systems, as well as maintained and/or augmented all application systems currently in use at the LDI. Further, our knowledge of LDI laws, rules and responsibilities is unmatched based on our collaborative work with the LDI staff and the National Association of Insurance Commissioners (NAIC).* Our wide base of departmental experience combined with our working relationships with internal stakeholders and external entities ensures that this will be a successful project. In short, we understand the processes involved with regulating, managing and administering the myriad of responsibilities of the LDI.

Proven Project Management and Design

Tri-Core has extensive experience bringing custom software solutions to successful completion. Our preferred project management style is a combination of Agile methods, the industry standard Boehm model of spiral software development, and Lean Software Development (LSD). This hybrid model enables fast development combined with close interaction with users and the development team. Referred to as Discipline Agile Delivery (DAD), it is a process that simplifies decisions around incremental and iterative solution delivery. Through this process, we are able to



quickly develop, test, and deploy systems of all sizes on time and on budget. Further, by staying on the cutting edge of software development tools and processes, Tri-Core is able to successfully complete time-sensitive projects and provide innovative solutions which stand the test of time. Finally, we are able to continuously identify and implement opportunities which add value to the project, even late in the development cycle.

We approach software design and development with level-headedness and pragmatism in mind. Tri-Core understands that successful technology implementation alone does not bring a project to completion or a make a quality product. Only through thorough planning, employing the utmost in efficient and elegant design, meeting the exact requirements of the client and key stakeholders, being vigilant to project distractions and scope creep, and keeping a continuous focus on the quality and usability of the product does one reach the successful completion of a superior project. All of these ideas and aspects are encapsulated within the DAD framework:

- People-first
- Learning-oriented
- Hybrid strategies
- Full delivery lifecycle
- Process goal driven
- Solution focused
- Risk-value lifecycle
- Enterprise aware

To achieve the goals of the DAD process, we employ a Quality Assurance (QA) process that involves meeting with the development staff and our clients and project stakeholders periodically. *For projects of this scope, we plan to meet weekly.* This ensures that our clients are always informed of the current project status, and also gives us the opportunity to LISTEN to our clients and ensure that we know their needs and expectations. Listening to our client is paramount in how we conduct business. We strive to give our clients what they both NEED and WANT. Many firms are able to provide technology solutions; Tri-Core offers user-focused needs analysis, intuitive interface design, cutting-edge development technologies and complete end-user support, all with a proven record of rigorous project management and QA processes.

Specific to this Project

We fully understand that the purpose of this project is to provide application maintenance and staff augment the LDI Information Technology's employees. Specifically, we will:

- Provide 24-hour maintenance and service support seven days a week
- Provide 1-hour or less response time for maintenance and service support
- Provide a Project Manager on site for a minimum of 100 hours per month
- Provide consulting, analysis, and programming services for changes to the above systems mandated by legislation and/or regulation or internal requirements

We are looking forward to the opportunity to partner and work together with the LDI to bring this project to fruition.

Benefits for Staff Augmentation for Departmental Applications Systems Project

Our experience offers the following benefits to this project:

- Tri-Core has more years of combined experience working with the Louisiana Department of Insurance (LDI) than any other contractor. In fact, several of our staff members have worked with the LDI for nearly 20 years each. We have constructed and deployed many key LDI applications, and we currently maintain all system applications at the LDI.

- We have a close relationship with the LDI staff and contractors. Further, we have an in-depth understanding of the laws and rules which govern the insurance industry in Louisiana. This experience provides familiarity, context, and expertise that are vital to the Departmental Developed Application System Maintenance and Staff Augmentation project.

- We have a close working relationship with the LDI staff, the NAIC, the network support contractor and other entities which interact with the LDI.

- We have worked in tandem with LDI staff, with great success, to pioneer the existing database systems and business processes.

- We have a proven track record of providing application support services, staff augmentation, and project management across multiple Louisiana state agencies.

- We have excellent technical writing, user documentation, hands-on training, and industry outreach, which ensures efficient and affirmative system deployments for all users.

- Tri-Core Technologies, LLC is a Microsoft Certified Partner, representing the highest standard of expertise for software development firms working with Microsoft systems and development products.

Staff Augmentation for Departmental Applications Systems Proposal

Response Date: March 14, 2017

The proposal will remain valid for 90 days from submission date, as stated and required by the Request for Proposals.

Contact Information: Huy Ta, Chief Operating Officer
Tri-Core Technologies, LLC
10203 Winterhue Drive
Baton Rouge, LA 70810
225.284.6824 (voice)
contact@tri-core.net

Tri-Core has reviewed the Request for Proposals and will comply with its terms and conditions with no requested changes or revisions. We will meet all requirements within the timeframe set by the LDI.

Company Background and Experience

Founded in 2003, and in continuous operation for over 14 years, Tri-Core Technologies, L.L.C. (Tri-Core) is an Information Technology consulting and development firm whose primary mission is to provide robust, efficient, reliable and scalable Information Technology solutions. Tri-Core was built by three close friends, on a foundation of the three required core competencies: Computer Networking, Software Development and Project Management. Based in Baton Rouge, Louisiana, Tri-Core has built a dynamic, profitable, service-oriented enterprise, and is positioned to successfully respond to trends and changes in the Information Technology industry.

By far, the biggest asset which we bring to any project is our human resources. We have a highly-trained, devoted, and committed staff which is focused on producing the best possible results. You will see the full range of our qualifications and skills in the Staff Qualifications section of this proposal.

As a company born, bred and operating in Louisiana, Tri-Core is pleased to be a part of the Louisiana Department of Economic Development's Small Business Entrepreneurship program, SBE – Hudson Initiative. Tri-Core is also proud to be a majority Veteran-Owned company. As such, we are certified by the Small Business program as a Veteran-Owned company. Our certification letters for both the Hudson Initiative and the Veteran-Owned programs are at the end of the proposal.

A strength which truly sets Tri-Core apart from other similar firms is our commitment to our clients' needs. This characteristic of our company has been demonstrated time and again with all of our clients. When their business needs change, their situation changes, or their timeline accelerates unexpectedly, we are there working side-by-side with our clients. In short, we LISTEN to and work with our clients to make sure their business needs are met even in the most difficult of situations. We aim to build lasting relationships with our clients by providing a high level of expertise, industry-leading service and support, and by being an active partner in their endeavors.

When engaging any project, we utilize our core founding strengths:

- **CLIENT FIRST**
- *Value through Innovation*
- Innovative solutions based on a solid foundation of proven technology
- Depth of technical knowledge
- Project management
- On-time and on budget delivery
- Expertise in the latest tools and technology

No matter the challenge or the obstacles, we strive to always use the best technology for a project, employ effective and efficient project management methodologies, and above all, complete the project within the initial time and budgetary constraints.
In fact, we have an exceptional record of projects that we have been directly responsible for being delivered on time and within the client's budget.

Our focus in the information technology industry is to achieve excellence in the following technologies and practices:

- Software Design, Development, Deployment and Maintenance
- Mobile Application Development and Site Design
- Database Design, Development, Maintenance and Management
- Portal Technologies
- IT-focused Workflow and Process Automation
- Web-focused Design, Development and Deployment
- Server-based Services
- Physical Network Topologies and Interfaces
- Network Architecture
- Server Architecture
- Database Technologies
- Business Analysis
- Business Process Automation
- Business Intelligence
- Knowledge Transfer
- System Analysis and Documentation
- Innovative Project Management
- Server and Desktop Support
- Comprehensive User Training

Achieving excellence in the IT industry is not a one-time event. We are constantly striving to improve and hone our skills through a program of continuous learning and practice. This commitment to education keeps us on the forefront of technology and the implementation of technology to maximize the return of investment for our clients.

Tri-Core is a Microsoft Certified Partner

Tri-Core Technologies is pleased to be a Microsoft Certified Partner. Our certification reflects our strength in providing high-quality, custom-developed solutions for our clients. Through this partnership, we gain full access to Microsoft's unique partner resources including:

- Microsoft's Extensive Software Library
- Exclusive Development Tools
- Business Critical Phone Support
- Partner Issue Resolution
- Partner Consulting

Our significant experience, combined with these additional resources, allows us to give our clients the highest level of service available.

Members of the Tri-Core team who are in primary positions have achieved Microsoft certifications in their respective roles. All certifications are detailed within each person's biography and within our qualification matrix.

Partner Resources

By partnering with Microsoft and other vendors, we are able to provide our clients an increased level of service and flexibility. Our partners provide us with additional tools, enhanced support, and direct contacts. They are available 24/7 to assist us with problems our clients encounter.

Specific to this project, we are able to leverage our Microsoft partnership. In addition to the numerous software tools we have available from Microsoft, we also have several unique support and technical resources available, including:

- Business Critical Phone Support
- Specific Microsoft Partner Services – Issue resolution and solution consulting

These additional resources, combined with our software resources, will allow us to solve any problems we may encounter during the Staff Augmentation for Department Application Systems project. In fact, these resources have helped us in the past when difficult problems were encountered by the LDI.

Summary of Qualifications

Tri-Core offers a unique combination of experience, education and resources that enables us to achieve our goals of maximizing the production and overall efficiency of Information Technology systems. As stated previously in our Corporate Experience section, Tri-Core is an established Information Technology consulting and software development firm with a proven track record of delivering successful projects. Additionally, the Tri-Core team has significant technical experience with the State's established primary systems: Microsoft Windows operating systems, Microsoft Windows Server and Microsoft Server applications.

- **Value through Innovation –** We have updated and created all major systems in use at the LDI which save the LDI millions of dollars each year.
- **Commitment to Excellence** – We pride ourselves on being a company focused on excellence in every aspect of our business operations. Our team has one goal: to be the client's preferred partner by providing reliable, effective and efficient IT solutions.
- **Verified Experience** – The Tri-Core team has provided application system maintenance and staff augmentation to the LDI, other Louisiana state agencies, and private entities for over 20 years.
- **Proven Track Record** – The Tri-Core team has a combined total of over 100 years of history in delivering large, mission-critical projects to both the private and public sector that are on time and on budget. Tri-Core will continue to provide the same level of service to all work performed in future projects.
- **Highly-Trained Staff** – Tri-Core brings to the project an impressive technical and management staff. Currently, key members of our technical staff possess at least one Microsoft certification.
- **Understanding of the Rules and Laws of the LDI** – Tri-Core's extensive experience with the LDI enables us to quickly grasp user needs and requirements and develop a corresponding solution.

Direct LDI Experience

For nearly 20 years, Tri-Core personnel have designed, developed, managed, maintained or assisted with processes for every application and database system and the entire information infrastructure at the LDI. ***With a combined 100+ years of LDI systems experience, Tri-Core has the greatest breadth of knowledge of the LDI's systems and business processes and more project successes at the LDI than any other potential contractor.*** During this time, we have built an excellent and long-lasting working relationship with the LDI, from the upper management to the clerks. We accomplished this by working side-by-side with LDI personnel and other contractors: assisting them, training them, and advising them on the IT systems. We also have an excellent working relationship with external organizations which the LDI relies on when conducting day-to-day business. These organizations include the NAIC (with which we have had an extensive relationship for many years), Chase Bank, and numerous others. We also work closely with other IT contractors at the LDI to achieve the best possible results on projects with overlapping responsibilities. This long and varied experience gives us unique insight into the internal business processes, organization, and automated management and integration mechanisms within the systems which very few other companies can match.

Specific to this RFP, Tri-Core has significant experience with the systems which the Staff Augmentation for Departmental Application Systems project will interact and integrate. In fact, we have assisted with implementing all of these systems, and also currently maintain all of them.

Major systems we have developed and currently maintain:

- RMS (Regulatory Management System)
- IA (Enhanced Industry Access Portal)
- Prominent Industry Access modules in production
- Taxes (Tax System)
- ARTS (Attorney Repository and Tracking System)
- Fraud (Fraud Systems)
- PFM (Product Filing Matrix)
- State Process (NAIC systems)
- MFS (Management and Finance System - Currently in deployment)
- All Line of Business SQL Database servers

Tri-Core also built, configured, and currently assists with management of the all of the LDI database servers, and manages the services these servers provide.

Tri-Core also maintains the TeamMate application, which is not listed in the RFP, for the LDI. This includes interfacing with Wolters Kluwer, who developed TeamMate, and the NAIC.

On the following charts, we illustrate our experience at the LDI as a whole, and our experience with the applications and systems listed within the Request for Proposals.

Tri-Core Knowledge of Key LDI Divisions, Offices and Sections

Body of Knowledge	Extensive Business Knowledge	Internal Operations Experience	Business Process Knowledge	Internal Systems Knowledge	Developed System or Assisted with Development	Currently Maintaining Systems within Division	Disaster Recovery and Business Continuity Experience
Office of Commissioner	✓	✓	✓	✓	✓	✓	✓
Public Affairs	✓	✓	✓	✓	✓	✓	✓
Internal Audit	✓	✓	✓	✓	✓	✓	✓
Consumer Advocacy and Diversity	✓	✓	✓	✓	✓	✓	✓
Office of Management and Finance	✓	✓	✓	✓	✓	✓	✓
Company Licensing	✓	✓	✓	✓	✓	✓	✓
Producer/Adjuster Licensing	✓	✓	✓	✓	✓	✓	✓
Health Premium Rate Review	✓	✓	✓	✓	✓	✓	✓
Health Forms	✓	✓	✓	✓	✓	✓	✓
Life and Annuity	✓	✓	✓	✓	✓	✓	✓
Office of Financial Solvency	✓	✓	✓	✓	✓	✓	✓
Property and Casualty Forms	✓	✓	✓	✓	✓	✓	✓
Property and Casualty Rates	✓	✓	✓	✓	✓	✓	✓
Legal Services	✓	✓	✓	✓	✓	✓	✓
Fraud	✓	✓	✓	✓	✓	✓	✓
Enforcement	✓	✓	✓	✓	✓	✓	✓
Market Conduct	✓	✓	✓	✓	✓	✓	✓
Consumer Complaints	✓	✓	✓	✓	✓	✓	✓
Fiscal	✓	✓	✓	✓	✓	✓	✓
Taxes	✓	✓	✓	✓	✓	✓	✓

Tri-Core LDI Experience Past and Present - Systems in use by Key Division, Office and Sections

LDI Division	System Development	Application Maintenance	Database Administration	Disaster Recovery	Liaison with External Organizations	System Analysis and Optimization	Total Systems Recovery Execution	User Support	Desktop Support	Server Support and Network Support Assistance
Office of Commissioner	✓	✓		✓			✓	✓	✓	✓
Public Affairs	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Internal Audit	✓	✓		✓			✓	✓	✓	✓
Consumer Advocacy and Diversity	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Office of Management and Finance	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Company Licensing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Producer/Adjuster Licensing	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Health Premium Rate Review	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Health Forms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Life and Annuity	✓	✓	✓	✓		✓	✓	✓	✓	✓
Office of Financial Solvency	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Property and Casualty Forms	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Property and Casualty Rates	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Legal Services	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fraud	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Enforcement	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Market Conduct	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Consumer Complaints	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Fiscal	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
Taxes	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Tri-Core NAIC Knowledge and Experience		
NAIC Initiatives and Processes	Extensive Knowledge	Implemented within LDI Systems
Appointments	✓	✓
Appointment Terminations	✓	✓
Common Arc	✓	✓
Complaints Database System	✓	✓
Continuing Education Reciprocity	✓	✓
Continuing Education Flags	✓	✓
Examination Tracking System	✓	
Financial Data Repository	✓	
NAIC Electronic Funds Transfer	✓	✓
National Producer Number	✓	✓
Non-Resident Licenses	✓	✓
Resident Licenses	✓	✓
Non-Resident License Renewals	✓	✓
Resident License Renewals	✓	
Adjuster Non-Resident Licensing	✓	✓
Adjuster Non-Resident Licensing Renewals	✓	✓
Producer Database	✓	✓
Regulatory Information Retrieval System	✓	✓
Special Actives Database	✓	✓
SERFF	✓	✓
Uniform Treatment / License Reciprocity	✓	✓
Uniformity	✓	✓
State Based Systems (SBS) - *Currently in initial stages of integration*	✓	✓

Tri-Core Experience with the LDI Applications and Systems Listed within the RFP

System	Designed	Developed	Deployed	Currently Maintain	Assisted with Design and Development	Assisted with Implementation
RMS (Regulatory Management System)	✓	✓	✓	✓		
Taxes	✓	✓	✓	✓		
Data Assessment	✓	✓	✓	✓		
Licensing	✓	✓	✓	✓		
Archival Lookups	✓	✓	✓	✓		
Temporary Licenses	✓	✓	✓	✓		
Fiscal	✓	✓	✓	✓		
Statistics	✓	✓	✓	✓		
Lawsuits	✓	✓	✓	✓		
CE	✓	✓	✓	✓		
CAT Adjusters	✓	✓	✓	✓		
Complaints	✓	✓	✓	✓		
Rate	✓	✓	✓	✓		
Forms Tracking	✓	✓	✓	✓		
Health	✓	✓	✓	✓		
Life	✓	✓	✓	✓		
P&C	✓	✓	✓	✓		
CA	✓	✓	✓	✓		
SHIIP	✓	✓	✓	✓		
ARTS Legal System	✓	✓	✓	✓		
ICS (Inventory Control System)	✓	✓	✓	✓		
Employee Portal (LRAP)	✓	✓	✓	✓		
Department Workflow Systems				✓	✓	✓
TSR (Total System Recovery - Disaster Recovery)	✓	✓	✓	✓		
State Process Systems	✓	✓	✓	✓		
Payment Gateway Mechanisms	✓	✓	✓	✓		
TAXES System SQL	✓	✓	✓	✓		
TAXES Online	✓	✓	✓	✓		
1076	✓	✓	✓	✓		
1265	✓	✓	✓	✓		
1061	✓	✓	✓	✓		
Online 1061 Import	✓	✓	✓	✓		
Online 1076 Import	✓	✓	✓	✓		
Check Complaint Status	✓	✓	✓	✓		
Auto Rate Guide	✓	✓	✓	✓		
Homeowner Rate Guide	✓	✓	✓	✓		
Call Track	✓	✓	✓	✓		
Call Track Weekly Emails	✓	✓	✓	✓		
Check Scanning Hardware & Third Party Bank Software				✓	✓	✓
Company Invoicing	✓	✓	✓	✓		
Industry Access Internal Systems	✓	✓	✓	✓		
Company Contact Request	✓	✓	✓	✓		
Daily Company Updates & Remarks	✓	✓	✓	✓		
IMS (Imprest Management System)	✓	✓	✓	✓		
RMS (Refund Management System)	✓	✓	✓	✓		
Special Activities Database (SAD) Interfacing	✓	✓	✓	✓		
Regulatory Information Retrieval System (RIRS) Interfacing	✓	✓	✓	✓		
Online Producer/Adjuster Resident Renewals/Biographical Information Updates	✓	✓	✓	✓		
Invoice Copies					✓	✓
Maintenance of All Line of Business SQL Servers	✓	✓	✓	✓		
Phone List Application	✓	✓	✓	✓		
Document Search Application	✓	✓	✓	✓		
Law & Administrative Provisions Insurance Search (LAPIS) Application	✓	✓	✓	✓		
Records Retention Online (RRON) Application	✓	✓	✓	✓		
Employee Suggestion Box Application	✓	✓	✓	✓		
Fraud Reporting System Application	✓	✓	✓	✓		
Gov QA Interface (IFRAMES)				✓	✓	✓
SiteFinity - www.ldi.la.gov		✓	✓	✓	✓	✓
Continuance of Operations (COOP)				✓	✓	✓
SharePoint Server 2010 and Development Server				✓	✓	✓

Tri-Core Experience with the LDI Applications and Systems Listed within the RFP

System	Designed	Developed	Deployed	Currently Maintain	Assisted with Design and Development	Assisted with Implementation
SharePoint 2003 Server	✓	✓	✓	✓		
Site Collection Administrator for SharePoint Server				✓		
Site Page Management, Workflow, Document Repositories for SharePoint				✓	✓	
Rate Filing Search Application P&C and Health	✓	✓	✓	✓		
Order Free Senior Health Insurance Guides Online	✓	✓	✓	✓		
SHIIP Publications by Mail Electronic Form	✓	✓	✓	✓		
Producer Certificates Online	✓	✓	✓	✓		
Certificate Program for The Wall Certificates and Letters of Certification	✓	✓	✓	✓		
Online Resident Renewal Application	✓	✓	✓	✓		
Online Producer Address Changes Application	✓	✓	✓	✓		
Industry Access Application	✓	✓	✓	✓		
Public Adjuster Electronic Registration Form	✓	✓	✓	✓		
Non-Resident Licensing Renewal	✓	✓	✓	✓		
Submit a Disaster-Related Complaint Online Electronic Form	✓	✓	✓	✓		
File an Insurance Complaint	✓	✓	✓	✓		
Complaint Filing Information and Form	✓	✓	✓	✓		
Search for a Producer or Company	✓	✓	✓	✓		
Search for a Producer and Company Appointments Application	✓	✓	✓	✓		
Search for a Producer by Location Application	✓	✓	✓	✓		
Company Search Form Application	✓	✓	✓	✓		
Company Appointed Producer List Application	✓	✓	✓	✓		
Company Appointed Renewal List Application	✓	✓	✓	✓		
Check License Renewal Status	✓	✓	✓	✓		
Life Insurance Policy Search	✓	✓	✓	✓		
Surplus Lines Whitelist	✓	✓	✓	✓		
Insurance Company Contact Request Electronic Form	✓	✓	✓	✓		
Louisiana Auto Theft and Insurance Fraud Prevention Act (LATIFPA) Applications	✓	✓	✓	✓		
Detailed Industry Fraud Report Online	✓	✓	✓	✓		
NAIC Fraud Import	✓	✓	✓	✓		
Employee Suggestion Box Application/Have a Suggestion Application	✓	✓	✓	✓		
Internet Poll Feature and Internet Poll Feature Admin Side	✓	✓	✓	✓		
Producer Record Change Request Electronic Form	✓	✓	✓	✓		
Public Record Request Application and Public Record Request Admin Side	✓	✓	✓	✓		
SHIIP Client Contact Form	✓	✓	✓	✓		
SHIIP PDAP Counseling Tool	✓	✓	✓	✓		
SHIIP Connect (Counselor Portal)	✓	✓	✓	✓		
SHIIP Speaker Request Form	✓	✓	✓	✓		
SHIIP Media Activity Online Electronic Form	✓	✓	✓	✓		
Minority Affairs Complaint/Assistance Program	✓	✓	✓	✓		
Legal SharePoint Document Repository	✓	✓	✓	✓		
Health SharePoint Document Repository	✓	✓	✓	✓		
Producer Licensing Initial Application	✓	✓	✓	✓		
Producer Licensing Renewals	✓	✓	✓	✓		
Producer Information Change	✓	✓	✓	✓		
Company Administration	✓	✓	✓	✓		
Municipal Taxes Form 1076	✓	✓	✓	✓		
Surplus Lines Taxes Form 1265	✓	✓	✓	✓		
Catastrophic Adjuster Registration System	✓	✓	✓	✓		
SERFF Import	✓	✓	✓	✓		
Weekly Company Update	✓	✓	✓	✓		
Product Filing Matrix	✓	✓	✓	✓		
Weekly Web Trends Report	✓	✓	✓	✓		
Market Share Reports (Top 20)	✓	✓	✓	✓		
Company Contacts	✓	✓	✓	✓		
New Officers/Directors	✓	✓	✓	✓		
Producer Contacts	✓	✓	✓	✓		
CE Imports – From Company	✓	✓	✓	✓		
Education Roster Import	✓	✓	✓	✓		

Tri-Core Experience with the LDI Applications and Systems Listed within the RFP

System	Designed	Developed	Deployed	Currently Maintain	Assisted with Design and Development	Assisted with Implementation
Company Affiliations	✓	✓	✓	✓		
POIDRS	✓	✓	✓	✓		
Hurricane Losses	✓	✓	✓	✓		
Catastrophic Loss Reporting System	✓	✓	✓	✓		
Act 427	✓	✓	✓	✓		
IRO Review	✓	✓	✓	✓		
Anti-Fraud Plans	✓	✓	✓	✓		
HIPAA Assessments	✓	✓	✓	✓		
CE Administration	✓	✓	✓	✓		
CE Course Management	✓	✓	✓	✓		
CE Instructor Management	✓	✓	✓	✓		
CE Course Submission/Renewal	✓	✓	✓	✓		
View Mobile License Care	✓	✓	✓	✓		
Producer Appointment Renewals	✓	✓	✓	✓		
Producer Appointments	✓	✓	✓	✓		
Producer Appointment Terminations	✓	✓	✓	✓		
Appointment Renewals	✓	✓	✓	✓		
Producer Data File Generation and Upload to State Social Services	✓	✓	✓	✓		
CC/PAM SHIIP Data Generation and Uploads to the Federal Government	✓	✓	✓	✓		
NIPR State Process Functions	✓	✓	✓	✓		
Producer/Producer Agency Renewals	✓	✓	✓	✓		
Adjuster/Adjuster Agency Renewals	✓	✓	✓	✓		
Address Changes	✓	✓	✓	✓		
Non-Resident Licensing New Applications	✓	✓	✓	✓		
Resident Licensing New Applications	✓	✓	✓	✓		
Adjuster Licensing New Applications	✓	✓	✓	✓		
NPN management and integration	✓	✓	✓	✓		
Appointments/Cancellations	✓	✓	✓	✓		
Invalid Address Fines	✓	✓	✓	✓		
NIPRPDB (National Insurance Producer Registry Producer Database) Import into RMS	✓	✓	✓	✓		
NAICCDB (National Association of Insurance Commissioners Complaint Database) Import into RMS	✓	✓	✓	✓		
Maintain SQL DTS Package to query Public Affairs database, generate a list of media contacts, attach a press release and automatically e-mail these people the release.	✓	✓	✓	✓		
Maintain SQL DTS Package to query Public Affairs database to generate a list of Senators and Representatives, and e-mail them a message online	✓	✓	✓	✓		
Maintain SQL DTS Package to query SQL database, generate a list of insurance agents, and e-mail them automatically	✓	✓	✓	✓		
Maintain SQL DTS Package to query SQL database, generate a list of insurance companies, and e-mail them automatically	✓	✓	✓	✓		
Maintain SQL DTS Package to query SQL database and generate lists as required for other State agencies	✓	✓	✓	✓		
Payment Gateway for all E-commerce Enabled Applications	✓	✓	✓	✓		
Annual Health Care Conference Registration	✓	✓	✓	✓		
Annual LATIFPA Conference Registration	✓	✓	✓	✓		

Tri-Core Experience with the Additional LDI Applications and Systems

System	Designed	Developed	Deployed	Currently Maintain	Assisted With Design and Development	Assisted with Implementation
Signup for LDI Notifications	✓	✓	✓	✓		
SHIIP Interactive Map	✓	✓	✓	✓		
Hurricane Summit Registration	✓	✓	✓	✓		
TeamMate				✓		

Recent LDI Accomplishments

Over the last two-year maintenance period, we have had the privilege of providing Application Maintenance Support and Staff Augmentation to the LDI. During that time, **working in conjunction with the LDI staff, we have completed over 10,800 IT requests**. **Additionally, 81% of these requests were completed within the same business week. This represents an increase in volume of requests of over 50% from the prior three-year period.** The chart below illustrates our success at providing application support and staff augmentation to the LDI for the last 2 years.

Time to Complete Request	Number of Requests Completed	Percent Completed from Total Submitted
Less than 1 day	6,042	55%
Within 2 days	6,989	64%
Within 1 business week	8,924	81%
Greater than 1 business week	10,811	100%

Over the last several years, following our philosophy of *Value through Innovation,* we have implemented a number of projects which have saved the LDI funds, increased revenue, and contributed to the overall productivity of users at the LDI. This was accomplished by an increase in productivity from the LDI staff due to greater automation of tasks. Additionally, the creation of new automated processes have resulted in greater revenue collected for the LDI. Listed below are several of these projects and estimated benefits.

Accomplishment	Description / Benefit
Regulatory Management System (RMS)	The primary LDI database system. The system includes: all Licensing, Fiscal, Forms, Rates, Complaints, Market Conduct, Fraud, and Financial Solvency functions
Fraud Addition to RMS	A recent addition to RMS. This addition was a complete top-to-bottom re-engineering of the legacy stand-alone Fraud system
Enhanced Industry Access Portal	The completely updated and enhanced industry portal for the LDI, utilizing the latest technologies
Product Filing Matrix	The updated Product Filing Matrix enables companies to quickly and efficiently file forms and rates by providing everything they will need for a complete and accurate filing
Employee Portal (LRAP)	Department-focused system which enables employees to update important HR documentation and is the foundation of future internal workflows and operational systems - It is also mobile compliant and accessible outside of the LDI
Health Rates Online	The system displays all health insurance rate increases over 10% and allows the public to leave comments for the LDI to review
Periodic LDI applications training	Refresher courses and knowledge transfer to increase efficiency of LDI staff that use our
Workflow updates	Update of the LDI workflow system to accommodate required changes and enhance the system workflows to better serve the LDI
1071 IA Module	Creation of tax form 1071 within the IA Portal
Consultants	Addition of Consultants license type and all required changes within the LDI systems
Annual Database backup	Update of how database backups are performed and stored. End result, the backups are more robust, reliable, and timely
Inventory on iPad	Creation of an iPad application to assist with the yearly inventory of LDI property and automation
ARTS system process updates	Update to the ARTS system which streamlined the process of managing ARTS requests

Relevant Example Work

After careful examination of the Request for Proposals, we realized we have previously completed several projects which are of significance to this project. In addition to designing and developing the systems and solutions listed below, we also actively maintain and support these systems. Below is an abbreviated list of relevant projects:

- **Application Maintenance**
  - *Modify software systems after delivery to correct faults, improve performance, or adapt to a changing environment.*

- **RMS – Regulatory Management System**
  - *Integrate the Entity Management System (EMS) and the Complaints, Rates, and Form Tracking System (CRAFT)*

- **Fraud RMS Integration**
  - *Integrate the Fraud program with the Regulatory Management System*

- **Employee Portal**
  - *Replace the legacy intranet site with a more user-friendly and data-rich portal*

- **PFM – Product Filing Matrix**
  - *Update and extend the Product Filing Matrix*

- **Industry Access Portal**
  - *Re-engineer the Industry Access Portal*

- **Producer/Adjuster Online Renewals**
  - *Enable producers to renew their licenses online – Online access to internal databases and information*

- **Social ShapeUp**
  - *Re-engineer the Social ShapeUp Program*

- **House Monitor**
  - *Create integrated system used by the City of Galveston to track FEMA properties*

- **Member Services Portal**
  - *Develop a fast, user-friendly portal that decreases dependence on paper*

On the following pages are short descriptions of these projects, the tools and technologies employed, and the final results.

Application Maintenance

Client: Various
Client Contact: Lonnie Richardson, Donna Sentell, Brenda Gajan, Lynn Singletary
Description of Product: Modify software systems after delivery to correct faults, improve performance, or adapt to a changing environment.

Clients Overview:

Our clients range in size from a few people to several hundred staff members in both the public and private sectors. The majority of them service or regulate several thousand to hundreds of thousand of online users via software systems that we have designed and deployed for them. These software systems aid in generating hundreds of millions of dollars per year and are a major source of revenue for our clients.

Business Need:

Because an organization's operating budget is so dependent on this source of revenue and the software systems used to generate the revenue, our clients demand an experienced IT firm that can manage all of their mission-critical applications and decrease the amount of system downtime. System failure or unexpected downtime can frustrate end users and could also shatter our client's bottom line.

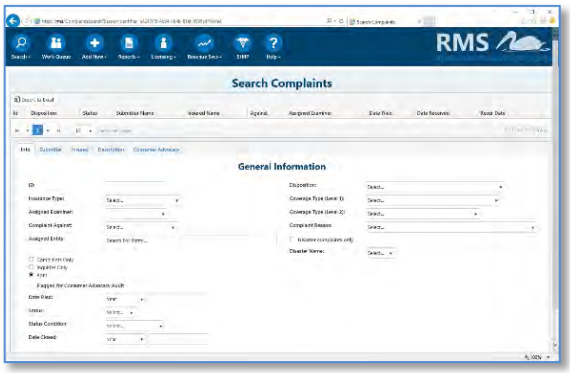
Solution:

We have built our business with the goal of being excellent at every stage of application maintenance. Our comprehensive services address many aspects of the application maintenance cycle so that our clients can maximize their efficiency, minimize downtime, and respond quickly to the needs of their business. We strongly believe our clients are our partners, and we strive to understand their needs and form long-lasting relationships. **In fact, a large majority of our clients have been with us for over 20 years.**

Our proven maintenance strategy consists of the following:

- Offer unequaled customer service
- Respond within one hour – we often respond within minutes
- Hold daily meetings with our clients in order to be responsive to their needs
- Provide a designated project manager to always be onsite
- Seek and hire extraordinarily skilled associates
- Constantly research industry tools and trends to add value to our clients
- Compile extensive documentation of issues and solutions
- Transfer knowledge to our clients through code reviews and training programs
- Plan for short-term and long-term to reduce risk

Our services are tailored to the needs of the client. We take the time to understand the technology, the information, the people, and the services. We work very closely with our clients to identify ways to improve their business, processes, and applications. **We strive to maintain our reputation as the premier IT consulting firm with not only unequaled customer service but proven methodologies that help steer our clients towards continuous service and quality improvements.**



Regulatory Management System

Client: Louisiana Department of Insurance
Client Contact: Lonnie Richardson
Description of Product: Integrate the Entity Management System (EMS) and the Complaints, Rates, and Form Tracking System (CRAFT)

Client Overview:

The Louisiana Department of Insurance is one of the largest state agencies in Louisiana with hundreds of employees. It is also one of the largest insurance departments in the nation. It regulates thousands of insurance companies and tens of thousands of insurance producers. The LDI also generates hundreds of millions of dollars per year, and is a major source of revenue for the state.

Business Need:

The LDI's objective was to integrate the current Entity Management System with a newly designed Complaints, Rates, and Form Tracking system. This integration would allow the two programs to share data and processes, have a more consistent user interface, and share the performance, security, and maintenance benefits of newer technology. Their overall vision is to have one program that LDI staff can use to do a majority of their work every day.

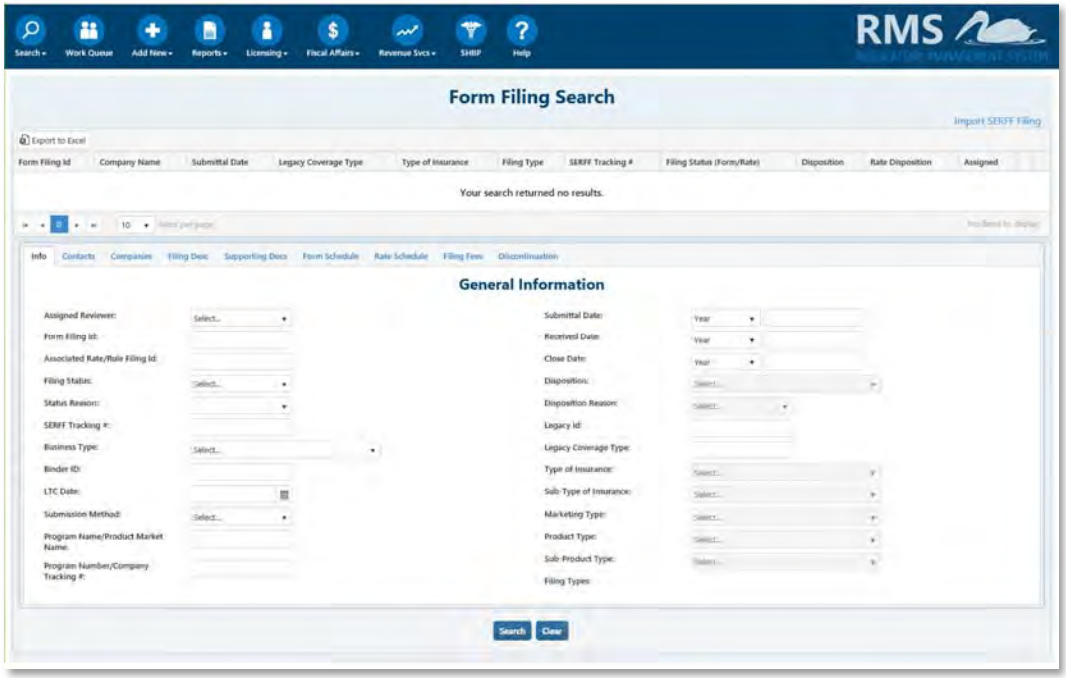
Solution:

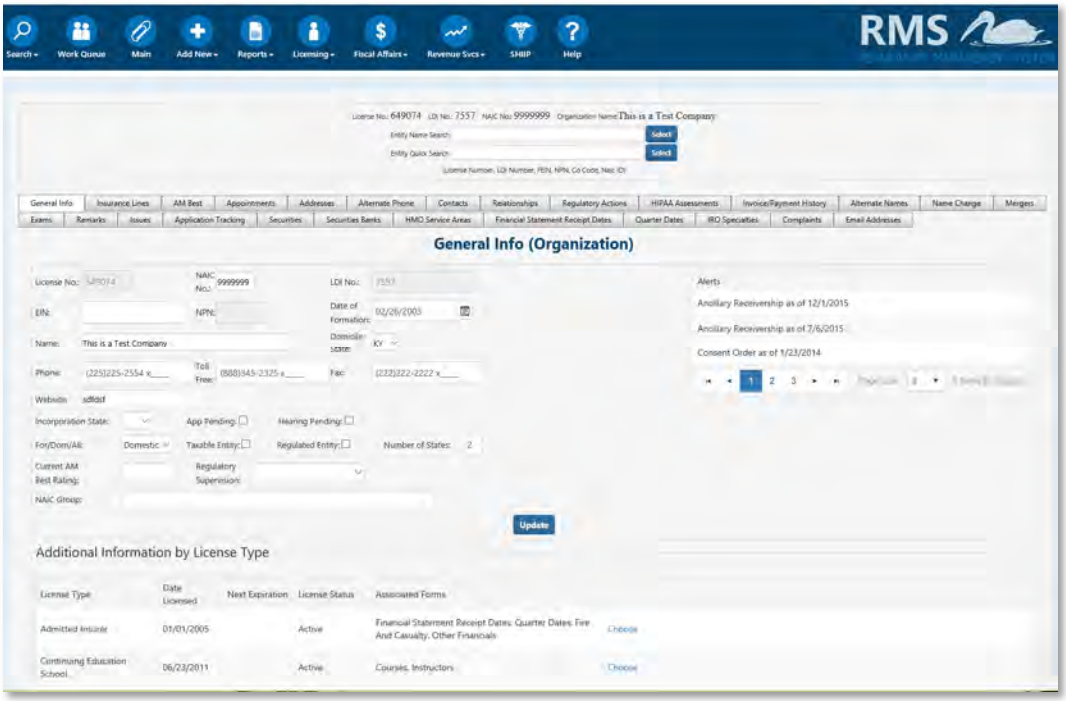
To meet this need, Tri-Core worked with the LDI to define their requirements, especially their integration goals. It was soon discovered that one of the biggest hurdles was to mix the new technology in CRAFT (Entity Framework and MVC) with the ASP.NET web forms in the Entity Management System. These technologies had never been combined before in one project at the LDI. Through a great amount of research and proof of concept experiments, Tri-Core was able to combine old and new technology and style all the screens in a seamless way so that users see a very consistent user interface.

In the RMS application, all users share one consistent menu. Menu items were consolidated and re-organized to make sections of the program easier to find. Security was made more robust and was implemented not only on the visual elements of the screens, but also the underlying actions that pull data from the database. More focus was placed on integration of other divisions' files with the fiscal section of RMS. For instance, users now can create invoices and allocate payments from within the form filing itself. All functionality from the old CRAFT system was evaluated, rewritten, and

incorporated into EMS with the goal of improving and upgrading any weak points. RMS was designed to be faster, more scalable, and substantially more flexible than the previous systems.

RMS continues to impress and remains the most important program at the LDI. There are already plans underway to add additional sections and features to the program to truly make RMS the central location for users to perform their regulatory tasks.





Fraud RMS Integration

Client: Louisiana Department of Insurance
Client Contact: Lonnie Richardson
Description of Product: Integrate the Fraud Program with the Regulatory Management System

Client Overview:

The Louisiana Department of Insurance is one of the largest state agencies in Louisiana with hundreds of employees. It is also one of the largest insurance departments in the nation. It regulates thousands of insurance companies and tens of thousands of insurance producers. The LDI also generates hundreds of millions of dollars per year, and is a major source of revenue for the state.

Business Need:

The LDI wanted to re-engineer and integrate their desktop Fraud application into their main line of business application, the Regulatory Management System (RMS). This integration would benefit the Fraud Division in many ways, including a friendlier and more consistent user interface, a more robust security framework, and new functionality that has been available to the other divisions at the LDI. In addition, data could be shared between other divisions and Fraud so that investigators can work more effectively and efficiently to close their Fraud files.

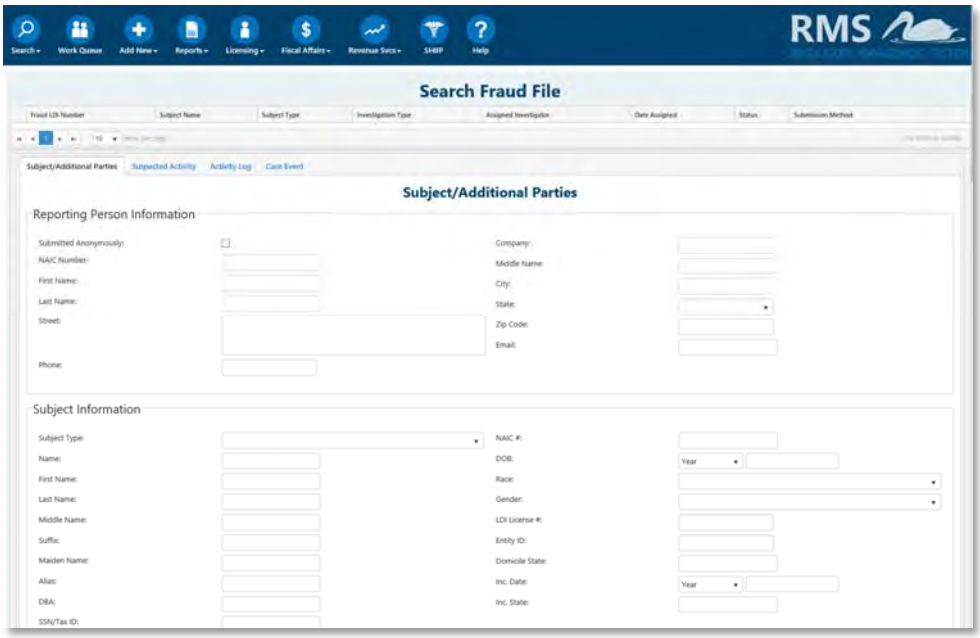
Solution:

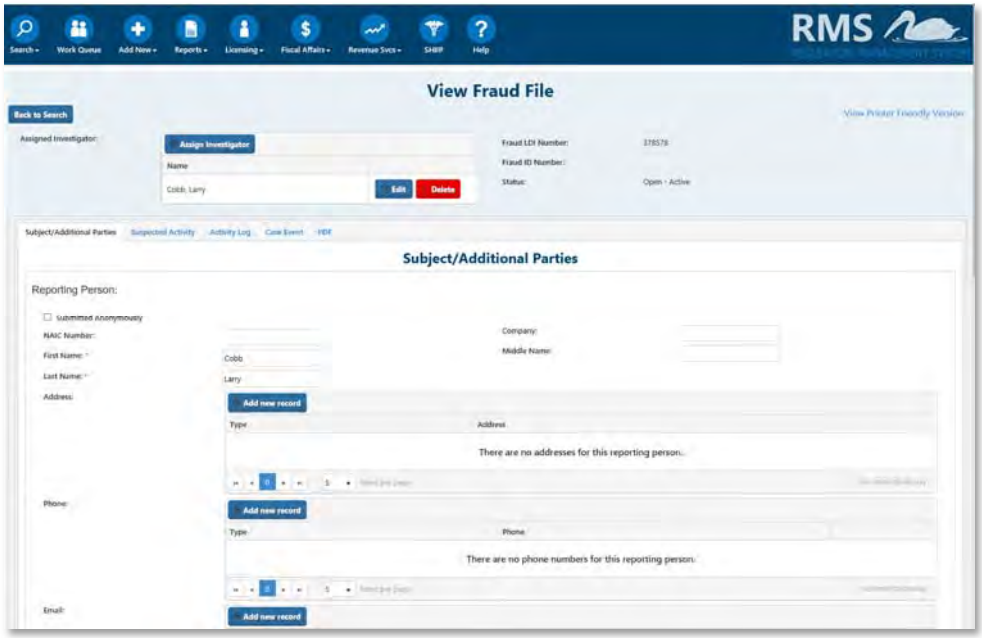
Tri-Core worked very closely with the Fraud Division to produce a complete set of interactive mock-up screens. These screens contained the field layout, the behavior of the elements, and also notes detailing the business rules of the screen. They acted as a guide for all stakeholders, including the development team. Each mockup screen was thoroughly reviewed and approved by the Fraud Division before development commenced.

This web application was created in Visual Studio 2015 using Entity Framework 6 and MVC 5 with a SQL 2014 backend. Aspose.PDF was also used to generate the PDFs in the PDF Generator. Due to the large amount of data that the Fraud screens collect and display, a great amount of work was focused on developing an interface that was consistent with the other parts of RMS, but that also met the requirements of the Fraud Division. Certain screens in the desktop application contained as many as six individual sections in which the user can view, add, update, and delete independently of each other; the decision was made to have keep the section together instead of

separating them into different tabs. This provided the Fraud Division with a better, more comprehensive view of the information as a whole for their investigations.

Included within this new program are some very unique and exciting features. The new activity log captures and logs many actions automatically as well as manually. It is a combination of a change log and a memo section, enhanced with the ability to attach documents. A more robust work queue was added so that files could be routed to the appropriate investigators. A PDF Generator allows the staff to generate a PDF of any and all information contained in the Fraud file including the attachments. Finally, the import program was rewritten to more efficiently process the XML files from the NAIC.





Employee Portal

Client: Employee Portal
Client Contact: Lonnie Richardson
Description of Product: Replace the legacy intranet site with a more user-friendly and data-rich portal

Client Overview:

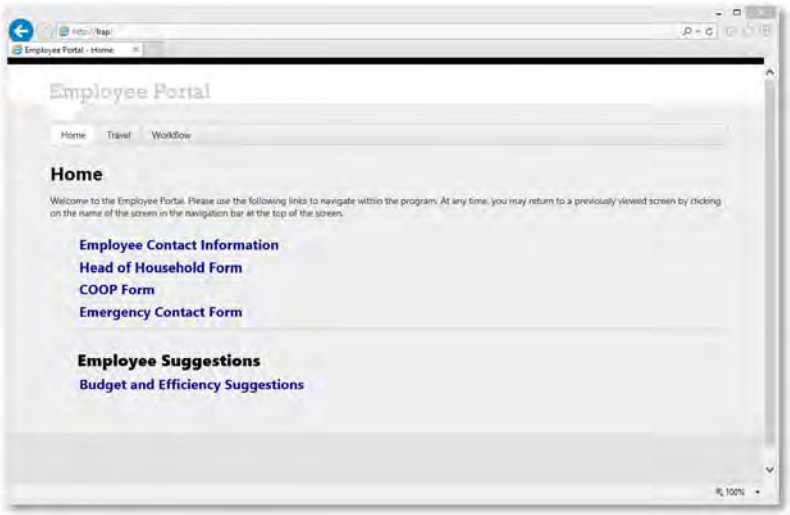
The Louisiana Department of Insurance is one of the largest state agencies in Louisiana with hundreds of employees. It is also one of the largest insurance departments in the nation. It regulates thousands of insurance companies and tens of thousands of insurance producers. The LDI also generates hundreds of millions of dollars per year, and is a major source of revenue for the state.

Business Need:

The LDI wanted to replace the existing intranet site with a portal that used the latest technology to provide their staff with a wide range of information, tools, and services available at the organization. Through a faster and better organized site, users would be able to locate and view information more rapidly and in turn be more productive in their respective roles.

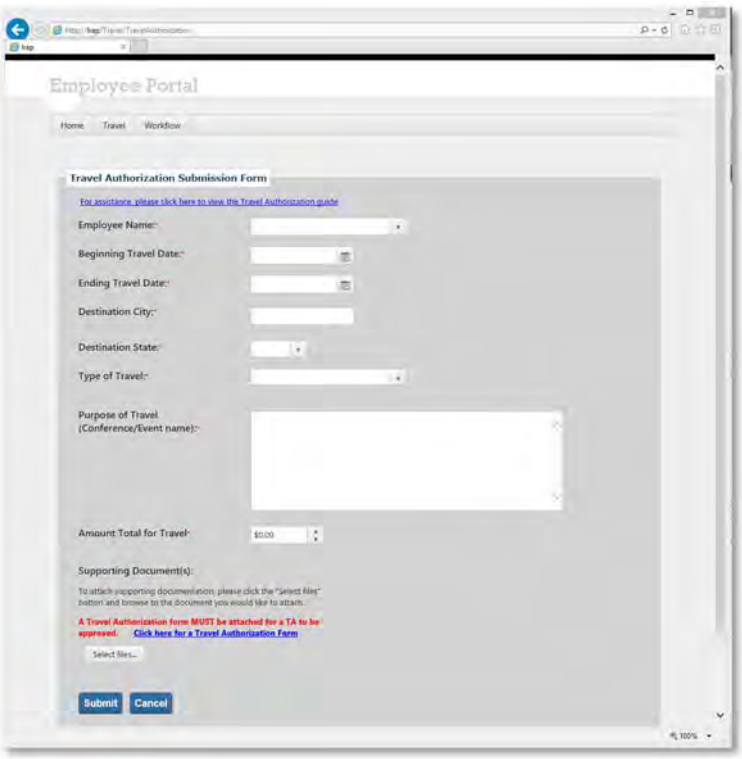
Solution:

Tri-Core worked closely with LDI's IT department to determine what their vision of the Employee Portal would be. Much of the software development efforts in the past have been focused primarily on serving the consumers, companies, and agents of the insurance industry in Louisiana. What LDI wanted was to shift their focus and offer something new, exciting, and useful for staff inside their organization. This portal was to be the single entry point for information that users would



require to be more effective at their jobs.

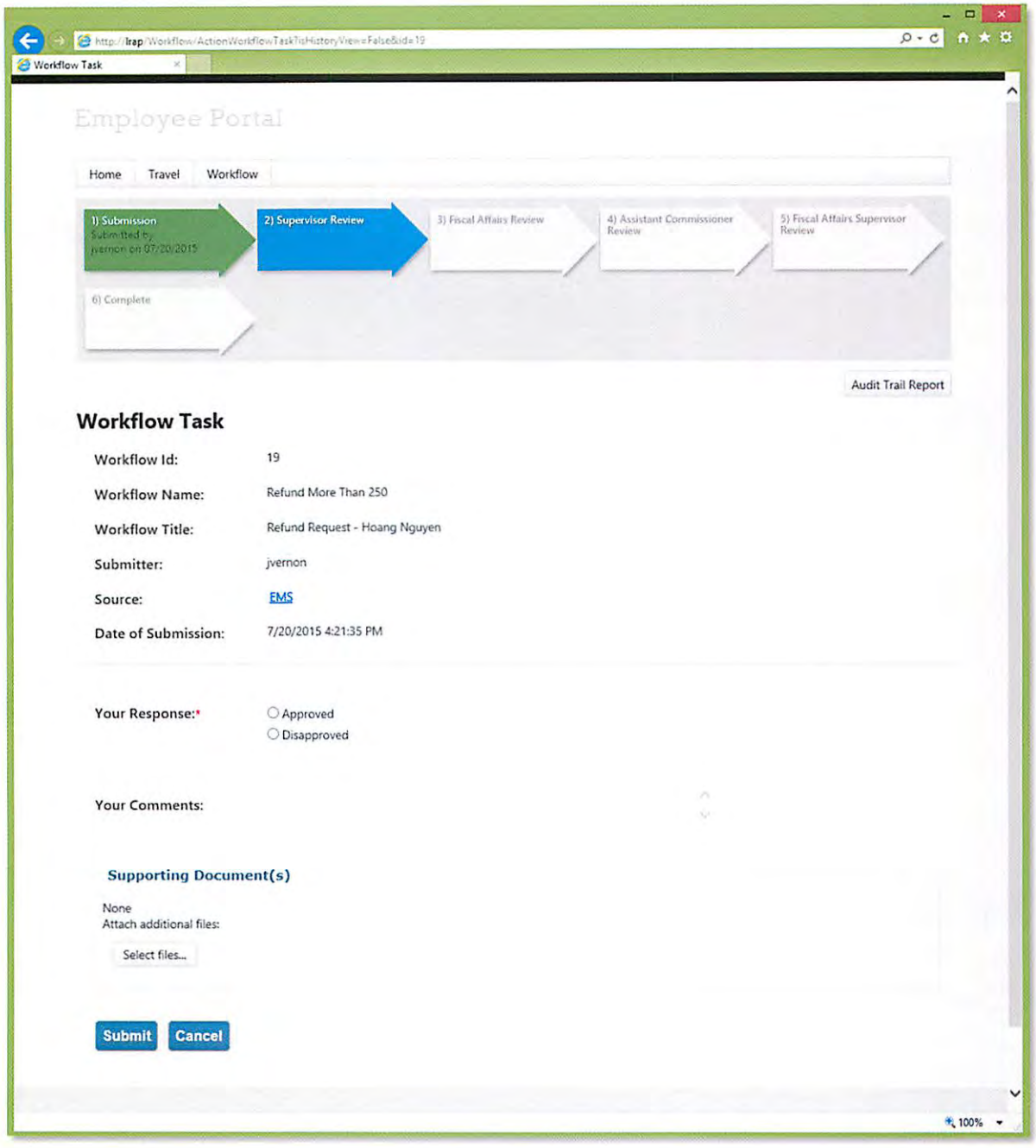
With a better understanding of the requirements, Tri-Core created a new portal using MVC 5, Entity Framework 6, Telerik Kendo UI, Active Reports 8, and SQL 2013. Knowing that the new Employee Portal's features would grow at a tremendous rate once users realized the great benefits of this kind of system, we designed the system in a way that would make it very fast, flexible, scalable, and easy to maintain. We designed the user interface to be as intuitive as possible, just like many of the other applications that they currently use. The system is also fully integrated with Active Directory, which allows the system to gather information in order to provide a very tailored view of LDI's resources for each individual.



Currently, the Employee Portal contains the following modules:

- Emergency Contact Information
- Head of Household Form
- COOP Form
- Emergency Contact Form
- Budget and Efficiency Suggestions
- Travel Advance Workflow
- Travel Expense Workflow
- Refunds Workflow
- Leave Requests Form
- Contracts Workflow

We have received many extremely positive reports about how easy this system is to use. This program has set a standard for usability and maintainability, and will be the foundation on which the LDI can add many more features such as a manager dashboard, additional workflows, access to other applications, and other features that increase the staff's efficiency.


Workflow Task
Employee Portal
Home
Travel
Workflow
1) Submission
2) Supervisor Review
3) Fiscal Affairs Review
4) Assistant Commissioner Review
5) Fiscal Affairs Supervisor Review
6) Complete
Audit Trail Report
Workflow Task
Workflow Id: 19
Workflow Name: Refund More Than 250
Workflow Title: Refund Request - Hoang Nguyen
Submitter: jvernon
Source: EMS
Date of Submission: 7/20/2015 4:21:35 PM
Your Response:*
Approved
Disapproved
Your Comments:
Supporting Document(s)
None
Attach additional files:
Select files...
Submit
Cancel
100%

Product Filing Matrix

Client: Louisiana Department of Insurance
Client Contact: Barry Ward
Description of Product: Re-engineering of the Product Filing Matrix

Client Overview:

The Louisiana Department of Insurance is one of the largest state agencies in Louisiana with hundreds of employees. It is also one of the largest insurance departments in the nation. It regulates thousands of insurance companies and tens of thousands of insurance producers. The LDI also generates hundreds of millions of dollars per year, and is a major source of revenue for the state.

Business Need:

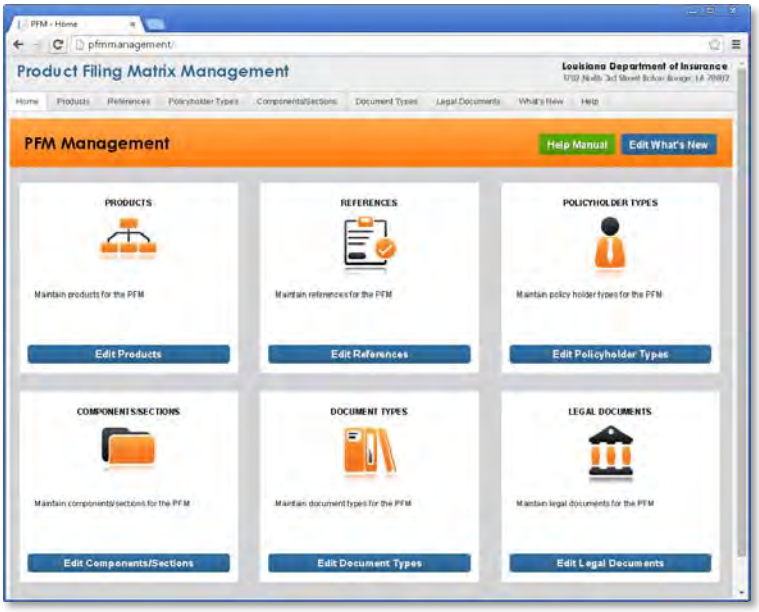
The LDI wanted to update their existing Product Filing Matrix application using the latest technology to better assist insurers with their insurance product filing process. The Product Filing Matrix is a web application that enables insurers to search for filing requirements and legal references and generate a statement of compliance that is submitted as part of the product filing. This application is extremely complex and contains an enormous amount of data, so the main goal was to create a friendly user interface that allows users to find relevant information as easily as possible. Other required features included a database-driven FAQ section, an interactive fee wizard, a responsive design for working on mobile devices, and a more organized and comprehensive online help system.

Solution:

Tri-Core conducted interviews with the Property and Casualty, Health, and Life divisions to analyze their requirements for the new application. Also, invaluable feedback from industry users was collected to aid us in the development and testing phases. As used in many of our successful projects, our tried and proven process for tracking projects was implemented. A scope document was created to inform all stakeholders at a high level view of what was to be developed and what was not. A requirements document detailed every single business rule and every feature that would be included in this project. Finally, an itemized schedule listed every milestone with due dates, all personnel that would be working on the project, and the work assignments of every person involved. This process has greatly minimized risk for our clients and has resulted in many successful projects being delivered on time.

This application was created using MVC 5, Entity Framework 6, and the latest version of Telerik Kendo UI in Visual Studio. The benefit of using these advanced technologies is that after the analysis and database creation stages, we can rapidly create functional screens and receive feedback from the stakeholders of the project. Much of the data layer (the layer of the application that sends and receives information from the database) is automatically created for us so that we can concentrate our efforts on designing a better user interface and implement important business processes correctly. Another result of using these technologies is that speed performance of the program is greatly improved and leads to a better experience for the user.

Responsive design was a very important requirement and was incorporated into the project from the very start. Responsive design techniques allowed us to create one application that would function on basically any device that has a web browser (desktop computer, tablet, or phone). Instead of a creating a custom responsive framework like we have in our past projects, we decided to use the very popular Unsemantic CSS framework to make the application mobile compliant. This decision was instrumental in decreasing development time and allowing us to provide a responsive application that is compatible with all major web browsers.



The Product Filing Matrix is a complex system with a substantial amount of information. Many users have been confused when tasked with searching and navigating through all the products and the legal references. This is why a

great deal of effort was focused on creating a very friendly and easy to navigate user interface. Consolidation of screens and information, context-sensitive help, an improved FAQ and help section, and coherent layout has diminished much user confusion when using the system. Furthermore, the addition of a fee wizard has also reduced the complexity of the fees associated with the filing process. Due to the many rules for filing fees, users were sending erroneous payments to the LDI, leading to an increase in the workload for the Fiscal Division as well as other divisions involved in the refund process. To decrease this workload on the divisions, the fee wizard guides the user through a series of simple questions and results in an accurate total filing fee for submission with their product filing.

Industry Access Portal

Client: Louisiana Department of Insurance
Client Contact: Mike Boutwell
Description of Product: Re-Engineering of the Industry Access Portal

Client Overview:

The Louisiana Department of Insurance is one of the largest state agencies in Louisiana with hundreds of employees. It is also one of the largest insurance departments in the nation. It regulates thousands of insurance companies and tens of thousands of insurance producers. The LDI also generates hundreds of millions of dollars per year, and is a major source of revenue for the state.

Business Need:

The LDI needed to update their previous Industry Access Portal so that it would better serve the needs of their industry users as well as LDI staff. The Industry Access Portal is a password-protected system that enables producers, adjusters, and companies to perform various functions by requesting access to online modules such as Premium Tax Filings, CRAFT Complaints, and Producer/Adjuster Portal. The Portal is expected to assist more than 150,000 users, so the primary requirement was to improve the response time to a maximum of two seconds to cut down on user frustration from having to wait for long periods of time to access important information on each screen. Other enhancements to the Portal included a more intuitive user interface, a responsive design to enable use on mobile devices, and a more robust and comprehensive online help system.

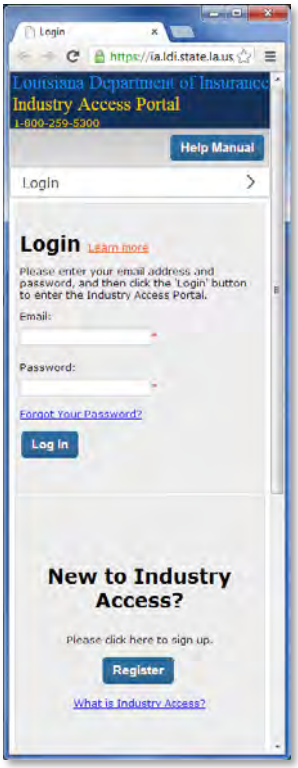
Solution:

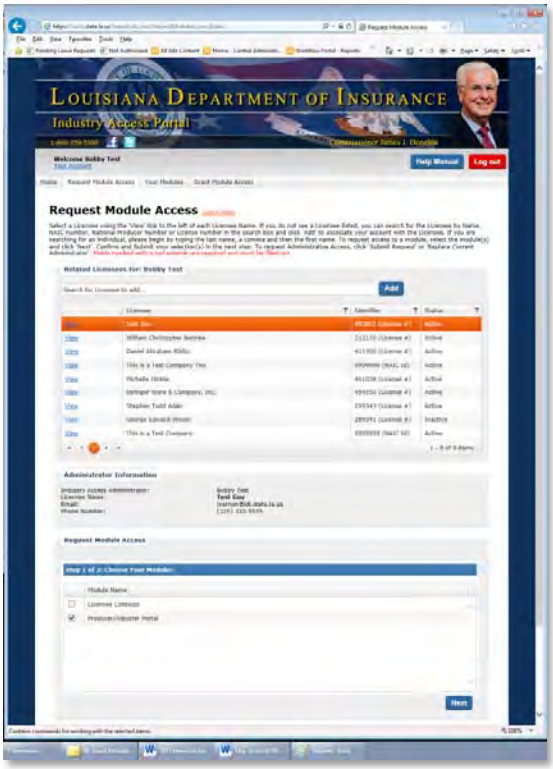
Tri-Core worked very closely with the LDI staff to analyze all requirements and create a detailed plan to meet their needs. The scope document informed all stakeholders at a high level view of what was to be developed and what was not. The requirements document detailed every business rule and every feature that would be included in this project. Finally, the itemized schedule listed each milestone with due dates, all personnel that would be working on the project, and the work assignments of every person involved. We pride ourselves in keeping the risk level low in our projects, and the best way that we have found is to create this detailed plan so that all stakeholders know what to expect.

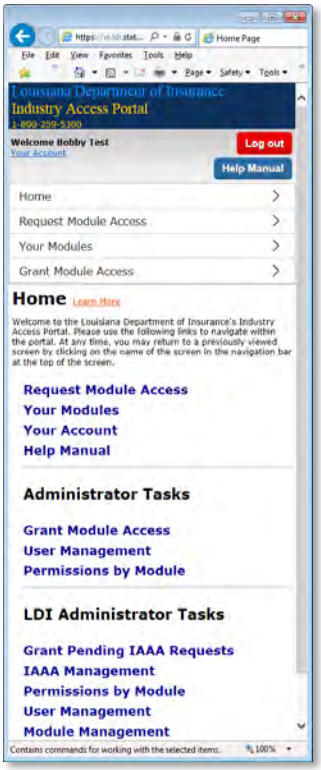
Many cutting edge technologies were utilized in this project. The application was created using MVC 4, Entity Framework 5, and Telerik Kendo UI in Visual Studio 2012 so that the application could be developed as rapidly as possible. Another result of using these technologies is that we have exceeded the two second response time requirement by a great deal. In fact, the system is so fast that response times are nearly instantaneous even under heavy usage.

The use of CSS3 media queries and responsive design techniques allowed us to create one application that would function on basically any device that has a web browser (desktop computer, tablet, or phone). Instead of a separate site for desktop computers, tablets, or phones, we decided to create one site that would reconfigure and display the most efficient layout for each device type. This would also allow us to maintain the content for just one site, decreasing the potential for error in maintaining three separate sites.

Great effort was focused on simplifying and re-organizing the user interface due to many users of the previous system reporting confusion with what functions were on which screen. By eliminating unused screens and consolidating functions into commonly used screens, we were able to create a user interface that is focused, easy to navigate through, and easy to learn. Additionally, to help the user feel comfortable with the new system, we included an online help manual that was very detailed but still understandable. A webinar was also added so that users can view a video of the basic steps in registering, associating with entities, and gaining access to modules.







Producer / Adjuster Online Renewals

Client: Louisiana Department of Insurance
Client Contact: Tammi Williams
Description of Product: Eliminate the current paper-based renewal process by allowing producers to renew their licenses online

Client Overview:

The Louisiana Department of Insurance is one of the largest state agencies in Louisiana. It is also one of the largest insurance departments in the nation. It regulates thousands of insurance companies and tens of thousands of insurance producers. The LDI also generates hundreds of millions of dollars per year, and is a major source of revenue for the state.

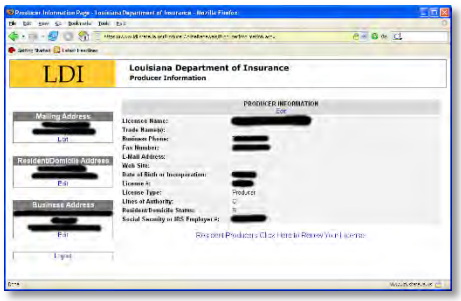
Business Need:

Provide a faster and more efficient way for producers to renew their licenses and eliminate the current paper-based renewal process.

Solution:

Obvious benefits in doing away with paper-based processes include reducing double data entry, decreasing typing errors, and increasing the speed at which the process is performed. That is why we, with the full assistance of LDI staff, created a web-based form in which producers, from any location in the world, could both update their mailing, domicile, and business addresses and renew their license. In addition, producers can pay through an electronic funds transfer using their checking account number and routing number.

Producer Online Renewals was created with Visual Studio 2005 using ASP. NET 2.0. The user interface was designed to make the transition from the old way of filling out a paper renewal form to logging in and entering information online as trouble-free and painless as possible. To further ease the fears of some users, the page uses the strongest encryption available via 128-bit Secure Socket Layer. Careful analysis, great UI design, and a secure way to make electronic payments have led to more and more producers renewing online. This project is another example of Tri-Core fulfilling user needs and creating a system that performs as planned.



Social ShapeUp

Client: Teaching Research Institute
Client Contact: Lynn Singletary
Description of Product: Re-Engineering of the Social ShapeUp Program

Client Overview:

The Teaching Research Institute (TRI) is an educational consulting and technology form whose primary mission is to help teachers and school administrators prevent and respond to teaching and learning challenges. Founded by an experienced educator and teaching behavior and intervention integrity expert, the Teaching Research Institute utilizes behavior-based strategies that enable educators to increase positive outcomes in student's social and academic behaviors.

Business Need:

The Teaching Research Institute hired Tri-Core to analyze and inspect their existing Social ShapeUp web application. The application was suffering speed, user interface, and logic issues. The list of complaints and unresolved bugs had led to lost revenue from current customers and the inability to sell to new potential customers. Further, the documentation for the scope, database design, and business rules were non-existent and the customer service from the former IT Company had sharply declined. The Teaching Research Institute needed for the application to be re-engineered and improved using industry-leading project management and development practices. One last requirement was that all the improvements had to be completed in four months before the next school year began.

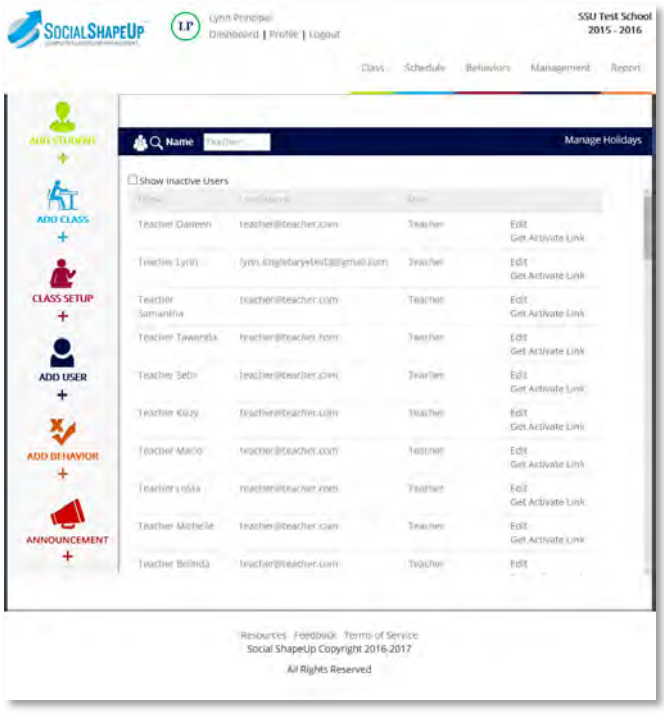
Solution:

Tri-Core conducted several lengthy interviews with the Teaching Research Institute to understand the history of the program, the current state it was in, and what specific requirements were needed in order to make it successful. Of utmost importance was the transfer of data, program code, and documentation from the former IT Company to Tri-Core. Once this was received, Tri-Core immediately implemented a plan to configure a database server, application server, and a web service server for the application to run. Although the documentation was non-existent, Tri-Core's experience allowed it to have the application functional in a very short period of time.

Our established and successful management methodology for tracking projects was implemented. A scope document was created to inform all stakeholders of the immediate goals of the initial month. At the beginning of each month, goals for the month were finalized with the stakeholders. Milestones with due dates were created in Team Foundation Server, assigned, and tracked to minimize any risk to the project. There was always clear and constant communication between Tri-Core and the Teaching Research Institute as tasks were completed.

One of the major goals was to speed up the program in order to make it less frustrating for the users. The original application was slow, sometimes taking up to 30 seconds for a single page to load. During heavy traffic hours, some screens would not load at all. Tri-Core focused its efforts on the data layer of the application, and optimized many of the stored procedures used for displaying data. In some cases, Tri-Core was able to accelerate loading times of some screens by as much as 700%. Users immediately sent in positive comments about how fast and usable the program became.

Other vital tasks included extensive user interface changes, such as many color and alignment error corrections in order to add some polish to the program. Each function in the program was comprehensively evaluated for any deviations from the client's requirements. If errors were found, they were fixed after approval from the client. Additional features such as Excel downloads, printing screens, master date range controls, and many others were added to improve the way users can search for and analyze student behavioral data. Many more tasks were completed in order to make this project a success, but the primary reason that Tri-Core was able to turn around a two year failing project in four months was due to its industry leading management and customer service practices.



Community Development Block Grant House Monitor

Client: H2Bravo
Client Contact: Mark Howard
Description of Product: Web application to track housing disaster recovery efforts

Client Overview:

H2Bravo is a Louisiana-based company specializing in the designing and tracking of housing repair/reconstruction programs in disaster areas. Their clients include many counties in Texas and New York.

Business Need:

H2Bravo required a secure, web-based application in order to track applicants and properties for a housing recovery program for the County of Galveston, Texas. The program must track property taxes, ownership, insurance, and lease information for these applicants for a period of three to five years. In addition, a multitude of reports, reminders, and form letters was required in order for H2Bravo staff and County of Galveston personnel to ensure that applicants stay in compliance with the CDBG program. This program had to be completed in a compressed timeline (two months).

Solution:

Tri-Core conducted a preliminary analysis with H2Bravo to define their objectives and requirements for the new application. Project goals and end-user information needs were gathered so that we could create a preliminary design including features, business processes, and screen layouts. Often, there is a great deal of risk involved in projects with compressed timelines, but the Agile software development methodology that we often use allowed us to deliver this application on time while meeting all of our client's needs.

This web application was created using MVC 5, Entity

Framework 6, Telerik Kendo UI, Active Reports 8, and SQL 2013. The most difficult part of this project was the extremely complex business rules for tracking over 125 dates for the property taxes, ownership, insurance, and lease sections for each applicant. A great portion of our efforts were spent testing each and every scenario in our quality assurance phase. In addition, user-acceptance testing played a vital role in creating an application that functioned correctly. The program also includes an extensive reporting section with over 12 reports and four reminder letters in both Excel and PDF formats so that users of the system can easily track and evaluate whether an applicant is in compliance with the grant program.

Member Services Portal

Client: Louisiana Engineering Society
Client Contact: Brenda Gajan
Description of Product: Create a paperless system for members to perform various functions through an online portal

Client Overview:

The Louisiana Engineering Society is dedicated to providing professional leadership to the individual engineer and related engineering contemporaries as well as the advancement of the engineering profession. The Society provides avenues for members to elevate their skills, competencies, and ethics, communicates that engineering work must be performed by a professional engineer or supervised by a professional engineer, sponsor public awareness activities, provide services to the public and profession, advocates registration of all engineers, and recognizes engineering achievements.

Business Need:

In order to decrease the reliance on paper and provide members with the fastest and most user-friendly way to renew their memberships online, the Louisiana Engineering Society initiated a project to provide members with an online portal. The portal needed to be scalable and flexible enough to add future services as the budget would allow. The portal would also need to be a completely self-service portal with very little involvement by the Society's staff.

Solution:

To meet this need, Tri-Core worked with the Louisiana Engineering Society to create a viable solution that involved writing a scalable and easy to use portal that would meet the requirements of both the Society and their members.

This application was created using technologies such as ASP.Net, AJAX, and Telerik third party controls with a SQL 2008 R2 database. By using the latest technologies, we were able to

offer the users of the system a very fast, secure, and information-rich environment.

Initially, three services have been discussed for this new portal. These three services or modules include a continuing tracking module, an online address change module, and a membership renewal module. Users can now search, view, and update their continuing education courses through the portal as well as download all their courses to an Excel spreadsheet. The online address change and membership module is currently in development with plans for release at the end of June 2012. The online address change module will allow the Society to have the latest address information for all of their members. The membership renewal module comes complete with electronic invoicing as well as options for payment by E-Check or credit card.

Every part of Member Services Portal has been designed to be fast, scalable, and very flexible. The portal has been a complete success, and there are plans to offer even more services to the members of the Society. Additional benefits include a more secure way of sharing information with members, and a decreased dependence on paper.

User Accolades

Our exceptionally supportive client community confirms our values as an information technology company. We are extremely passionate about our quality of work and our desire to form long-lasting relationships with our clients. Periodically, we receive unsolicited praise from our clients for the work we do for them. On the following pages are a few received from users thanking us for our efforts. These emails were completely unsolicited.

Note: We received permission from the users to include these within this document.

"I just wanted to take a minute and let you know how incredibly helpful Sarah Smith has been to me over the last few weeks. From the initial training session that Sarah led to an embarrassing amount of every day questions I have, she's been unfailingly kind and patient with me and has never made me feel like I was stupid for not knowing something or not understanding. She's the kind of colleague that is not only great at her own work, but makes all of the people working around her better as well."

"I'm sure you know all of this, but I just wanted to be on record as recognizing and appreciating her work."

"Thanks for all your team does!"

- **Danielle Blanchard**
  Public Information Officer
  Louisiana Department of Insurance

"Thanks for all of your work on this [SHIIP Interactive Map]. It's a great tool that will really help folks and you made it user friendly and look fantastic. I tried it on my phone and it's pretty neat. Thank you."

"Thank you for not ever responding to my requests with "no, we can't do that because" – and instead saying "yes we can, IF we…"

- **Ileana Ledet**
  Deputy Commissioner of Public Affairs
  Louisiana Department of Insurance

"Thank you so much for all of your help before and during the Annual Health Care Conference. The success of the conference is built on the work of all of us and you all play a huge part in that."

- **Kristen M. Kieren**
  Assistant Director of Louisiana Health Care Commission
  Louisiana Department of Insurance

"Thank you for your expertise, sensibility, and immeasurable sense of style! I so appreciate the way you and your team think and that you have great command of the software. "

- **Lynn Singletary**
  CEO
  Teaching Research Institute

"Looking forward to our continued work together."

- **Donna D. Sentell**
  Executive Director
  Louisiana Professional Engineering and Land Surveying Board

"On behalf of all of us, H2Bravo is very satisfied with the IT System you developed for us and the dedication of your staff to provide a functional solution to our project."

- **Mark Howard**
  Program Manager
  H2Bravo

"I have PE licenses for several states. I use their websites every now and then. The LAPELS website is the best. It is well designed, convenient, intelligent and a joy to use in comparison to the other states."

- **User of Louisiana Professional Engineering and Land Surveying website**

"I am grateful for everyone's all-hands-on-deck attitude and cooperation with one another. This recent experience together (CAVU/TriCore/LAPELS) has gone a long way in inspiring hope for a productive, communicative, and rewarding relationship for us all."

- **Victoria Hatton**
  Former Director of Enforcement
  Louisiana Professional Engineering and Land Surveying Board

Approach and Methodology

Project Management Approach and Methodology – Overview

Statement of Work – Our Approach to this Project

Project Management Approach and Methodology - Overview

This section presents our high-level overarching strategy for how we approach and manage projects. The next section of this document, the Statement of Work, defines specifics for how we will execute this project.

The Vision of our Success

The key to completing a successful project is adherence to a clear and thorough plan. Because we believe that delivering a project of the highest quality is our only option, Tri-Core Technologies, LLC. (Tri-Core) has constructed our project management plan with the following important factors in mind: outlined processes, clear guidelines, constant improvement of our techniques, budget maintenance, and commitment to a strict schedule. All of these create a delicate balance when managing a project.

Excellence is our goal, thus we adhere to the practices recommended by the Project Management Institute (PMI). The PMI's guiding theory is that there are four variables that work together to ensure the success of any project. A project must:

- Meet the requirements and goals of our client
- Be within the budget
- Be on time
- Add value to our client

By maintaining focus on these four variables, the project is successful and the project's overall quality is increased.

We are aware that not all projects can be managed the same way. Smaller projects require a smaller staff and less management. Larger projects require a much more intricate plan and a buildup of leadership. We are careful to evaluate the scope of each project and adjust our plan accordingly.

This project in particular is very large in scope and as a result, we have developed a detailed plan for executing the project.

Project Organization

Although our project organization may differ depending on the project, these differences are all variations of a set plan. In our methodology, resources are not constrained to one leader or one group. The decisions of the Project Managers and Project Leaders have the same weight when allocating resources. Task Leads and Project Managers are responsible for the makeup of project teams. They are also concerned with administrative issues during the course of the project. Work coordination, responsibility assignments and supervision are the responsibilities of the Project Leader. With these guidelines set, any project whether large or small can

easily be managed. To maximize Tri-Core's strengths, including the strength of partnering with other companies and clients' organic assets, Tri-Core has built its organization around a team-of-peers organizational paradigm. This allows Tri-Core to scale its efforts depending on the project size and complexity by adding resources where necessary. Additionally, subcontractors can be blended into a project without disrupting the organizational structure.

Project Manager

For any project to be a guaranteed success, a single individual or single entity (team of managers) must be appointed to oversee the project. This individual has to be responsible for the project from the initiation of the project until a successful completion. This is the only method of management which is time-tested to work on every project. The Project Manager has a single focus: delivering the best possible outcome and service to the client. Due to the complexity of managing large-scale projects, we may appoint an Assistant Project Manager.

The Project Manager will have numerous responsibilities:

- Maintain constant communication with the client
- Create a consolidated Statement of Work
- Prioritize requirements of the project
- Act as the hub for all work efforts for the project and manage all Project Leaders
- Depending on the project size and type, they will also act as the Project Leader

Project Leader

Project Leaders are the second line of leadership after the Project Manager. They are the day-to-day managers for projects. They report directly to the Project Manager. They have complete control of the project, as long as their decisions are in compliance with the guidelines set by the Project Manager. These guidelines ensure that the project does not sacrifice quality or the requirements of the client, extend the deadline, or increase the overall cost of the project.

The Project Leader will have numerous responsibilities:

- Monitor and report status to the Project Manager
- Know both the technical and the business side of the project, thereby understanding any problems and being able to effectively resolve them
- Manage the day-to-day operations of the project

Task Leads

Task Leads are the senior technical resource on a project. The Task Lead reports to the Project Leader during a project.

The Task Lead will have numerous responsibilities:

- When required, help with aspects of project design
- Undertake the more technical aspects of the project
- Report to the Project Leader

Team Staffing Resources

Our staff is composed of highly qualified individuals that span numerous disciplines and have a variety of skill sets. Therefore, Tri-Core is able to assemble the most talented team for any given project. In the event that our resources are strained during a project, we maintain relationships with other companies of our caliber to supplement our staff.

Support Resources

All team members have laptop computers at their disposal, which they use to diagnose problems, reproduce program bugs, model solutions and train users. When required to solve hardware problems or install or replace hardware devices, hardware support tool cases are carried by team members. Further, team members have access to the company software library in order to assist them with their duties. The software library includes software from many different vendors. Prominently, this library includes the entire library of Microsoft products, from operating systems to high-end applications. Also contained within our library are all popular software packages, including Apple titles. All team members have the ability to access software and hardware support contacts on behalf of the client.

We also have the ability to reach out to our partner vendors, such as Microsoft, when their assistance is required for solving difficult problems, or when implementing an advanced solution which may require some support.

Tri-Core has the capability to model network topologies, physical networks, and network software settings for the client. This enables a solution or project to be tested before implementation. Thus, time and resources of the project are conserved.

We also have test networks at our disposal with which Tri-Core can model server configurations, server software configurations, conduct server stress testing, and replicate server failures when needed. This ability not only saves time, but also the resources of a project. Ideas are tested before they are implemented, guaranteeing

a successful deployment. Problem solutions are also modeled before deployment to verify viability and reliability, again saving the time and resources of a project.

Project Management Planning and Tracking System

For all project management and tracking, we use Microsoft Project in conjunction with Microsoft Project Server. This combination allows us to track projects by task and account for all cost and resources. Project Server allows us to have a central point where all parties involved with the project can update the project plan or check the status of the project. All reports, including weekly reports, are pulled from this system.

As part of the project planning process, the client will receive a project plan that defines all of the tasks involved in the project, resources to be used, delivery schedules, a Gantt chart which will be updated using Microsoft Project, and a listing of the Critical Path tasks in the order in which they must be completed.

In order to accurately track the project, all team members are required to update their work performed on the project on a daily basis. The Project Manager is accountable for ensuring that this happens. Periodically, the Project Manager will verify the status of the project against the project plan to validate the accuracy and currency of the project plan. Any deviations are immediately reported to the LDI Project Managers.

Project Reporting

Tri-Core utilizes several different types of standard status reports as defined below. Note: During this project, specific reports will be used and are defined in the Statement of Work in the next section of this document.

Weekly Status Reports

Our Project Manager will prepare a weekly status report that will list the work completed during the previous week and the work to be completed during the next week. This report will include the status of any issues or problems.

Monthly Status Reports

Our Project Manager will prepare a monthly status report which will list the work completed during the previous month and the work to be completed during the next month. This report will include any issues or problems along with the current status of the issue or problem.

Custom Status Reports

These are reports that are to be determined by the client's need.

Meetings

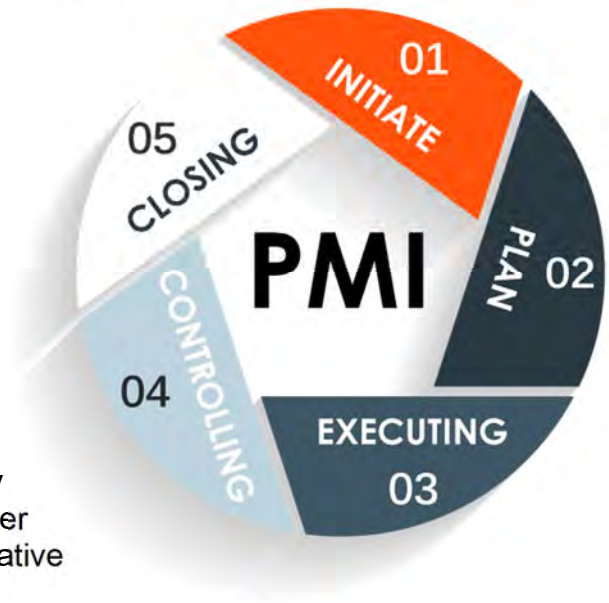
We have found that frequent, small, informal meeting are most effective. However, the duration, population, and frequency of meetings will be determined by the project. Typically, our team meets informally daily and formally weekly. Informal meetings with the client occur as needed in support of the maintenance effort.

With respect to this particular project, we plan to have weekly update meetings. Usually, these updates are scheduled for Mondays and Fridays to review the week's completed tasks and to preview the following week's efforts. We will also hold at least quarterly Quality Assurance meetings to ensure systems and applications are functioning to user and LDI requirements and also to plan for any upcoming changes which need to be applied to these systems, whether requested by the user or as required to support the system or application.

Statement of Work Processing

When Processing a Statement of Work, we have found the Five Process Group methodology, as defined by the Project Management Institute, to be most effective. This process has several distinct groups that are not mutually exclusive and work together to define a project. While the groups can be performed in an iterative manner, and often are, this is not required; they all can occur within a phase depending on how the project is structured. The summation of every process is a work product. The process groups/phases are as follows:

Process Group 1: Initiate
Process Group 2: Plan
Process Group 3: Executing
Process Group 4: Controlling
Process Group 5: Closing



Process Group 1: Initiate

Process Group 1 is defined by the evaluation of a Statement of Work. During this time, the Statement of Work is dissected and analyzed to fully understand the client need. After understanding the client need, a tentative

scope and solution is constructed. We examine the solution in order to determine how the team should be composed in order to provide all of the necessary skills. An internal study document is delivered to estimate what it would cost to implement the solution.

Process Group 2: Plan

Process Group 2 is defined by identification of the absolute project intent, goals, and limits. This phase lays the basis for all future work on the project. During this time period, the target audience is determined, the project scope is refined, the project limits are detailed, the project cost is re-estimated, the purpose of the project is documented and the amount of time needed to complete the project is projected. A project management plan is produced, recording all findings.

In preparation for this response, we have completed an initial version of the plan which will be updated during Phase 1 of the project.

Process Group 3: Executing

Process Group 3 is defined by the implementation of all previous planning to produce a project that meets the requirements of the client within the budget and finishes according to plan. During this process, project management techniques are used to control, track and report the process. This process is punctuated with a final report detailing the completion of the project.

Process Group 4: Controlling

Process Group 4 consists of all efforts required to manage the project. This includes all monitoring activities, controlling changes, and recommending actions to remedy or prevent problems. While defined as a separate process group, by definition it is a continuous effort throughout the entire project.

Process Group 5: Closing

Process Group 5 is defined by a final review of the project by the development team and the client to verify that the project requirements have been met, all necessary documentation has been completed, the plan for maintenance and training is outlined, control of the project is turned over to the client, and all strengths and weaknesses found during execution are documented in a final reflection.

Project Change Control

During the development in the operations phase of a project, it is common for there to be changes. These changes can occur for a myriad of reasons. Some of these include:

- Opportunities for improvement within the solution are uncovered
- Project requirements change
- Project limitations change
- Efficiencies within the business process are discovered
- Laws or rules change
- Additional requirements not initially known are revealed

These changes can and often do affect the overall cost of and timeline for delivery of the project. To handle these changes, a change form is employed. This change form details who requested the change, why the change was requested, the impact of the change on the project, the amount of time to implement the change, and the cost of implementing the change. Once the change form is created, the Project Manager will work with the client to either approve or deny the change. The determination of the decision is then documented, and if the change was approved, the project plan and associated documentation is amended. All change requests, even if they were not resolved, are documented on the periodic status reports.

Problem Tracking and Resolution

As is the case with any IT engagement, various issues will arise. Because of this, management and tracking of issues is a critical component of our project methodology. Clients or our internal staff may complete an issue submission form for our projects. Issue entry consists of the issue's critical nature, its target completion date, and to whom the issue is assigned. Our Project Manager will be responsible for monitoring, updating, and recording the issues and their resolution.

When required during the operations phase, part of the weekly report will include project costs and scheduled updates in order to record and verify any changes in the project plan that must be made in order to accommodate project requirement updates. The monthly reports will summarize all changes that have occurred in the month. The final report will detail all changes made during the course of the project, even if the change made no impact on the original project plan.

Risk Assessment and Management

There are always risks involved in any IT project, including anything from scope creep to delays in development. A risk can pose an immediate threat or result in adverse consequences to the project. Therefore, all of our projects have Risk Management plans in place.

The key to effective risk management is communication. With effective communication between team members and a simple risk management plan, we are able to control project risks. As soon as a risk is identified, the client contact is notified and the risk is documented. After notification, the risk is quantified to determine its impact on the project and the project's completion. Depending on the severity of the risk, a contingency plan will be developed or a change will be submitted to the Project Manager, and a change request will follow the change control process.

All risks that occur during the course of the project are documented in the final report.

Quality Assurance

We employ specific Quality Assurance (QA) practices that allow our Project Manager to keep tight control over the development process. Our QA practices also allow us to present our clients with a complete and accurate overview of progress at each phase of the development process.

The Quality Assurance model employed by Tri-Core is the Phase Containment Model. Phase Containment is a QA model which seeks to "contain" errors at the earliest phase possible, typically within the development phase in which they occur. Tri-Core understands that errors tend to compound, and therefore become more expensive and harder to fix, as they are detected farther along in the project.

Above all, a quality product is defined as a product that meets the client's requirements. Our Quality Assurance practices are based on that goal.

Quality Assurance

- Maximize onsite development and maintain constant communication with the client
- Schedule weekly and monthly meetings to receive feedback
- Send weekly and monthly progress reports
- Store all notes in central repository to be viewable by all stakeholders
- Assemble QA team of individuals not directly involved in coding

Subcontractor Management

Subcontractors will report to Tri-Core so that all communications to the client are through Tri-Core. Tri-Core strives to integrate all contractors into the team seamlessly. Tri-Core directly manages all subcontractors and is accountable for all work performed by subcontractors.

Note: No subcontractors will be used on this project.

Throughout project development, we WILL follow all guidelines within the published LDI Software Development Standards. We fully embrace the LDI-preferred method of utilizing onsite analysis and development. We have found that this enables us to quickly respond to requested and required design changes, engage in constant knowledge transfer and system development updates, and deliver the best possible product. Finally, as described in the biographical section, all of our personnel are fully trained, extremely proficient and comfortable with the development and administration tools stated in the LDI Software Development Standards.

All routine and scheduled maintenance work will be conducted at the LDI during normal business hours, Monday through Friday. Further, we have found close interaction with users while performing system maintenance and development work to be extremely beneficial to both the users and our personnel. One explicit benefit: it enables us to be aware of upcoming projects, legislative changes, NAIC issues, and required updates. This allows us to plan our maintenance work accordingly to prevent any last-minute changes or surprises for us or for our client. In the event of an emergency situation, we may perform some maintenance work offsite to speed the process of restoring system functionality. Any maintenance work performed offsite will be by exception only. We will work closely with the LDI Management to make them aware of any situation involving offsite work before the work actually begins. Regardless of where the maintenance is performed and if it is planned or unplanned, we will always follow the LDI's Software Development Standards guidelines, and use development and staging environments which mimic as closely as possible the production environment. We understand why the LDI insists on this practice and fully embrace the techniques within our standard procedures.

We will also have a Project Manager (PM) or approved backup PM on site during normal business hours for the entire duration of the contract. We have found that with projects of this size and magnitude, having an onsite top-level representative allows us to provide the best level of service to our clients.

Weekly status reports, project synchronization matrixes, Quality Assurance documentation, updated Gantt charts and project progress will be submitted to the LDI Management for the duration of the project. Additional reports will be made available if requested. As stated, a project manager will be available onsite to discuss all reports, project status, and project progress.

In addition to the status reports, all notes from user working sessions, system review sessions, development, periodic Quality Assurance meetings, and contemporaneous events will be stored in a set of centrally located and shared Microsoft OneNote notebooks. This process has proven itself to be the best and least obtrusive way to

share ideas, track system maintenance, and document the progress of the project. Further, it allows both our staff and LDI staff to have a central point for referencing project information and sharing ideas and information about the project. LDI personnel will have complete access to all of our documentation for review and validation. Note of interest: we currently have OneNote notebooks which document various projects we have had the opportunity to work on at the LDI for the last nine years. The notebooks are chronological in nature and give a valuable history on both system development and the changing needs of the LDI.

Software Development Process

We will use the tried and true software development process we have used here at the LDI for many years. Referred to as Disciplined Agile Delivery or DAD. It is a process that simplifies decisions and focuses on incremental and iterative solution delivery. Through this process, we are able to quickly develop, test, and deploy systems of all sizes on time and on budget. DAD is a hybrid of the best parts from numerous paradigms, models, methodologies, frameworks, processes and supporting disciplines. Greater information and an explanation of what DAD is and how it works can be found on Wikipedia at this URL:

https://en.wikipedia.org/wiki/Disciplined_agile_delivery

Project Management

We feel very strongly, as does the LDI, that success starts and finishes with first-rate project management. At Tri-Core, we work to exemplify this concept at all levels of our organization in order to always optimally perform and create value from our efforts. We start by making a high-level plan, and then we dive down into the details. We have used this approach in concert with the LDI staff for many years with excellent success.

In order to communicate effectively as a team, we have developed numerous internal processes that aid both our team members and our clients. On the next several pages are some of the specialized tools we employ at the LDI. Please note that both our team members and LDI staff are listed on several of the products; we work with our clients as a team.

The products are listed in the order we review them each week:

- Personnel schedule for the next four weeks
- Weekly Focus Review
- Weekly Sprints

- Weekly Application Maintenance Status Report
- Weekly Application Maintenance Synchronization Matrix

We review all of these products at our weekly huddle, usually each Monday, with both our team and LDI staff. The order of presentation is important. We start by reviewing the schedule to show the time and location of each member of the team. Then we move to the high-level view of the weekly focus. Then we dive into individual areas of focus which support the high-level objectives. Following the week-ahead overview, we review the efforts of the past week when we discuss the status report. Please note that the report is reviewed item by item to understand where problems or issues concerning the item may be occurring. This review is conducted with a team of peers. Thus, potential solutions are often brought up and discussed. Finally, we culminate with a review of long term major projects with the Application Maintenance Synchronization Matrix. These tools allow our team to operate as one cohesive unit, and yields our best efforts.

As you will see on the following several pages, we will demonstrate that we fully embrace the requirements of the RFP. Below is an excerpt of the Project Manager responsibilities directly from the proposal.

A. *The Project Manager is responsible for setting up the meeting, ensure availability of key participants, rescheduling when required, reserving resources needed, preparing an agenda, preparing meeting notes for distribution, and directing any tasks as a result of the meeting. The most common meetings are listed below.*

    - *Weekly Application team huddle*
    - *Weekly Maintenance request review and discussion*
    - *Quarterly Quality Assurance reviews on all key systems – may occur more often when major maintenance is being performed*
    - *Bi-weekly Sync meeting with Application and Network teams*
    - *Bi-Weekly web huddle*
    - *Quarterly review of all applications with key management personnel*
    - *Ad-hoc meetings with users to discuss issues or progress on maintenance items Implied Project Tasks*

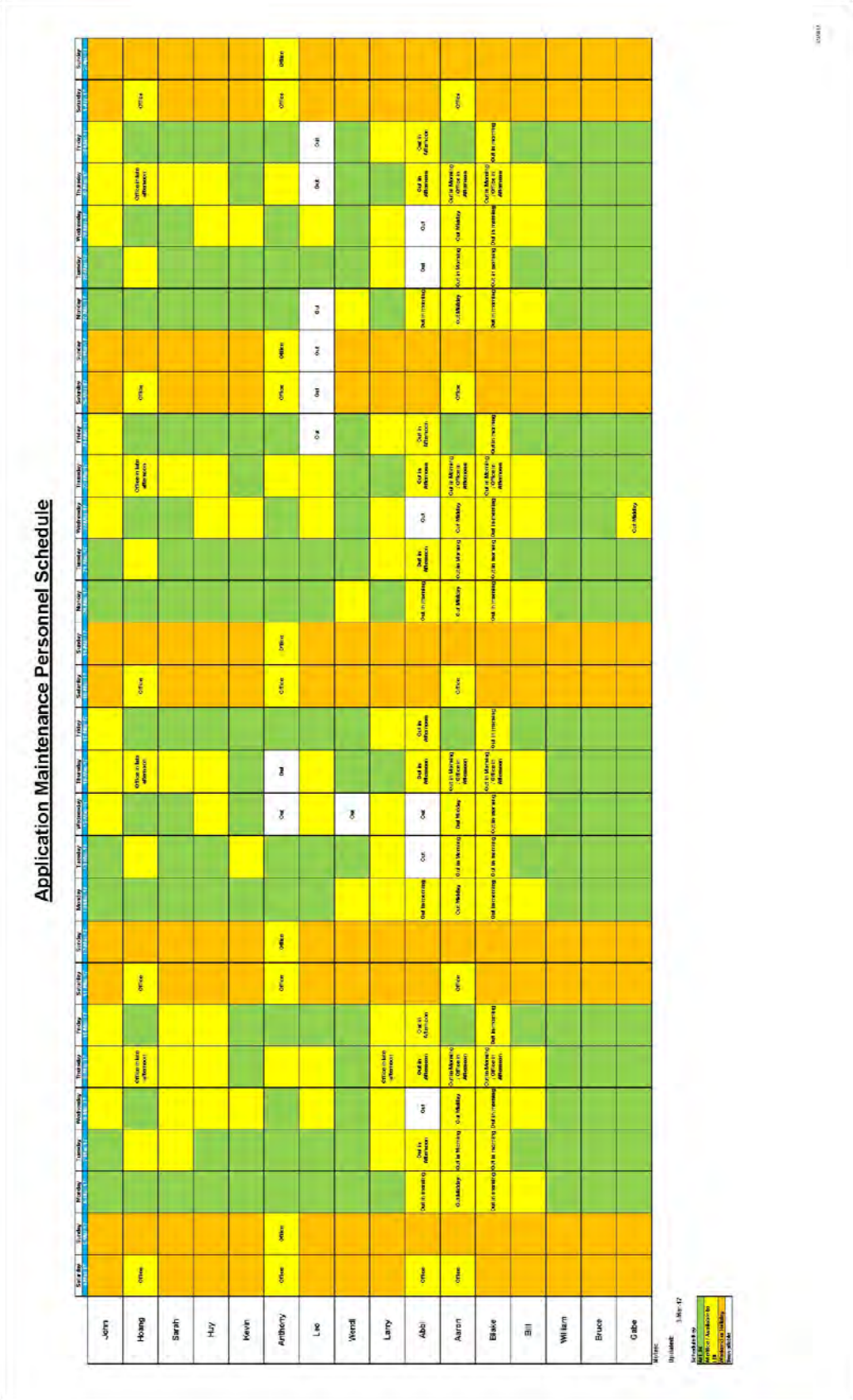
Staff Scheduling

In order to accommodate all the various needs of the project, and efficiently use the time available, we will work closely with the LDI Project Manager to ensure our team members are available. A simple schedule of availability enables us to make the optimal use of time and resources.

Over the years, our schedule has evolved and now includes all of our team members and LDI application team members. This allows IT management to have an instant and clear understanding of who is where at any given moment. The schedule is published at least weekly, usually on Fridays, and forecasts the next four weeks. The schedule does change based on the needs of the project and the LDI, and allows both Tri-Core and LDI managers to plan for best use of resources, time and people.

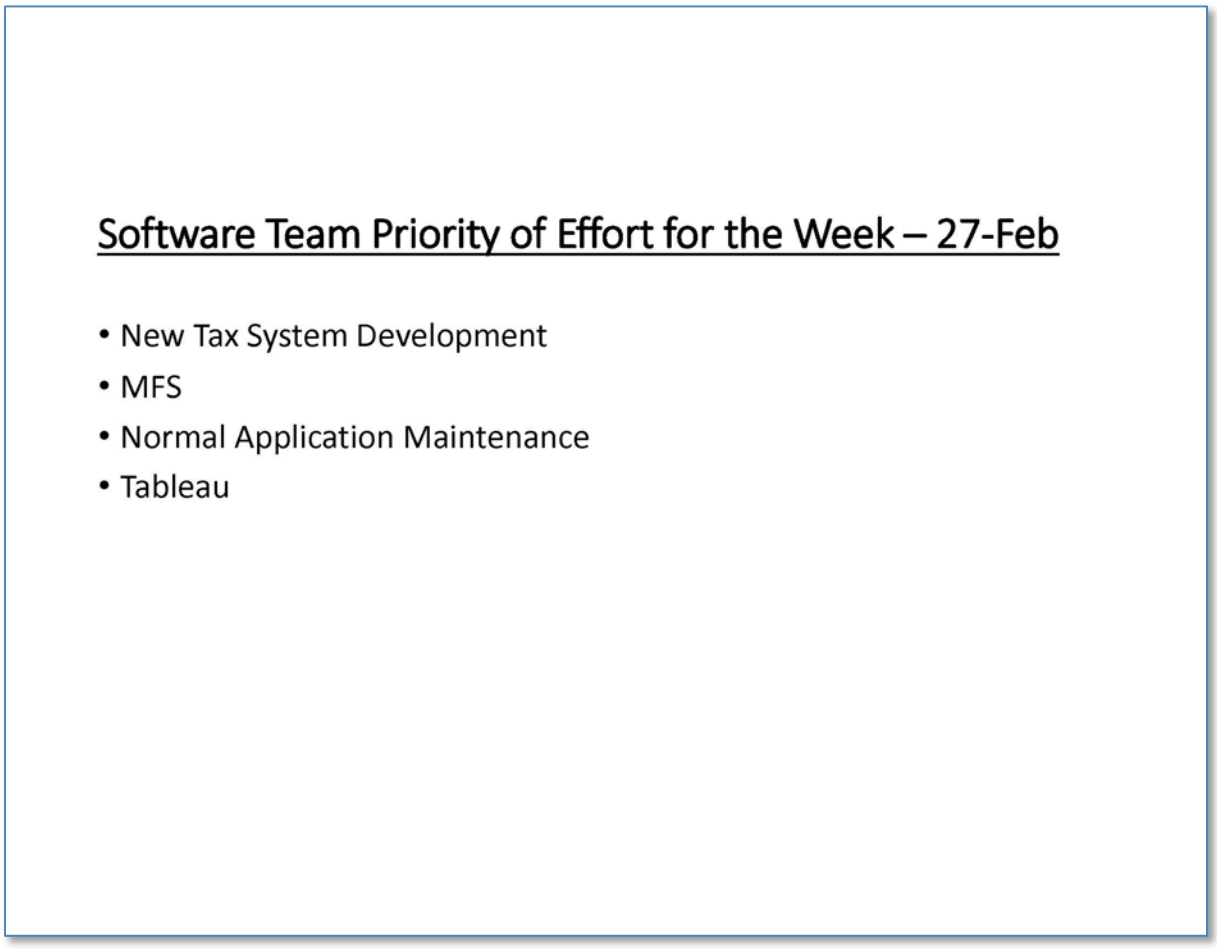
On the next page, we have an example of an actual schedule used for the Application Maintenance project from a recent Friday. Days which are green indicate that a person will be at the LDI. Yellow days show when a person will be away from the LDI.

We routinely review the schedule to confirm that the information provided is relevant and timely.


Application Maintenance Personnel Schedule

Weekly Focus Review

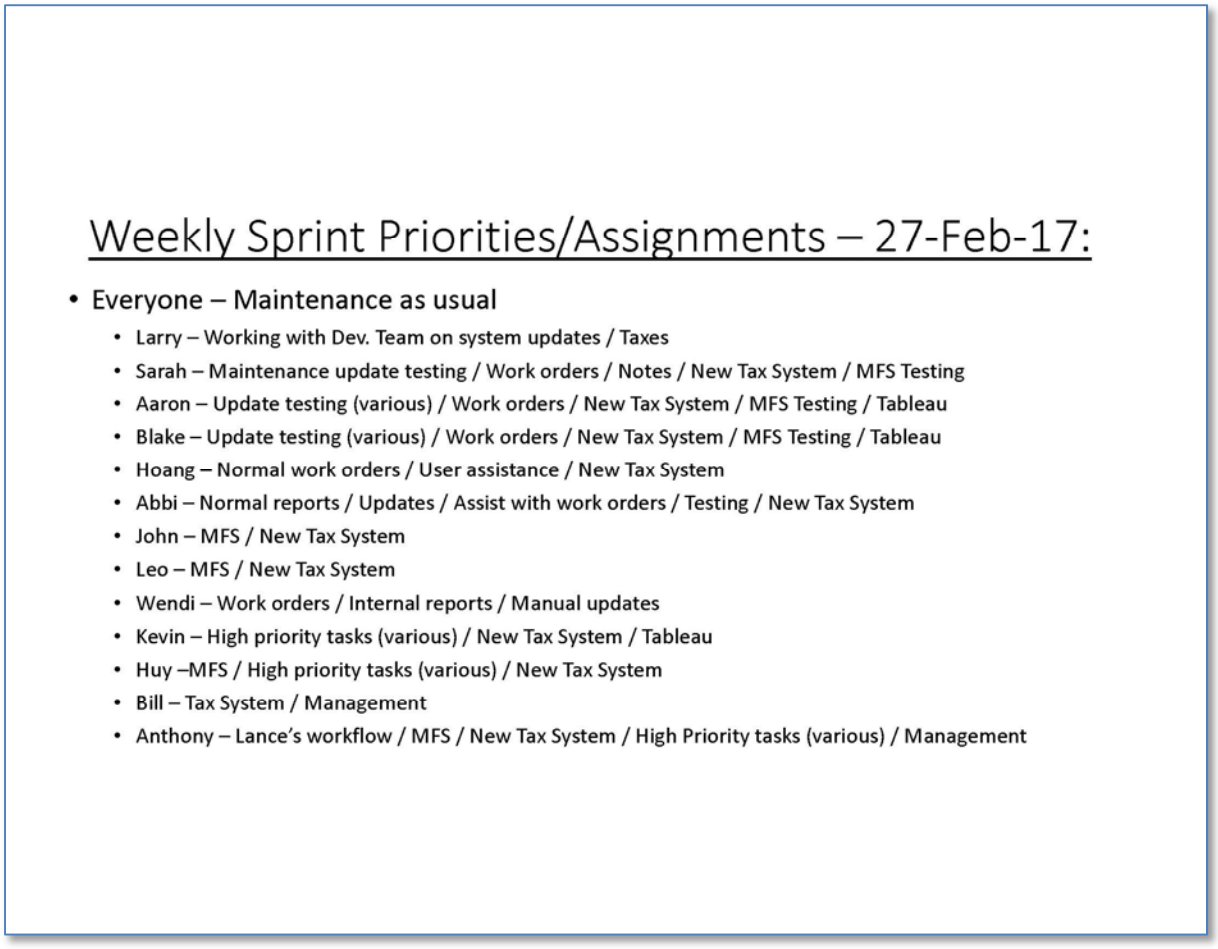
We start each week with a weekly high-level focus review. The focus review is conducted with our team and appropriate LDI personnel. The goal of the review is to remind everyone what our combined main efforts should be directed toward. While the high-level focus changes little from week to week, it is important to inform everyone when it does and why there was a change. This is especially important when new legislative mandates have been passed and there is a limited timeline for implementation. Below is an example of our high-level weekly focus slide. Note, since this is a high-level product, only a few items are ever listed.



This is also posted weekly in prominent positions around the work area to both remind our team and inform visitors to the work area of the team's major priorities.

Weekly Sprints

Immediately after reviewing the Weekly Focus, we review the Weekly Sprints. A sprint is defined as a set period of time where individuals or teams work to potentially create a finished project or product. We break sprints down by individual team members for this product. This product informs and reminds individuals what they should focus on, as well as what everyone else on the team is working on. Below is a recent example of a Weekly Sprint slide.



Like the Weekly Focus slide, this is posted around our work area for both team members and visitors to the area.

Weekly Application Maintenance Status Reports

On the next several pages, we have an example weekly status report for the LDI for the last week of January and beginning of February 2017. The report begins with a statistical breakdown of the IT work requests currently outstanding with focus on those received for the previous week. The report also breaks out IT work requests which are assigned to Tri-Core personnel. On the next several pages, graphs report hard data and then trend lines are overlaid on the number of requests received, completed, completed within the same week, and those in progress. Immediately following the request data, time spent by the week is reported for both support staff and project management. The information is reported to show the time contractually required vs the actual support staff and project management hours for that week. Finally, the report breaks out in detail all of the work orders that are current and/or completed during the last week. The legend for this final chart is as follows:

- **White** rows are new projects and have no work completed to date
- **Yellow** rows are projects which have from 1% - 99% of the required work completed
- **Green** rows are projects which have been completed

Note: Each week, the completed projects (green lines) are removed and only new projects or projects which are in progress are carried forward (white or yellow lines).

Weekly Project Update 30 Jan – 5 Feb

All Application Maintenance Requests

New projects received during the week	75
New projects completed the same week	61
New Projects Remaining (Only new projects, not including new completed projects or projects in progress)	6
Total Projects Complete (Includes new and previous week projects completed only)	88
Projects which require additional User input	13
Total Projects in Progress (Includes all new and previous projects currently being worked on)	92

Website Work Requests

New projects received during the week	7
New projects completed the same week	5
New Projects Remaining (Only new projects, not including new completed projects or projects in progress)	2
Total Projects Complete (Includes new and previous week projects completed only)	9
Projects which require additional User input	0
Total Projects in Progress (Includes all new and previous projects currently being worked on)	5

Notes: The web requests listed at the bottom of the page are part of the stats at the top of the page. The web requests are broken out to illustrate web related content requests and resource utilization.

Weekly Project Update 30 Jan – 5 Feb

Requests Assigned to Tri-Core Personnel

New projects received during the week	59
New projects completed the same week	49
New Projects Remaining (Only new projects, not including new completed projects or projects in progress)	10
Total Projects Complete (Includes new and previous week projects completed only)	73
Projects which require additional User input	11
Total Projects in Progress (Includes all new and previous projects currently being worked on)	82

Project Management hours: 13.25 Support Personnel Hours: 138.75

Website Work Requests

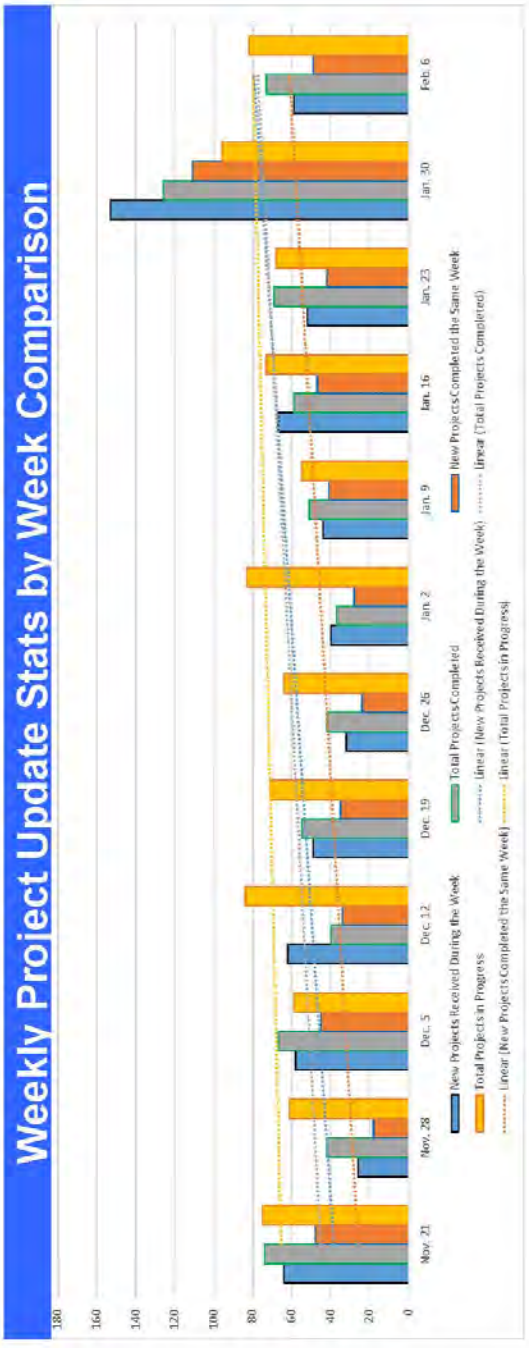
New projects received during the week	7
New projects completed the same week	5
New Projects Remaining (Only new projects, not including new completed projects or projects in progress)	2
Total Projects Complete (Includes new and previous week projects completed only)	9
Projects which require additional User input	0
Total Projects in Progress (Includes all new and previous projects currently being worked on)	5

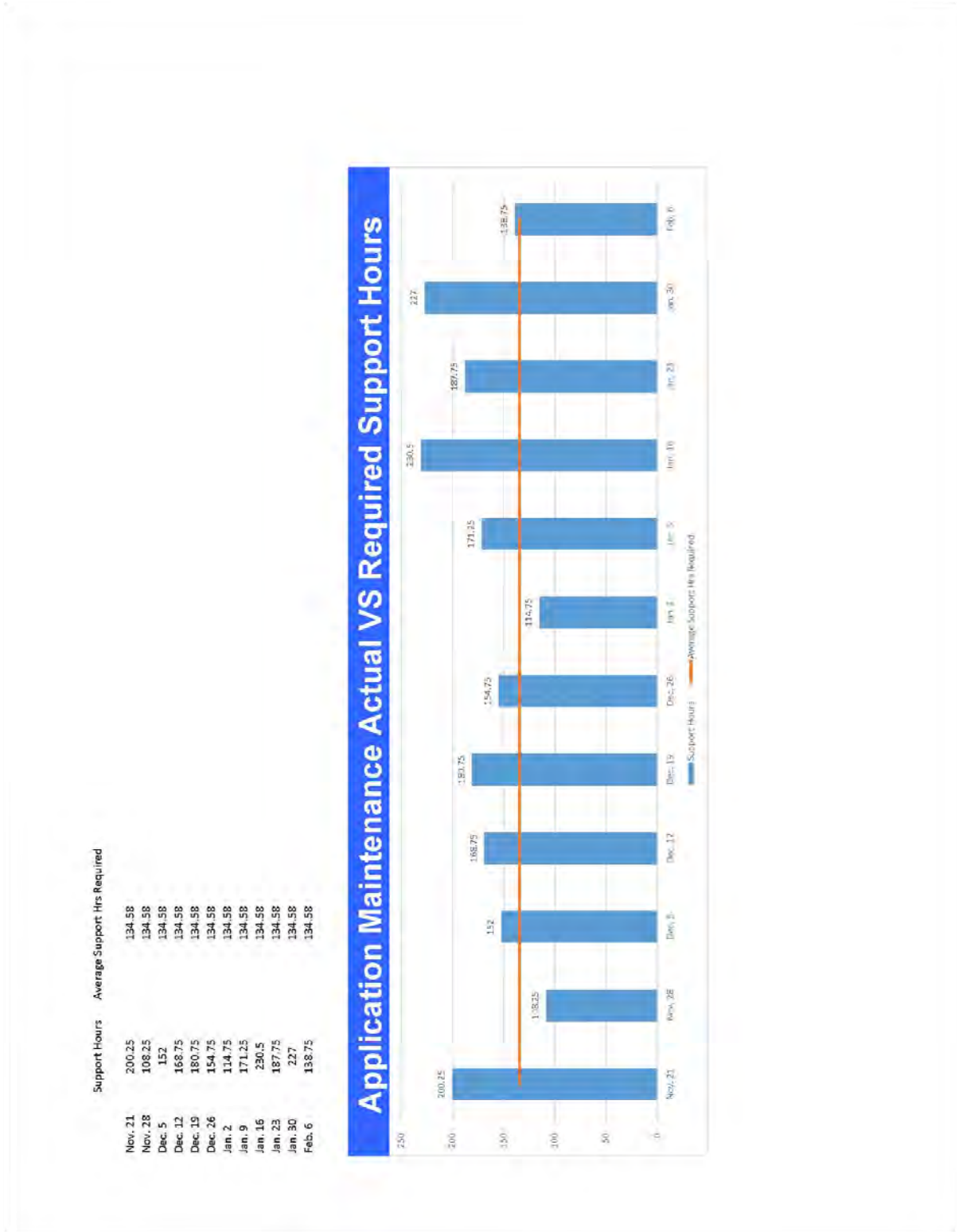
Project Management hours: 10.75 Total personnel hours: 27.5

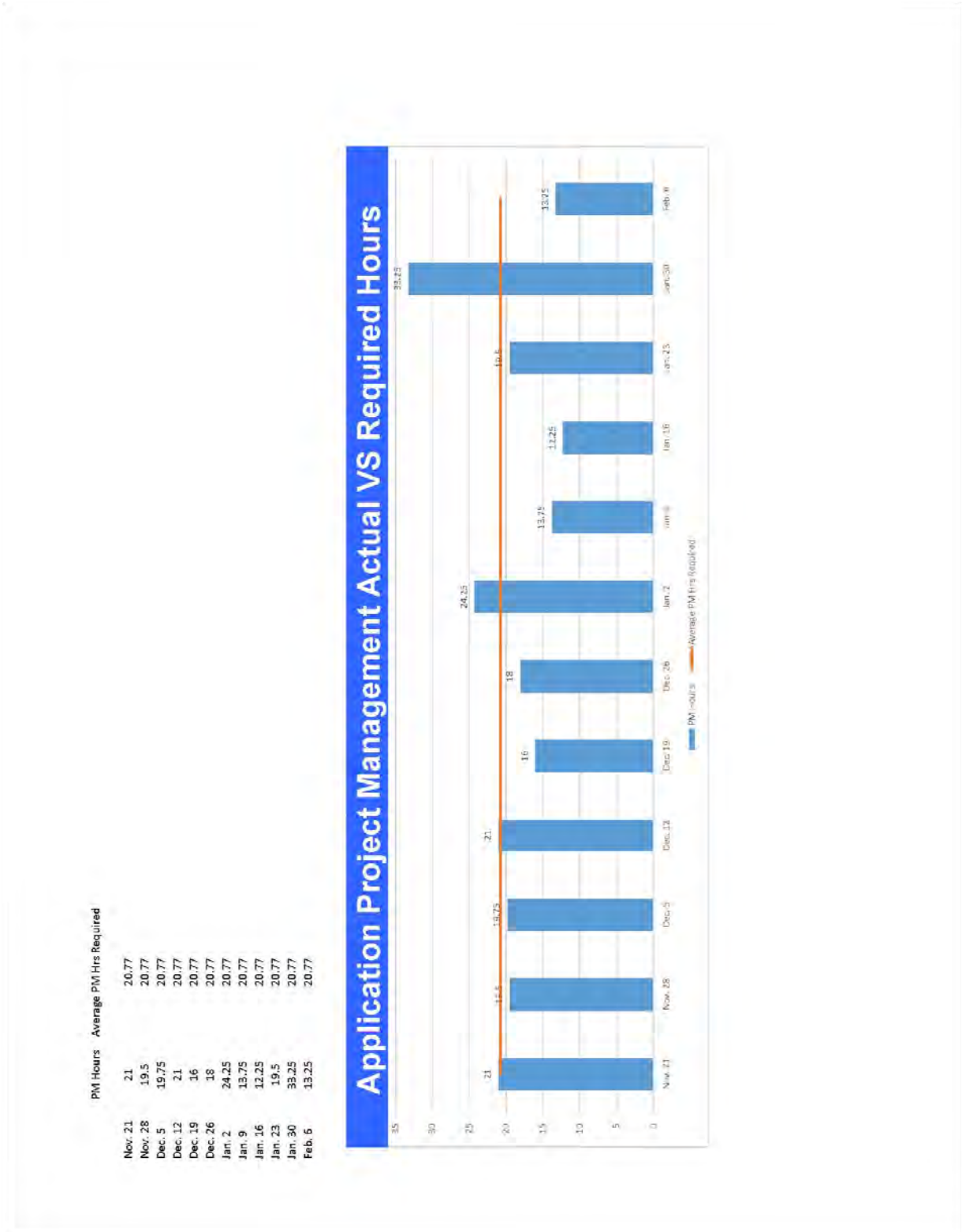
Notes: The web requests and hours listed at the bottom of the page are part of the stats at the top of the page. The web requests are broken out to illustrate web related content requests and resource utilization.

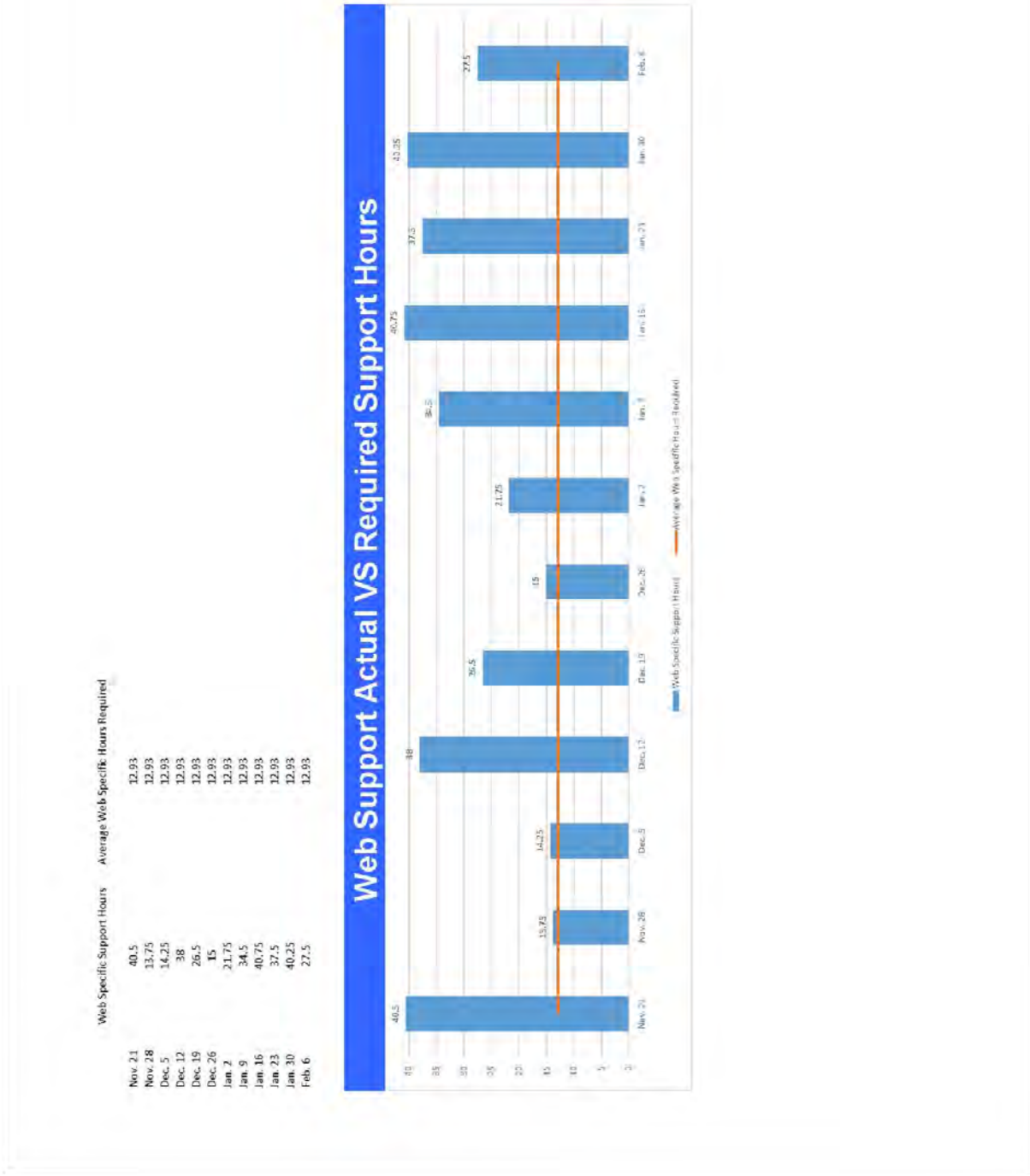
Tri-Core

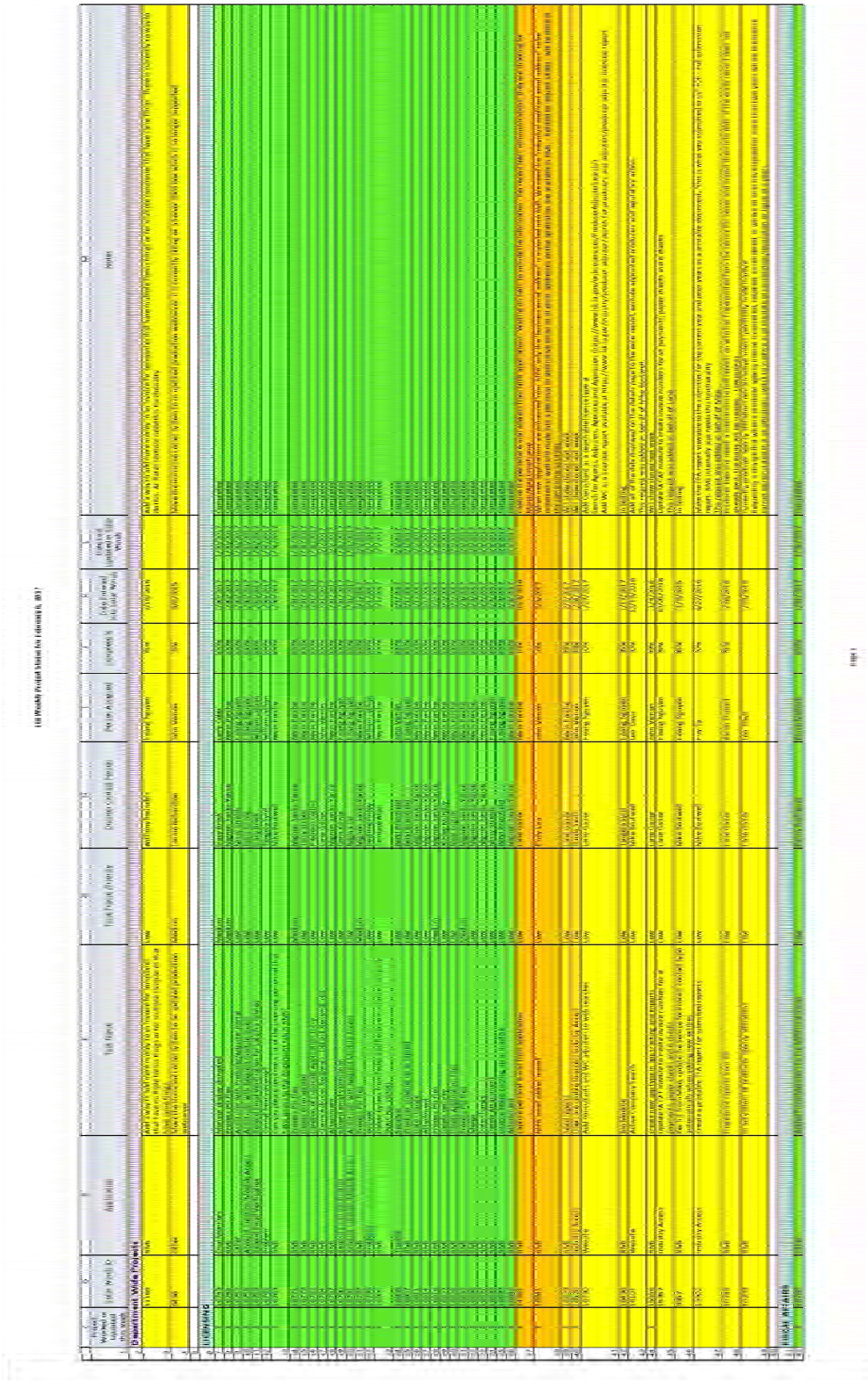
	New Projects Received During the Week	New Projects Completed the Same Week	Total Projects Completed	Total Projects in Progress
Nov. 21	64	48	74	75
Nov. 28	26	18	42	61
Dec. 5	58	45	67	59
Dec. 12	62	34	40	84
Dec. 19	49	35	55	71
Dec. 26	32	24	42	64
Jan. 2	40	28	37	83
Jan. 9	44	41	51	55
Jan. 16	67	47	59	73
Jan. 23	52	42	69	68
Jan. 30	153	111	126	96
Feb. 6	59	49	73	82

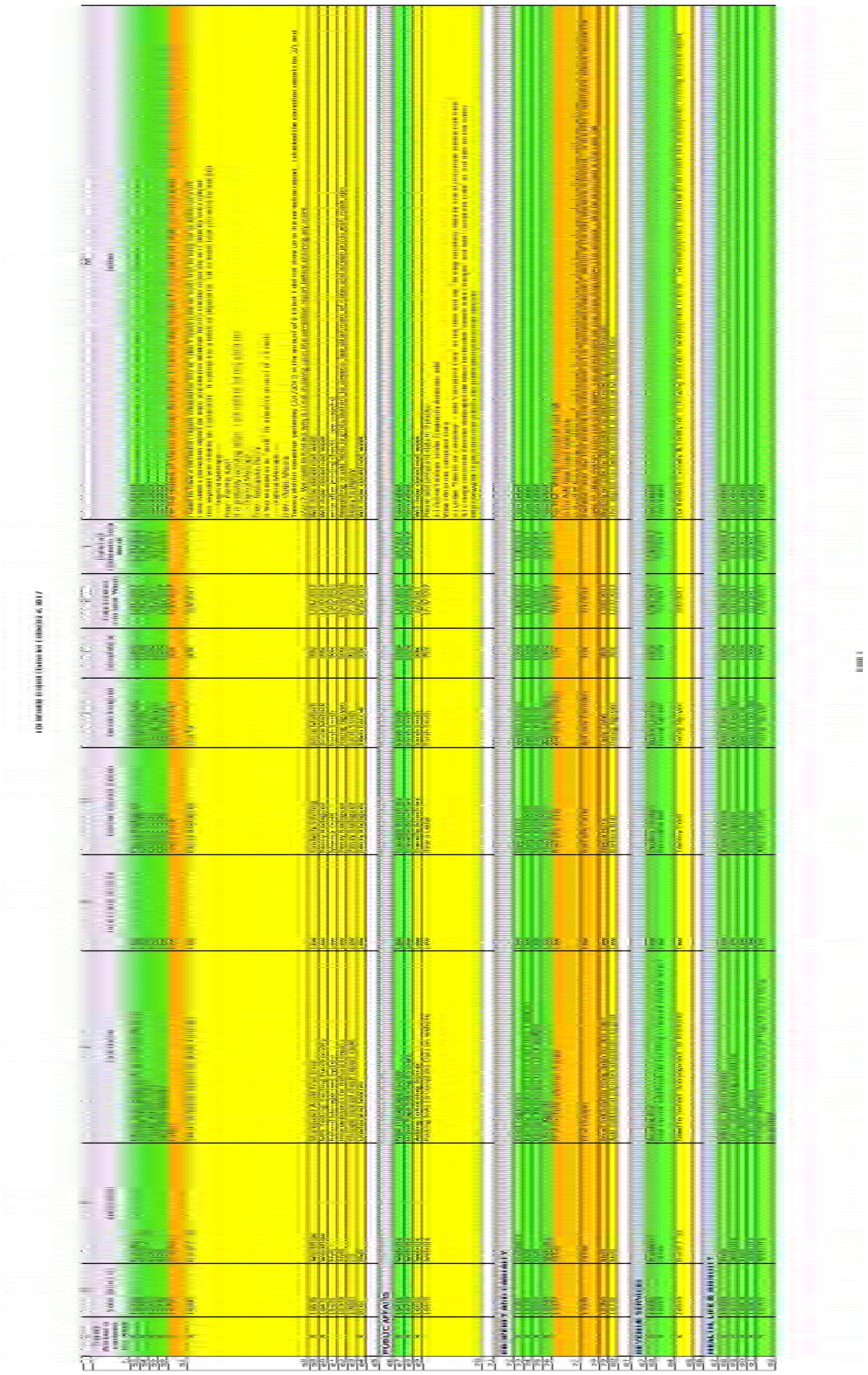


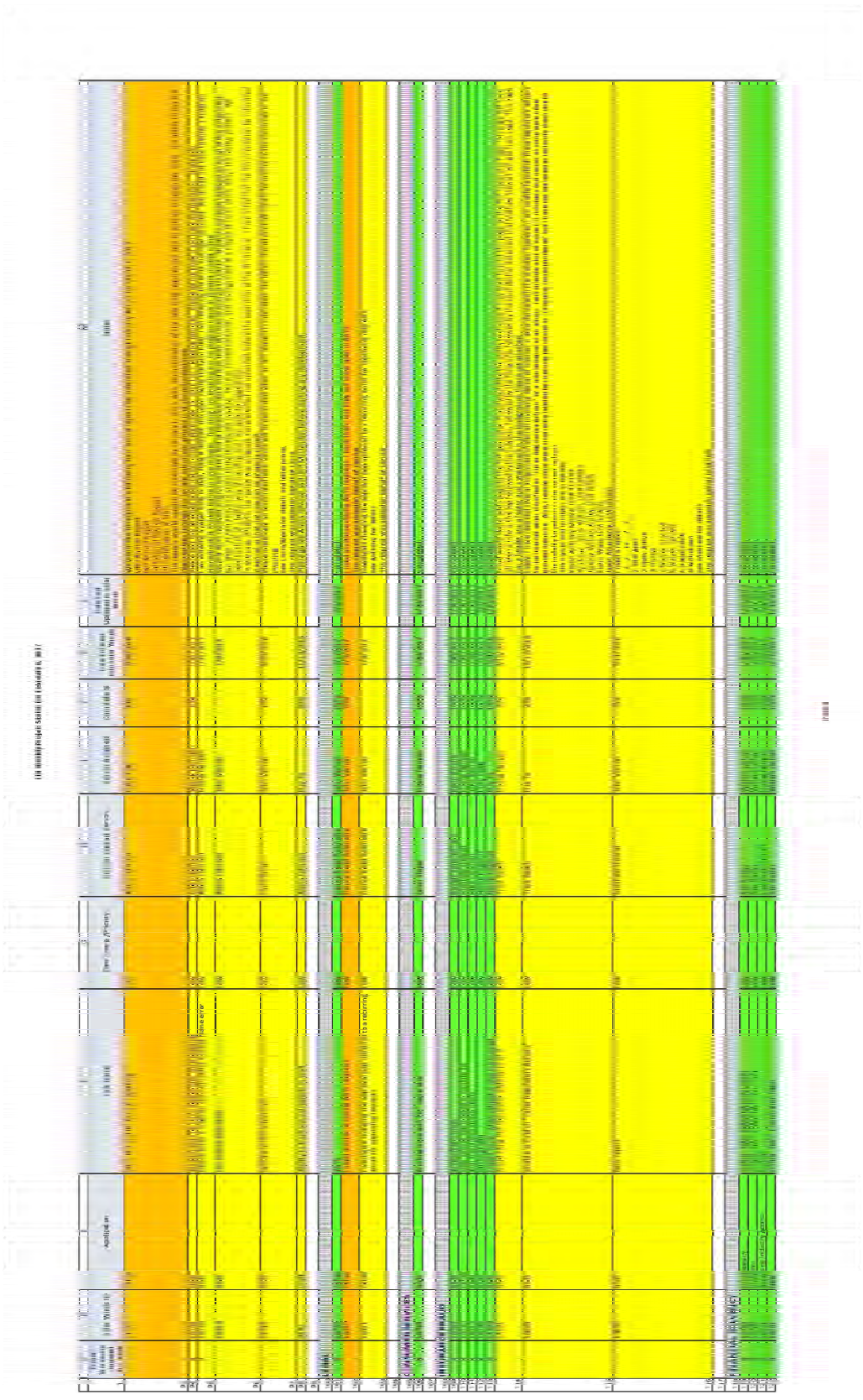

Application Maintenance Actual VS Required Support Hours
Support Hours
Average Support Hrs Required
Nov. 21 200.25 134.58
Nov. 28 108.25 134.58
Dec. 5 152 134.58
Dec. 12 168.75 134.58
Dec. 19 180.75 134.58
Dec. 26 154.75 134.58
Jan. 2 114.75 134.58
Jan. 9 171.25 134.58
Jan. 16 230.5 134.58
Jan. 23 187.75 134.58
Jan. 30 227 134.58
Feb. 6 138.75 134.58
250
200
150
100
50
0
200.25
108.25
152
168.75
180.75
154.75
114.75
171.25
230.5
187.75
227
138.75
Nov. 21
Nov. 28
Dec. 5
Dec. 12
Dec. 19
Dec. 26
Jan. 2
Jan. 9
Jan. 16
Jan. 23
Jan. 30
Feb. 6
Support Hours
Average Support Hrs Required

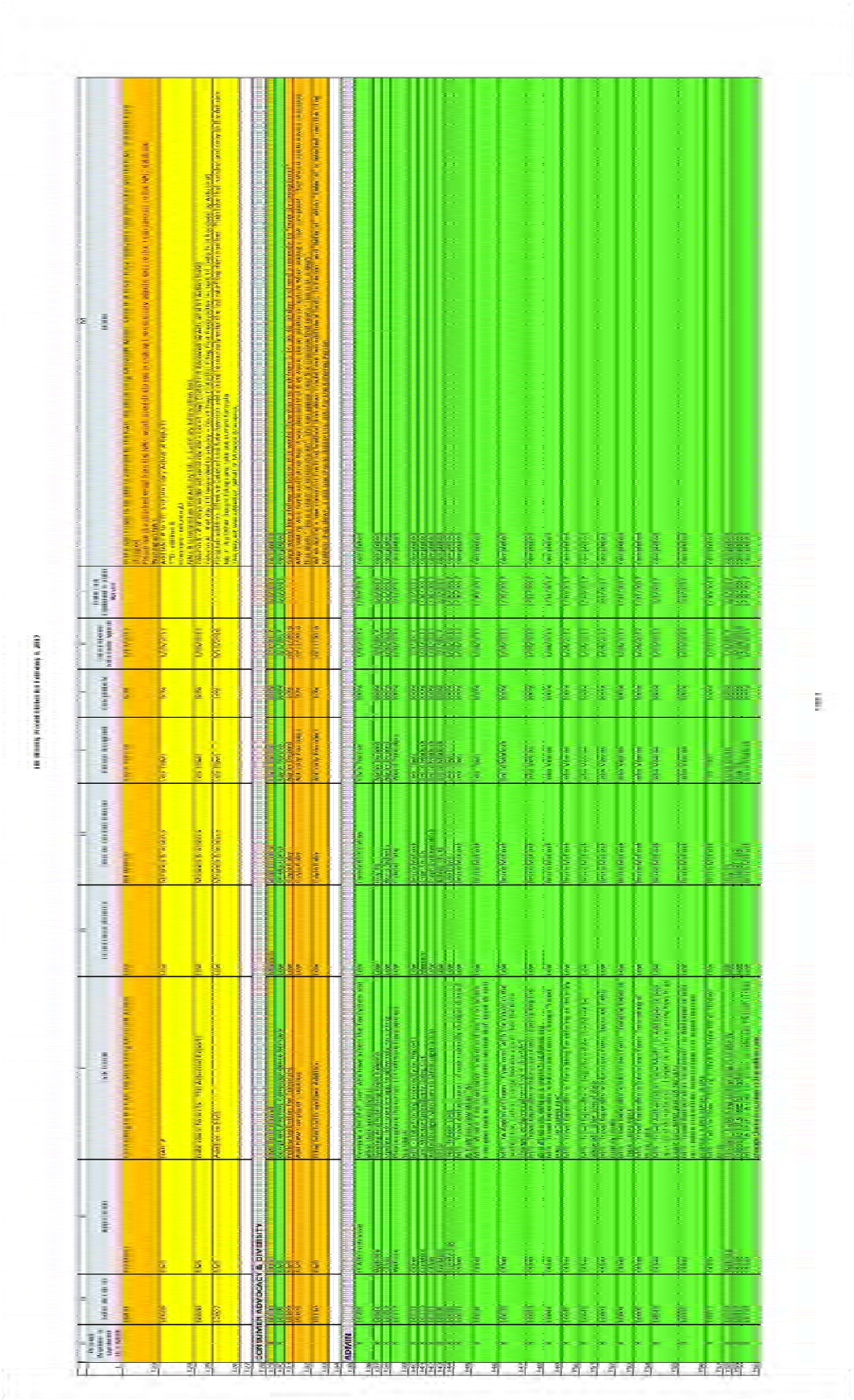

Application Project Management Actual VS Required Hours
PM Hours
Average PM Hrs Required
Nov. 21 21 20.77
Nov. 28 19.5 20.77
Dec. 5 19.75 20.77
Dec. 12 21 20.77
Dec. 19 16 20.77
Dec. 26 18 20.77
Jan. 2 24.25 20.77
Jan. 9 13.75 20.77
Jan. 16 12.25 20.77
Jan. 23 19.5 20.77
Jan. 30 33.25 20.77
Feb. 6 13.25 20.77
PM Hours
Average PM Hrs Required

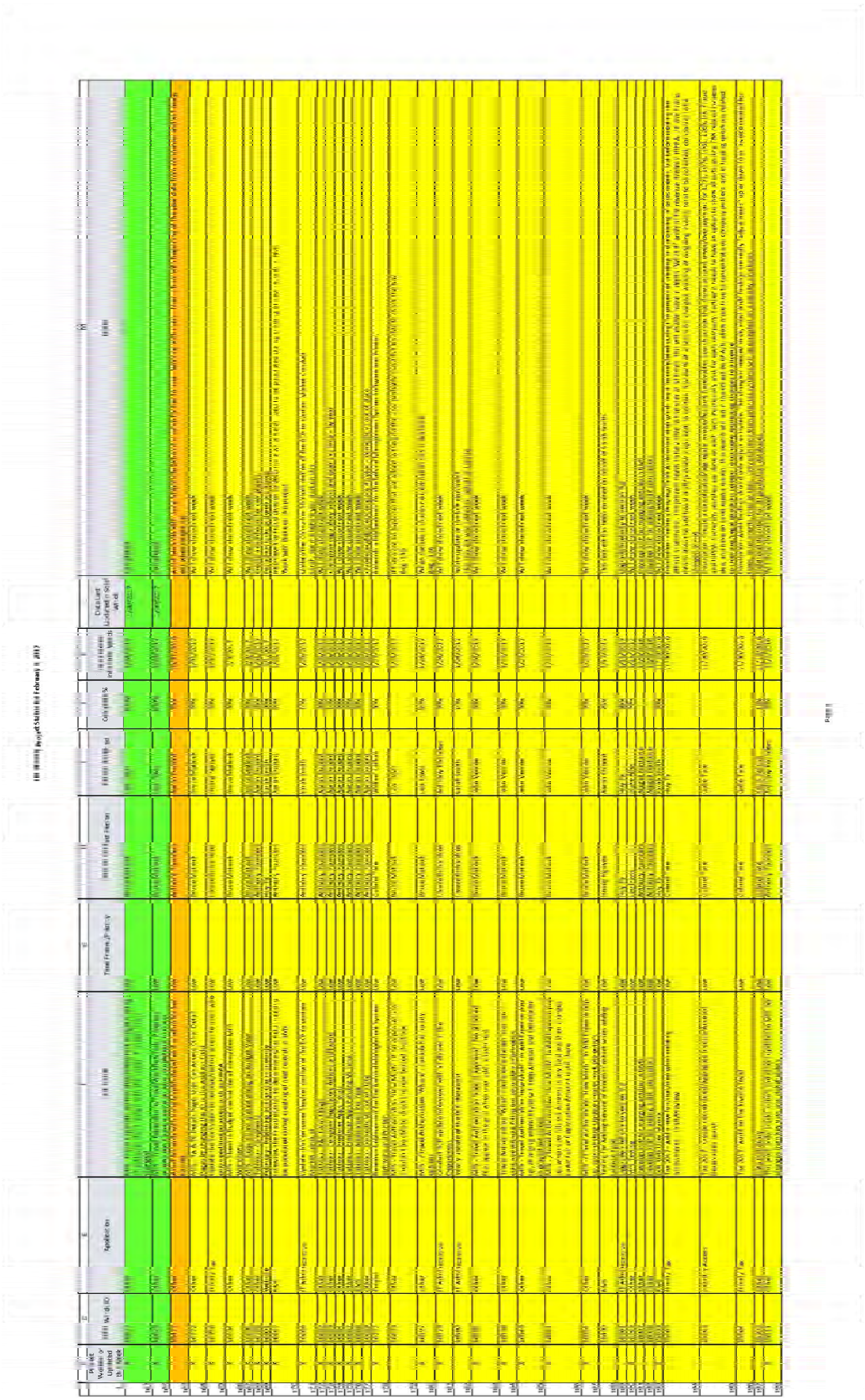

Web Support Actual VS Required Support Hours
Web Specific Support Hours
Average Web Specific Hours Required
Nov. 21 40.5 12.93
Nov. 28 13.75 12.93
Dec. 5 14.25 12.93
Dec. 12 38 12.93
Dec. 19 26.5 12.93
Dec. 26 15 12.93
Jan. 2 21.75 12.93
Jan. 9 34.5 12.93
Jan. 16 40.75 12.93
Jan. 23 37.5 12.93
Jan. 30 40.25 12.93
Feb. 6 27.5 12.93
Web Specific Support Hours
Average Web Specific Hours Required

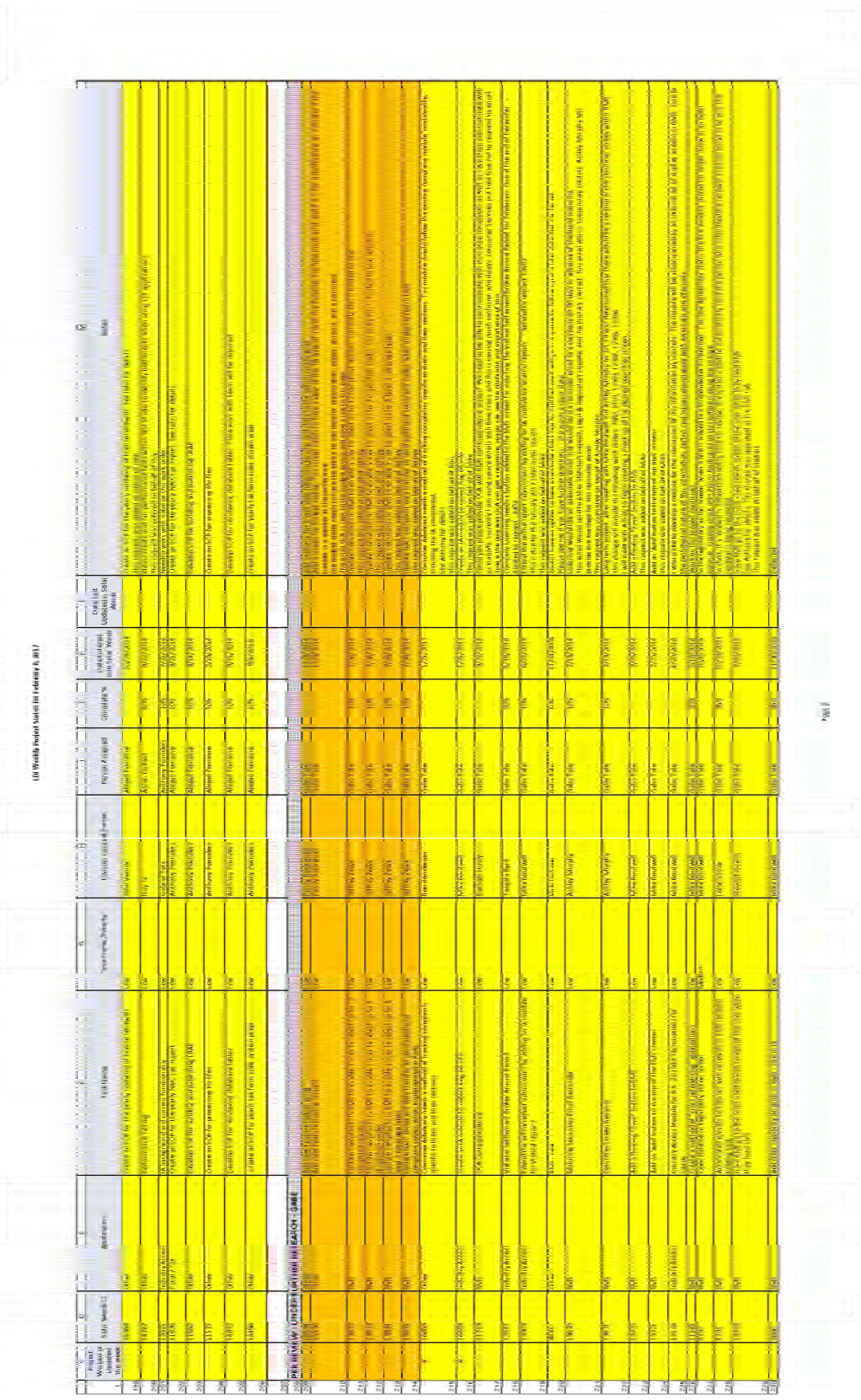












LDI Weekly Project Status for February 6, 2017

	C	D	E	F	G	H	I	J	K	L	M
1	Project Worked or Updated this week	Solar Winds ID	Application	Task Name	Time Frame/Priority	Division Contact Person	Person Assigned	Complete %	Date Entered into Solar Winds	Date Last Updated in Solar Winds	Notes
221		261	EMS	Document by consolidated Main Screen	Medium	Mike Boutwell	Gabe Tate	95%	5/19/2013		Deferred
222		2475	EMS	Icons for quick access to applications	Medium	Jerry Lala	Bruce Wallace	20%	3/11/2014		In short, add a link button of the application that accompany and it brings one to the appropriate open application.
223											
224											
225	**Future Development Opportunities**										
226		12845	Industry Access	Create IA module for Viatical annual report submissions	Deferred	Mike Boutwell	Gabe Tate		4/26/2016		Create IA module for Viatical annual report submissions. This module will be very similar to the TPA report submission module.
227											
228	**IT Requests which are long term and excluded from the weekly stats**										
239	**RECURRING MAINTENANCE TASKS**										
240			All Systems	Test BCP / Tabletop Exercises / periodically throughout the year	Maintenance	Jennifer Hernandez	Anthony Founders				
241			All Systems	Total Systems Recovery	Maintenance	Jennifer Hernandez	Kyle Fontaine				
242			Website	Web Statistics Report	Maintenance	Landa Kenny	Kyle Fontaine				
243			Website	Compile weekly FAQ statistics	Maintenance	Jeanie Leder	Huy Ta				
244			Website	Run link checker program monthly on website	Maintenance	Jeanie Leder	Sarah Smith				
245			Website	Update Department website as requested from PA	Maintenance	Jeanie Leder	Sarah Smith				
246			IMS	Fiscal IMS Changes	Maintenance		Sarah Smith				
247			Website	CE Reports on the Web	Maintenance	Mike Boutwell	Huy Ta				
248			EMS, CRAFT, ARTS, Taxes, etc...	General user support, deleting extraneous records accidently entered into the system, assisting internal and external users with specific questions on business processes and working with staff on knowledge transfer	Maintenance		Tri-Core				
249			Website	Post new information, update postings when appropriate, remove old documents, and general website maintenance	Maintenance	Public Affairs					
250											

Page 7

Weekly Application Maintenance Synchronization Matrix

On the next two pages, we have an example weekly Application Maintenance Synchronization Matrix report we prepared for the LDI for a week in June 2017. Note: The concept of the report is to be a single page view of all high priority Application Maintenance items. The report follows the same color standard as the weekly detail report. The stars indicate the projected completion date for each project. Additionally, the report includes any Network Maintenance items which may impact or are related to Application Maintenance at the bottom. The second page, or other side of the report, lists large projects which are in the process of being executed. Finally, the report lists opportunities for future projects.

This report is typically created for the work week, ending on a Friday.

Application Maintenance Project
Synchronization Matrix

Project	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
EMS addition - Terminations for Cause - new BOS Module								
Consumer Advocacy Partner Training Registration								
Gov QA implementation								
Pay assessments online with checks and CC								
Directive 205 - IA Module - data capture								
Annual Filing Seminar								
Pre-licensing IA module								
1076 online IA Module								
Assessments IA Module								
Minority Affairs Survey								
Analysis for moving Purchasing database into ICE								
Legislated Tax system updates								
Annual Company Filing requirements IA module								
Life Policy Search Upgrades								
Training								
EMS/CRAFT/Website refresher training - ongoing								
Regulatory Actions - to be determined								
Gov QA								
Web Projects								

Application Hardware Support	Jun	Jul	Aug	Sept	Oct	Nov	Dec	Jan
Move Intranet to Employee Portal								
Solar Winds to Nutanix								
Horizon Flex (VM Ware) Trial								
Active Directory Restructure								
Decommission HP Blade chassis at DPS								
Department wide laptop updates								

Notes:

- Colors for the stars follow the same format as the weekly report. Green stars are complete and Yellow stars are projects in progress.
- High priority projects are Highlighted
- The area in June and July which is marked by the dot pattern, indicates when major maintenance projects impacting key systems will be kept to a minimum.

19-Jun-15 - Page 1/2

Application Projects In Progress

Projects which are on going or without a date due

Project	May	Jun	Jul	Aug	Sept	Oct	Nov	Dec
PRR/AAQ/FAQ		★						
Intranet to Employee Portal								
RMS (CRAFT/EMS)						★		
Move remaining workflows from SharePoint			★					
Redundant Data Center Connection								
SBS implementation								

Application Projects For Research and Future Evaluation

Projects

- Fraud system updates
- SHIIP Form Automation Update - Tablets/MS Surface
- Social media exploration and out reach
- Equipment sign-out forms - making them electronic
- Analysis for moving the Purchasing database into ICE

19-Jun-15 - Page 2/2

Weekly Quick Shot

An additional product we use and produce weekly, when required, is the Weekly Quick Shot. We use this product on large projects that take months to complete. The Weekly Quick Shot is a single-page slide that is broken down into four separate quadrants. Each quadrant is equal in size and importance. The slide is usually produced at the end of each week, and is primarily a tool to inform key stakeholders and the LDI management of the project's status.

The four quadrants are:

- **Current Status** – Lists what the team is working on and where the project is
- **Plan for Next Week** – Lists what the goals are for next week
- **Problems/Concerns** – Lists and discusses any concerns of the project
- **Outstanding Issues/New Business** – Used as an informative section about topics concerning the project

As with all of the other products, this document is posted within the work area for both our team and visitors.

Weekly Quick Shot Update for Re-Engineering Tax System Project

Current Status

- Identifies the current status of the project, and key events which occurred during the past week.

Plan for Next Week

- Highlights key events and effort for the coming week.

Problems/Concerns

- Recognizes any current or ongoing problems and concerns which affect the project directly or indirectly.
- Items which create an elevated risk level are also listed.

Outstanding Issues / New Business

- Anything which was not previously discussed or identified in the project, but which can affect the project, will be listed.
- Items which can create added value for the project will be listed.

Week 0 – Phase 1 – Project Definition and Planning

16-Sep-2016

Tri-Core

Quality Control

In order to provide the best possible service to our clients, we use a multitude of mechanisms to confirm that the IT systems being developed, used, and maintained are operating as expected and reliably, ie… Quality Control. These processes and mechanisms take several different forms, but all begin with the needs of the LDI and the priority that management places on the operations and data within the IT systems which support the LDI.

To accomplish our goal of maintaining the highest quality effort possible, we work with users and managers to identify the baseline for their requirements and gauge their expectations for system function. Then we create a plan to test, measure and document the results to affirm that the systems are producing the expected quality.

Some examples of Quality Control mechanisms we have employed in the past at the LDI with success are:

- Unit testing for system updates and changes
- Data verification testing with the data sent from the NAIC and other third parties
- Funds transfer testing for all of the different methods by which monies are moved electronically to and from the LDI
- User reviews of system changes
- Extensive user training

All of these mechanisms will be employed continuously or periodically, as needed, depending on the project phase, and monitored depending on the needs of the LDI. When the results of the testing are not in the range of acceptable standards as defined by the LDI, we act accordingly to remedy the problem and bring the process back into proper operation.

Quality Assurance

In order to prevent problems with quality, especially when designing new systems, we place a high value on Quality Assurance. To accomplish this task, we employ periodic Quality Assurance (QA) meetings with the key stakeholders of the systems employed at our clients. During these meetings, we review a standard list of questions which help determine if any changes are required. Changes can be required due to system errors, how a system is operating or functioning, how a system is performing for the users, and/or legislated law and rule changes as required by the State. Please note that these meetings are separate from periodic project updates, since they have a different purpose; although, they may be conducted in conjunction with the weekly

updates. These periodic QA meetings are important to us as they enable us to plan and prioritize system changes across the entire LDI. The notes from meetings are recorded in the OneNote notebooks along with all other system documentation for future reference and planning. We have followed this formula at the LDI for a number of years with great success. The net result of this process is systems which perform as users and managers require, greatly reduced system interruptions and most importantly, IT systems which are ready to support the LDI when required.

Change Control

We realized that, specific to this project, due to the nature of the project and number of changes necessary, a regimented change control procedure is necessary. As previously mentioned, we will follow the LDI Software Development Standards for ALL work performed. We will also use periodic Quality Assurance reviews, working sessions and huddles with IT staff and users to verify requested changes, discuss the impacts of the changes, and thoroughly test all changes and updates before moving them into production. Further, we will utilize the LDI's own documentation methods. Particularly, we will use the LDI change control and approval document (signoff sheets). We are aware that this document has been in place for several years, and we have used it in the past with great success. As with all other documentation, signed copies will be scanned and saved to the project OneNote notebooks.

The following is an example of this change control document:

Louisiana Department of Insurance
IT Project Form

Reference Issue #

Date: Department Client: Project:
Deliverable: Problem ☐
Business Rule / Process Change ☐ Change Request ☐ Other ☐ _____

Description / Foreseen Impact on Implementation / Further Required Action:

See Addendum for further notes

Approval of Above Description

Department Contact / Contractor	YES / NO Approve	Signature	Date
Department Contact / Contractor (*if required*)	YES / NO Approve	Signature	Date

Work Delivered or Performed To Complete Above Description

Department Point of Contact / Rep	YES / NO Delivered / Implemented	Signature	Date
IT DIR/LDR/MGR/REP (*if required*)	YES / NO Delivered / Implemented	Signature	Date
Developer/Contractor	YES / NO Delivered / Implemented	Signature	Date
Developer/Contractor	YES / NO Delivered / Implemented	Signature	Date

IT Project Form Version 4 14-Mar-08

Incident Management

We understand that the information systems at the LDI are the life blood of the Department. Without all of the systems working together at optimal efficiency, the LDI cannot effectively perform its mandated tasks of regulating the insurance industry of the State and assisting consumers. When a problem occurs, hereafter referred to as an incident, we will work quickly to resolve the problem as efficiently as possible to minimize any impact to LDI operations.

When approaching and responding to an incident, we will follow the industry standard, Information Technology Information Library (ITIL) definitions, methodology and processes. ITIL defines an incident as:

> *An unplanned interruption to an IT service or reduction in quality of an IT service. Failure of a configuration item that has not yet affected service is also an incident – for example, failure of one disk from a mirror set.*

ITIL has a defined setup of management processes which we will follow when we encounter an incident. These steps are defined below:

- Incident detection and recording:
  - When a problem is reported by a user, or we encounter a problem, we will work to determine the base or root of the problem. Key questions need to be answered:
    - Who is the issue affecting?
    - What services are being affected?
    - What exactly is the issue?
    - Will this issue affect others and if so, when or how quickly?
    - What is the overall level of risk?
    - Can a temporary solution to the problem be employed?
    - How soon and how can a permanent resolution be put into place?
    - Who should be notified of the issue and solutions?
    - Is LDI management aware of the situation?
    - Are we communicating with the users who this issue is affecting?

- Investigation and analysis:
  - Once we have an understanding of the issue or problem, we will work quickly to fully research and understand the problem. Only by fully understanding the problem can we implement a proper solution which

will both minimize user-service interruption and prevent the situation from occurring again in the future.

- Resolution and recovery:
  - Once the problem is fully defined and a solution is found and implemented, recovery can begin. Some problems are complex in nature and may require multiple steps to implement a full resolution. In cases such as these, immediate short term fixes may be used until an appropriate solution can be put into place. We will work with LDI management to determine the best course of action in all situations.

- Incident closure:
  - Once the incident is fully resolved, it is officially closed out. This occurs only after any recovery of services has been completed.

- Incident ownership, monitoring, and communication:
  - In order to prevent incidents in the future, we will determine who or what caused the incident in the first place. Then we will monitor the solution to ensure that the incident does not occur again. Only through monitoring can we be sure that the problem is truly solved. We will communicate with users and LDI management to ensure everyone is informed at all steps in the process.

We work hard to maintain the IT systems for which we are responsible, and to provide the very best level of availability. Following the ITIL process for management and mitigation of incidents ensures that our efforts provide the system reliability our clients expect.

System Security and Data Security

The set line of business systems at the LDI have a unique set of requirements: regulate the State's insurance industry, maintain flexibility to allow for the constant and quick changes required by industry standards, state laws, federal laws, and NAIC regulations, and ensure transparency and data security. To achieve these diverse and sometimes conflicting requirements, we adhere to the LDI's Software Development Standards and work closely with users and the network team. We also work with LDI management and legal staff to develop systems and processes which meet these requirements.

We understand the sensitivity of information present at the LDI. Thus, we have worked with the staff to build and deploy a full Enterprise Digital Rights Management and

auditing process combined with a foundation built on network security utilizing Active Directory to protect the LDI information within RMS and other systems we have developed. We will employ these same processes and mechanisms when performing the Staff Augmentation for Departmental Application Systems project.

As standard practice, we periodically test all processes with users to validate data security. If we find that any of these processes are lacking in any way, we work with the LDI management to implement new procedures to safeguard LDI data.

Example Project Plan

Per the RFP requirements, an example project plan has been included. The project plan and associated documentation are in Appendix A.

Initially Identified Risks

During the research and development of this proposal, as part of our attempt at understanding what will be required of our staff, we have identified several concerns, and time periods within the calendar year which could be a potential risk, which we need to plan to accommodate during maintenance operations. Potential risks revolve around legislated LDI reorganization, mandated regulation changes, the deployment of system updates and new software or hardware. At this point, we have identified the following concerns:

- Implementation of new payment methods, such as credit cards
- The implementation and integration of upcoming NAIC initiatives
- Appointment renewal processing – May 1st each year
- Hurricane season – June through November each year (While not at direct risk, the LDI may have to devote additional resources to hurricane efforts in the event of a large storm. Examples: Katrina, Rita, Gustav)
- Yearly Fiscal Closeout – June/July

As we work with the LDI and review the LDI business processes, further risks may be revealed. We will work with the LDI Management to expose and mitigate all potential risks, thus lowering the overall risk to the IT infrastructure, existing processes, and ongoing work within the LDI.

Risk Management Strategy

While not required by the RFP, at Tri-Core, we work diligently to maintain a low level of risk at all times for our clients and all projects we undertake. Planning for concerns and implementing strategies for resolving these concerns is the best method for

avoiding problems and emergencies. Due to this project's varied set of requirements (integrate with the LDI staff, provide support across multiple systems), the overall scope of maintenance to be performed, and the need to integrate within a comprehensive disaster recovery strategy, a slightly higher level of risk is involved as compared to normal projects. In order to lower the level of risk and eliminate any unnecessary hazards, we will use the following guidelines:

- Use development and staging environments which mimic the production environment as closely as possible
- Document the entire maintenance process in a centrally located storage area for all involved with the project to access – *The OneNote Notebooks mentioned earlier in the document*
- Work closely with users and the LDI staff and management to identify problems as early as possible
- Perform periodic system tests and audits to ensure correct system process operation and maintenance objectives
- Develop multiple options to alleviate potential problems by working with users and the LDI management
- Periodically test all disaster recovery strategies and models with the LDI staff
- Implement agreed-upon measures to mitigate risk in a timely fashion

We also understand the inherent risks with maintenance; when performing updates and changes, new bugs can inadvertently be created. To alleviate potential problems like these, our standard practice is to conduct extensive internal testing on all updates. For updates, which are larger in scope or have complicated processes, we have users participate in testing. Further, we will closely follow the LDI's Software Development Standards. We understand that following a published set of standards reduces risk.

In our experience, the best risk mitigation method we have is simply constant communication with our clients. By communicating continuously through weekly update reports, daily verbal updates, email alerts and mini updates, conducting periodic Quality Assurance reviews, adding to the consolidated OneNote notebooks, and actively performing knowledge transfer, we are able to reduce the overall risk to projects dramatically.

As mentioned previously, we will have a Project Manager onsite throughout the project. This allows rapid response to problems or concerns which will inevitably arise during the course of the project, thereby reducing the overall risk to the project.

Knowledge Transfer to the LDI Staff

While not required by the RFP, we consider our knowledge transfer practices one of our greatest strengths and best methods of adding value to our clients. We also view active knowledge transfer as a benefit to our efforts to support our clients. We have several methods for knowledge transfer; by far, our time-tested and proven strategy is including our client with our staff during ALL analysis, development, meetings and maintenance work performed. Having the client actively participate in meetings and daily operations makes the OneNote notebooks and other documentation even more beneficial to them. This is all in addition to the bi-weekly code reviews required by the RFP. We have found that this method is the most effective in terms of time spent, depth of knowledge transferred, and effort performed by all involved. Effectively, the LDI staff will work with our staff during weekly updates, Quality Assurance reviews and periodic system reviews. We also invite our client to participate in our own internal project reviews.

While many contractors see knowledge transfer as a trivial task, we at Tri-Core view it as a necessary and very important step in the software/system development life cycle. Knowledge transfer enables us to work in a more efficient manner as well as allows us and our client to plan future work in order to reduce project risk. A great example of this is our work with the Licensing Division at the LDI. While dealing with a procedural issue that involved both the Licensing staff and the NAIC, we became aware of a new NAIC initiative that would require the involvement of the LDI. We used our participation at the annual NAIC E-Reg conference to learn more about the initiative. Because of how closely we work with the LDI staff and the NAIC, we were able to plan a working session to discuss the impact and implementation schedule for this new initiative. This is only one example of how committed we are in organizing creating, capturing, and distributing knowledge and ensuring its availability for current and future staff of the LDI.

Development Process

As we stated, we strive to work closely with our clients throughout the entire project to provide maximum knowledge transfer. To achieve this goal, we will perform the majority of the work involved with the project, including much of the analysis and development onsite. Offsite work will primarily involve administrative functions, documentation, limited testing, some system development and other parts of the system which do not impact the stated goals for the system, and most of all, knowledge transfer as required by the RFP. Finally, as stated in the RFP, we will perform work at the LDI during normal working hours, and will use only workstations,

servers or virtual environments of the LDI. Any offsite or after hours work on the project will always utilize LDI VPN connections for the development team to access their workstations at the LDI. No development or any other task will be performed on non-LDI equipment.

Tasks and Services

Per the RFP for the LDI Staff Augmentation for Department Application Systems Project, we have researched and fully understand that the tasks listed within the proposal are key to the success of this project. Below is a list of specified tasks, which acknowledges our complete understanding of the key tasks included in this RFP:

> The Contractor will provide applications maintenance and service support for the following systems:
>
> - RMS (Regulatory Management System -- All Modules; Taxes, Data Assessments, Licensing, Archival Lookups, Temporary Licenses, Fiscal, Statistics, Lawsuits, CE, CAT Adjusters, Complaints, Rate, and Forms Tracking -- All Modules; Health, Life, P&C, CA, SHIIP)
> - ARTS Legal System
> - ICS (Inventory Control System)
> - Employee Portal (LRAP)
> - Department Workflow Systems
> - TSR (Total System Recovery – Disaster Recovery)
> - State Process Systems
> - Payment Gateway Mechanisms
> - TAXES System SQL
> - TAXES Online – 1076, 1265, 1061
> - Online 1061 Import
> - Online 1076 Import
> - Check Complaint Status
> - Auto Rate Guide
> - Homeowner Rate Guide
> - Call Track

- Call Track Weekly Emails
- Check Scanning Hardware & Third Party Bank Software
- Company Invoicing
- Industry Access Internal Systems
- Company Contact Request
- Daily Company Updates & Remarks
- IMS (Imprest Management System)
- RMS (Refund Management System)
- Special Activities Database (SAD) Interfacing
- Regulatory Information Retrieval System (RIRS) Interfacing
- Online Producer/Adjuster Resident Renewals/Biographical Information Updates
- Invoice Copies
- Maintenance of All Line of Business SQL Servers
- Phone List Application
- Document Search Application
- Law & Administrative Provisions Insurance Search (LAPIS) Application
- Records Retention Online (RRON) Application
- Employee Suggestion Box Application
- Fraud Reporting System Application
- Gov QA Interface (IFRAMES)
- SiteFinity – www.ldi.la.gov
- Continuance of Operations (COOP)
- SharePoint Server 2010 and Development Server
- SharePoint 2003 Server
- Site Collection Administrator for SharePoint Server
- Site Page Management, Workflow, Document Repositories for SharePoint
- Rate Filing Search Application- P&C and Health

- Order Free Senior Health Insurance Guides Online - - SHIIP Publications by Mail Electronic Form
- Producer Certificates Online - Certificate Program for The Wall Certificates and Letters of Certification
- On-line Resident Renewal Application
- On-line Producer Address Changes Application
- Industry Access Application
- Public Adjuster Electronic Registration Form
- Non-Resident Licensing Renewal
- Submit a Disaster-Related Complaint Online Electronic Form
- File an Insurance Complaint - Complaint Filing Information and Form
- Search for a Producer or Company
- Search for a Producer and Company Appointments Application
- Search for a Producer by Location Application
- Company Search Form Application
- Company Appointed Producer List Application
- Company Appointed Renewal List Application
- Check License Renewal Status
- Life Insurance Policy Search
- Surplus Lines Whitelist
- Insurance Company Contact Request Electronic Form
- Louisiana Auto Theft and Insurance Fraud Prevention Act (LATIFPA) Applications
- Detailed Industry Fraud Report Online
- NAIC Fraud Import
- Employee Suggestion Box Application
- Internet Poll Feature and Internet Poll Feature Admin Side
- Producer Record Change Request Electronic Form
- Public Record Request Application and Public Record Request Admin Side

- SHIIP Client Contact Form
- SHIIP PDAP Counseling Tool
- SHIIP Connect (Counselor Portal)
- SHIIP Speaker Request Form
- SHIIP Media Activity Online Electronic Form
- Minority Affairs Complaint/Assistance Program
- Legal SharePoint Document Repository
- Health SharePoint Document Repository
- Producer Licensing Initial Application
- Producer Licensing Renewals
- Producer Information Change
- Company Administration
- Municipal Taxes Form 1076
- Surplus Lines Taxes Form 1265
- Catastrophic Adjuster Registration System
- SERFF Import
- Weekly Company Update
- Product Filing Matrix
- Weekly Web Trends Report
- Market Share Reports (Top 20)
- Company Contacts
- New Officers/Directors
- Producer Contacts
- CE Imports – From Company
- Education Roster Import
- Company Affiliations
- POIDRS
- Hurricane Losses
- Catastrophic Loss Reporting System

- Act 427
- IRO Review
- Anti-Fraud Plans
- HIPAA Assessments
- CE Administration
- CE Course Management
- CE Instructor Management
- CE Course Submission/Renewal
- View Mobile License Care
- Producer Appointment Renewals
- Producer Appointments
- Producer Appointment Terminations
- Appointment Renewals
- Producer Data File Generation and Upload to State Social Services
- CC/PAM SHIIP Data Generation and Uploads to the Federal Government
- NIPR State Process Functions
- Producer/Producer Agency Renewals
- Adjuster/Adjuster Agency Renewals
- Address Changes
- Non-Resident Licensing New Applications
- Resident Licensing New Applications
- Adjuster Licensing New Applications
- NPN management and integration
- Appointments/Cancellations
- Invalid Address Fines
- NIPRPDB (National Insurance Producer Registry Producer Database) Import into RMS
- NAICCDB (National Association of Insurance Commissioners Complaint Database) Import into RMS

- Maintain SQL DTS Package to query Public Affairs database, generate a list of media contacts, attach a press release and automatically e-mail these people the release.
- Maintain SQL DTS Package to query Public Affairs database to generate a list of Senators and Representatives, and e-mail them a message online.
- Maintain SQL DTS Package to query SQL database, generate a list of insurance agents, and e-mail them automatically.
- Maintain SQL DTS Package to query SQL database, generate a list of insurance companies, and e-mail them automatically.
- Maintain SQL DTS Package to query SQL database and generate lists as required for other State agencies.
- Payment Gateway for all E-commerce Enabled Applications
- Annual Health Care Conference Registration
- Annual LATIFPA Conference Registration

B. The Contractor will provide consulting, analysis, and programming services for changes to the above systems and:
   - Provide consulting functions related to current database modifications and potential modifications, including expert advice regarding possible new application systems based upon changes in legislative mandates, NAIC (National Association of Insurance Commissioners) initiatives, and Regulations and Directives promulgated by the Commissioner of Insurance.
   - Provide network assistance to network contractors in maintaining and administrating the Virtual Machine environment, including the Virtual Machine's database.
   - Assist the Department in the maintenance of the Business Continuity Plan and the Disaster Recovery Plan.

C. Maintain documentation concerning maintenance and modules for the applications in departmental provided resources, including current source code with documentation of the functionality of the modules in the source code.

D. Provide a ninety (90) day period after the end of the Contract period or in case of a termination for any cause listed in the Contract to support intelligence transfer of the application maintenance, documentation, and source code to the Department or to a designated maintenance support vendor.

E. The Project Manager is responsible for setting up the meeting, ensure availability of key participants, rescheduling when required, reserving resources needed, preparing an agenda, preparing meeting notes for distribution, and directing any tasks as a result of the meeting. The most common meetings are listed below.

- Weekly Application team huddle
- Weekly Maintenance request review and discussion
- Quarterly Quality Assurance reviews on all key systems – may occur more often when major maintenance is being performed
- Bi-weekly Sync meeting with Application and Network teams
- Bi-Weekly web huddle
- Quarterly review of all applications with key management personnel
- Ad-hoc meetings with users to discuss issues or progress on maintenance items

Implied Project Tasks

Due to the scope, magnitude and potential complexity of the project, we understand and accept that during the project, additional and updated system functionality may be requested, the project scope may change slightly, and/or user needs and requirements of the LDI may also change. This is an inevitable part of information system maintenance work which we have come to expect with our years of experience. Additionally, changes to the systems may be made necessary by

legislation and/or regulation. Hence, the requirements listed in the RFP are only the initially defined tasks for the project. More may be added or required by the LDI in the future.

Innovative Concepts

During the process of writing this proposal, we have identified opportunities to extend this project in several areas, thus making it even more successful and adding extra value to the existing systems. These new components will NOT increase the total cost of the project, or affect the requirements as set forth by the LDI. Below is a brief description of each enhancement and the benefits to the project.

Yearly NAIC E-Reg Conference Participation

We have attended each and every NAIC E-Reg Conference in Kansas City, MO since 1999 because we have made it our priority to keep up with the latest NAIC initiatives. We like to stay one step ahead of the curve and reduce the risk to LDI by attending the various presentations and sessions on healthcare reform, federal legislation, and technology. We also schedule meetings with NAIC staff to discuss initiatives that specifically affect the LDI. We plan to attend the next conference in order to help the LDI stay ahead of the various trends in the insurance industry. We feel that participating in E-Reg is so important that we attend at our own expense.

Assist with Annual Filing Seminar and Industry Training

We truly enjoy assisting LDI staff with the Annual Filing Seminar to make it a huge success every year. Whether it is setting up laptops, presenting, or conducting hands-on training for industry, we find it is a great way to connect with users to inform them of the huge resource of information available at LDI. We plan to attend this year's Filing Seminar to help make it a continued success.

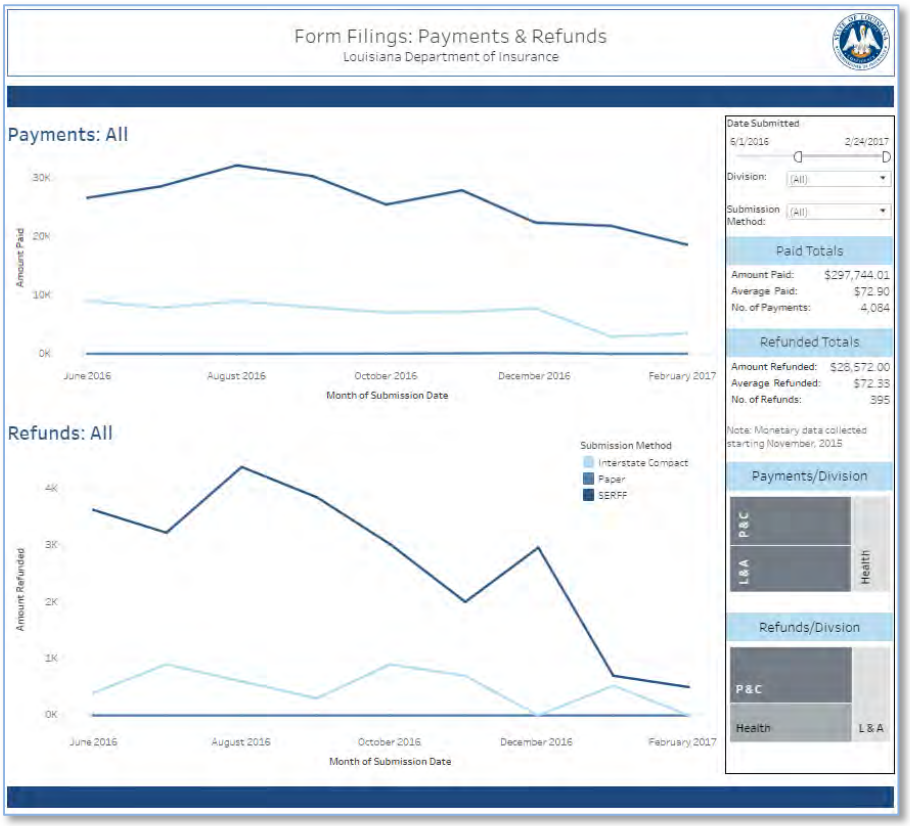
Quarterly Training

We have found that with employee turnover, employees moving from one section to another, and ongoing changes to the business conducted by our clients, that there is always a need for training on information systems. We intend to continue our training classes at the LDI to enhance employee knowledge and capability.

Business Intelligence Enhancements

Working in conjunction with the LDI staff, we have recently been developing Business Intelligence (BI) dashboards using an industry leader in BI, Tableau. At this time, we are in the initial development stage, but the results of the work completed thus far are very promising and add value. Some of the immediate benefits are reports which show managers and department heads their employees' exact production and productivity, what types of products and services are in demand, and how the business processes themselves are functioning. We look forward to continue working with LDI staff and expanding the breadth and depth of the dashboards available. We have already

identified several additional areas for focus: performance indicator reports, the department yearly report, and the ad hoc reports to the legislature. We propose, through the course of maintenance, that we update and extend these reports with BI. These updates will incur no additional cost and will greatly help the LDI.



Additionally, we are working to become a Tableau-certified partner, which will allow us to have additional resources and insight from the manufacturer of the software. Becoming a Tableau partner will provide the LDI even greater value.

External Monitoring

Part of maintaining systems is ensuring they are available when needed. As an additional creative step, we propose working with the LDI staff to set up and maintain an external monitoring solution which will operate independently of the LDI network, and alert key personnel in the event of a system failure.

Staff Qualifications

All members of the Tri-Core team who are in primary positions have achieved Microsoft certifications in their respective roles or are in the process of completing their certifications. Their certifications are detailed within each person's biography. Further, all of the team members have an in-depth knowledge of the LDI and LDI processes, and possess a vast technical skill set and extensive experience with handling all of the required and anticipated tasks.

Tri-Core proposes the following team members for this project:

Staffing Matrix

Number Required	Position	Team Member	Team Member Back Up	Years of Experience Required	Team Member with Certification	Required Certifications	Primary Team Member(s) Meets all LDI Requirements
1	Project Manager	Anthony Pounders	Huy Ta Kevin Porche Leo Davis	5	Anthony Pounders	PMP	✓
	Assistant Project Manager	Abigail Fontaine William Tripoli					
1 or 2	Application Architect	Huy Ta	John Vernon	10	Huy Ta John Vernon	MCTS	✓
2 or 3	Senior Software Developer	John Vernon Leo Davis Hoang Nguyen		8	John Vernon Leo Davis Hoang Nguyen		✓
1 or 2	Junior Software Developer	Larry Cobb Aaron Dupont Blake Allen	Sarah Smith	1.5	Larry Cobb		✓
	Web Developer	Wendi Pounders Sarah Smith William Tripoli	Aaron Dupont	1	Sarah Smith		✓
	Adobe Flash Web Developer	Leo Davis	Huy Ta	1	Leo Davis Huy Ta		✓
1 or 2	Telerik Sitefinity Administrator	Sarah Smith	Huy Ta	1	Sarah Smith Huy Ta		✓
1 or 2	Database Administrator	Kevin Porche	William Tripoli	4	Kevin Porche		✓
	Senior Tester	Sarah Smith			Sarah Smith		
	Tester	Aaron Dupont Blake Allen Abigail Fontaine Wendi Pounders William Tripoli Larry Cobb			Larry Cobb		
	Trainer	Hoang Nguyen Larry Cobb			Hoang Nguyen Larry Cobb		
	Administration	Wendi Pounders William Tripoli Sarah Smith Abigail Fontaine			Sarah Smith		

Anthony will be fully devoted to project management for the duration of this project.

Our staff is trained and experienced. This chart illustrates our staff's current certifications and scheduled certification tests.

Staff Certifications

Team Member	Certifications	Scheduled Certifications/Date
Anthony Pounders	Project Management Institute Project Management Professional Certification Microsoft Certified IT Professional: Enterprise Project Management Microsoft Certified Technology Specialist: SQL Server Information Security Certification - US ARMY	CISSP/Fall 2017 Project Management Institute: ACP/May 2017 PRINCE2
Kevin Porche	Microsoft Certified IT Professional: SQL Server Database Administrator Microsoft Certified IT Professional: SQL Server Database Developer Microsoft Certified IT Professional: Windows Server Administrator	MCTS SQL Server 2016/April 2016
Huy Ta	Microsoft Certified Professional Developer: Enterprise Applications MCTS Microsoft Specialist - Programming in HTML5 with JavaScript and CSS3	MCSD/March 2017
John Vernon	Microsoft Certified Professional Developer: Web Applications MCSA MS MCP MCPD MCTS	MCSD/May 2017
Leo Davis	MCP MS MCSA	MCSD/May 2017
Hoang Nguyen	Microsoft Certified Professional Developer: Web Applications MCTS	MCP MS/April 2017
Sarah Smith	Microsoft Office Specialist Expert	CIW Site Development Associate/Summer 2017
Wendi Pounders	LanTec Web Master/Adobe CS/Visual Studio	
William Tripoli	Information Security Certification - US ARMY	Administering a SQL Database Infrastructure (beta)/April 2017
Larry Cobb	Information Security Certification - US ARMY	Comptia Network+/March 2017

As stated earlier, Tri-Core is a Microsoft Certified Partner. Further, we have attained several Microsoft competencies which highlight our strength.

Microsoft CERTIFIED Partner

As a growing company, we are constantly recruiting additional strong talent. We are currently looking to add more Software Developers to our development team. Any Software Developer who we anticipate working on this project will first be vetted and introduced to the LDI staff for approval prior to the Software Developer beginning any work on the project.

Note: Required certification certificates and recent certifications of our team are included within each of the individual bios.

The chart below details each staff members' primary role, backup/alternate role and their initial planned level of involvement. Note, the chart is for resource planning and will change based on the needs of the LDI.

Resource	Primary Role	Backup / Alternate Role	Hours/Month
Anthony Pounders	Project Manager		100
Kevin Porche	Database Administrator	Alternate PM	90
Huy Ta	Application Architect	Alternate PM / Backup Telerik Sitefinity Admistrator / Backup Adobe Flash Web Developer	80
John Vernon	Senior Software Developer	Backup AA	85
Leo Davis	Senior Software Developer	Alternate PM / Adobe Flash Web Developer	85
Hoang Nguyen	Senior Software Developer	Trainer	85
Larry Cobb	Junior Software Developer	Tester / Trainer	50
Aaron Dupont	Junior Software Developer	Backup Web Developer / Tester	50
Blake Allen	Junior Software Developer	Tester	50
Wendi Pounders	Web Developer	Tester / Administration	50
Sarah Smith	Telerik Sitefinity Administrator	Web Developer / Senior Tester / Backup Junior Developer / Administration	80
Abigail Fontaine	Assistant Project Manager	Tester / Administration	45
William Tripoli	Web Developer	Assistant Project Manager / Backup DBA / Administration	50

All proposed staff members will be assigned to this project through the life of the project, including extensions.

All staff members will be onsite for all work performed.

Please note: Abigail may not be with the project for the entire duration. She is planning to attend graduate school. In the event that she does pursue her education prior to the end of the project, her position will be replaced by a resource approved by LDI management.

Our Qualifications

On the following charts, we illustrate how our firm satisfies and EXCEEDS the minimum qualifications of the RFP:

Project Manager

Each proposed Project Manager will have a non-expired Project Management Institute Project Management Professional certification and have five (5) years of experience managing IT Software Projects.

Requirements	Team Member (Experience in Years)
	Anthony Pounders
Non-expired Project Management Institute Project Management Professional certification	✓
At least 5 years of Experience Managing IT Software Projects	✓

Application Architect

Each proposed Application Architect or equivalent job classification must have ten (10) years of experience working with the acceptable programming languages and technologies listed on LDI Acceptable Tools and Technologies by Category page of the LDI Software Development Standards, to include 2 years as a Senior Software Architect and MCPD or MCTS certification (please list the Technology Specialist designation attached to the certification).

Requirements	Team Member (Experience in Years)
	Huy Ta
At least 10 years of experience working with LDI acceptable programming languages and technologies	✓
At least 2 years of experience as a Senior Software Architect	✓
MCPD or MCTS certification	✓ (MCPD)

Senior Software Developer

Each proposed Senior Software Developer must have a minimum of eight (8) years of experience with all phases of a software development life cycle, as well as the acceptable programming languages and technologies listed on LDI Acceptable Tools and Technologies by Category page of the LDI Software Development Standards. Skills also must include the following:

Requirements	Team Member		
	John Vernon	Leo Davis	Hoang Nguyen
Minimum of 8 years of experience with all phases of a software development life cycle	✓	✓	✓
Minimum of 8 years of experience with LDI acceptable programming languages and technologies	✓	✓	✓
Net 3.5 -4.6.1 Framework or higher	✓	✓	✓
C#.NET	✓	✓	✓
ASP.NET MVC	✓	✓	✓
Entity Framework 4-6	✓	✓	✓
ASP.NET Web Forms	✓	✓	✓
ADO.NET	✓	✓	✓
Nintex	✓	✓	✓
Microsoft Transact-SQL, Views, Store Procedures and RDMS	✓	✓	✓
Windows Workflow Foundation	✓	✓	✓
Visual Studio	✓	✓	✓
Team Foundation Server 2013 or Higher	✓	✓	✓
Microsoft Source Safe 2005	✓	✓	✓

Junior Software Developer

Each proposed Software Developer must have a minimum of eighteen (18) months experience working with the acceptable programming languages and technologies listed on LDI Acceptable Tools and Technologies by Category page of the LDI Software Development Standards. Skills also must include the following:

Requirements	Team Member		
	Larry Cobb	Aaron Dupont	Blake Allen
18 months LDI acceptable programming languages and technologies	✓	✓	✓
Net 3.5 -4.6.1 Framework or higher	✓	✓	✓
C#.NET	✓	✓	✓
ASP.NET MVC	✓	✓	✓
Entity Framework 4-6	✓	✓	✓
ASP.NET Web Forms	✓	✓	✓
ADO.NET	✓	✓	✓
Nintex	✓	✓	✓
Microsoft Transact-SQL, Views, Store Procedures and RDMS	✓	✓	✓
Visual Studio	✓	✓	✓
Team Foundation Server 2013 or Higher	✓	✓	✓
Microsoft Source Safe 2005	✓	✓	✓

Note: These team members have had experience with the approved LDI Tools and Technologies prior to their work with Tri-Core and the LDI

Web Developer

Each proposed Web Developer must have a minimum of twelve (12) months experience working with the following:

Requirements	Team Member		
	Sarah Smith	Wendi Pounders	William Tripoli
Minimum of 12 months of minimum experience with any Content Management System	✓	✓	✓
Java Script	✓	✓	✓
CSS 3	✓	✓	✓
JQuery	✓	✓	✓
HTML 5	✓	✓	✓

Adobe Flash Web Developer

Each proposed Adobe Flash Web Developer must have a minimum of twelve (12) months experience working with the following:

Requirements	Team Member	
	Leo Davis (primary)	Huy Ta
12 months of minimum experience with Adobe Flash Professional CS5, CS5.5 or CS6	✓	✓

Database Administrator

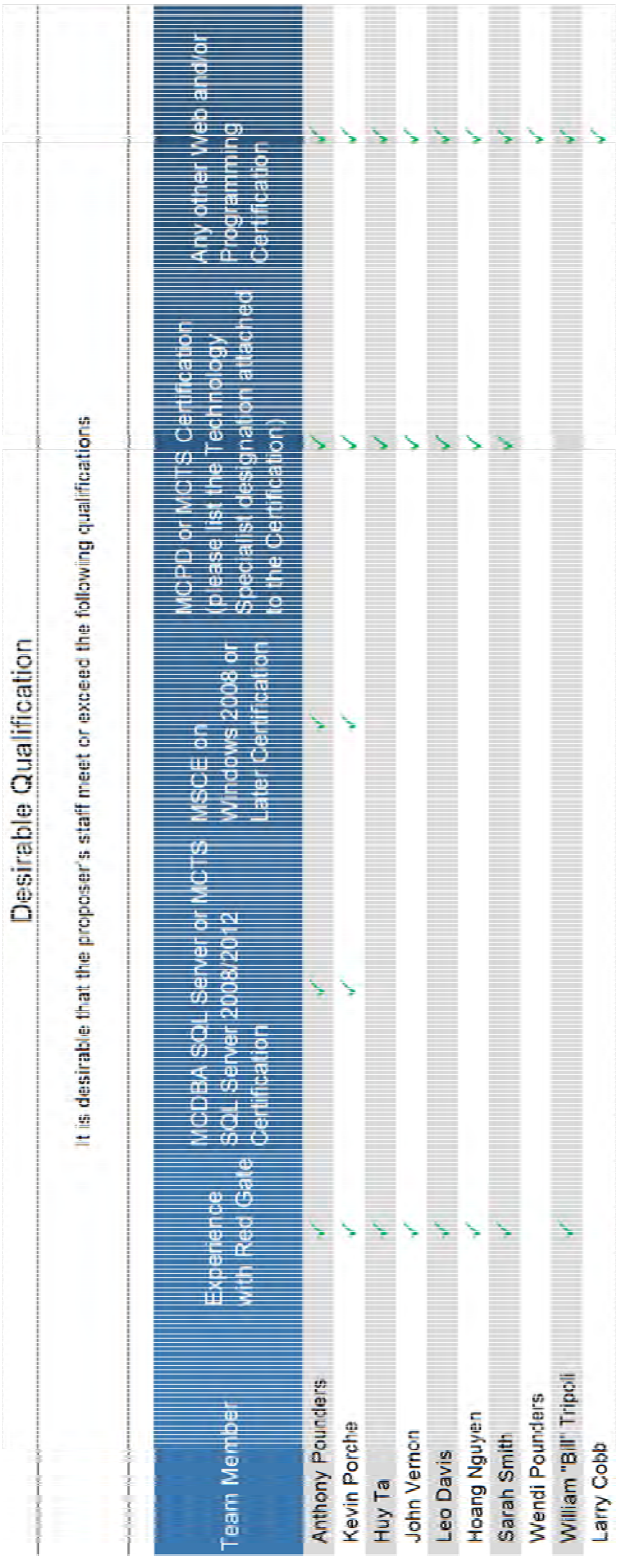
Each proposed Database Administrator must have a minimum of forty-eight (48) months experience working with MS SQL Server 2012 and or higher, and this experience is in the 64-bit application software. Skills must also include:

Requirements	Team Member	
	Kevin Porche (primary)	William Tripoli
48 months of minimum experience working with MS SQL Server 2012 and or higher with 64-bit application software	✓	✓
Creating and Maintaining a Windows Server 2016 with Microsoft 2016 SQL Server utilizing CSV (Cluster Shared Volumes) or SMB (Server Message Block) Shared Storage utilizing SQL Always On	✓	✓
Windows Server 2012 R2, Windows Server 2016, Windows 7, 8, 10	✓	✓
SQL Server Data Transformation Services and Data Transfers	✓	✓
SQL Server Report Services	✓	✓
SQL Server Maintenance Plans to Include Back-Ups	✓	✓
SQL Server Security	✓	✓
Maintaining SQL Server Development, Staging and Production Environments	✓	✓
SQL Server Database Schemas and Diagrams	✓	✓
Maintaining Linked Servers between one database system to other database systems	✓	✓
Performing Database Tuning	✓	✓
SQL Server Database Development and Migrations	✓	✓

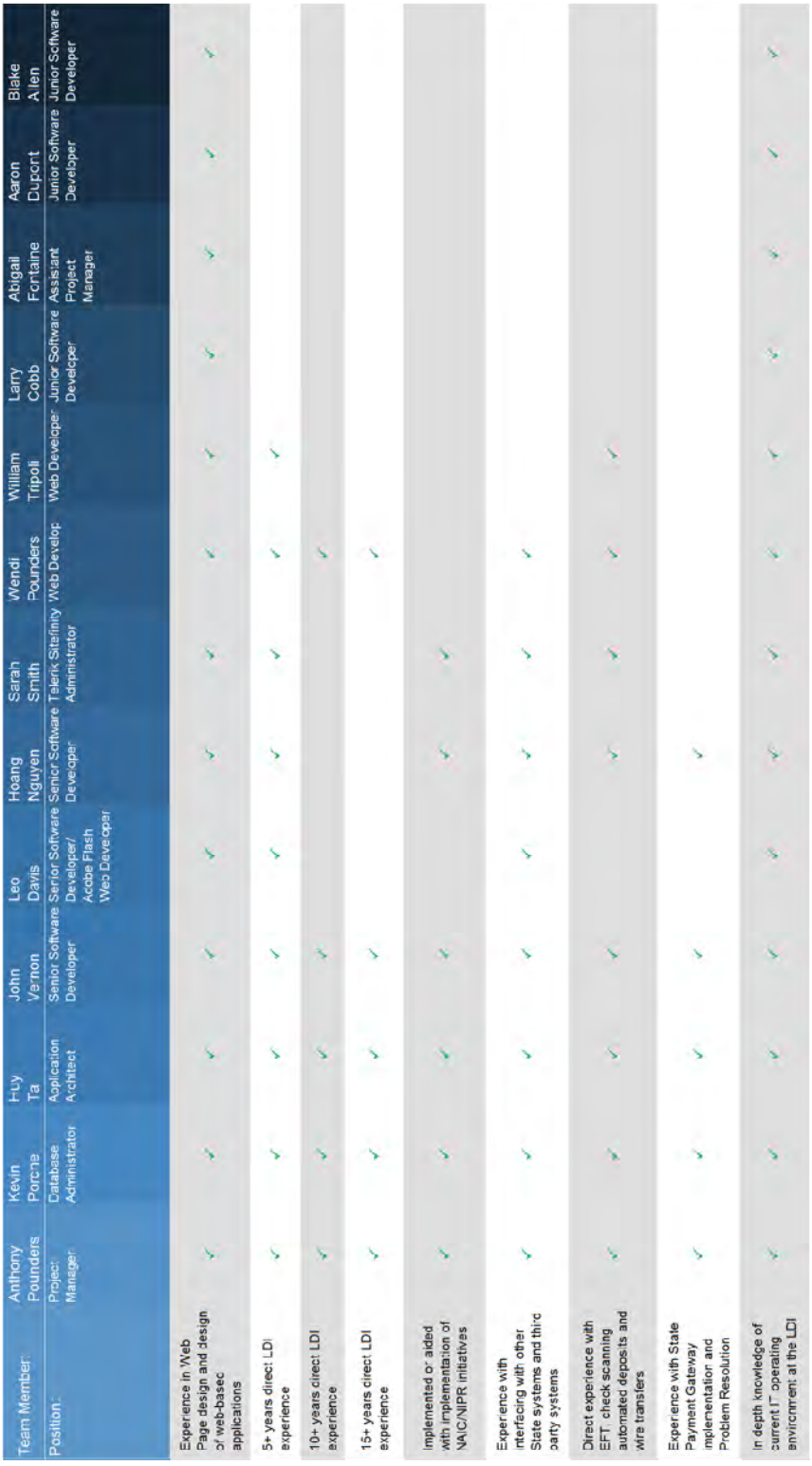
Telerik Sitefinity Administrator

Each proposed Telerik Sitefinity Administrator must have at least twelve (12) months of experience:

Requirements	Team Member	
	Sarah Smith (primary)	Huy Ta
Managing Sandbox, Development and Production Sitefinity sites with their associated SQL databases to include backups	✓	✓
Performing Sitefinity system updates as new versions are released	✓	✓
Setting up Sitefinity Thunder for developers to connect to development and production websites	✓	✓
Designing and editing templates and themes through Sitefinity Thunder	✓	✓
Creating and maintaining approver workflows	✓	✓
Creating and maintaining user accounts and permissions	✓	✓
Setting up search indexes for full site search	✓	✓
Setting up synching between Development and Production sites	✓	✓
Creating and maintaining style guides for developers and content managers	✓	✓
Maintaining folder structure for documents and images	✓	✓
Training users on pages, navigation, menus, content types, master pages, page templates, widget templates, synching, workflow approvals, email campaigns, shared content	✓	✓
Creating widgets using web user control in Visual Studio	✓	✓
Creating template and CSS for integration of external applications	✓	✓
Reviewing correct use of style and code before content is released to production	✓	✓
Troubleshooting HTML, CSS, video, responsive design, synching issues	✓	✓


Desirable Qualification
It is desirable that the proposer's staff meet or exceed the following qualifications
Team Member
Experience With Red Gate
MCDBA SQL Server or MCTS SQL Server 2008/2012 Certification
MSCE on Windows 2008 or Later Certification
MCPD or MCTS Certification (please list the Technology)
Any other Web and/or Programming Specialist designation attained
Certification in the operation of
Anthony Pounders
Kevin Porche
Huy Ta
John Vernon
Leo Davis
Hoang Nguyen
Sarah Smith
Wendi Pounders
William "Bill" Trippi
Larry Cobb

On the chart below, we further illustrate how our firm possesses additional qualifications relevant to this proposal:



Team Member:	Anthony Pounders	Kevin Porche	Huy Ta	John Vernon	Leo Davis	Hoang Nguyen	Sarah Smith	Wendi Pounders	William Tripoli	Larry Cobb	Abigail Fontaine	Aaron Dupont	Blake Allen
Position:	Project Manager	Database Administrator	Application Architect	Senior Software Developer	Senior Software Developer/ Adobe Flash Web Developer	Senior Software Developer	Telerik Sitefinity Administrator	Web Developer	Web Developer	Junior Software Developer	Assistant Project Manager	Junior Software Developer	Junior Software Developer
Experience in Web Page design and design of web-based applications	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
5+ years direct LDI experience	✓	✓	✓	✓	✓	✓	✓	✓	✓				
10+ years direct LDI experience	✓	✓	✓	✓				✓					
15+ years direct LDI experience	✓	✓	✓	✓				✓					
Implemented or aided with implementation of NAIC/NIPR initiatives	✓	✓	✓	✓		✓	✓						
Experience with interfacing with other State systems and third party systems	✓	✓	✓	✓	✓	✓	✓	✓					
Direct experience with EFT, check scanning automated deposits and wire transfers	✓	✓	✓	✓		✓	✓	✓	✓				
Experience with State Payment Gateway implementation and Problem Resolution	✓	✓	✓	✓		✓							
In depth knowledge of current IT operating environment at the LDI	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓

Anthony Pounders

Project Manager — Years of IT Experience: 27

Education: Louisiana State University B.S. Industrial Engineering, 1999

Technical Skills: Informix, 4GL, Fortran, XML, Pascal, SQL, HTML, Win 2003 / 2008 / 2008 R2 / 2012 / 2016, Server Std/Ent 32 / 64, Microsoft SBS 2008 / 2011, Microsoft IIS, Adobe CS, Red Hat, SUSE, SCO, Ubuntu, Apache, Windows 2000 / XP / Vista / 7 / 8 / 8.1, OSX / OSX Server, CISCO IOS

Software: Visual Studio 2008 / 2010 / 2013, SQL Server 2000 / 2005 / 2008 / 2012 / 2016, Microsoft Visio, Microsoft Project, Microsoft Office, Microsoft IIS, Microsoft Project, Adobe CS

Certifications: MCITP Enterprise Project Management, MCTS SQL Server 2005, MCTS Server 2008, PMP, Information Security Certification US ARMY, PMI-ACP(Scheduled May-17), CISSP (Scheduled Fall-17), PRINCE2 (Scheduled Fall 2017)

Qualifications

Per the requirement in the RFP, Mr. Pounders has a current Project Management Institute (PMI) certification. His PMI Project Management Professional certificate is attached at the end of the bio.

"The PMP® is recognized the world over as the gold standard in project management."

Biography

Anthony Pounders combines extensive experience, including management of numerous projects at several Louisiana state agencies, with a rare ability to conceptualize, plan, design, implement, and manage enterprise level IT projects. His ability to analyze systems, along with his understanding of client procedures and personnel, make him particularly adept at upgrades, conversions, migrations, and similar projects that maintaining and updating pre-existing systems. Additionally, his considerable management expertise enables him to complete projects on time and

within budgets, while maximizing the realization of client goals and returns on investments.

Mr. Pounders' qualifications are not simply limited to traditional government and business projects. He has extensive military experience as an ARMY officer in both combat and non-combat operations. He has worked with relief operations for Hurricanes Katrina, Rita, Gustav, Ike, Isaac, numerous floods and severe cold weather emergencies. His work with the ARMY includes long-established posts, as well as non-traditional responsibilities. He is now retired from the ARMY. His last position was as a Brigade Intelligence Officer in an Engineer brigade (approximately 3,000 – 4,000 personnel), where he was responsible for all intelligence operations.

Some of his non-traditional projects with the ARMY include assisting with the support of numerous computer networks and IT systems. These networks incorporate vastly different scopes of service, from simple file and print sharing, to enterprise class networks with hundreds of users and a sizeable assortment of services. Such large systems include highly customized databases, applications, and portals, including SharePoint, linked together to create a seamless system.

At the LDI, Mr. Pounders has planned, coordinated, and executed department-wide network migrations and physical network upgrades. Several examples of this work include a transfer from a network of Windows 95 clients, PowerLAN servers, and external network services to a completely homogenous Windows NT network, with entirely internal network services. In another example, he oversaw the upgrade of a physical network with over 350 workstations and the migration of legacy Windows NT servers. This migration utilized Windows 2000 Workstations, and Windows 2000 Servers. He also developed several major IT systems from their initial stages, starting with design, going through deployment into production and further expansion. Examples of such systems include a licensing system called the Regulated Entity Database system, which is an enterprise level licensing system, a CPD system referred to as the Application for Continuing Education (ACE) system, the CRAFT system which handles insurance Complaints, Rates and Forms, Legal IT systems, Fraud IT systems, the Entity Management System, the Industry Access Portal, the Product Filing Matrix. Recently, he oversaw and managed the creation of the Regulatory Management System (RMS) which combined the functionality of several of the LDI systems included EMS and CRAFT to create a department wide enterprise and fully integrated system. Mr. Pounders has also assisted with the deployment of Electronic Funds Transfer systems (EFT) and automated check-processing systems.

Mr. Pounders' familiarity with each organization he has assisted is so comprehensive that he has developed or assisted with the development of numerous client policies and studies, including Disaster Recovery Plans, Departmental Backups, and documentation of the yearly data migration of existing systems. In addition, Mr. Pounders makes certain to always be aware of federal initiatives that impact his clients. This includes policies which span several industries because he realizes that past, present, and future policies and regulations affect an organization. As an excellent example of this, Mr. Pounders has teamed up with Louisiana Department of Insurance staff and National Association of Insurance Commissioners (NAIC) personnel on the internal development and implementation of numerous NAIC IT initiatives, including CDS, EFT, PDB, NPN, NRL, NRR, Home State for Adjusters and SERFF to name a few. Significant to this proposal, he has a vast working knowledge of Title 22, which is the Louisiana law which the LDI operates under.

Projects of this type of scope and magnitude require more than just technical expertise, and Mr. Pounders' managerial skills have been integral to their success. From budget management, to resource and time allocation, to maintaining completion schedules, he has demonstrated repeatedly an exceptional ability to keep projects moving while maintaining the highest standards of excellence and exceeding the client's goals. He is a superb problem-solver, whether the issue is technology-based, or a matter of human performance.

In addition to Mr. Pounders' extensive experience in IT and with the ARMY, he is also a member of numerous local civic associations. Currently, he serves on the board of directors for Eagle Federal Credit Union, one of the largest Credit Unions in the Baton Rouge area with in excess of $100 million in assets.

Mr. Pounders also has a DPS access card. Having worked with the LDI and other state agencies for several years, he has passed the background checks and has access to the LDI-hosted servers housed at the DPS campus. This enables him to assist with network problems, when required.

Familiar with a wide variety of computer programs and languages, and experienced in numerous platforms and systems, Mr. Pounders approaches each project equipped with an abundance of technological skills. From this base, he applies big picture vision and vast project management experience to produce superior results in even the most complex project environments.

Professional Experience

Client:	Louisiana Department of Insurance
Project:	Application System Maintenance
Maintenance:	December 1997 – Current

Mr. Pounders has been working with the LDI on information systems and system maintenance for almost 20 years. He began by assisting the LDI move from an old network operating system to, at the time, Microsoft's last network operating system, Windows NT. Today he works hand-in-hand with the LDI IT leadership to manage and maintain the application systems, on which the LDI depends. He is also integral to the operation of the LDI IT systems. This experience also gives him extensive knowledge of Title 22, the Louisiana law which LDI operates under. Through the many years he has also been part of the planning and implementation for numerous regulatory actions including: adopting NAIC model laws, integrating the LDI IT systems with NAIC systems and moving to birthday Producer renewals. Mr. Pounders LDI experience not only gives him unique and valuable knowledge and insight into how proposed system changes affect both the operation of the LDI information systems, but also how these changes may affect the LDI itself.

Client:	Louisiana Department of Insurance
Project:	Product Filing Matrix
Developed:	November 2014 – November 2015
Maintenance:	November 2015 – Current

Mr. Pounders was the Project Manager for the creation of the Regulatory Management System (RMS). This system brought together two of the largest systems at the LDI the Entity Management System (EMS) and the Complaints, Rates, and Form Tracking system (CRAFT). The resulting system contains all key functions of the LDI: Producer/Adjuster Licensing, Company Licensing, Taxes, Assessments, Archival Lookups, Fiscal, Statistics, Lawsuits, Continuing Education, Catastrophic Adjusters, and Complaints, Rates, and Form tracking across the P&C, Life and Health divisions of the LDI. The resulting system was the creation of a Department wide enterprise system.

In order to bring the project to a successful completion, Mr. Pounders had to work with key stakeholders, management and users throughout the entire Department. This was accomplished while juggling the requirement and resources for everyone involved, the needs of the LDI as a whole and the development team. Additionally, during the development of the new RMS system, the LDI went through a reorganization which changed both the structure of the LDI, but also how certain functions of the LDI operate. These changes were in some cases massive in size. Subsequently, the operation of the still-in-development RMS system, had to be modified in order to accommodate these changes in order to meet the new needs of

the LDI. Usually, when changes of this magnitude occur in the middle of a project of this size and scope, the project is scrapped. In order to prevent this from occurring, Mr. Pounders used his knowledge and experience with the LDI, to guide stakeholders, management, users and the development team to a plan to bring the project to a successful and positive completion. The RMS system is now the foundation for all automation and processing of information within the LDI.

Client: Louisiana Department of Insurance
Project: Product Filing Matrix
Developed: October 2013 – June 2014
Maintenance: July 2014 – Current

Mr. Pounders was the Project Manager for the Louisiana Department of Insurance's Product Filing Matrix (PFM). This system is a complete rewrite of the tool used by the insurance industry to look up requirements for filing new products, including all legal references, statements of compliance, and filing fees. Additionally, maintenance of this system is performed by LDI staff using the newly developed internal PFM Maintenance application.

Numerous cutting-edge technologies were used in the development of the Product Filing Matrix, including: Microsoft MVC4 (Razor), Microsoft Entity Framework 6, HTML5, CSS3, and Telerik UI for ASP.NET. The system is entirely mobile-device compliant thanks to the utiliziation of CSS3 and unsemantic styling, which allows fluid switching between mobile and desktop resolution modes without loading separate pages. All of these new technologies and requirements for the application required an overaching project plan combined with close interaction with users. Mr. Pounders engaged the users, as he always does, and brought them into the development process. This ensured that the development team and the users all had a consistent vision and understanding of what was being developed, the processes to be implemented, functional requirements and balanced everyone's expectations and responsobilities. The net result was the updated PFM system being deployed on time, within budget and meeting user needs: a quality project.

Client: Louisiana Department of Insurance
Project: Enhanced Industry Portal (IA)
Developed: March 2013 – June 2013
Maintenance: July 2013 – Current

As primary project manager for Tri-Core, Mr. Pounders was accountable and responsible for the success of the Enhanced Industry Access project. The system enables external entities such as companies, producers, adjusters, or any entity regulated by the LDI, to log into an LDI portal to perform tasks via different modules. Some of these tasks include updating basic contact information, reporting specific information to the LDI, renewing licenses, responding to complaints, filing taxes, and

even configuring user accounts to only perform certain functions. The portal was built to accommodate large loads, be extremely responsive (all functions have less than a two second response time), and be mobile compliant. These characteristics provide maximum flexibility to the LDI's over 150,000 regulated entities to work anywhere and have the best possible user experience.

Mr. Pounders approached this project as he does any other large project. He created a detailed project plan, and due to the shortened development timeframe, built a day-by-day schedule for the entire project, both of which ensured that everyone involved was in sync and on time. Further, to verify that everyone was moving in unison, weekly wrap-up discussions with all pertinent parties were held each Friday. These meetings were punctuated by a one-page snapshot of the project status. This document, along with an updated project plan and updated day-by-day schedule, was sent to stakeholders and LDI management. Thus, everyone from LDI management, stakeholders, project participants, and all of the Tri-Core development team were on the same page throughout the entire project. In the end, the project was delivered on-time, on budget, with very few change requests, met all of the project requirements, and even included additional functions that were not in the original plan.

Client:	US ARMY
Project:	Theater Intelligence Group – Director of Operations
Developed:	January 2011 – November 2011

As a former member of the Louisiana ARMY National Guard, Mr. Pounders had additional responsibilities beyond Tri-Core. From January 2011 – November 2011, Mr. Pounders was the Operations Director of the Theater Intelligence Group (TIG) in Bagram, Afghanistan. The TIG is one of the premier intelligence facilities within Afghanistan for the entire United States Armed Forces. Due to the mission of the TIG, all branches of the US Armed Forces, numerous government agencies, and a plethora of contractors, all together totaling several hundred people, work at the facility. Mr. Pounders oversaw operations within the facility, and was responsible for making sure all work was performed properly at the facility. In addition, he coordinated all TIG operations with external organizations and the parties who required assistance from the TIG. As with other projects, a set schedule of updates from every TIG section, tight and constant communication with department heads, and clearly defined goals allowed the facility to outperform previous production goals. Further, the overall quality of the information produced increased, which allowed our Armed Forces to operate more effectively, both saving American lives and furthering our goals as a nation in the war on terror.

Client:	Louisiana Department of Insurance
Project:	Entity Management System (EMS)
Developed:	September 2009 – June 2010
Maintenance:	July 2010 – Current

Mr. Pounders was responsible for project management, project success and system quality for the Entity Management System (EMS). The system was designed to manage all regulated entities at the LDI and all aspects related to those entities. Currently, this includes all insurance companies, producers, brokers and a myriad of other entity types which sell financial products in Louisiana. Currently, there are over 230,000 entities being regulated. In order to accomplish this task, Anthony setup a series of recurring quality control checks combined with a tight schedule of deliverables, all built on a foundation of interaction with the users and management in conjunction with the Tri-Core development and implementation teams. The resulting structure, project schedule and periodic quality assurance checks enabled the system to be designed, developed, tested, configured, all legacy data migrated, and system completely deployed both on time and in budget. Further, the system met all expectations of the users and requirements set forth by LDI Management.

Please see page 55 for a consolidated list of references.


Project Management Institute
THIS IS TO CERTIFY THAT
Anthony Pounders
HAS BEEN FORMALLY EVALUATED FOR DEMONSTRATED EXPERIENCE, KNOWLEDGE AND PERFORMANCE
IN ACHIEVING AN ORGANIZATIONAL OBJECTIVE THROUGH DEFINING AND OVERSEEING PROJECTS AND
RESOURCES AND IS HEREBY BESTOWED THE GLOBAL CREDENTIAL
Project Management Professional (PMP)®
IN TESTIMONY WHEREOF, WE HAVE SUBSCRIBED OUR SIGNATURES UNDER THE SEAL OF THE INSTITUTE
Mark A. Langley · President and Chief Executive Officer
PMP® Number: 1073811
PMP® Original Grant Date: 27 October 2010
PMP® Expiration Date: 26 October 2019
PMI
Project Management Institute

Kevin Porche

Database Administrator / Backup PM — Years of IT Experience: 21

Education: Louisiana State University B.S. General Studies 1998

Technical Skills: Transact SQL, FLOSS, ASP, HTML 5, HTML, XML, IIS, ADO.Net, ASP.Net, VB.Net, MS Visual Basic, Informix, 4GL, FORTRAN, Pascal, SQL

Software: SQL Server 2000 / 2005 / 2008 R2 / 2012 / 2014, 2016, Visual Studio 2003 / 2005 / 2008 / 2010 / 2012 / 2013, SQL Reporting Services, Windows Server 2016, 2012/R2, Server 2008/R2 32/64, Win 2003 Server Std/Ent 32/64, VMWare 5.5 / 6, Microsoft HyperV, Microsoft SBS 2003/2008/2011, Microsoft Exchange 2010/2013/2016, Microsoft IIS, Microsoft CS, Red Hat, SUSE, SCO, Apache, Windows 10, 8.1 / 8 / 7 / Vista / XP, OSX / OSX Server, CISCO IOS, Visio, TeamMate 12/11/10, SharePoint 2003/2007/2010/2013, Team Foundation Server 2005 / 2008 / 2012 / 2013 / 2015, RedGate, Sitefinity, CAVU, LaserFiche

Certifications: MCITP Database Administrator, MCITP Database Developer, MCITP Windows Server Administrator, MCTS, MCDBA, MCSA: SQL 2016 scheduled

Qualifications

Microsoft CERTIFIED IT Professional
Database Administrator
Database Developer
Server Administrator

Although not required by the RFP, Mr. Porche has several MCITP certifications.

"Proves that you have the comprehensive set of skills to perform a particular IT job role, such as database administrator or enterprise messaging administrator."

Biography

Mr. Porche brings to the Tri-Core team the uniquely valuable combination of over 21 years' experience in the IT industry, as well as 4 years as an Infantry Team Leader in the United States Army, and a B.S. from Louisiana State University. He has

worked primarily as a consultant in management, analysis, design, administration and implementation of Relational Databases. His various roles have included systems analyst, database administrator, network administrator, software developer, project manager, and system designer. As a result of his extensive experience with both legacy and current systems, as well as his exceptional leadership during his time in the military, Mr. Porche is an accomplished professional that can perform any role to the highest standards of excellence.

With 18 years of experience with Microsoft SQL Server, 11 years of Microsoft SQL Server 2005 64-bit, 8 years of Microsoft SQL 2008 R2 Server 64-bit, 5 years SQL 2012 Server 64-bit, 4 year of Microsoft SQL 2014 64 bit, 1 year of Microsoft SQL Server 2016, Oracle, and SCO/Informix, Mr. Porche's forte is strategically designing, developing, and implementing data models for enterprise-level applications and systems. A major benefit of this experience lies in his ability to enable an organization to meets its goals and objectives within the constraints of sophisticated business rules. A list of his duties includes designing and implementing database architectures, writing scripts and stored procedures, optimizing queries, creating and using alerts, scheduling jobs, creating and performing backup and recovery procedures, controlling data access, securing databases, monitoring and optimizing performance, and transferring and analyzing data.

Additionally, Mr. Porche is an architect and administrator of SharePoint Portals. His experience with installing, configuring, administering, and maintaining server farms based on Windows technologies gives him unique insight into the problems associated with SharePoint deployments. He has implemented SharePoint Server 2003/2007/2010/2013 and SharePoint Windows Services deployments in both large and small environments, utilizing a single server, and also spanning multiple servers. Mr. Porche has extensive knowledge in the creation and use of web parts to extend the functionality of SharePoint Portals.

Mr. Porche is responsible for the creation of numerous SQL Server table structures and stored procedures to support various applications at the Louisiana Department of Insurance (LDI), as well as many other state agencies. In addition, Mr. Porche is credited with rewriting the SCO/Informix-based Statutory Deposits application, and has evaluated, reengineered and implemented changes to LDI's applications software external data transfer and fund transfer interface modules. Due to his comprehensive knowledge of LDI systems, Mr. Porche has worked with various LDI divisions to coordinate policies and systems, worked with staff and the NAIC to implement State Processing, and provided top quality team leadership and staff training. His value is further enhanced by his familiarity with industry regulations, standards and guidelines.

Professional Experience

Client: Louisiana Department of Insurance
Project: Microsoft SQL Transparent Data Encryption
Developed: March 2013 — Current

After a series of high profile data breaches at other agencies, the LDI tasked Mr. Porche with finding a way to secure their data through encryption. After testing several different encryption packages, the LDI standard became Microsoft Transparent Data Encryption (TDE), which encrypts SQL data files. The first task was to create a 256 bit master key. Next was the creation of a certificate that is protected by the master key. After the certificate was constructed, the database encryption key was created and was protected by the certificate. The fourth step was to set each database the LDI wanted to be protected to use data encryption. The final step was the actual encryption of the database. As the technology behind encryption continues to evolve, Mr. Porche strives to find the best solution for the LDI.

Client: Louisiana Department of Insurance
Project: Database Schema Creation and Data Migration
Developed: March 2003 — Current

Mr. Porche has designed the database schemas and table layouts and created the migration scripts that has transformed data for most of the LDI line of business systems since 2003. During these transformations, Mr. Porche was instrumental in moving the LDI from a legacy SCO Unix and Informix Database infrastructure to a more modern Microsoft Server / Microsoft SQL Server backbone. Mr. Porche was also directly responsible for the buildout of the Microsoft SQL Server 2000, Microsoft SQL Server 2005, Microsoft SQL Server 2008, Microsoft SQL Server 2008 R2 and the current Microsoft SQL Server 2014 Always On database server. Listed below is a partial list of the LDI line of business systems for which Mr. Porche migrated the data and/or created the data layouts and schemas:

- **Regulatory Management System (RMS) –** The Louisiana Department of Insurance wanted to combine their two main line of business systems (CRAFT, EMS) into one application using the latest available development technologies. Mr. Porche was tasked with merging the data of these two disparate databases into a single database. The new tables were created using a schema-based naming convention with each section named accordingly. Next, migration scripts were written to and tested to make moving the data to the new database system as seamless as possible. Finally, the data was moved from the CRAFT database into the expanded EntityMangementSystem database and the information went through a QA process to data integrity. A couple of months after the new RMS system went live, a new requirement to arose to integrate the current desktop-based Fraud system into RMS. Following the routine

developed for the CRAFT/EMS project, the data from the legacy Fraud system was migrated into RMS.

- **Entity Management System (EMS) –** Mr. Porche analyzed the legacy databases within LDI Regulator and Regulated Entity Database (RED) systems in addition to identifying required project enhancements to determine how to best approach the new EMS databases. He then created the new database schemas and all associated database objects. Once the new databases were created and configured, the legacy data was migrated from the LDI Regulator database and RED database located on the legacy SQL 2005 server into the new EMS database
  located on an updated SQL 2008 R2 server. The resulting database contained all relevant data to be migrated, with required enhancements, and eliminated any need for user downtime.

- **Complaints, Rates, and Forms Tracking (CRAFT) –** Mr. Porche evaluated the complaints, rates and form filing databases on the SCO Informix Catalog database system in addition to identifying required project enhancements to determine how to best approach the new CRAFT database. He then created the new database schemas and all associated database objects. Once new databases were created and configured, the legacy data was migrated from the Catalog database onto the new CRAFT database located on an SQL 2005 database server.

- **Policy Form Matrix (PFM) –** As part of the PFM reengineering project, it was decided to move the PFM database from a SQL 2005 DMZ SQL server to the LDI internal production SQL server to allow internal system to share data. Mr. Porche created the new database object structure on the production SQL 2008 R2 server and wrote migration scripts. The data was moved seamlessly from the DMZ SQL server to the internal SQL server, and the data was made available to other systems.

- **Industry Access (IA) –** The LDI required an updated extensible portal to give external regulated entities the ability to conduct business with the LDI online. A new database needed to be created to support this underlining requirement. Mr. Porche created the Industry Access database on a SQL 2008 R2 data platform. He then transformed and migrated the legacy SQL 2005 information into the new format through the use of data scripting and DTS services.

- **Attorney Repository and Tracking System (ARTS) –** The LDI required a refresh of the Attorney Repository and Tracking System, along with a new database backend that also pulled data from other line of business systems. The underling SQL 2000 database did not have the capabilities required for this task. Mr. Porche designed a SQL 2008 R2 subsystem to support this requirement. The new normalized ARTS database schemas where created

with the needed connectivity to the other data paths and then data migrated with no downtime to the end users.

- **Fraud System –** It was necessary for the LDI Fraud Tracking System desktop application to have a secure way to store sensitive information that the Fraud investigators used to track suspected insurance fraud in Louisiana. Mr. Porche created a SQL 2005 database to meet this need, which was secured to only the Fraud investigators. He also created a new layout of normalized tables, which was also secured to only the Fraud investigators.

- **Regulated Entity Database (RED) –** The aging UNIX / Informix SQL backend that was serving the company licensing application was becoming problematic so the need for a more modern SQL was requisite. Mr. Porche built a new SQL 2000 server to fulfill this need for the new front end application. The company licensing data was in such a de-normalized state that the migration routines had to be tested in a much more stringent way to ensure the quality of the data. After extensive database mapping, Mr. Porche created a set of table schemas and wrote the migration routes. He performed several test migrations in order to ensure that there would be no loss of data during the migration. As a result of this planning, there was no downtime as of the result of the migration with a high data accuracy.

Client: Louisiana Engineering and Land Surveying Board
Project: Implementation of Payment Gateway
Developed: April 2008 — May 2008

Mr. Porche formulated a systematic plan for LAPELS to process online E-commerce transactions for Online Renewals and Online Applications using the Louisiana Payment Gateway System. In order to implement this solution, a Cisco Pix had to be purchased to establish a pre-share key with DPS payment gateway administrator. Then the peer address from DPS (the VPN's Endpoint) was acquired. Kevin then obtained hosts from DPS (the actual IP addresses of the Louisiana payment gateway transaction server). This is an https server that parses the XML code we send and transmits it to the bank. Finally, the PIX was configured to create a tunnel to DPS and Online Applications were configured to make use of the payment gateway.

Client: Louisiana Department of Insurance
Project: Implementation of NAIC/NIPR State Process Initiatives
Developed: May 2004 — Current

Mr. Porche formulated a systematic plan for automatic processing of Producer/Adjuster licensing data from the NAIC/NIPR. By working closely with NAIC/NIPR, Mr. Porche was able to create data structures and processing software that allowed for the handling of over 2.1 million company appointments(2004-2016),

3.75 million appointment renewals(2007-2016), 146,750 non-resident new producer licenses and license amendments(2004-2016), 6,800 NRL producer agency non-resident new licenses and license amendments(2004-2016), 58,700 non-resident adjuster licenses and license amendments(2010-2016), 241,500 non-resident producer/producer agency renewals(2006-2016), 5,400 non-resident surplus lines renewals(2010-2016), 81,500 non-resident adjuster renewals(2010-2016), 189,200 address changes(2007-2016), 12,700 resident producer renewals, and 2,700 resident adjuster renewals(2012-2016) with very little intervention from LDI staff. By automating EFT reconciliation through State Process, the LDI experienced huge savings in banks fees. Mr. Porche is currently in the process of implementing a tracking mechanism for Adjuster-designated home states.

Client: Louisiana Department of Insurance
Project: TeamMate 10/11/12 Server
Developed: June 2012 – Current

The Louisiana Department of Insurance needed to transition from a file-based TeamMate 7/8 system to a centrally-based Microsoft SQL Server system with Office integration. Mr. Porche created the backend Microsoft SQL server and installed the TeamMate 10 webserver and data tools, and created the connect files. He then migrated the projects from TeamMate 7/8 data files into the centrally located SQL subsystem. As major updates to TeamMate were released, Mr. Porche updated the LDI TeamMate Server first to version 10.1, then to 10.2, and finally to 10.3.

When the NAIC announced that they wanted to standardize all states on TeamMate 11, which would require the LDI to restructure the architecture required to run TeamMate, Mr. Porche rebuilt the underlining windows server and database server to meet this requirement.

Client: Louisiana Department of Insurance
Project: Document Repositories for Health and Legal using SharePoint
Developed: March 2011 – Current

The LDI Health and Legal division had a need to collect and organize their documentation. The divisions were storing documentation in a variety of folders across the local and wide-area networks, which made documents increasingly hard to find. Multiple copies of the same document were also being stored in different places. Knowing which copy of any given document was the most recent was becoming a challenge, and gaining control of their documentation was clearly becoming a productivity issue. Having extensive documentation readily available regarding their policies, systems and processes was essential for audit compliance, risk mitigation and efficient daily operation. Mr. Porche presented Microsoft SharePoint Portal Server as the solution to help organize and gain control over their documentation. He helped the LDI leverage SharePoint's integrated collaboration and communication services to connect people with the information, processes, and systems within both

the Health and Legal divisions. SharePoint also offered search, document versioning, and check in/check out services to directly address pressing document management issues. SharePoint Portal sites were created for each division to access the documents and other files that were vital to their daily business functions. Better organization and search services allowed the client staff to find the documents they needed in a more efficient and accessible manner.

Please see page 55 for a consolidated list of references.

Huy Ta

Application Architect / Backup PM / Backup Adobe Flash Web Developer / Backup Telerik Sitefinity Administrator

Years of IT Experience: 16

Education: Louisiana State University B.S. ISDS/MIS, Dec. 2000.
Louisiana State University B.S Zoology, Dec. 1997

Technical Skills: Responsive Web Design, HTML 5, CSS3, Media Queries, Entity Framework 5 / 6, .NET Framework 4.5, Sitefinity CMS, Telerik Kendo UI, VB.NET, C#. NET, ASP.NET, iOS, Xcode 4.5, Microsoft AJAX, Javascript, ADO.NET, Informix, 4GL, PCL Commands

Software: Sitefinity CMS**,** Visual Studio 2003 / 2005 / 2008 / 2010 / 2012 / 2013 / 2015, Team Foundation Server 2013, SQL Server 2000 / 2005 / 2008 / 2012 / 2014, SQL Reporting Services**,** Active Reports 6 / 7 / 8, Aspose.Net, ItextSharp, Axure RP, Microsoft Visio 2013, Adobe Creative Suite CS 4 / 5 / 6, Crystal Reports 8.5 / 9, Microsoft Office, CAVU, LaserFiche

Certifications: MCTS, MCPD Enterprise Application Developer, Microsoft Specialist – Programming in HTML5 with JavaScript and CSS3, MCSD (scheduled 3/30/17)

Qualifications

Microsoft Specialist
Programming in HTML5 with JavaScript & CSS3

Microsoft CERTIFIED Professional

As required by the RFP, Mr. Ta has both the MCTS and MCPD certifications. In addition, he has the more current MS and MCP certifications, with plans to acquire the MCSD certification. His certificates are attached at the end of the bio.

"Validates(s) your knowledge and skills in a specialized area of technology."

Biography

Huy Ta is the application architect of Tri-Core Technologies, a Louisiana-based information technology company specializing in development of enterprise-wide applications. He has been an experienced systems analyst, software developer and administrator for over 16 years. He specializes in user interface design and possesses the extraordinary ability to comprehend and transform the most complicated business processes into a user interface that even the most inexperienced users can grasp. His proven project planning and management skills as well as his technical expertise make him an invaluable part of any project. Mr. Ta is a Microsoft Certified Professional Developer (MCPD) in Enterprise Applications. This enterprise application developer certification demonstrates that he has the comprehensive skills that are required to build n-tiered solutions that target both Web and desktop user experiences.

Mr. Ta is an LSU graduate in Management of Information Systems with a concentration in Management, and has displayed a propensity towards using the latest technologies to solve a variety of technological and human issues. Not only is he an accomplished user interface designer and Visual C#. NET, ASP. NET, and Visual Basic. NET software developer, but he has thorough knowledge of databases and reporting tools such as SQL Server, Oracle, Informix, Crystal Reports, and Active Reports. Specific work performed by Mr. Ta includes designing faster and more efficient APIs using the latest design patterns, creating new database classes and controls, developing custom data tracking applications, and interfacing with legacy and contemporary databases.

He has applied these methods to improve the operation of many applications including those at the Louisiana Professional Engineering and Land Surveying Board (LAPELS) and the Louisiana Department of Insurance (LDI.) At these clients, he has been maintaining and improving the most mission critical applications for over 13 years. In addition, he has sought and received extensive training in the latest technologies because he understands that keeping his skill set current is critical to the success of emerging systems and essential in offering a range of solutions to his clients. Becoming a Microsoft Certified Professional Developer solidifies his commitment to understanding and using the latest technologies to solve client challenges.

With more consumers accessing data and information through mobile devices such as smart phones and tablets, Mr. Ta has been committed to researching and developing mobile websites and mobile applications for many of Tri-Core's clients. In fact, he is a registered iOS developer for many of Apple's mobile devices. His main aim is to provide the best possible mobile user experience while providing cost effective solutions for his clients. He believes that responsive web design and HTML5 will provide the most functional, yet cost-effective designs for mobile sites.

As an advanced software developer and architect, Mr. Ta provides technical leadership across the organization, from strategic decision-making down to the project planning level. He has assumed responsibilities for staff training and mentoring, personnel budgets and scheduling, and customer training and support. He has also performed sales support, quality assurance reviews, project documentation, resource estimation, and other key aspects of project management.

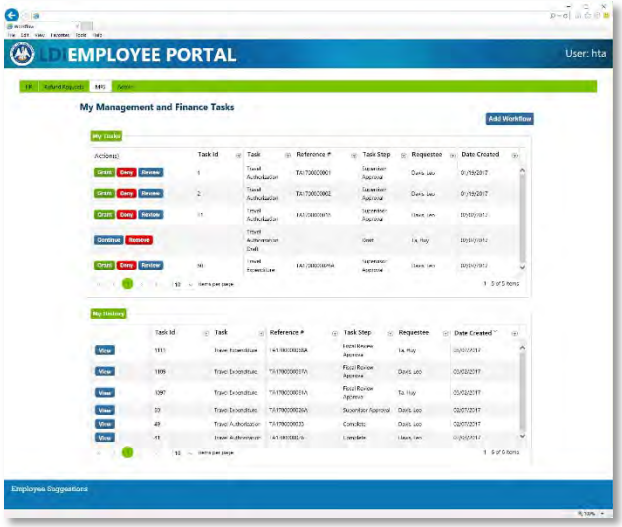
Mr. Ta demonstrates the rare ability to see both the micro and macro side of projects. While successfully implementing extremely detailed programming, database and systems projects, he has also provided proficient team leadership, maximizing staff performance and ensuring that data and applications continue to operate smoothly during implementation, conversion, and transition stages. Because he is well versed in legacy and new systems, operations needs and personnel culture, he is uniquely qualified to optimize the performance of any organization's systems and staff.

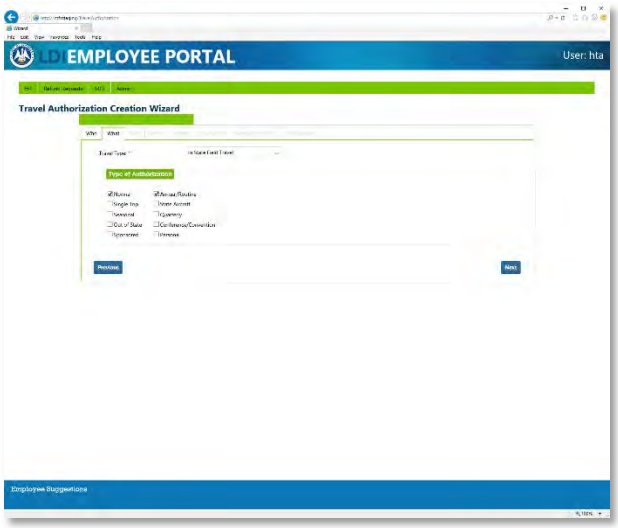
Professional Experience

Client:	Louisiana Department of Insurance
Project:	Management and Finance System
Developed:	March 2016 – December 2016
Maintenance:	January 2017 – Current

Mr. Ta supervised the design, development, and testing for the re-engineered Management and Finance System. The primary goal of this project was to leverage the latest technologies, mainly Microsoft's Windows Workflow Foundation, to create custom workflows that were flexible, scalable, and easily maintained. As application architect, he was responsible for overseeing the database, user interface, and security designs. Using Team Foundation Server, he scheduled and planned the tasks, task assignments, and their completion dates to ensure that the project would be completed on time. He also conducted weekly code reviews to highlight technologies and the reasons they were being used to build the system.

In addition to his managerial duties, he was also the primary designer for the user interface. His main goal with the user interface was to create a look and feel that would maximize usability and enhance the user experience. Fonts, colors, graphics, behaviors, and layouts were chosen to help with task completion times, efficiency, and user satisfaction. He made sure that the interface was consistent and used common elements so that users always knew exactly what the system expected them to do to complete their tasks. Once a user learns how to interact with a certain element, they would be able to transfer that skill to other parts of the system without additional training.



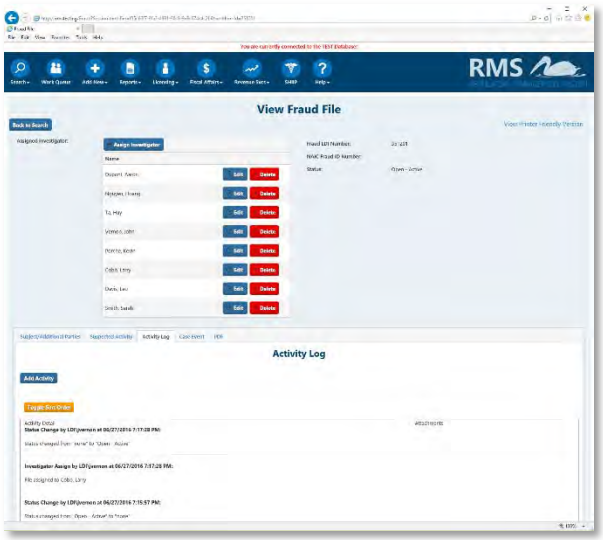


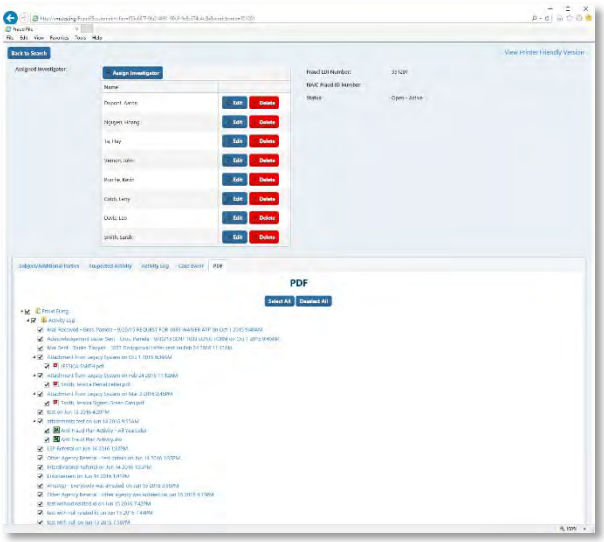
Client: Louisiana Department of Insurance
Project: Fraud/RMS Integration
Developed: December 2015 – July 2016
Maintenance: July 2016 – Current

Mr. Ta oversaw the design, implementation, and testing for the Fraud/RMS Integration project. This was a ground-up re-write of the existing Fraud desktop application in order to improve the user interface, the security, and the sharing of data with other departments at the LDI. Mr. Ta was responsible for creating, scheduling, and assigning tasks as well as ensuring that the quality of the program met or exceeded the standards set by the LDI.

In addition to his administrative duties, he was also the primary programmer for the work queue, PDF generator, and the import features of the Fraud program. The work queue shows unassigned, pending, and closed files, and allows users with assign permissions to route cases to the appropriate investigators. The PDF generator allows users to customize and print a PDF document containing both information and any attachments in the Fraud file. The import was re-written using the latest technology in order to efficiently process the many XML files received from the NAIC

on a daily basis. Over 95% of Fraud files are received through the import, so extensive validation and error logging was employed to make sure that all information was reliably imported each day.

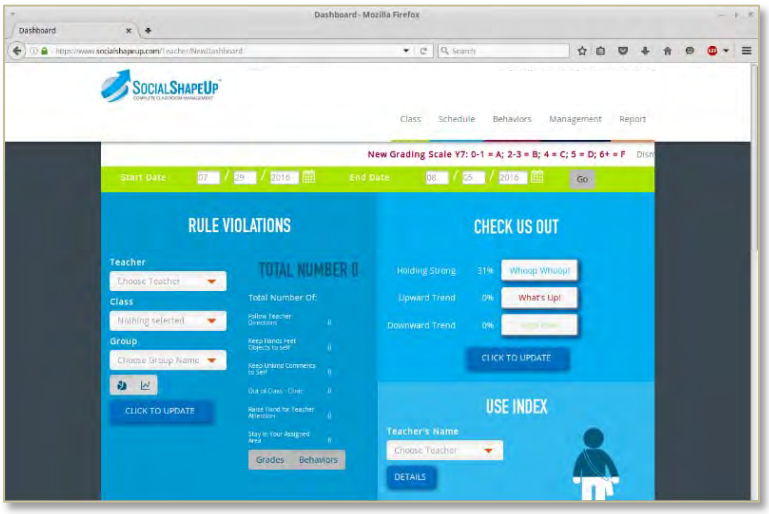




Client: Teaching Research Institute
Project: Social ShapeUp
Developed: March 2016 – June 2016
Maintenance: June 2016 – Current

Mr. Ta was the application architect for the redesign and modernization of the Social ShapeUp program. Social ShapeUp is a universal, classroom-based behavior management program that combines evidence-based strategies to prevent disruptive behavior, shape socially appropriate behavior, and increase instructional time. A major component of this program is a web-based application that teachers and school administrators use to track and improve the behavior of students. Before Tri-Core was hired to improve the program, it was plagued with performance, interface, and logic issues that made it painfully unusable. Mr. Ta lead the analysis to uncover and fix any functions that did not meet the client's requirements. Based on this analysis, he created, assigned, and tracked the tasks necessary for the development team to satisfy the requirements of the client.

Mr. Ta also completed many of the programming tasks including major improvements to the dashboard screen. Most impressive was the rewriting of many of the stored procedures used in the dashboard that decreased the speed from 49 seconds to 7 seconds for loading 6 months of student behavior data. Normally, only 1 week of data is loaded, and this takes no more than 3 seconds.



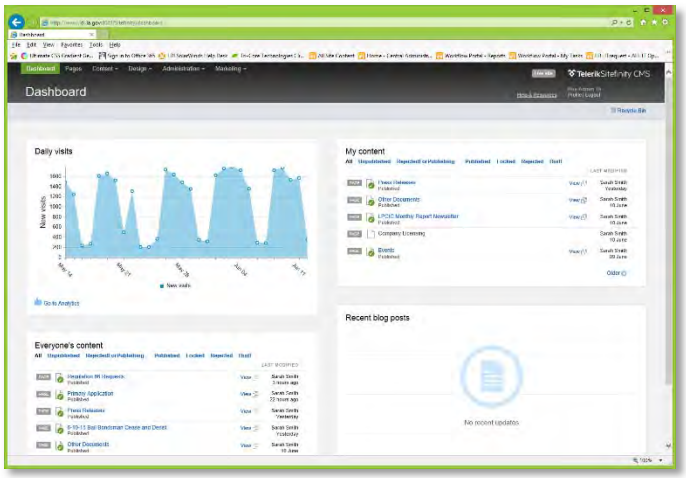
Client: Louisiana Department of Insurance
Project: Regulatory Management System
Developed: November 2014 – November 2015
Maintenance: November 2015 – Current

Mr. Ta was the application architect and primary developer for the work queue and PDF Generator sections of the Regulatory Management System (RMS), the LDI's main line of business application. RMS is an integration of the Entity Management System (EMS) and the Complaints, Rates, and Form Tracking (CRAFT) system. As application architect, he oversaw the database design, the user interface design, the security design, the scheduling and planning of tasks and their completion dates, the quality assurance process, and the documentation. In addition, he also conducted all the code reviews and was the middleman between the primary LDI stakeholders and the development team.

Mr. Ta was responsible for spearheading the idea of mixing old and new technology and restyling the old screens to make them look like the new screens. Extensive styling effort allowed EMS and CRAFT to be integrated into one application seamlessly. He also created a universal work queue used by many divisions to view unassigned, pending, and closed work items. Lastly, he re-designed the PDF generator using the latest technology (Entity Framework and MVC) in order to make it more flexible and scalable for future work items.

Client: Louisiana Department of Insurance
Project: Website Re-Design Using Content Management System
Developed: August 2014 – January 2015
Maintenance: January 2015 – Current

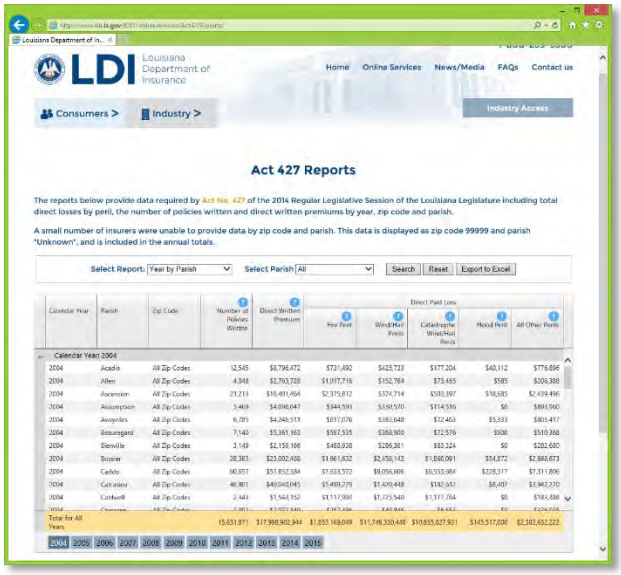
Mr. Ta was the administrator for the new Sitefinity content management system (CMS) used in the LDI's website re-design project. This new CMS allows both developers and LDI staff to easily create, edit, preview, and publish content and ensures quality with a 2 approver workflow. Since this CMS is one of the most robust systems on the market with an extensive set of features, Mr. Ta made it a priority to research many of these features so that he could propose solutions and add value to the project. He was responsible for creating, maintaining, and upgrading the development and production websites, defining and creating logins for user access, creating and testing workflow approvals, training users on how to use the system, and connecting the system to Google Analytics for tracking and reporting usage data.

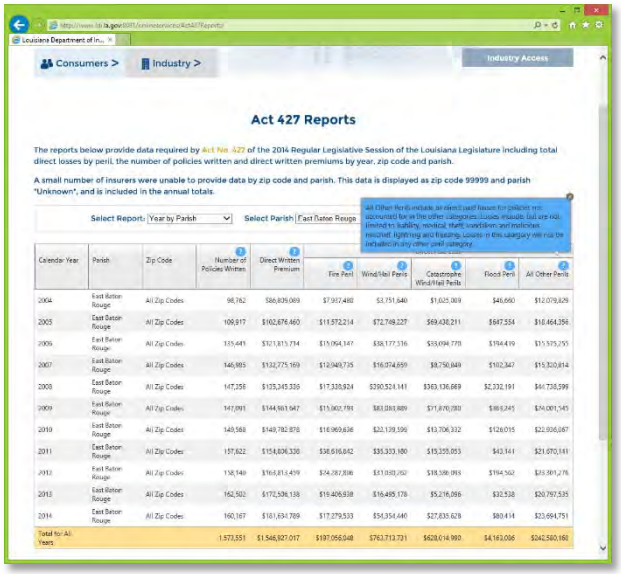


Client: Louisiana Department of Insurance
Project: Act 427 Reports
Developed: March 2015 – April 2015
Maintenance: April 2015 – Current

Mr. Ta was the primary developer for the Act 427 Reports Project which requires the LDI to collect and report the aggregate total amount of directed paid losses reported by peril less all deductibles, the number of policies written, and the direct written premiums for prior calendar years. This reporting program was designed to seamlessly fit into LDI's website theme and features advanced grouping and presentation of data by parish and zip code. Other features include helpful tooltips that define the meaning of the column headers in the search grid and an Excel export feature so that the user can download the data appearing in the grid. Because current

tools would not allow him to meet the requirements, he created a custom paging mechanism that for the report page that was intuitive and fast.

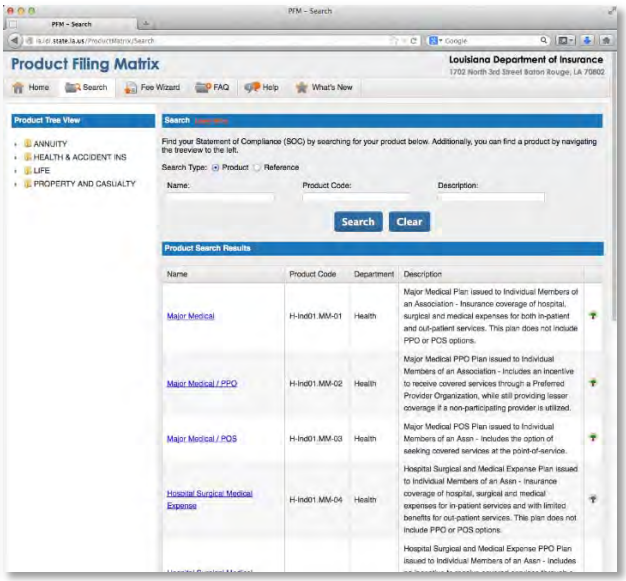




Client: Louisiana Department of Insurance
Project: Product Filing Matrix
Developed: October 2013 – June 2014
Maintenance: July 2014 – Current

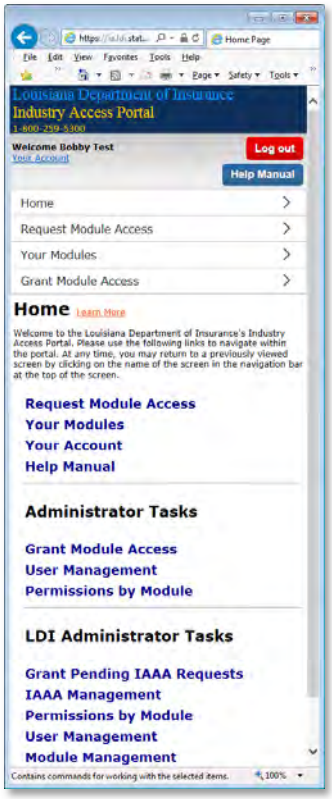
Mr. Ta was the application architect for the re-engineering of the LDI's Product Filing Matrix (PFM). He played a major role in making high-level design choices and ensuring consistency in the user interface, software coding standards, and use of tools and platforms. Working with the project manager, his main goal was to confirm that all project requirements were met from the initial analysis phase all the way to the deployment of the application. In addition, he endeavored to involve key department personnel via weekly code reviews in order to maximize knowledge transfer.

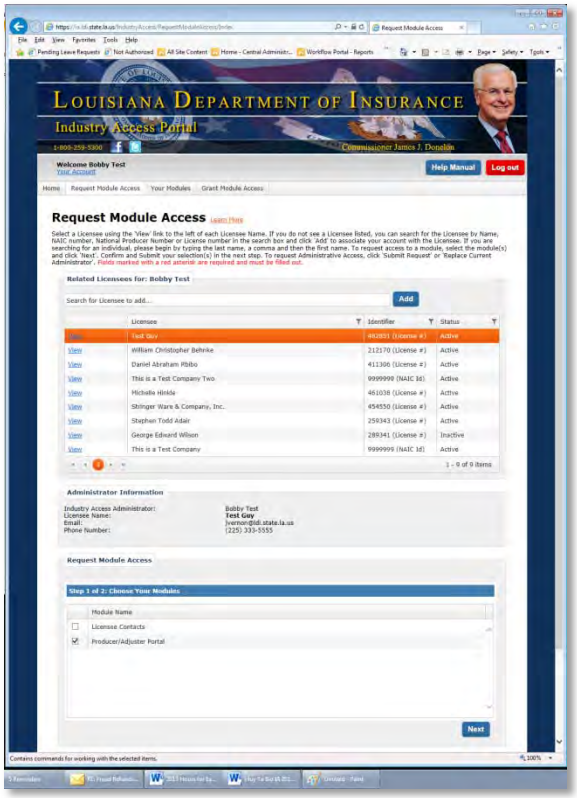
The re-engineered PFM was designed to simplify the filing process for insurers. This web application allows users to search for filing requirements and legal references for a multitude of insurance products. The user interface and database was totally re-vamped, streamlined, and made mobile-ready (responsive design), so that users could find information faster and more easily on their desktop computer as well as any mobile device. Designed to reduce the amount of refunds from erroneous filing fees, a new and very useful addition to the application was the Fee Wizard, which assisted the user in calculating the correct fee in the filing process. Other enhancements included a database-driven FAQ system and a better-organized help section to answer any questions users may have about the filing process at the LDI.



Client: Louisiana Department of Insurance
Project: Industry Access Portal
Developed: March 2013 – June 2013
Maintenance: July 2013 – Current

Mr. Ta was the application architect for the re-engineering of the Industry Access Portal. He was directly responsible for designing and managing many of the successful and progressive features of this Portal. This application allows regulated as well as non-regulated entities to access many of the modules available including filing premium taxes, filing complaints, and updating contact information. Because this Portal will support over 150,000 users, it was designed to have a maximum 2-second response time for any click in the system. The technology used has worked so well that most clicks take less than one second. Another advanced feature is the responsive design approach, which allows the Portal to be used on any device whether it is a desktop computer, a tablet, or a phone. The application automatically scales and re-configures the user interface based on screen size so that the user is always presented with the most efficient layout to accomplish their tasks. Other features include a simplified and more intuitive user interface and an updated and comprehensive help system. Since being placed into production, the Portal has received much praise from industry users and LDI users and has exceeded everyone's expectations.



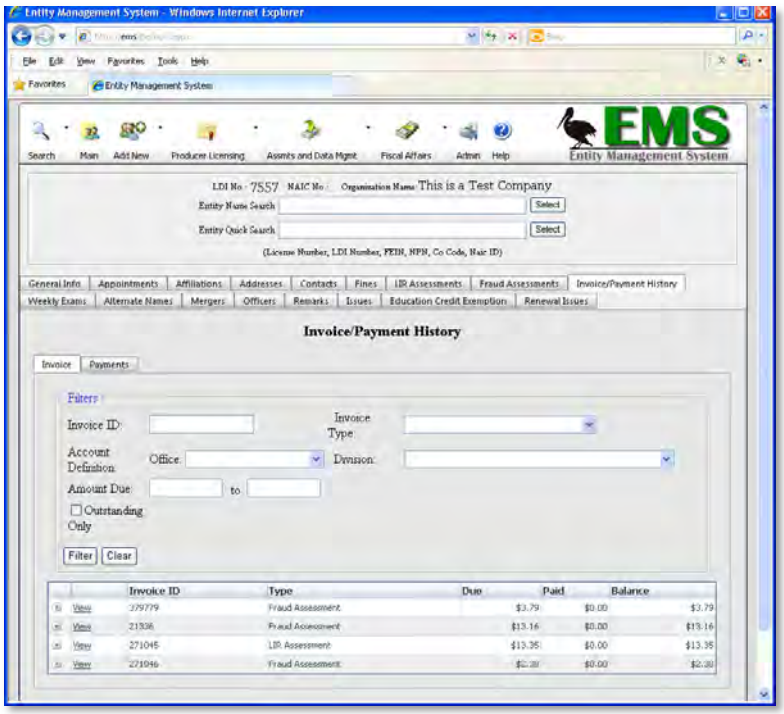


Client:	Louisiana Department of Insurance
Project:	Entity Management System
Developed:	September 2009 – June 2010
Maintenance:	July 2010 – Current

Mr. Ta was not only the architect of the newly developed Entity Management System (EMS), but was also the developer for the Data Assessment and Management section of the program. The Data Assessment and Management section consists of importing batches from the ITMS Check Scanning system, creating paper batches, creating ACH batches, confirming pending batches, allocating money for LIR and Fraud assessments from the Tax system, and running various reports detailing all money that flows through the LDI. Considerable effort was made to improve certain areas of EMS that was lacking in the previous system. Some of these improvements include:

Improved Search Engines – Users can now search for entities, payments, invoices, and lawsuits under the main "Search" menu item. This re-organization of the searches allows users to easily find what they are looking for no matter what screen they are currently viewing. Each individual search screen is also faster and provides much more useful information about the results of the search.

More Intuitive User Interface – The overall system has been simplified to a great extent. Multiple fiscal accounts have been combined to form one master account making it easier for the fiscal section to view all outstanding invoices. Multiple searches have been relocated to one main menu item simplifying the search function. Finally, each and every function in EMS has been evaluated and, if necessary, changed to decrease the number of clicks the user has to perform.



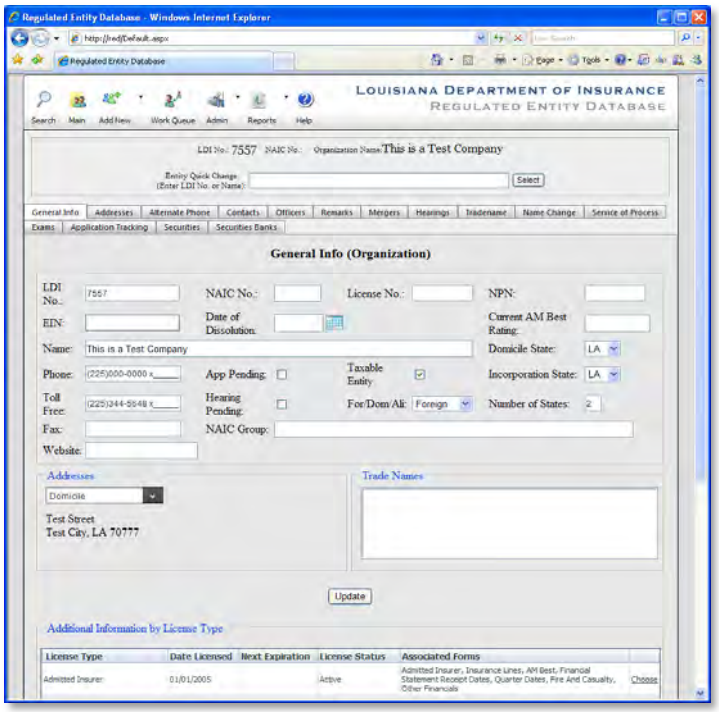
Increased Performance – Every part of EMS has been designed to be faster, scalable, and flexible. From the searches to the database design, every aspect has been optimized to make the system as efficient and productive as possible.

Client: Louisiana Department of Insurance
Project: Reengineering of the Regulated Entity Database
Developed: October 2008 – June 2009
Maintenance: July 2009 – Current

Mr. Ta was the architect of the newly reengineered Regulated Entity Database. Working closely with LDI personnel, his vision was to radically transform an outdated desktop application into a more intuitive and user-friendly web application having a license type centric architecture. Speed and usability were important factors in the design of this system, and great effort was expended on optimizing the database structure, the data access layer, and the arrangement of the user interface. In addition, all the latest convenience features of the other web applications at the department were incorporated into the system. Some of the more unique and impressive pieces of this system include:

Attachment Manager – Saves and retrieves attachments as large as 1000 pages to and from a SQL Server database. This manager can be linked the entity or any of the other objects in the system.

Security Manager – A very granular integration with Active Directory to control access to fields, screens, buttons, and almost any object in the system. This includes a Security Manager screen so that administrators have the ability to add, update, or delete any permission rule in the system.



Change Log – Keeps track of every single field level change in the CRAFT system based on username, date, and time of change. Records can therefore be recreated to a previous single point in time as desired.

Online Address Change – Registrants now have the ability to directly change their addresses in the database, thus, eliminating a large amount of labor involved in changing addresses through the past manual process.

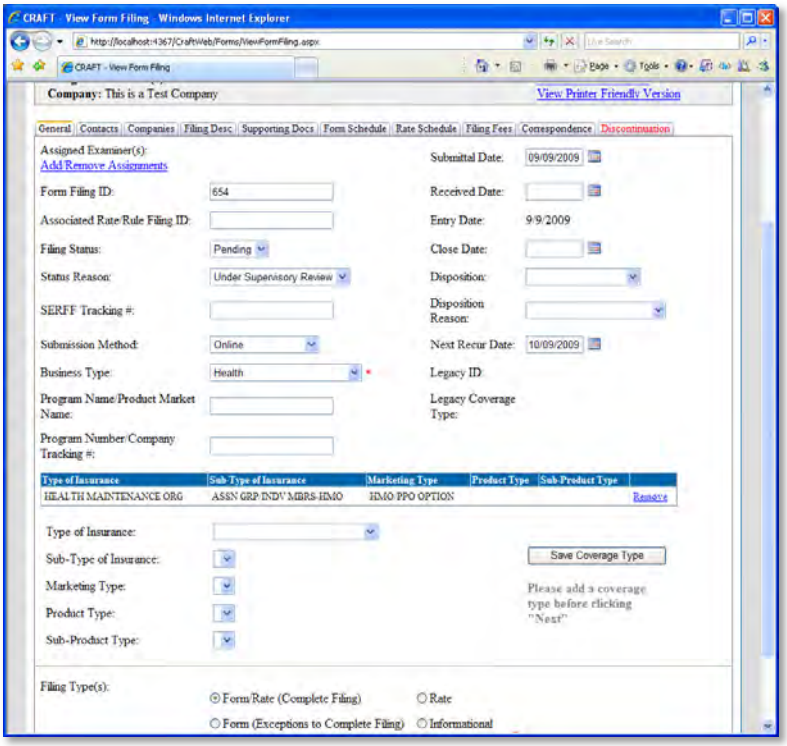
Client: Louisiana Department of Insurance
Project: Complaint, Rate, and Form Tracking System (CRAFT)
Developed: September 2006 – June 2007
Maintenance: July 2007– Current

Mr. Ta was the architect and lead software developer for the Forms component of the CRAFT System. This system was created for the LDI to streamline the form filing process between the insurance industry and LDI. This component is all web-based and consists of an outside Industry system that communicates with an internal system. Some of the more unique and impressive pieces of this system include:

Attachment Manager – Saves and retrieves attachments as large as 1000 pages to and from a SQL Server database.

Change Log – Keeps track of every single field level change in the CRAFT system based on username, date, and time of change. Records can therefore be recreated to a previous single point in time as desired.

Integration with SERFF (System for Electronic Rate and Form Filing) – a nationwide system that provides a cost-effective method of handling insurance policy rate and form filings between regulators and insurance companies – This allows the CRAFT system to retrieve form and rate data from filings submitted through SERFF.



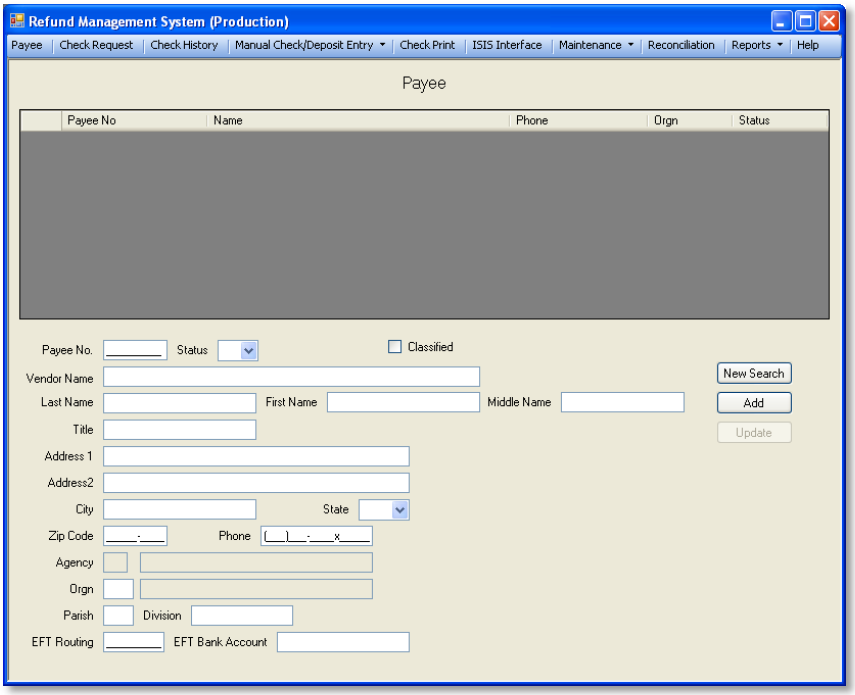
Client: Louisiana Department of Insurance
Project: Refund Management System (RMS)
Developed: March 2006 – June 2006
Maintenance: July 2006 – Current

Mr. Ta was the lead software developer for the Refund Management System (RMS). This is a system used by LDI's fiscal office to track vendors, print and issue refund checks, and interface with Integrated Statewide Information Systems (ISIS) for accounting purposes. This project is a complete re-engineering of an outdated legacy system with requirements for updating the user interface, developing flexible and more powerful search engines, migrating and normalizing legacy data, and revising and improving the business processes.

Integration with Active Directory - RMS is fully integrated with Active Directory. Through Active Directory's groups and roles, access privileges are controlled and maintained in one location.

Improved Search Engine - By studying and revising our current search engine approach, we have been able to increase the speed of searches five-fold as compared to previous implementations.

MICR Printing - Magnetic Ink Character Recognition (MICR) refers to the kind of toner used to print the specialized font at the bottom of checks and other negotiable documents. The Federal Reserve and all banks require that checks be printed with MICR toner for ease of processing. For this reason, we have developed a new API for printing MICR-encoded checks on a Source Technologies ST-9530 printer.



Client: Louisiana Department of Insurance
Project: Homeowners/Automobile Rate Comparison Guides
Developed: November 2012 – January 2013
Maintenance: January 2013 – Current

Mr. Ta was the chief designer and software developer for the Homeowners/Automobile Rate Comparison Guides on LDI's website. These two highly interactive web applications allow the public to compare homeowners and automobile insurance rates among many of the insurance companies that write policies in Louisiana. Working with the Public Affairs Division, these applications were completely re-designed from less interactive PDF documents that were originally on their website. The new applications are completely database driven and include a map of Louisiana with clickable regions. Also included is an option for the public to provide feedback to the Public Affairs Division in order for them to make improvements to these new tools.

Client: Louisiana Department of Insurance
Project: Frequently Asked Questions
Developed: March 2012 – May 2012
Maintenance: May 2012 – Current

Mr. Ta was the lead analyst and developer for LDI's Frequently Asked Questions web application. Through the efforts of many individuals spanning multiple divisions at the LDI, a consolidated list of the most frequently asked questions was created to populate a SQL database. Many advanced technologies were used to create an application that provides the public with accurate information with the least amount of effort. At the core of the application is an advanced search engine that searches words and phrases through a complex matching algorithm to ensure that the correct answer is provided within the first five results. The application has been so successful that it has decreased the number of questions received by the LDI by over 50% and has saved the LDI thousands of man-hours required to answer these questions.

Please see page 55 for a consolidated list of references.


OFFICIAL SEAL OF MICROSOFT CERTIFICATION
Microsoft Certified Professional
HUY Q TA
Has successfully completed the requirements to be recognized as a Microsoft Certified Professional.
Date of achievement: 05/20/2016
Certification number: F682-1526
Satya Nadella
Chief Executive Officer
Microsoft
CERTIFIED
Professional


OFFICIAL SEAL OF MICROSOFT CERTIFICATION
Microsoft Specialist
HUY Q TA
Has successfully completed the requirements to be recognized as a Microsoft Specialist: Programming in HTML5 with JavaScript and CSS3.
Date of achievement: 05/20/2016
Certification number: F682-1531
Part No. X18-83703
Satya Nadella
Chief Executive Officer
Microsoft
Specialist


OFFICIAL SEAL OF MICROSOFT CERTIFICATION
Microsoft Certified Professional Developer
HUY Q TA
Has successfully completed the requirements to be recognized as a Microsoft® Certified Professional Developer: Enterprise Application Developer.
Date of achievement: 08/28/2008
Certification number: B846-7403
Satya Nadella
Chief Executive Officer
Microsoft
CERTIFIED
Professional Developer

John Vernon

Senior Software Developer / Backup Application Architect

Years of IT Experience: 15

Education: Louisiana State University B.S. Computer Science 2002

Technical Skills: C#, VB.NET, Java, C, ADO.NET, ASP.NET, Microsoft AJAX, LINQ, MVC5, Entity Framework 6, HTML5, CSS3, jQuery

Software: Visual Studio 2003 / 2005 / 2008 / 2010 / 2012 / 2013 / 2015, SQL Server 2000 / 2005 / 2008 / 2008 R2 / 2012 / 2014 / 2016, Team Foundation Server 2005/2012/2013, Telerik RadControls, Telerik UI for ASP.NET MVC, Microsoft SharePoint, SQL Reporting Services, Microsoft Office, Microsoft IIS, Microsoft Project, Adobe Photoshop, Adobe Illustrator, GrapeCity ActiveReports, Crystal Reports, Linux 2.4/2.6/3.2/4.7, Apache, Samba

Certifications: MCSA, MS, MCP, MCPD, MCTS (MCSD scheduled (5/17/17))

Qualifications

Microsoft Specialist
Programming in HTML5 with JavaScript & CSS3

Microsoft CERTIFIED
Solutions Associate
Web Applications

Microsoft Specialist
Programming in HTML5 with JavaScript & CSS3

Although not required by the RFP, Mr. Vernon has current MS, MCP, and MCSA certifications. His certificates are attached at the end of the bio.

"Demonstrate(s) your expertise at implementing modern web apps."

Biography

John Vernon has an extensive history of accomplishments and diversified experience with small, medium, and large organizations. During his time at LSU, he received many accolades in several programming competitions. A specialist in developing, installing, configuring and maintaining a variety of operating systems and application software, he ensures the stability, integrity, and efficient operation of the in-house information systems that support vital organizational functions. In addition, Mr. Vernon has been certified over the years as a Microsoft Certified Technology Specialist, a Microsoft Certified Professional Developer, a Microsoft Certified Professional, a Microsoft Specialist, and a Microsoft Certified Solutions Associate. He is scheduled to become a Microsoft Certified Software Developer on 5/17/2017.

Among his most impressive works was a project completed for the Louisiana Department of Insurance during hurricane Katrina. He was able to demonstrate his tremendous talent, simultaneously satisfying user requirements and the time constraints placed on him by the severity of the disaster. This Complaints Processing System was written in ASP. NET 2.0 and facilitates the communication between LDI internal staff, LDI field staff, and the insurance companies serving in devastated areas. This application continues to receive immense praise from victims of hurricanes, LDI staff, and insurance companies in resolving outstanding complaints and bringing some normalcy back into the lives of those affected by the storms. The Complaints Processing System became the foundation for the CRAFT system's Complaints component. It has evolved into a very stable, usable, and high volume line of business system at LDI. CRAFT's Complaints component, along with the other components of CRAFT, have since been integrated into LDI's Regulatory Management System.

Mr. Vernon has extensive experience with maintaining, enhancing, and writing LDI's main systems including the Regulatory Management System (RMS), Industry Access (IA), the LDI Tax System, the Product Filing Matrix (PFM), the Attorney Repository and Tracking System (ARTS), Invoice Copies, and many web-based projects which handle electronic funds transfers and other sensitive information. He has over 15 years of knowledge and understanding of LDI's databases, applications, and business processes.

Other types of projects for which Mr. Vernon has been a major contributor are application enhancements, documenting and flowcharting database procedures, database migration, and systems analysis. His additional applicable experience includes installing, configuring and maintaining UNIX systems and application software on multiple platforms. He also develops and maintains system support procedures and documentation. He helps to ensure that systems, applications and personnel interface smoothly and efficiently, and that productivity is not impeded by system breakdowns, inconsistencies or other operating difficulties. In all of these endeavors, he has demonstrated an ability to work both with clients and consultant teams to complete projects efficiently and effectively, optimizing both system and user

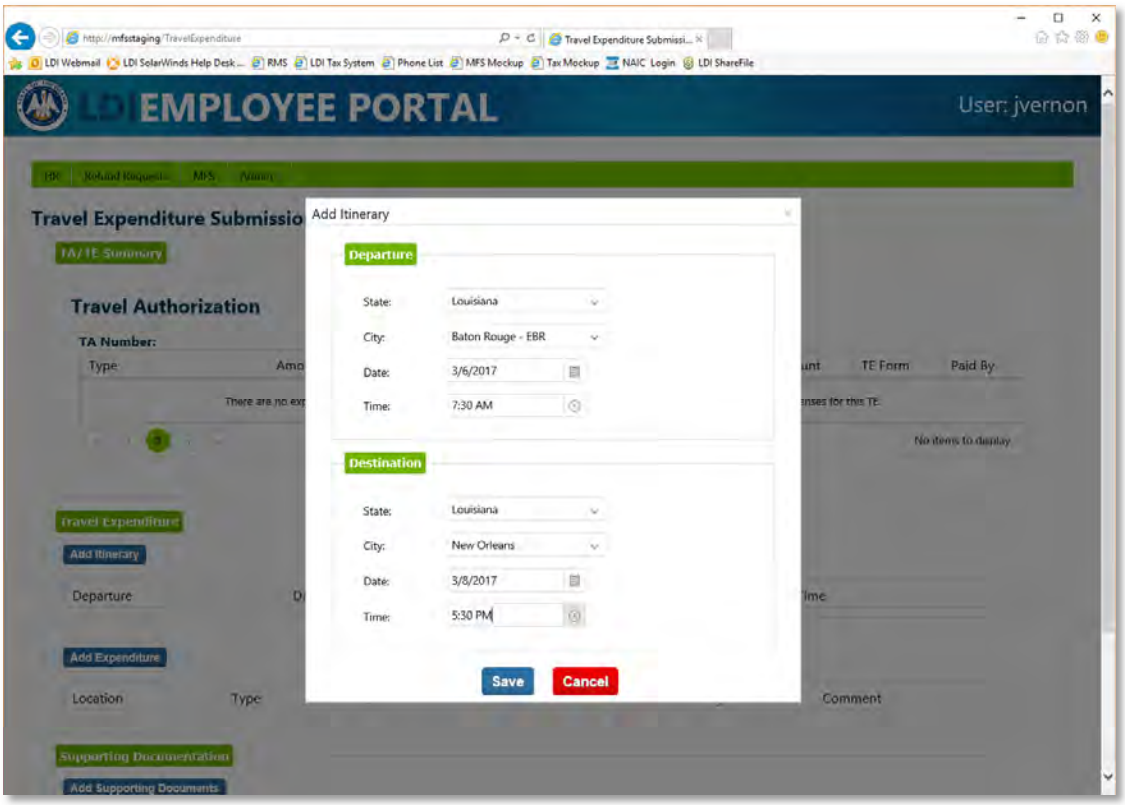
results. His knowledge of a wide variety of programs, languages and systems gives Mr. Vernon tremendous versatility in the development of new systems, modification of existing systems, and integration of systems, applications and databases.

Professional Experience

Client:	Louisiana Department of Insurance
Project:	Management and Finance System
Developed:	March 2016 – December 2016
Maintenance:	January 2017 – Current

Mr. Vernon was one of the developers for the addition of Travel Authorization and Travel Expense modules to the Management and Finance System used by employees of the Louisiana Department of Insurance (LDI).

As his primary task, Mr. Vernon created the UI for entering new Travel Expenses, with the goal of making the user experience as simple and straightforward as possible. Feedback has been positive from users who have utilized this UI. As well as the UI, Mr. Vernon also developed business logic in the API to facilitate communication with the newly developed workflow system. Mr. Vernon's other tasks for this project included bug fixes for all aspects of the system based on QA and user feedback and implementing details reports for TA and TE requests.



Client: Louisiana Department of Insurance
Project: 2016 Legislative Changes for Premium Taxes
Developed: August 2016 – October 2016
Maintenance: October 2016 – Current

Mr. Vernon made several changes for the calendar year 2016 tax form 1061 for admitted insurers. Many of these changes were unprecedented and required some clever programming in order to function within the existing system. Investment credit changes were implemented based on new rules outlined in Act 10. These changes were particularly tricky because they involved reducing the investment tax credit percentage for specific types of insurers at different rates based on the amount of total admitted assets. The existing tax system was not initially developed with this sort of change in mind, but Mr. Vernon was able to implement it successfully.

In addition, Mr. Vernon implemented changes that affected tax rates of HMO licensed companies for HMO lines of business. These tax rates had to be applied based on license and actual lines of business written. This added complexity to the task of calculating premium taxes, but it was developed successfully and implemented in the existing system.

Client: Louisiana Department of Insurance
Project: 2016 Legislative Changes for Licensing
Developed: June 2016 – August 2016
Maintenance: August 2016 – Current

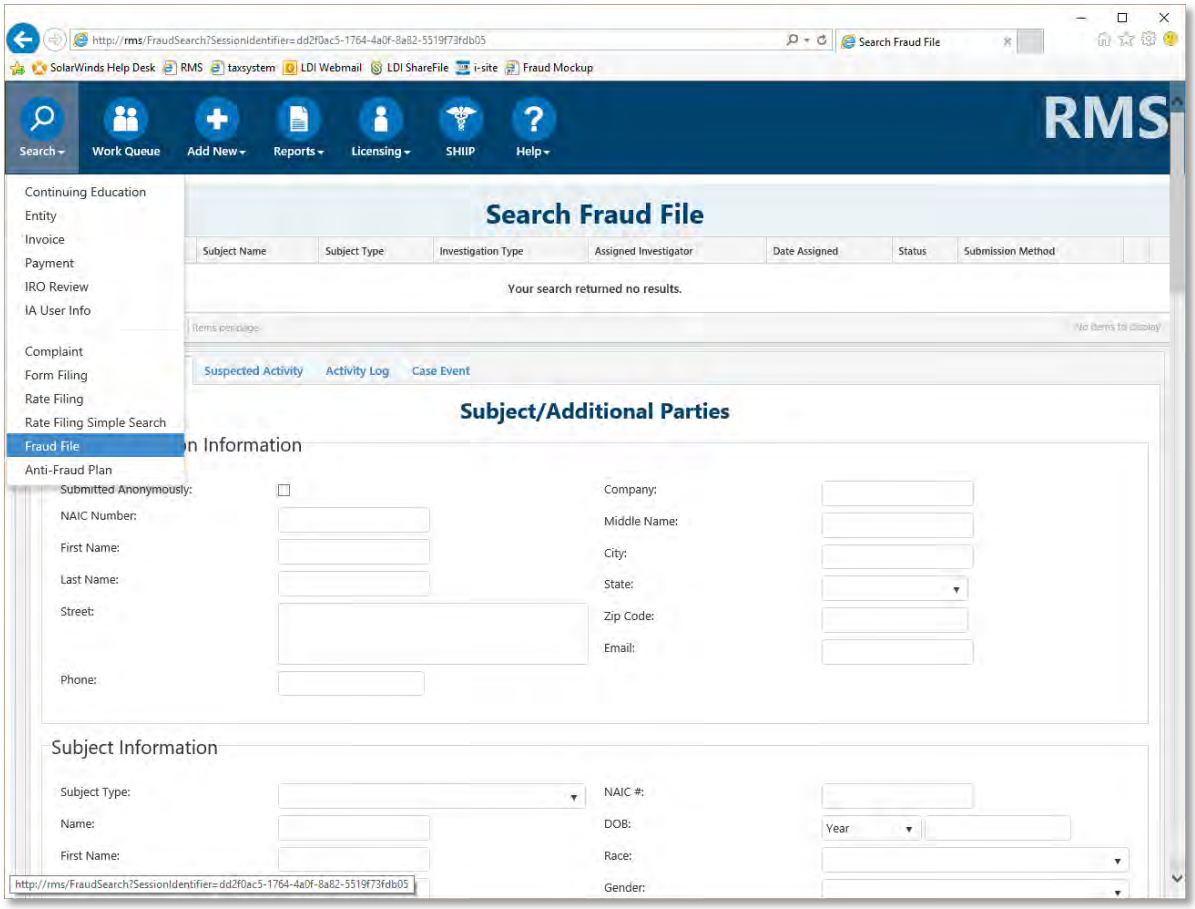
Mr. Vernon was the lead developer for required system changes that resulted from several house bills that were passed in the 2016 legislative session. This included the following house bills 746, 798, and 865.

In a short timeframe, Mr. Vernon was able to meet the system and business rule change requirements to bring the department's RMS system in compliance with these bills. The changes involved adding new authorities for producers, adding and changing existing authorities for claims adjusters, amending the business rules for adjuster reinstatements, and developing a whole new Industry Access module for the collection of unlicensed entity affiliation information.

Client: Louisiana Department of Insurance
Project: Fraud RMS Integration
Developed: December 2015 – July 2016
Maintenance: July 2016 – Current

Mr. Vernon was one of the lead developers for the integration of the Louisiana Department of Insurance's Fraud Case Management System into RMS. This project

involved bringing an older desktop-based application into an existing modern web-based application. This full rewrite of the Fraud system allowed it to be in line with the NAIC standards on Fraud Reporting.

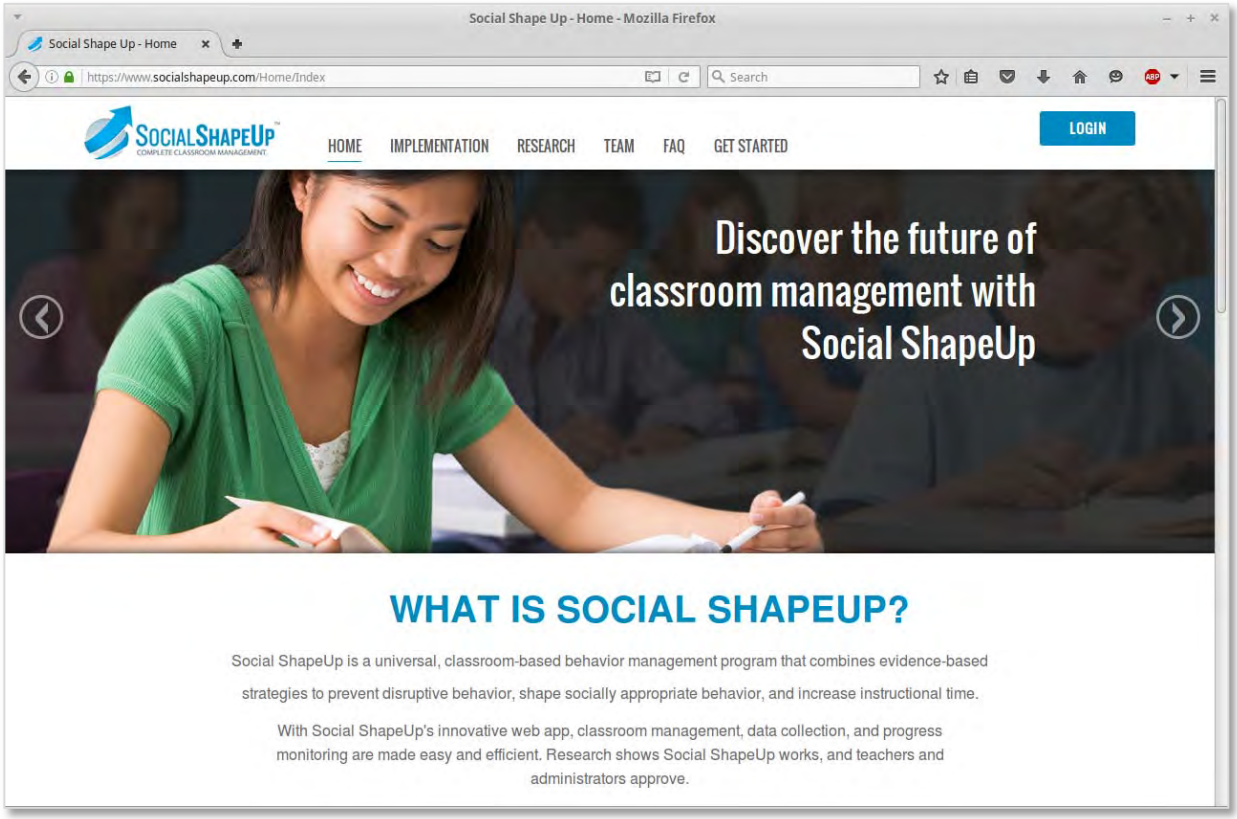


The Fraud-RMS integration project also brought in shared work queue features from RMS that allowed the investigators and assigners to view and work fraud cases in an easier and more logical manner. Administrators also have much more useful reporting capabilities to track trends and progress. This recently deployed module has already garnered much praise from the Fraud division.

Client:	Teaching Research Institute (TRI)
Project:	Social ShapeUp
Developed:	March 2016 – June 2016
Maintenance:	June 2016 – Current

Mr. Vernon is one of the developers for Social ShapeUp. Social ShapeUp is web-based application that is utilized in classrooms throughout Louisiana. This application helps teachers track and prevent disruptive behavior as well as award positive behavioral trends in the classroom.

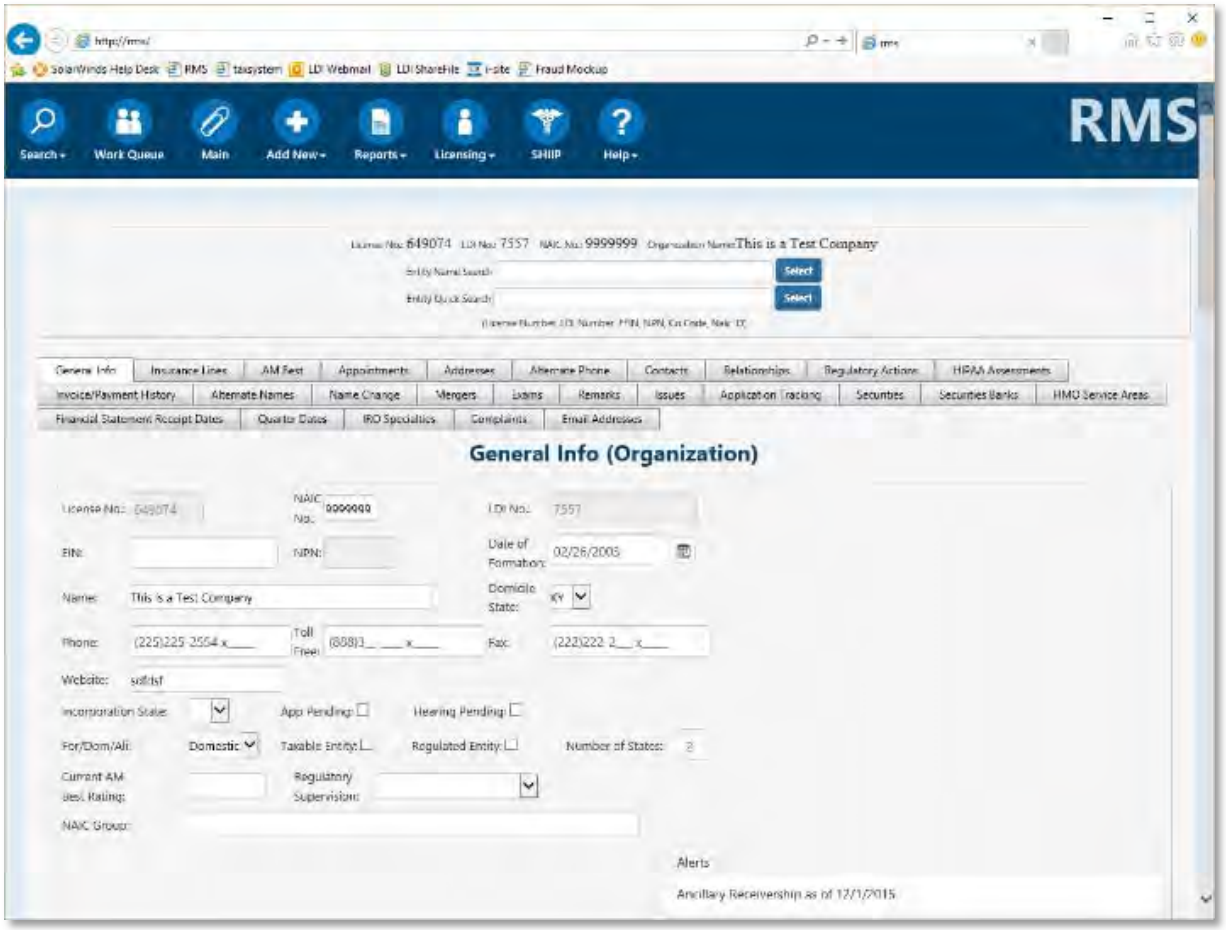
Social ShapeUp uses trends to report negative and positive student behavior and identify instances where teachers need additional classroom management training. This U.S. government grant-funded software solution has proven to be a vital tool for many public schools in various Louisiana parishes with plans to expand to other states in the future.



Mr. Vernon has helped identify and fix bottlenecks in the software that caused slowdowns for many users. The software has since been made more time and space efficient. In addition, Mr. Vernon has implemented new features for administrators and principles that allow more school-wide policies to be implemented without developer intervention.

Client:	Louisiana Department of Insurance
Project:	Regulatory Management System (RMS)
Developed:	November 2014 – November 2015
Maintenance:	November 2015 – Current

Mr. Vernon was one of the lead developers for the Louisiana Department of Insurance's Regulatory Management System (RMS). The Regulatory Management System is the combination of the two largest systems used by LDI (EMS and CRAFT).



The successful merger of these two systems has provided the department with a leaner and faster central system serving a multitude of functions.

In the past, CRAFT and EMS were separate major systems that did not share a common database. RMS has brought these two systems together into one common database that facilitates easier communication between licensing, form filing, rate filing, complaints, and other divisions within the department. Information is now shared more readily between divisions in real time. In addition, RMS brought both systems up to date with modern technologies in line with the department's software and data standards.

Client:	Louisiana Department of Insurance
Project:	IRO Review Module
Developed:	November 2014 – December 2014
Maintenance:	December 2014 – Current

Mr. Vernon was the lead developer and designer for the Louisiana Department of Insurance's IRO Review Module. This Industry Access module allows insurance issuers to request external reviews of medical cases by Independent Review

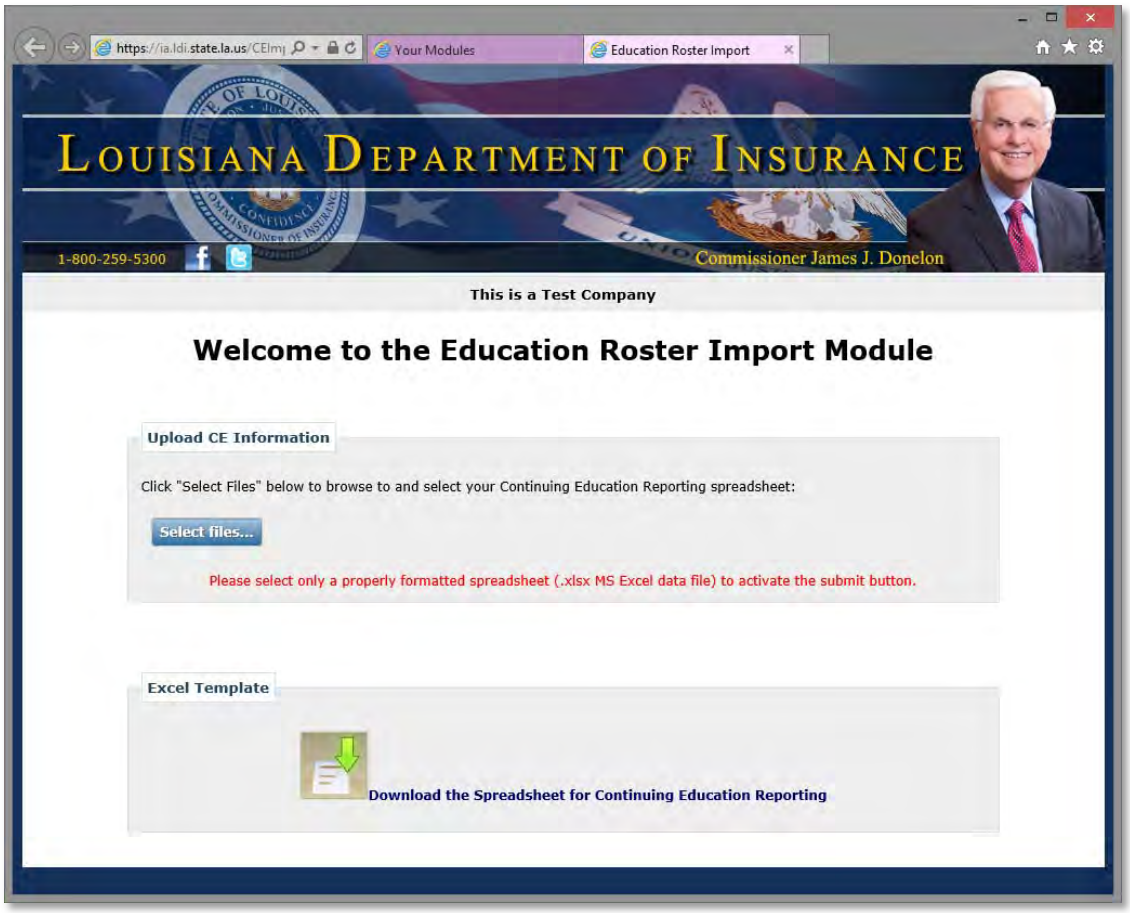
Organizations. These cases are time sensitive, and the module has facilitated rapid communication between issuers and IROs with minimal LDI intervention required.

To date, 413 cases have been submitted via the IRO Review Module. The vast majority of these cases have required no intervention by LDI staff. This module has helped the LDI to stay compliant with current Louisiana legislation without having to dedicate extensive man-hours and resources.

Client: Louisiana Department of Insurance
Project: Education Roster Import Module
Developed: January 2015 – February 2015
Maintenance: February 2015 – Current

Mr. Vernon was the lead developer for, and also currently maintains the Continuing Education Roster Import Module for Industry Access. This module allows CE Providers to upload course completion rosters directly into LDI internal systems. The uploads are performed using a Microsoft Excel spreadsheet. Data validation ensures the records are accurate and informs external users of any specific errors detected in the attempted file upload.

Previously a manual process, this procedure required LDI licensing staff to monitor an email box and manually enter incoming spreadsheets sent as email attachments. Any errors with the spreadsheet would have to be reported to the CE Provider for correction. This old way of processing required dedicated employee time and was subject to more errors. The new process via the Education Roster Import Module allows LDI staff to focus on other tasks while greatly reducing the amount of time taken to correct errors in the data.



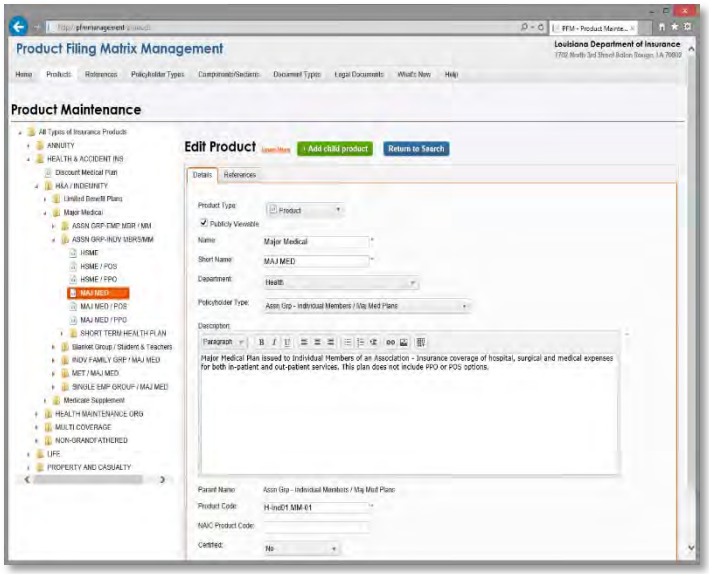
Client: Louisiana Department of Insurance
Project: Product Filing Matrix
Developed: October 2013 – June 2014
Maintenance: July 2014 – Current

Mr. Vernon was one of the lead developers and designers for the Louisiana Department of Insurance's Product Filing Matrix (PFM). This system is a complete rewrite of the tool used by the insurance industry to look up requirements for filing new products including all legal references, statements of compliance, and filing fees. Additionally, maintenance of this system is performed by LDI staff using the newly developed internal PFM Maintenance application.

Cutting edge technologies were used in the development of the Product Filing Matrix, including: Microsoft MVC4 (Razor), Microsoft Entity Framework 6, HTML5, CSS3, and Telerik UI for ASP.NET. The system is mobile device compliant thanks to the utiliziation of CSS3 and unsemantic styling, which allows fluid switching between mobile and desktop resolution modes without loading separate pages.

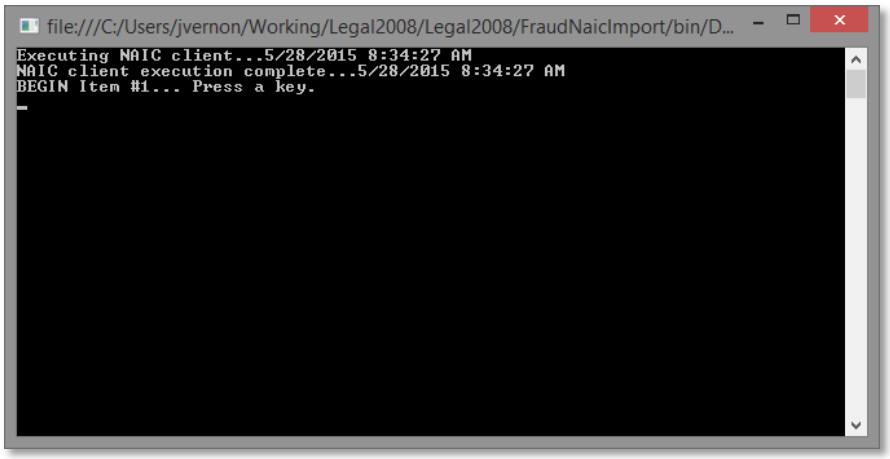
Mr. Vernon developed the Product Maintenance section of PFM. This section allows LDI staff to maintain information for insurance products including all legal references and product hierarchy. The hierarchy was designed with a tree view that automatically collapses and expands to highlight the currently selected product.

The public and internal views in PFM were previously maintained separately as two different systems and databases. The new PFM consolidated the two disconnected systems into one, giving LDI staff the ability to mark products as publicly viewable or not publicly viewable. This has greatly reduced user confusion while increasing the accuracy of the public data.



Client: Louisiana Department of Insurance
Project: NAIC Fraud Data Import
Developed: January 2014 – April 2014
Maintenance: April 2014 – Current

Mr. Vernon was the lead developer for, and also currently maintains, the NAIC Fraud Data Import application. This application imports reports of insurance fraud in XML format from the NAIC fraud database nightly using a combination of an NAIC-provided Java client and a custom developed C#.NET console application. The C# console application invokes the Java client in order to retreive the XML files. The application then maps the data from the NAIC's XML files into the LDI's fraud database. Before this import program existed, the LDI's Fraud Division would manually enter fraud reports one-by-one after searching through the NAIC's database and downloading PDF files. Removing the human element from this process has freed up the LDI's very busy Fraud staff to work on more critical tasks.

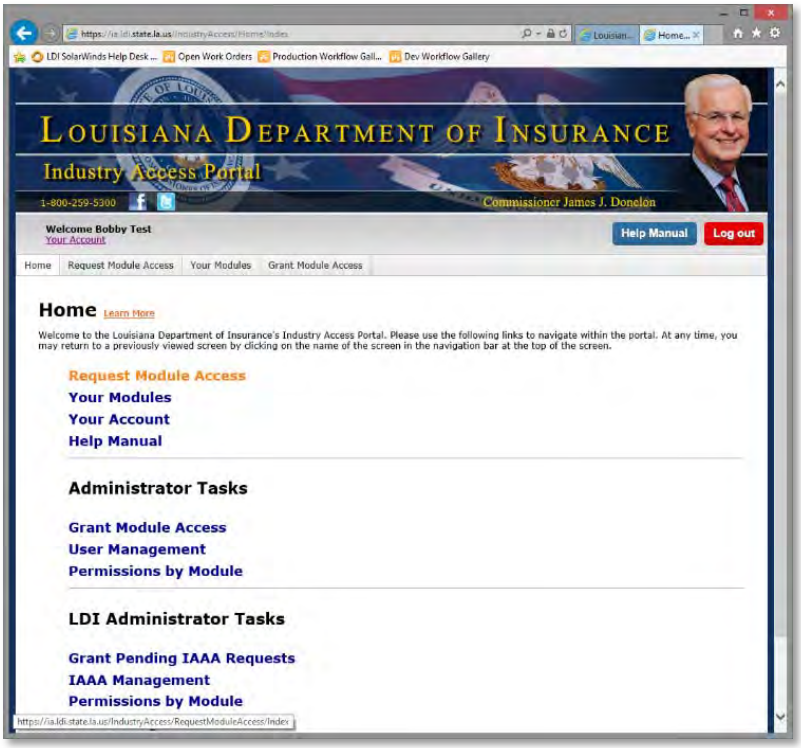


Client: Louisiana Department of Insurance
Project: Industry Access
Developed: February 2013 – June 2013
Maintenance: July 2013 – Current

Mr. Vernon was one of the lead developers and designers for the Louisiana Department of Insurance's Industry Access Portal. This system is a complete rewrite of the portal used by the insurance industry to access the many modules offered by the LDI for accomplishing tasks like paying premium taxes and responding to consumer complaints.

The cutting edge technologies used in the development of the Industry Access Portal include: Microsoft MVC4 (Razor), Microsoft Entity Framework 5, HTML5, CSS3, and Kendo UI from Telerik. The system is fully mobile device compliant thanks to the utiliziation of CSS3 media queries which allow dynamic switching between mobile and desktop modes without loading separate pages.

The system's efficient use of ASP.NET MVC and Entity Framework (EF) means response times are near instant even under heavy load. A key feature of EF, combined with Kendo UI for MVC, is that data sources for data grids are extremely lightweight. Only the visible records in a paged grid are retrieved from the database. This results in much faster response times due to faster data querying and smaller sized network responses when compared to traditional ADO.NET applications. Thousands of users per day access this intuitive system with zero reports of performance problems.



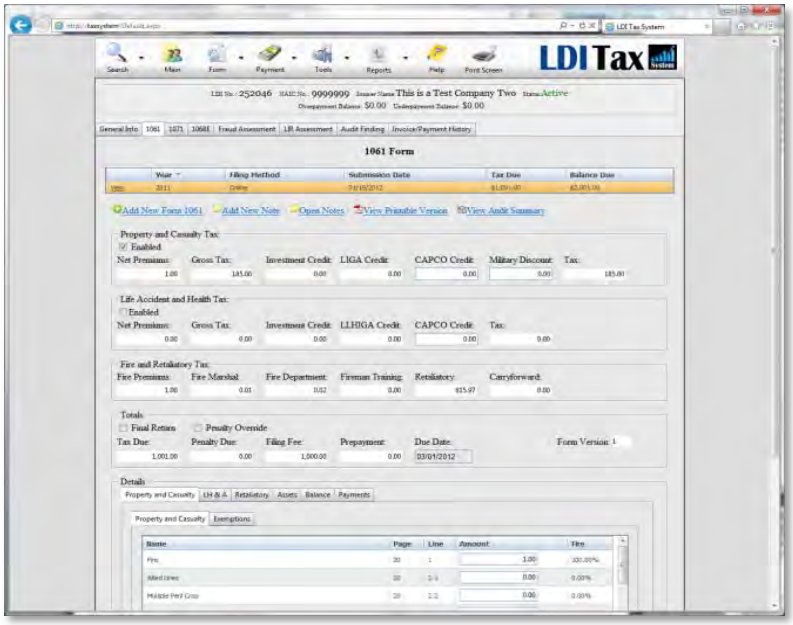
Client: Louisiana Department of Insurance
Project: Tax System
Developed: November 2010 – December 2011
Maintenance: December 2011 – Current

Mr. Vernon was one of the lead developers for the Louisiana Department of Insurance's Tax System. This system is one of the last remaining legacy systems that was converted from a .NET Framework 1.1 desktop application to a modern .NET Framework 4.0 web application. Mr. Vernon developed the 1061, 1071, Audit Finding, and 1068E tax form screens and API's in the new Tax System.

The original Tax System did not fully integrate with EMS or the LDI's fiscal system. Bridging the gap between the Tax System and EMS/Fiscal has solved many accounting problems and has streamlined the LDI's accounting procedures between divisions by eliminating double work.

The online portion of the Tax System has introduced some new useful features to the various tax forms that can be filed online. The 1061 and 1265 forms now have an EFT payment option for the first time. This option has resulted in the LDI's EFT system successfully processing much larger payments than ever before (including a single EFT payment for over 1.3 million dollars). The online 1076 form includes a new Excel import feature that has saved many hours of work for those entering municipal tax data.

Recently, Mr. Vernon has integrated the 1071 tax form with the online 1061 tax form to make it a more complete premium taxes solution. Insurance companies are now able to make quarterly tax payments online with a streamlined and intuitive user interface. This saves time and reduces errors for both the industry as well as LDI staff.



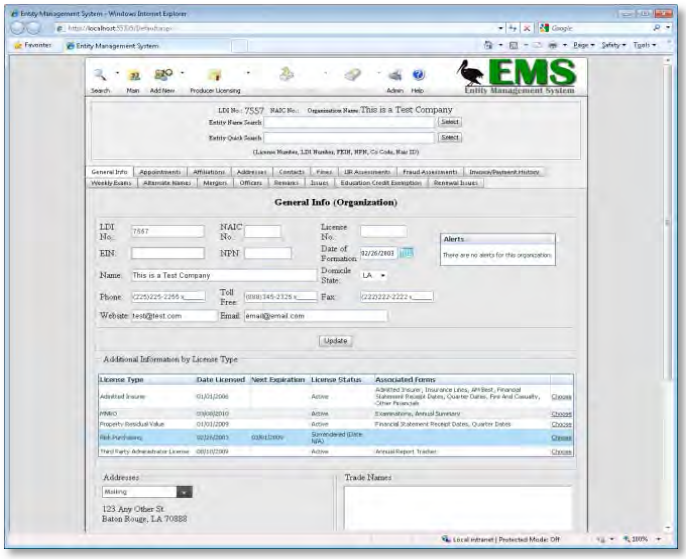
Client: Louisiana Department of Insurance
Project: Entity Management System
Developed: October 2009 – June 2010
Maintenance: July 2010 – November 2015

Mr. Vernon was the primary developer for, and also currently maintains, the Entity Management System Producer and Adjuster licensing screens. His experience with online producer and adjuster renewals, as well as automated State Process jobs, combined with his intimate knowledge of the Producer and Adjuster licensing processes at the LDI made him the ideal developer for this part of EMS.

This system has received a large amount of praise from users and division heads. Users are able to accomplish daily tasks such as company appointments, license renewals/reinstatements, and continuing education credit tracking quickly and have picked up on the intuitive system with minimal training required. EMS uses the latest web application technologies to provide an extremely responsive and intuitive user interface.

EMS shares a database with the Tax System as well as CRAFT, Producer/Adjuster online renewals, birth month renewals, and other systems. This allows seamless real-time updates across all systems to ensure every user is always looking at the most current data possible.

EMS has absorbed all functionality from the now defunct Regulated Entity Database (RED) system, which Mr. Vernon also had an active role in developing, maintaning, and porting. He assisted with the conversion of RED from a Visual Basic 6 application to a Microsoft .NET Framework desktop application, and with untying Red from LDI's legacy UNIX system. He implemented many new screens and functionality in RED including Statutory Deposits (Securities), enhancements to the Hearings screen, the License Types and Insurance Lines information screens, and the detailed Financial history screen. He also enhanced and added many reports to the system.



Mr. Vernon continues to maintain many screens in EMS to conform to the LDI's new workflow and work queue guidelines. File attachments have been incorporated to make document processing and referencing much more streamlined. In addition, EMS is constantly evolving due to legislation changes, particularly in Producer/Adjuster CE laws.

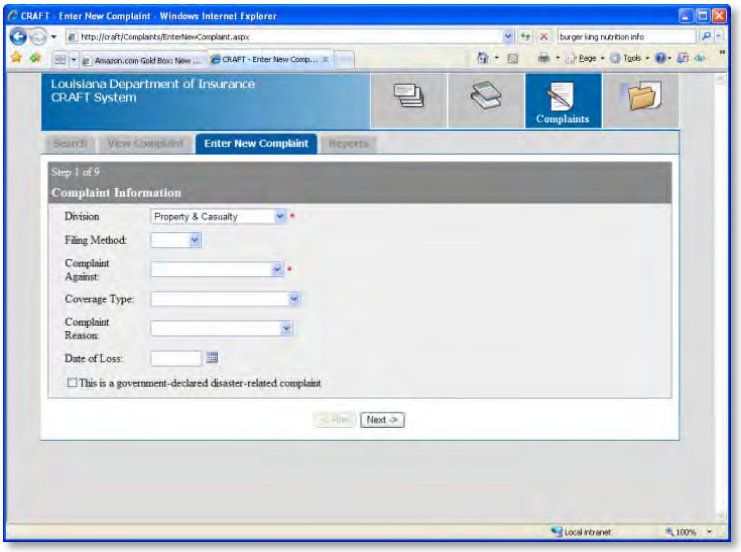
Client: Louisiana Department of Insurance
Project: CRAFT (Complaints)
Developed: September 2006 – June 2007
Maintenance: July 2007 – November 2015

Mr. Vernon was one of the primary developers of the CRAFT (Complaints Rates and Forms Tracking) System currently being maintained for the Louisiana Department of Insurance. The complaints section of this system is responsible for handling all of the consumer complaint processing at the Department. This system largely extends the Disaster Complaints System that Mr. Vernon developed and also provides a more rich end-user experience over typical web applications. CRAFT has received extremely positive feedback from its users at the Louisiana Department of Insurance and those in the insurance industry.

The CRAFT system utilizes technologies like AJAX (Asynchronous Javascript and XML) to make the end-user web experience more like a desktop application. Traditional web applications require a visible reloading of the page causing a significant delay on the client-side. The CRAFT system utilizes AJAX to refresh only the parts of the page that need to be updated when a user requests or enters information.

The CRAFT system uses work queues to help users and supervisors keep track of their assigned complaints and other work items. When an Examiner is assigned an item, it appears in his or her work queue for review. The work queue resembles an email client and is easy to navigate for users who are familiar with programs such as Microsoft Outlook.

The CRAFT Complaints system was built with a high level of security in mind. Five levels of security in the system are used by Complaints. The levels in order of access privilege are Viewers, Technicians, Examiners, Complaints Admins, and CRAFT Admins. Viewers have the capability to view complaints only, Technicians have limited update privileges, Examiners have full update priviliges on complaints assigned to them, Complaints Admins have full access over all complaints in their division, and CRAFT Admins have full access over the entire system.



In addition to these five levels, the users are divided into their respective divisions (Property & Casualty, Life, and

Health). Also, some users are given Assigner priviliges. These Assigners can assign a complaint to an Examiner for review.

The CRAFT Complaints system also has security on files attached within a complaint. Only assigned insurers may view attachments on a given complaint. This prevents one insurance company from attempting to view files that may contain proprietary information in a file assigned to another insurance company. Combined with a Secure Sockets Layer connection, this security model ensures that users of the external side of the CRAFT Complaints System can use the system and attach files with confidence.

The CRAFT Complaints system has been in production for over six years. It has been used to process thousands of new complaints in that time and continues to receive praise from its users.

Client:	Louisiana Department of Insurance
Project:	Producer/Adjuster Portal
Developed:	December 2005 – February 2006
Maintenance:	February 2006 – Current

Mr. Vernon was the lead developer for, and also currently maintans, the Producer/Adjuster Portal Industry Access module. Originally developed to only allow resident producer license renewals, the Producer/Adjuster Portal now allows resident and non-resident insurance producers and adjusters to log in to the Louisiana Department of Insurance's Industry Access Portal, fill out the LDI's license renewal application, and renew and pay for their licenses. The Producer/Adjuster Portal also allows both resident and non-resident producers and adjusters to update their addresses.

Over time, the Producer/Adjuster Portal web application has evolved into a full service stop for producers and adjusters. Features such as wall certificate printing, CE verification, appointment viewing, mobile license card viewing, and affiliation viewing have been added. New functionality is continually added to this growing system.

The Producer/Adjuster Portal is the first web application at the LDI to accept electronic funds transfer (EFT) payments. The

renewal process, including payment of renewal fee, is completely paper-free. Users enter their bank information and transfer funds directly from their checking accounts to the LDI's account. This is a first at the Louisiana Department of Insurance. The electronic payment foundation developed for the Producer/Adjuster Portal is flexible enough to be used in future EFT applications as well.

The Producer/Adjuster Portal originally connected to the legacy UNIX database at LDI but has since been fully integrated with the LDI's Entity Management System application. This ensures that renewals and payments occur in real time and are reflected accurately on the LDI's website and in EMS.

Client:	Louisiana Department of Insurance
Project:	Consumer Assistance Program
Developed:	August 2006 – September 2006
Maintenance:	September 2006 – Current

Mr. Vernon was the lead developer for, and also currently maintains, the Consumer Assistance Program. The Consumer Assistance Program is a web application that allows consumers to inquire about types of insurance coverage available in their parish or zip code. This application was created to help consumers find relevant information at a time when many insurance companies were heavily changing their coverage policies. Insurance companies doing business in Louisiana log in to the Consumer Assistance Program to fill out a worksheet and report on which areas of the state and which types of insurance they offer.

Client:	Louisiana Department of Insurance
Project:	Consumer Disaster Complaints System
Developed:	September 2005
Maintenance:	September 2005 – Current

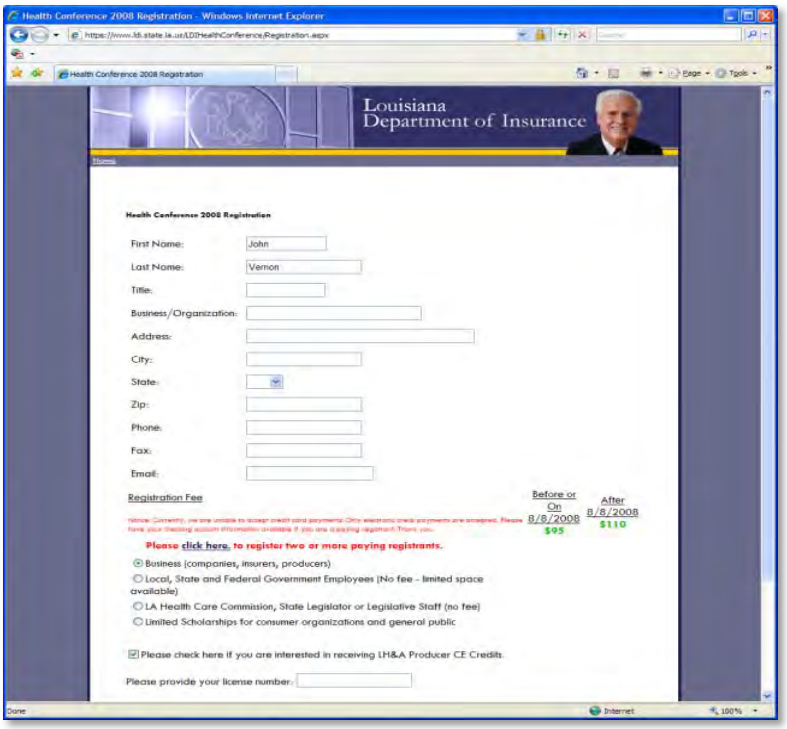
Mr. Vernon was the lead developer for, and also currently maintains, the Consumer Disaster Complaints System. The Consumer Disaster Complaints System is a set of web applications designed for rapidly addressing consumer complaints against insurance companies related to Hurricane Katrina and other natural disasters. This system was developed in response to the sudden demand for an online complaints processing system in the aftermath of Hurricane Katrina. Although it was developed in a very short amount of time, this system has the flexibility to be used for complaints of any nature. The Consumer Disaster Complaints System provides a secure way for insurance examiners and insurance companies to resolve disaster complaints in real time over the internet.

Client:	Louisiana Department of Insurance
Project:	Attorney Repository and Tracking System (ARTS)
Developed:	October 2007 – June 2008
Maintenance:	July 2008 – Current

Mr. Vernon was the lead developer for, and also currently maintains, the Attorney Repository and Tracking System (ARTS). ARTS is a web application designed to assist the Louisiana Department of Insurance's Legal Division in tracking hearing requests, violations, and legal document requests. This system was rewritten to comply with the LDI's current software standards in order to add security and enhance functionality. ARTS uses cutting edge technologies such as the Microsoft .NET Framework 3.5 and the latest Microsoft AJAX libraries included within. Since deployment, the new ARTS has been received very well by attorneys at LDI.

Client:	Louisiana Department of Insurance
Project:	LDI Healthcare Conference Registration
Developed:	October 2006 – November 2007
Maintenance:	November 2007 – Current

Mr. Vernon was the lead developer for, and also currently maintains, the LDI Healthcare Conference Registration web application. This application allows the public to register for the LDI's annual Healthcare Conference. Depending on the person registering, a registration fee is assessed. This application handles the payment using the LDI's payment gateway interface with the Office of Electronic Services. Qualifying producers can also sign up for CE credits via the LDI Healthcare Conference registration application. The LDI Healthcare Conference Registration web application has been a key player in streamlining the Healthcare Conference registration process for the last seven years.



Client:	Louisiana Department of Insurance
Project:	State Process EFT
Developed:	August 2008 – September 2008
Maintenance:	September 2008 – Current

Mr. Vernon was the lead developer for, and also currently maintains, the State Process EFT application. This application ensures that all Producer Appointment, Non-Resident Licensing, and license Renewal payments posted through the NAIC are automatically imported into the invoicing section of LDI's Entity Management System application. The State Process EFT application has alleviated the need for the Department to purchase costly bank reports and have them manually processed by LDI staff.

Client:	Louisiana Department of Insurance
Project:	Online Producer License Birth-Month Renewals
Developed:	January 2009 – April 2009
Maintenance:	April 2009 – Current

Mr. Vernon was the lead developer for, and also currently maintains, the Online Producer License Birth-Month Renewals web application. This enhancement to the Producer/Ajduster Portal allows Resident and Non-Resident insurance producers to log in to the Louisiana Department of Insurance's web site, fill out the Department's resident renewal application, and renew and pay for their licenses using the department's new birth-month renewal protocol. Recent changes to this system have been implemented to allow resident and non-resident public and claims insurance adjusters to renew their licenses as well.

Client:	Louisiana Department of Insurance
Project:	Industry Access Catastrophic Adjuster Registration Module
Developed:	July 2008 – August 2008
Maintenance:	September 2008 – Current

Mr. Vernon is the lead developer and maintainer for the Industry Access Catastrophic Adjuster Registration Module. This module withiin the Industry Access Portal allows insurance companies to register temporary adjusters to handle increased claim volume during times of emergency. The registration fee is paid using an ACH transfer through the payment gateway and LDI's fiscal system. This highly secure system ensures uninterrupted operation of the claims adjustment process during times of disaster.

Please see page 55 for a consolidated list of references.


CHARTER MEMBER
Microsoft Certified Solutions Associate
JOHN W VERNON
Has successfully completed the requirements to be recognized as a Microsoft® Certified Solutions Associate: Web Applications.
Date of achievement: 02/18/2017
Certification number: G004-7467
Satya Nadella
Chief Executive Officer
Microsoft
CERTIFIED
Solutions Associate


OFFICIAL SEAL OF MICROSOFT CERTIFICATION
Microsoft Certified Professional
JOHN W VERNON
Has successfully completed the requirements to be recognized as a Microsoft Certified Professional.
Date of achievement: 05/18/2016
Certification number: F681-1818
Satya Nadella
Chief Executive Officer
Microsoft
CERTIFIED
Professional


OFFICIAL SEAL OF MICROSOFT CERTIFICATION
Microsoft Specialist
JOHN W VERNON
Has successfully completed the requirements to be recognized as a Microsoft Specialist: Programming in HTML5 with JavaScript and CSS3.
Date of achievement: 02/18/2017
Certification number: G004-7470
Satya Nadella
Chief Executive Officer
Microsoft
Specialist

Leo Davis III

Senior Software Developer / Adobe Flash Web Developer / Backup PM

Years of IT Experience: 10

Education: Remington College A.S. Electronics Technology 1998
University of Louisiana at Lafayette B.S. Electrical Engineering 2005

Technical Skills: C, C#, C++, Visual Basic, ADO.NET, ASP.NET, Webforms and Windows Forms, MVC 4/5, Entity Framework 4/5/6, JavaScript, jQuery, Microsoft AJAX, HTML5, CSS3, Red Hat, SUSE, Apache, Windows 10, Cisco IOS, AIX, AngularJS, KnockoutJS, Windows Communication Foundation, Windows Workflow Foundation, KendoUI

Software: Win 2012 Server Ent, Visual Studio 2015, SQL Server 2000 / 2005 / 2008 / 2012 /2016, SQL Reporting Services, Active Reports, Microsoft Visio, Microsoft Office, Microsoft SharePoint, Microsoft IIS, Microsoft Project, Adobe Photoshop, Adobe Illustrator, Mac OSX, Cisco IOS, IBM AIX, Telerik DevCraft

Certifications: MCSA – Web Applications, MCP, Microsoft Specialist – Programming in HTML5 with JavaScript and CSS3, MCSD (scheduled (5/1/17))

Qualifications

Microsoft Specialist
Programming in HTML5 with JavaScript & CSS3

Microsoft CERTIFIED
Solutions Associate
Web Applications

Microsoft CERTIFIED
Professional

Although not required by the RFP, Mr. Davis has current MS, MCP, and MCSA certifications. His certificates are attached at the end of the bio.

"Demonstrate(s) your expertise at implementing modern web apps."

Biography

Leo Davis, III, Software Engineer and a retired Command Sergeant Major with the Louisiana National Guard, provides all levels of support and analysis to address issues related to desktop and web application development. He has the ability to work in a mission-critical workplace environment while maintaining a high level of technical proficiency and customer support. Mr. Davis holds a BS in Electrical Engineering (Computer Option) from the University of Louisiana – Lafayette. Software development experience in the military, as well as in private industry makes Mr. Davis especially comfortable dealing with users of all levels. Mr. Davis is extremely well-versed in multiple programming languages, SQL Server and Transact SQL, algorithm analysis and web design. He is a results-oriented software engineer whose core strengths are attention to detail, adaptability and extensible application development.

Mr. Davis has extensive knowledge and experience in designing, implementing, and managing LAN/WAN, VPN, Internet, and intranet networks. Working for clients such as Notoco Industries, LLC, Mr. Davis implemented a system that networked remote locations to corporate facilities via specialized router programming, VPN, and leased line technologies. Mr. Davis also provided Notoco system administrators support while training their newly-created IT department on tasks such as auditing procedures, security practices, Active Directory, and backup procedures. In addition to his impressive hardware knowledge, Mr. Davis is a skilled C/C++/C# programmer. Making the most of his problem solving skills gained from his experience as a software engineer, Mr. Davis is often able to resolve many technical issues with great flexibility.

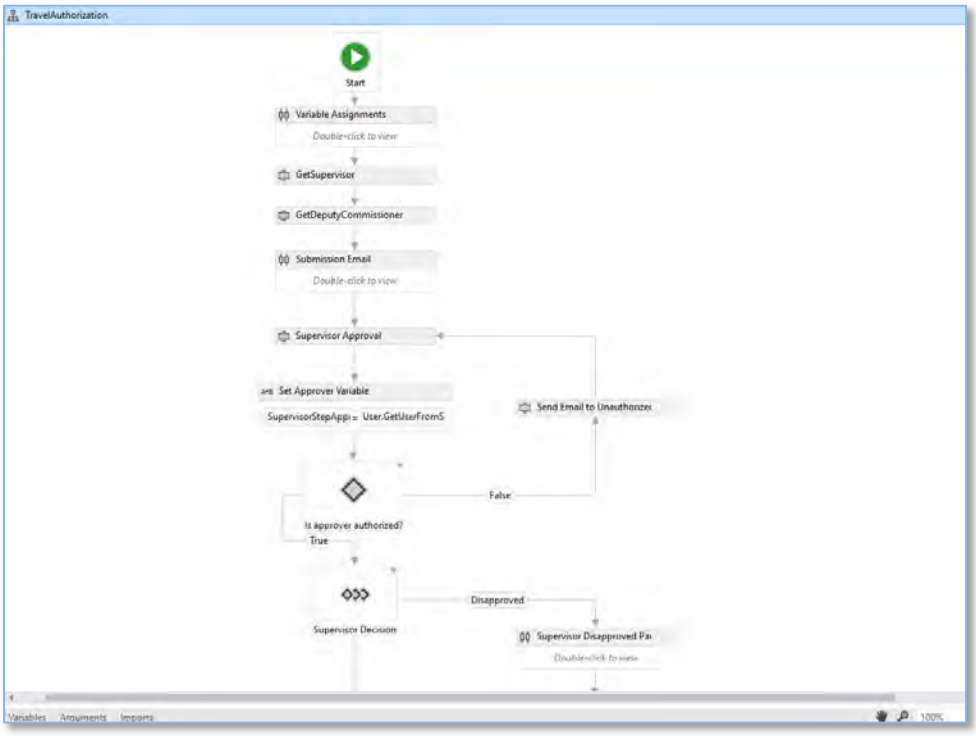
Skilled in SQL database design, Mr. Davis was responsible for creating and maintaining databases for the Louisiana State Police used to guide commanders on selective enforcement procedures and areas. Additionally, his ability to program and script in several languages has allowed him to automate complex business procedures. He supports many applications, including Microsoft Office Professional 2013, Microsoft Visio, and many of the most common business applications on Windows machines. Mr. Davis employs a methodical approach to problem solving, an enthusiasm for learning, and the ability to work as part of a team. He easily handles high pressure and tight deadlines, works on projects independently, and has the desire to learn and take on additional responsibilities. His experience maintaining hardware and software and his ability to communicate with end users as well as other IT professionals are very valuable assets to our organization and its clients.

Professional Experience

Client: Louisiana Department of Insurance
Project: Management and Finance System
Developed: March 2016 – December 2016
Maintenance: January 2017 – Current

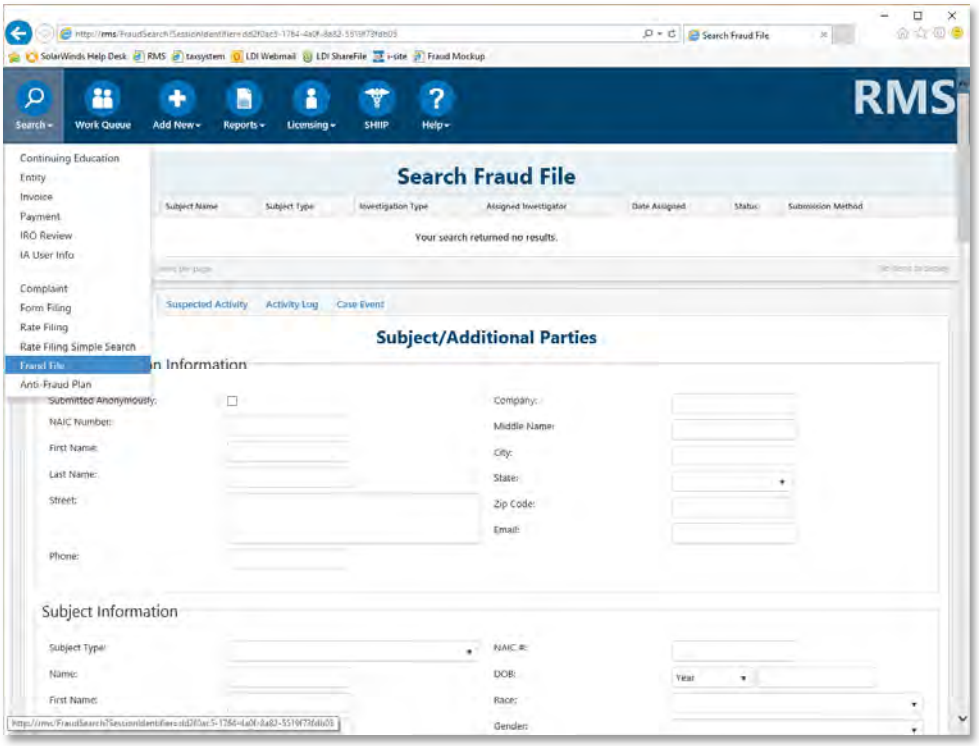
This goal of this project was to design, develop and deploy the Travel Authorization and Travel Expense module of the Management and Finance System (MFS) to be housed inside the Employee Portal used at the LDI. This project contained several key objectives: update the LDI's current employee portal to meet the requirements of the MFS system, update and provide schemas for current Employee Portal databases, create a user interface for the Travel System, and design and implement a workflow system that will serve as a roadmap for transitioning future SharePoint workflows.

Working tirelessly with Tri-Core members and the IT staff at LDI, Mr. Davis leveraged his extensive knowledge of Microsoft's Windows Workflow Foundation to design and implement a new and customized workflow system as an alternative to the current SharePoint workflows. This updated system provides logging, notifications, routing and tracked changes. The system was designed to be scalable and as such is capable of running as a standalone service. Not an off-the-shelf solution and highly extensible, Mr. Davis created custom tools to meet the business requirements set.



Client: Louisiana Department of Insurance
Project: Fraud RMS Integration
Developed: December 2015 – July 2016
Maintenance: July 2016 – Current

This project completely updated a desktop application Mr. Davis had previously designed and implemented it into a web-based application useable in most modern Internet browsers. Mr. Davis created the User Interface (UI) framework for the Fraud case management system based on the design provided by other team members. His blueprint allowed a junior programmer to effortlessly create the visual UI components with little to no oversight. Additionally, Mr. Davis played a pivotal role in designing and implementing the most complex features of this project. Again, by simplifying these complex tasks, Mr. Davis provided all developers roadmaps to expertly complete this project on time.

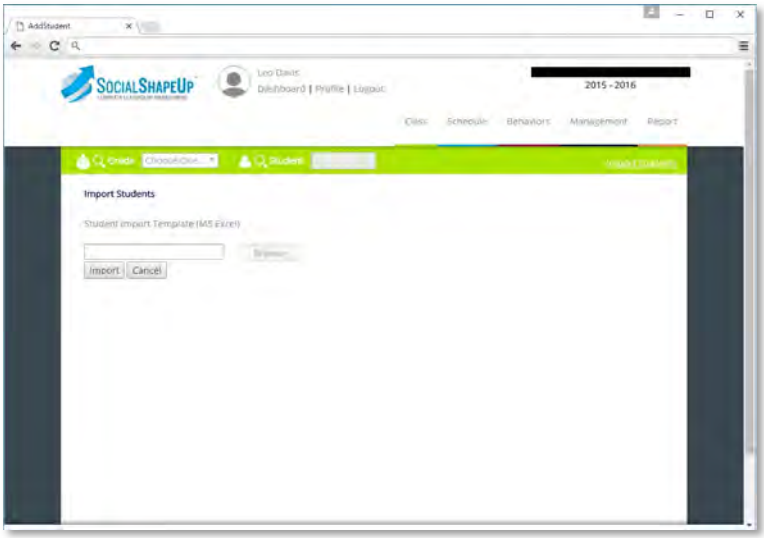


Client: Teaching Research Institute
Project: Social ShapeUp
Developed: March 2016 – June 2016
Maintenance: June 2016 – Current

Social ShapeUp is a classroom-based behavior management program that increases instructional time by incorporating strategies to reduce disruptive in-class behaviors through corrective action and prevention. The software package provides a

mechanism for school teachers and staff to track various behavioral traits of students and provides real-time analysis on the data. This analysis provides mechanisms for school administrators to continuously assess and improve the social behavior of students and the social environment of several Louisiana schools.

Mr. Davis updated and added new content that allowed teachers to update their classrooms' grading scales using AngularJS and Windows Communication Foundation. Mr. Davis improved the student and staffs bulk imports and made them usable for school administrators, thereby relieving developers and the client of these duties. Additionally, Mr. Davis updated several SQL stored procedures used for trending analysis and reduced computational time resulting in an overall better user experience.



Client: Louisiana Department of Insurance
Project: Regulatory Management System
Developed: November 2014 – November 2015
Maintenance: November 2015 - Current

The Regulatory Management System involved a complete redesign and integration of LDI's Complaints, Rates and Forms (CRAFT) software with their Entity Management System (EMS). Mr. Davis' design ideas culminated into a combined 3-tiered and data-centric architecture that provided for the specific needs of each stakeholder arranged into a common interface throughout the software. These designs allow users to seamlessly move between different sections with LDI with minimal software retraining requirements.

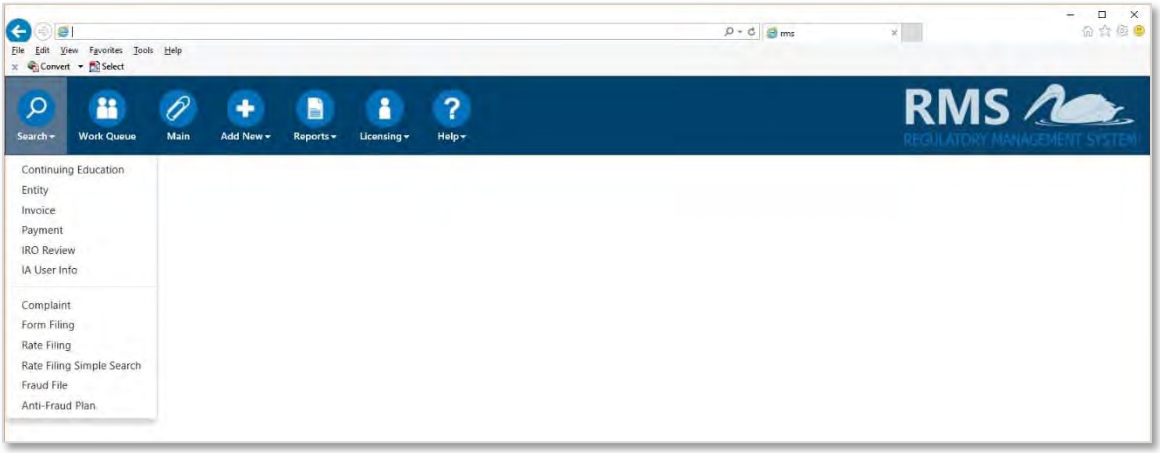
Mr. Davis' primary responsibility was the development of the Rates portion of RMS. Like all of RMS, the Rates system was created using ASP.NET MVC 5. Working with the Rates stakeholders, Mr. Davis removed systems that were no longer needed, maintained and improved systems that were currently used, and added new systems to augment the strengths of their system processes.

Mr. Davis made extensive use of JavaScript, HTML5 and the Telerik UI for ASP.Net MVC tools. He created several reusable custom widgets using these technologies that other developers were able to drop-in and use with no modification. This aided in maintaining the common interface and reduced overall development time.

Client: Louisiana Department of Insurance
Project: Internet Applications Responsive Design Update
Developed: December 2014 – Current
Maintenance: N/A

Mr. Davis is currently updating most LDI Internet applications to incorporate responsive design patterns making them useable on mobile devices. Mr. Davis' upgrades provide mobile friendly ease of access as more people are using mobile devices to access LDI online services. For some older applications, Mr. Davis is providing performance updates that improve their overall performance and responsiveness in some cases by up to 80%. Two notable examples of applications that he has finished updating are the Active Company Search and the Agent, Adjusters, Agencies, and Appraisers Search.

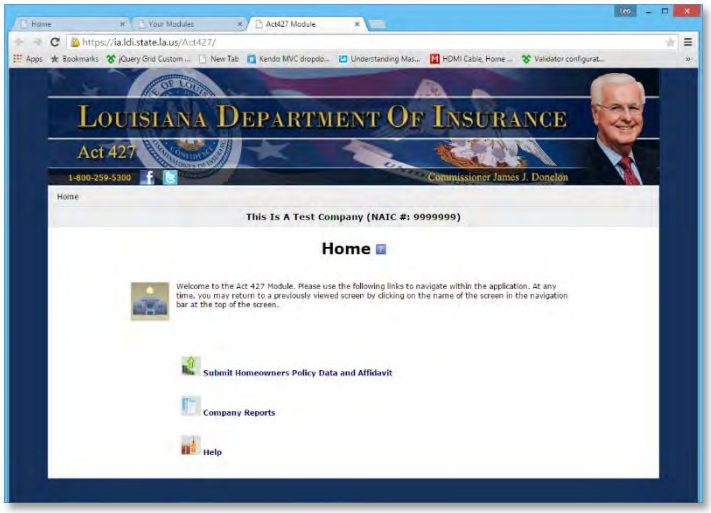
Client: Louisiana Department of Insurance
Project: Act 427
Developed: November 2014 – January 2015
Maintenance: January 2015 – Current



Mr. Davis developed and currently maintains the online application that insurance companies use to submit their homeowner's policy information pursuant to Act. 427 of the Louisiana 2014 Legislative regular session. This software allows Insurance companies to upload a Microsoft Excel template containing the required data and the required signed Affidavit. The data is parsed and imported into the LDI's

data system. The insurance companies can immediately view the aggregated data through various summary reports provided in the software.

In conjunction with the import software accessible to insurance companies through the Industry Access portal, Mr. Davis designed and developed data mining solutions that allow LDI actuarial staff to quickly analyze the imported data from several perspectives. Over 950,000 records were imported from April 2015 through June 2015, making the data mining solutions critical to the actuarial staff reviewing the data.



Client: Louisiana Department of Insurance
Project: Market Share & Loss Ratio Reports
Developed: July 2014 – December 2014
Maintenance: December 2014 – Current

Mr. Davis developed the Market Share and Loss Ratio reports for Property and Casualty, Health and Life and Annuity. These reports are user-accessible on the LDI website in both PDF and Microsoft Excel formats. These reports replaced the appendices in the annual report, effectively removing approximately fifty-five pages from the report saving the LDI staff hundreds of man-hours. Mr. Davis worked closely with the Compliance Examiner Chief in the Office of Financial Solvency at the LDI and completed the project on time.

Client: Louisiana Department of Insurance
Project: Consumer Complaint Status on the Web
Developed: August 2014
Maintenance: August 2014 – Current

Mr. Davis was the primary developer for the Consumer Complaint Status web pages, which allow users to view the status of submitted complaints in real time. This project required Mr. Davis to introduce a new item to the CRAFT complaint system. Users are now assigned personal identifications numbers (PIN) when they submit a complaint. This required an update to CRAFT and the complaint system. Now users no longer have to call the LDI for complaint status. Using their PIN in conjunction with their file number and access to the LDI website, users have immediate access to the status of their complaints as they are processed.

In addition to completing this project on time, Mr. Davis provided two training sessions for the LDI complaint users in CRAFT. The LDI Deputy Commissioner of Public Affairs commended Mr. Davis highly for his professional and informative training.

Client:	Louisiana Department of Insurance
Project:	Form 1061 Tax Statement Import
Developed:	August 2014 – January 2015
Maintenance:	N/A

Mr. Davis designed and developed for the automated import software for the Form 1061 Tax Statements received from TriTech Software Development Corporation. He worked closely with TriTech and the LDI Tax Division. This software uses current application program interfaces at the LDI, which guarantee the proper application of the LDI business rules to each Form 1061 imported. Once imported, the Tax Division has immediate access to the tax forms through the Tax System application. TriTech imports accounted for more than 50 percent of Form 1061s received at the LDI in 2015.

Client:	Louisiana Department of Insurance
Project:	Industry Access User Information System (IT Help Desk)
Developed:	March 2014
Maintenance:	March 2014 – Current

Mr. Davis recognized a common help desk pattern related to Industry Access regarding users forgetting their passwords, security questions or having general difficulties accessing the Industry Access portal. These issues required help desk personnel to query raw database records usually from several tables that required upwards of ten minutes per call. Mr. Davis designed and authored an IT friendly application that reduced the time to less than two minutes per call. With just a simple login name, IT/Help Desk personnel have immediate access to Industry Access profile information that enables the users quick access back into the portal.

Client:	Louisiana Department of Insurance
Project:	Product Filing Matrix (Reference Maintenance and Fee Wizard)
Developed:	October 2013 – June 2014
Maintenance:	July 2014 – Current

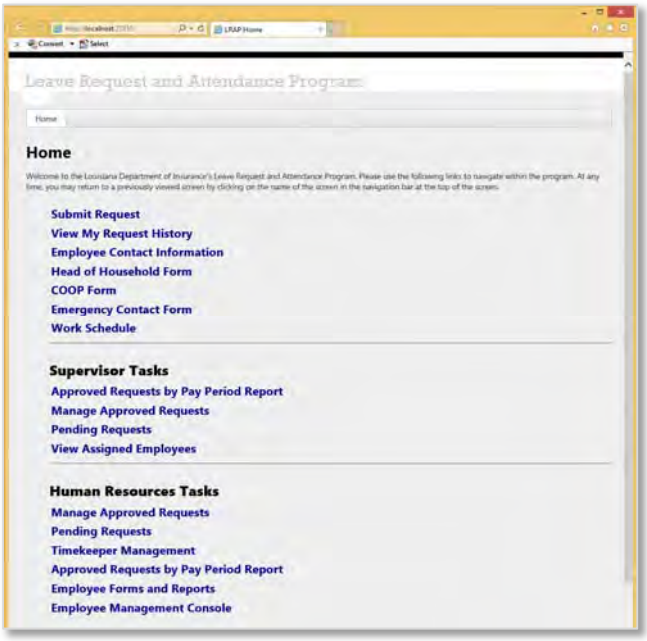
Mr. Davis wrote the software that controls the maintenance of the hundreds of references needed by the users of the Product Filing Matrix. Mr. Davis gave LDI users the capability to add, modify and remove references used to generate the statements of compliance necessary for consumers to offer insurance products in the state of Louisiana. Additionally, through his development and implementation of complex algorithms, LDI users can associate multiple references to each other and place them in categorically specific areas in the dynamically generated statements of compliance.

Mr. Davis was charged with designing and implementing a new addition to PFM called the Fee Wizard. The fee wizard is an online application that guides insurers step by step in calculating the required fees for their specific product filing with the LDI. Mr. Davis leveraged AJAX technologies and responsive web page design which gives users a simple and fast experience through the complicated fee determination process, whether on a mobile device or on a personal computer.

Due to the differing fee schedules, and the many rules affecting each, for several divisions within the LDI, Mr. Davis worked with clients from each division to model their fee determination processes. Mr. Davis produced graphical representations that allowed the divisions to visualize the process. The clients commended Mr. Davis on this approach, as it allowed them to easily enhance and verify the process using his graphical models.

Client: Louisiana Department of Insurance
Project: Leave Request and Attendance Program (LRAP)
Developed: June 2013 – April 2014
Maintenance: June 2013 – Current

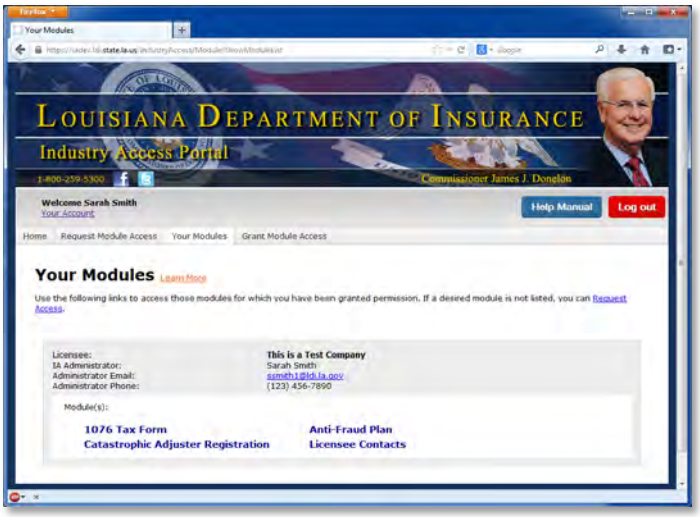
Mr. Davis was the lead developer and wrote the initial project scope document for the Leave Request and Attendance Program (LRAP). This program, which Mr. Davis developed using agile software development techniques in conjunction with the LDI Office of Management and Finance Human Resources and Information Technology Divisions, is a full-featured time and attendance system. Key features of the program include the automation of leave requests, mobile access, work schedule management, and dynamic timesheet generation. The design goal and purpose of this application was to replace the non-automated system, thereby reducing errors through automation and sound business rules enforcement. The application greatly improved the efficiency of timekeepers, supervisors and the Human Resources division during their bi-weekly time and attendance reporting requirements.



The Employee Management Console (EMC) proved to be a noteworthy addition to LRAP. The EMC gave Human Resources direct access to employee information to include updated contact information, continuity of operations forms, head of household forms and emergency contact forms. LDI employees are able to update these form directly in LRAP. Additionally, the EMC allows Human Resources immediate access to view and/or update employee information such as assigned timekeepers and supervisors.

Client: Louisiana Department of Insurance
Project: Industry Access Portal
Developed: March 2013 – June 2013
Maintenance: July 2013 – Current

Mr. Davis designed and created several screens and reusable objects in the Industry Access Portal, such as the Grant Pending IAAA requests screen and the Your Modules screen. He quickly learned the details of and made extensive use of Model-View-Controller programming and Entity Framework 5.0. He leveraged his command of jQuery and provided expert assistance to other team developers with their programming responsibilities.



Client: Louisiana Department of Insurance
Project: Inventory Control System (ICS)
Developed: September 2008 – June 2009
Maintenance: July 2009 – Current

Mr. Davis designed and wrote the Inventory Control System (ICS) that is currently in use at LDI and was recently expanded. This application automates the request/approval cycle of supplies distribution, management and tracking within the LDI. ICS has an integrated workflow that automates the routing of requests through their individual and unique life cycles, alerting all interested parties of their requirements and responsibilities as they pertain to the routed request. This software package is composed of two parts; an Intranet web-based application for initiating, routing, approving and viewing requests, and a desktop application for maintenance and audit. The maintenance application provides users with inventory management, workflow tracking and editing, and permissions management. The efficiency and ease of use of this software has led to its expansion to include not only office supplies requests but also business cards requests, stamper requests, equipment requests and most recently toner requests.

Client: Louisiana Department of Insurance
Project: Fraud Redesign and Integration
Developed: June 2008 – October 2008
Maintenance: November 2008 – Current

Mr. Davis is the lead developer of the Louisiana Department of Insurance Fraud Tracking System desktop application. The application allows Fraud Investigators to assign, track and report all fraud investigation case information in addition to giving users "one-click" access to additional resources concerning their investigations by being integrated with the LDI's other databases. This application was created to replace the Fraud Division's Microsoft Access database, and the users have been impressed with it because of the increase in speed, the robust security framework, and programmatic flexibility and scalability

Due to the sensitive nature of fraud investigations, security was paramount in the design of the Fraud Tracking System. Mr. Davis designed Fraud Permissions Caching, which queries Active Directory and informs the Tracking System what users have access and to what extent. The Fraud Tracking System contains three mutually exclusive permission sets. Administrators are can open the application. Users can open the application, create new cases and edit cases to which they are assigned. Supervisors can open the application, create new cases, edit any case and reassign any case to anyone that is either a user or supervisor. The Fraud Tracking System immediately terminates if users not falling into one of the three groups attempt access.

Client: Louisiana Department of Insurance
Project: SQL Schema Reporter
Developed: April 2008 – June 2008
Maintenance: July 2008 – Current

Mr. Davis designed and wrote a program that queries metadata when provided a SQL database. It creates a text document that scripts the metadata needed to properly document the database. Depending on the size of the database, this program has significantly reduced the man-hours needed to properly document a database from days to seconds.

Please see page 55 for a consolidated list of references.


CHARTER MEMBER
Microsoft Certified Solutions Associate
MISTER LEO DAVIS
Has successfully completed the requirements to be recognized as a Microsoft® Certified Solutions Associate: Web Applications.
Date of achievement: 02/22/2017
Certification number: G008-6450
Part No. X18-83699
Satya Nadella
Chief Executive Officer
Microsoft
CERTIFIED
Solutions Associate


OFFICIAL SEAL OF MICROSOFT CERTIFICATION
Microsoft Certified Professional
MISTER LEO DAVIS
Has successfully completed the requirements to be recognized as a Microsoft Certified Professional.
Date of achievement: 05/18/2016
Certification number: F681-2398
Satya Nadella
Chief Executive Officer
Microsoft
CERTIFIED
Professional


OFFICIAL SEAL OF MICROSOFT CERTIFICATION
Microsoft Specialist
MISTER LEO DAVIS
Has successfully completed the requirements to be recognized as a Microsoft Specialist: Programming in HTML5 with JavaScript and CSS3.
Date of achievement: 05/18/2016
Certification number: F681-2403
Part No. X18-83703
Satya Nadella
Chief Executive Officer
Microsoft
Specialist

Hoang Nguyen

Senior Software Developer / Trainer — Years of IT Experience: 9

Education: Louisiana State University B.S. Computer Science (ongoing)

Technical Skills: C#.NET, C, JavaScript, ASP.NET, Microsoft AJAX, Entity Framework 6, HTML5, CSS3, jQuery

Software: Visual Studio 2005 / 2008 / 2010 / 2012 / 2013 / 2015, SQL Server 2000 / 2005 / 2008 R2 / 2012 / 2014, 2016, Team Foundation Server 2005/2012/2013, Microsoft Office Professional 2007 / 2010 / 2013 / 2016, Telerik UI, Microsoft SharePoint, ComponentOne ActiveReports

Certifications: MCTS, MCPD (MCP MS exam scheduled 4/15/17)

Qualifications

Microsoft CERTIFIED Professional

Although not required by the RFP, Mr. Nguyen has a Microsoft Certified Professional Developer (MCPD) certification.

"MCPD training program certifies aptitude and proficiency in understanding the expertise in deploying, planning, supporting, optimizing, and maintaining IT infrastructures using certain Microsoft products and technologies."

Biography

Hoang Nguyen has been a member of the Tri-Core Technologies team for over 9 years, and during that time, has shown a remarkable aptitude for learning, a great enthusiasm for assisting clients, and a quickly evolving skill set. Mr. Nguyen joined our team with preexisting skills in trouble-shooting, logic debugging, and an impressive depth of knowledge in applied system design. Since becoming a team member, Mr. Nguyen has brought his skills to bear on the myriad problems that are encountered during complex software design with succesful results, and continues to

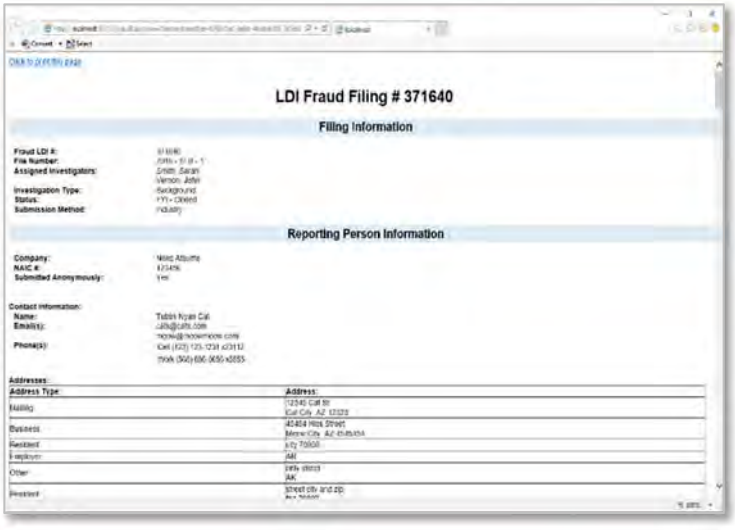
refine them in daily use. Additionally, Mr. Nguyen has become a talented system designer in his own right, lending rigourous analysis and creative problem-solving aptitude with positive results.

Aside from his technical achievements, Mr. Nguyen brings years of experience as a general manager and user support specialist for a major electronics chain to our organization. Mr. Nguyen's attention to detail in every project which he undertakes is well-served by these experiences, as well as his ability to consistently and accurately bring complex projects to completion. Perhaps more important than his rigorous technical skills, however, Mr. Nguyen has a natural affinity for the end-user experience. His ability to effortlessly adopt the perspective of software product end users makes him an ideal staff member for user interface design, testing, and troubleshooting. Similarly, Mr. Nguyen has a natural ability for integrating the desired end-user experience, based on feedback received, into his software design. In fact, he works daily with users to understand their needs and to resolve any concerns they may have. He is also a natural instructor, both for other junior staff and also for user training. Mr. Nguyen has proven that he is always prepared to go the extra mile for our clients.

Professional Experience

Client: Louisiana Department of Insurance
Project: Fraud RMS Integration
Developed: June 2016 – July 2016
Maintenance: July 2016 – Current

Mr. Nguyen was part of the development team for the Louisiana Department of Insurance's Fraud Filing RMS module. Mr. Nguyen was assigned the Quick View section of the Fraud integration. The Quick View is a streamlined, printer-friendly version of a fraud file that displays only the fields relevant to a particular fraud file. Users can print the Quick View if they need a hard copy of the file.

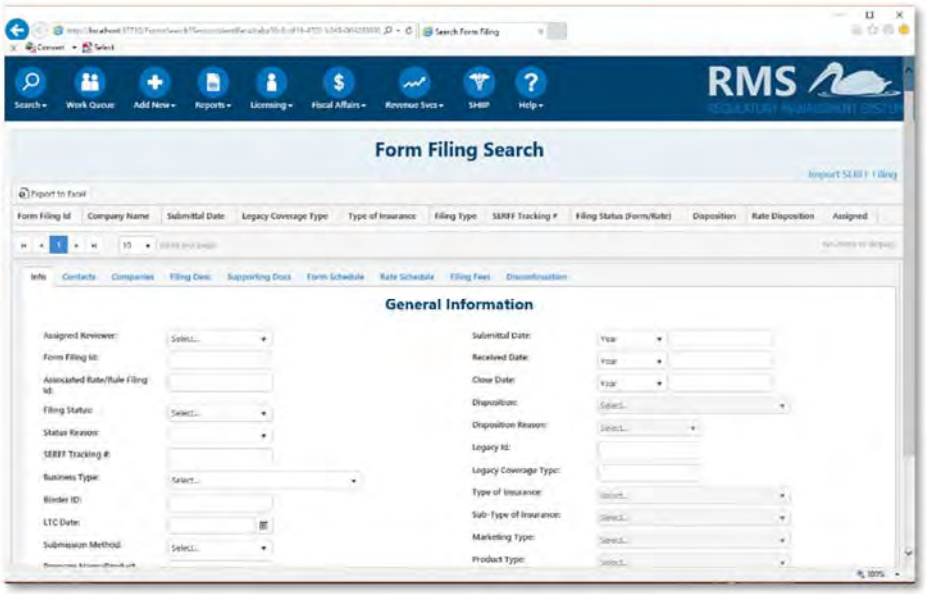


Mr. Nguyen worked extensively with the Fraud Division to ensure that all fraud file information would be displayed clearly and concisely, using the latest technology, such as Entity Framework and CSS.

Client: Louisiana Department of Insurance
Project: RMS (Regulated Management System)
Developed: June 2015 – November 2015
Maintenance: November 2015 – Current

Mr. Nguyen was part of the core development team in the creation of RMS. He was tasked with integrating a previous application (CRAFT) into RMS and adding new functionality to the Form Filing portion of RMS. Hoang worked closely with the LDI Forms division during the development of RMS to ensure they experienced a smooth transition to the new system.

To develop the new Form Filings section in RMS, Mr. Nguyen used the latest technology, including MVC, Entity Framework (EF), Javascript, and Telerik, Mr. Nguyen's goal was to ensure that the transition from an older application to a refreshed application was seamless; he continues to work with LDI users to ensure that the system is running optimally.



Client: Louisianan Department of Insurance
Project: Affiliations Module (Maintenance)
Developed: January 2015 – March 2015
Maintenance: March 2015 – Current

Mr. Nguyen was the lead developer for the Affiliations module developed for the LDI, as part of the Industry Access Portal (IA) and the Entity Management System (EMS). The purpose of this module is to automate the process of adding affiliations to entities, by changing the process from paper to online submission.

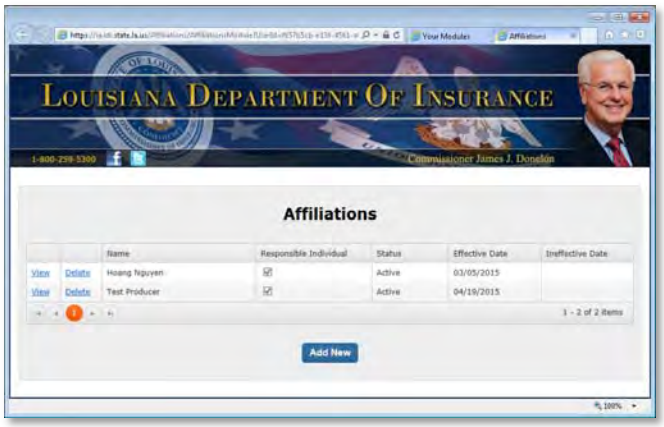
To make the process of adding affiliations to entities as seamless and straightforward as possible, he used the latest in Entity Framework, MVC, Telerik and JavaScript tools. As a result of using the latest software, the Affiliations module is an extremely fast application.

Now, instead industry users submitting affiliations to the LDI on paper, and LDI personnel entering it manually into the system, industry users can enter this data into the IA module, and it is updated automatically within EMS. This creates more convenience for industry users and saves time for LDI personnel.

Client: Louisiana Department of Insurance
Project: Biographical Affidavit (Maintenance)
Developed: March 2014 – September 2014
Maintenance: September 2014 – Current

Mr. Nguyen was the lead developer for the Biographical Affidavit module that was developed for the LDI, as part of the IA Portal and EMS. Before the module was developed, companies were required to mail in requests for personnel changes, which created a much lengthier process. With the new module in the IA Portal, companies can submit their personnel changes online in real time, which reduces time and paperwork.

Along with the module within the IA Portal, Mr. Nguyen has also created a holding tank and an approved report within EMS so that LDI Users can review the information the companies have submitted via the IA module and immediately relay changes, and approve or disapprove requests. This new functionality was recently deployed and well-received by LDI users.

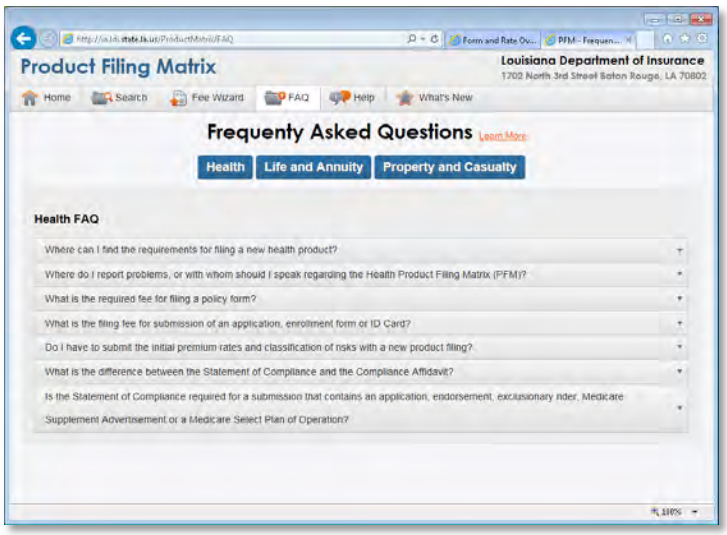


Client: Louisiana Department of Insurance
Project: Policy Form Matrix
Developed: October 2013 – June 2014
Maintenance: June 2014 – Current

Mr. Nguyen was one of the developers for the Policy Form Matrix (PFM) developed for the LDI. PFM consists of both a secure internal system for LDI personnel, and a public-facing system for industry users. The purpose of this project was to rewrite and modernize an older application with a new design and functionality.

The updated PFM uses Entity Framework (EF), Model View Controller (MVC), Telerik, and JavaScript.

For this project, Mr. Nguyen was primarily responsible for creating the Frequently Asked Questions (FAQ) page for the public-facing side of PFM. This page pulls relevant records for P&C, Health, and Property & Casualty flings from the LDI FAQ database, and displays them in an easy-to-read Q&A format. This page updates automatically as questions are added, removed, or edited in the database. When redesigning this page, Mr. Nguyen's highest priorities were aesthetic appeal and ease of use.

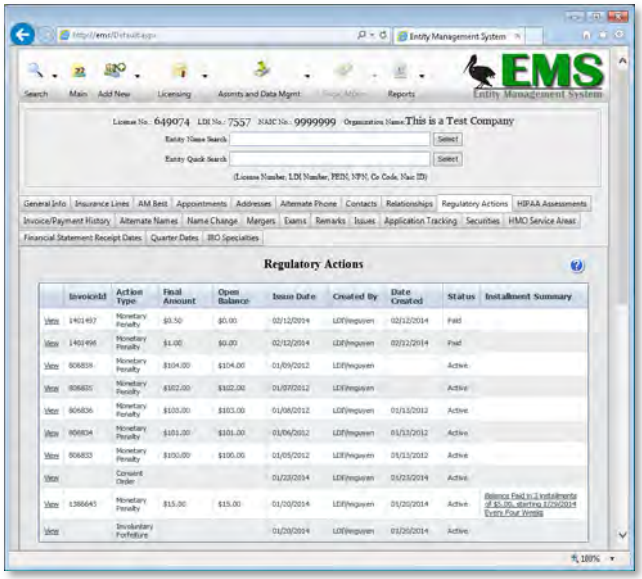


Client: Louisiana Department of Insurance
Project: Annual Filing Seminar (Maintenance)
Maintenance: July 2012 – Current

Mr. Nguyen has assisted the Revenue Services Division with the Annual Filing Seminar preparations for the last five years. For this, Mr. Nguyen has created PowerPoint presentations for the online Producer Tax Filing module and the Premium Tax Filing module, both of which are located within the Industry Access Portal. Mr. Nguyen works closely with the Revenue Services Division to ensure that the presentations are clear and concise and provide the Filing Seminar attendees a comprehensive guide to filing taxes with the LDI. He also has attended the Filing Seminar in previous years in order to participate in tech labs, in which he gave one-on-one demonstrations of LDI system functionality to industry attendees.

Client: Louisiana Department of Insurance
Project: Regulatory Actions (Maintenance)
Developed: October 2013 – June 2014
Maintenance: June 2014 – Current

Mr. Nguyen was the lead developer for the Regulatory Actions form within EMS. The purpose of this project was to revamp the Fines Screen in EMS to allow all regulatory actions to be entered into EMS. The Regulatory Actions form needed to allow LDI personnel to track regulatory actions against entities, as well as assess penalties and suspend renewals for entities that have violated insurance laws in Louisiana.



For this project, ASP.Net, C#, MVC, EF were used to make the entire regulatory actions process more seamless and efficient.

Mr. Nguyen was tasked with creating a form that allowed fines to be assessed for an entity, but also to restrict an entities renewal if there was a “Monetary Penalty” on their record. He also implemented the Alerts grid on the entity main screen that made it quick and easy to determine if an entity could renew their license.

Client: Louisiana Department of Insurance
Project: Industry Access Portal
Developed: March 2013 – June 2013
Maintenance: July 2013 – Current

Mr. Nguyen was one of the developers for the Industry Access Portal, developed for the LDI. The IA Portal is a gateway that allows insurance companies, producers and adjusters to submit filings to the LDI. For instance, one of the modules accessible via the IA Portal is the Producer/Adjuster Portal, which allows producers and adjusters to print and renew their licenses, as well as view their CE credits, and edit their address information.

Mr. Nguyen was primarily responsible for developing the Industry Access Account Administrator (IAAA) Management form, which displays a full

listing of IAAA requests, and allows LDI administrators to Grant or Deny access. He is also the developer for the Update Modules form, which allows LDI administrators to add and update new Modules, as well as the Module Access Requirements form, which LDI administrators use to indicate which users are permitted to access particular modules based on license type. Using the latest in development software such as Model View Controller (MVC) and Entity Framework (EF5), Mr. Nguyen has created forms with extreme speed and efficiency.

Client: Louisiana Department of Insurance
Project: Continuing Education Reports
Developed: January 2012 – February 2012
Maintenance: February 2012 – Current

Mr. Nguyen was the primary developer of the Continuing Education Reports developed for the LDI. This application is available on the LDI website and pulls directly from the EMS database in real time. It was developed using SQL, C#, and ASP.Net. These reports allow producers and adjusters to generate a list of all available CE courses from education and pre-licensing providers based on license type and subject. The additional Export to Excel option allows users to export the list to an Excel spreadsheet.

Client: Louisiana Department of Insurance
Project: Tax System
Developed: January 2012 – June 2012
Maintenance: July 2012 – Current

Mr. Nguyen was one of the developers of the Tax System that was developed for the LDI. This purpose of this project was to rewrite an existing desktop application into a web application with all new functionality and UI changes, and to create an online module in Industry Access (IA) for industry users to submit premium taxes. Mr. Nguyen was primarily responsible for the Surplus Lines Producers functionality for both the web application rewrite, and the new online module, including Form 1265 and Form 1265B. He also assisted in the development of Form 1265.

The new Tax System and forms streamline the process for surplus lines producers filing quarterly taxes, making it much simpler and faster. This functionality was developed using C#, ASP.Net, and JavaScript.

Since the deployment of the Tax System, Mr. Nguyen has worked closely with the Revenue Services division to take care of any issues regarding the tax forms, and to ensure that any questions or concerns they may have are addressed.

Client: Louisiana Department of Insurance
Project: Public Records Request
Developed: June 2011 – August 2011

Maintenance: September 2011 – Current

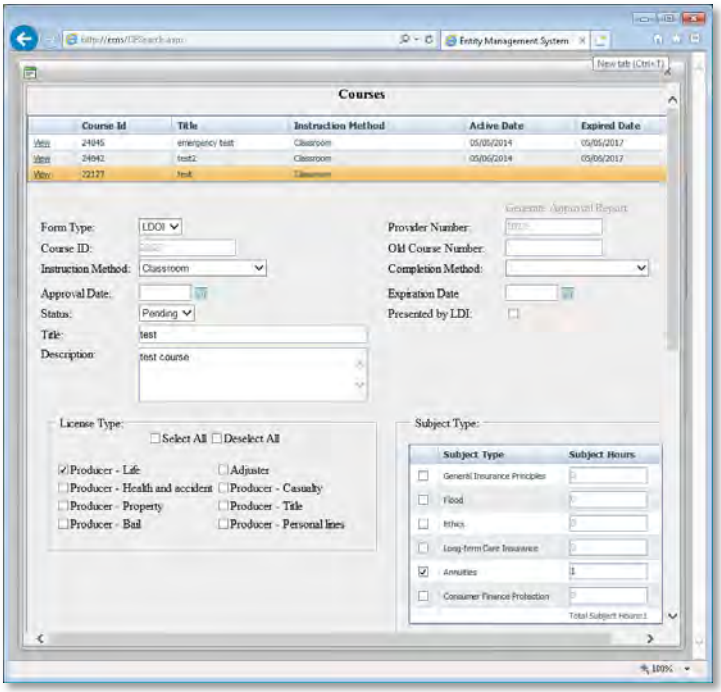
Mr. Nguyen was the main developer for the rewrite of the Public Records Request (PRR) application, which allows the general public to request information from the LDI about previous and current insurance inquiries. The new PRR includes new functionality that streamlines the assignment process for public records requests. It was developed using JavaScript, ASP.Net, and C#.

Client: Louisiana Department of Insurance
Project: Entity Management System (EMS)
Developed: October 2009 – January 2010
Maintenance: February 2010 – Current

The Entity Management System (EMS) was designed to manage all insurance entities regulated by the LDI: companies, producers, and adjusters. It was written using ASP.Net, C#, Javascript. SQL Management Studio, and Telerik Rad Controls. The upgrade of Rad Controls in EMS allowed any future changes or additions to be implemented more easily.

Mr. Nguyen was primarily responsible for creating the Continuing Education search and view screens, as well as all Auditor functionality. The new Continuing Education screens simplified the process of adding new courses for education providers, which are then offered for producer and adjusters to fulfil CE requirements.

He also merged EMS with the Regulated Entity Database (RED). EMS was originally a Producer and Adjuster application and RED was a Company application. By merging these two major systems, LDI personnel were given easy access to all entity functionality in one place.



Mr. Nguyen continues to work closely with LDI personnel from all divisions to ensure that operations are running smoothly.

Please see page 55 for a consolidated list of references.

Sarah Smith

Telerik Sitefinity Administrator / Backup Junior Software Developer / Web Developer / Senior Tester / Administration

Years of IT Experience: 9

Education: Louisiana State University B.A. English 2008

Technical Skills: C#, HTML5, CSS3, Entity Framework 6, MVC4, Bootstrap, JavaScript, Raphael JS, Microsoft AJAX

Software: Microsoft Visual Studio 2003 / 2005 / 2008 / 2010 / 2012 / 2013 / 2015, Microsoft SQL Server 2005 / 2008 / 2014 / 2016, Team Foundation Server 2005 / 2012 / 2013, Microsoft Office 2003 / 2007 / 2008 / 2010 / 2011 / 2013 / 2015 / 2016, Microsoft Visio, Telerik Sitefinity, Telerik RadControls, ActiveReports, iWork for iOS, Adobe Design Premium CS5 / CS5.5 / CS6, Axure RP Pro 7.0, Windows XP / 7 / 8 / 10, Mac OS X El Capitan / Sierra

Certifications: MOS Expert, (CIW Site Development Associate scheduled Summer 2017)

Qualifications

Microsoft Office Specialist Expert
Word 2013

Although not required by the RFP, Ms. Smith has a current Microsoft Office Specialist (MOS) Expert certification. Her MOS Expert certificate is attached at the end of the bio.

"This certification demonstrate(s) that you have a deeper level of skills in key Office programs."

Biography

Sarah Smith, a graduate of Louisiana State University with a B.A. in English, has leveraged her proficiency in English and problem-solving abilities to become one of the most valuable members of the Tri-Core team. Able to appreciate very complex IT systems and processes, she has a tremendous ability to produce accurate and

organized documents that are utilized on a daily basis by clients, IT staff, and managers. Her extensive experience with various applications and development environments complements her exceptional writing ability. In addition to her technical skills, Ms. Smith is a certified Microsoft Office Specialist Expert. She is scheduled to become CIW Site Development Associate in the summer of 2017.

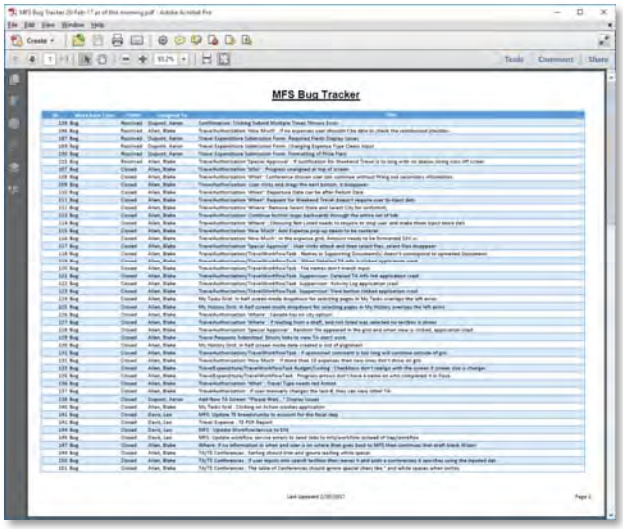
Ms. Smith has astonished us as well as those she has worked with at the LDI with her creativity and attention to detail. Some of her duties include creating and maintaining webpages for the LDI website using Telerik Sitefinity, designing new graphics for the LDI website using Adobe Photoshop and Illustrator, creating and maintaining applications using Microsoft Visual Studio, composing application training manuals and disaster recovery documentation using Microsoft Word, composing and compiling meeting notes and project documentation with Microsoft OneNote, and creating functioning system prototypes for websites and applications using Axure Pro.

Other responsibilities consist of providing users with technical assistance, as well leading the QA team in testing newly developed applications and composing quality assistance testing reports. She also creates data dictionaries for SQL servers, details workflow processes with Microsoft Visio, and designs application reports using Active Reports. Whether a task is technical or non-technical in nature, Ms. Smith is always ready to tackle and complete the task with great enthusiasm.

Professional Experience

Client: Louisiana Department of Insurance
Project: Management and Finance System
Developed: March 2016 – December 2016
Maintenance: January 2017 – Current

Ms. Smith was the QA lead for the Management and Finance System's Travel Authorization and Travel Expense modules developed for the Louisiana Department of Insurance (LDI).

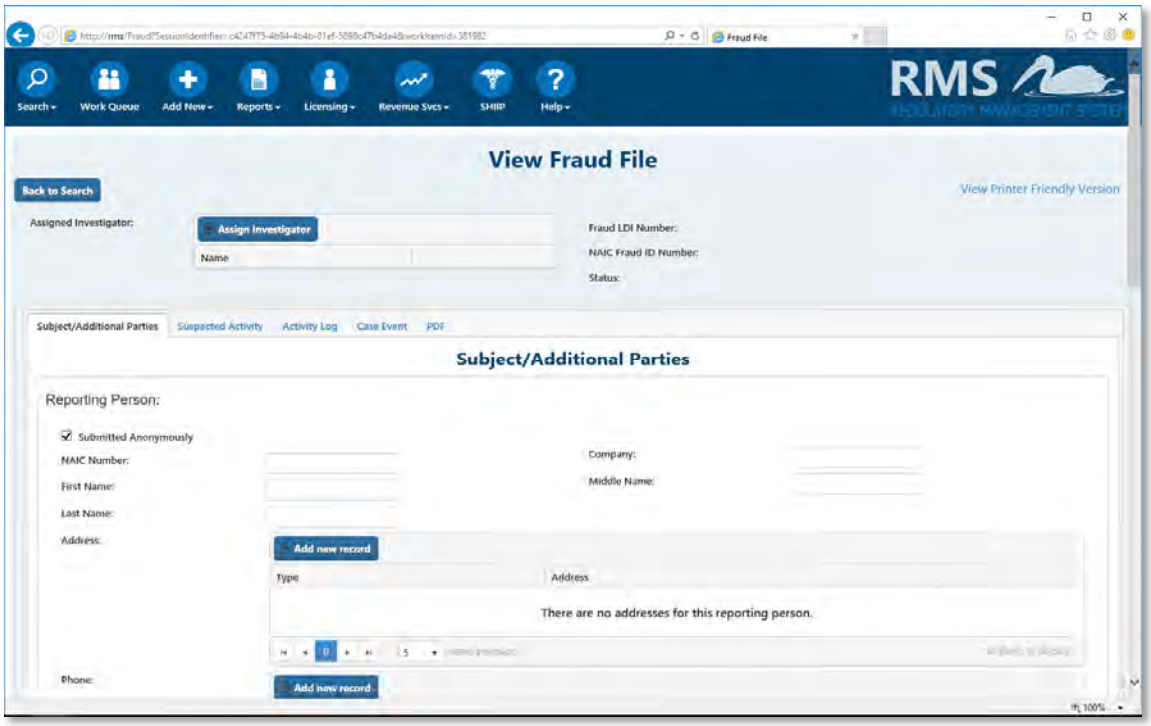


Her primary responsibility was to direct the QA team to test all newly-developed software, record all bugs using Team Foundation Server, and work with the software developers to resolve the bugs. She also compiled regular reports, or bug lists, in order to keep the LDI IT staff and other primary stakeholders informed of all progress and fixes.

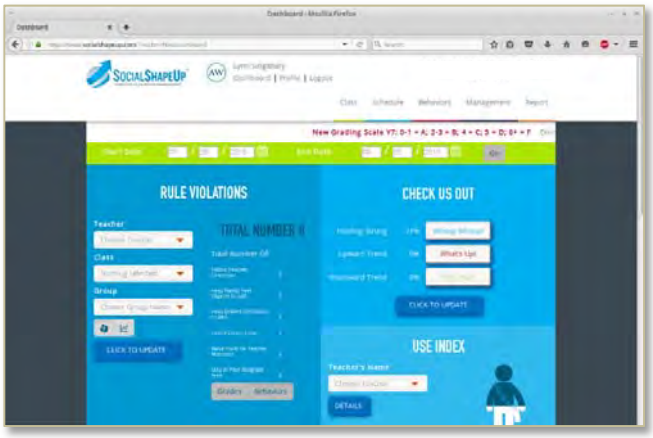
Client: Louisiana Department of Insurance
Project: Fraud RMS Integration
Development: December 2015 – July 2016
Maintenance: July 2016 – Current

Ms. Smith was the lead designer for the Louisiana Department of Insurance's Fraud RMS Integration. The purpose of this project was to rewrite an older desktop-based application with modern technology and to integrate the functionality into RMS. For this, a complete redesign of all fraud filing screens and functionality was necessary.

As the lead designer, Ms. Smith planned the organization of the new Fraud module, designed a functioning mockup in Axure, and met regularly with stakeholders in the LDI Fraud division both formally and informally. This process of continual discussion and revision allowed all design and functionality decisions to be finalized before programming began, and enabled a very smooth deployment with very little last-minute alteration. Ms. Smith also led the QA team for this project. Since deployment, there have been no major issues, and the Fraud division has reported that they are very pleased with their new module.



Client: Teaching Research Institute (TRI)
Project: Social ShapeUp
Development: March 2016 – June 2016
Maintenance: June 2016 – Current



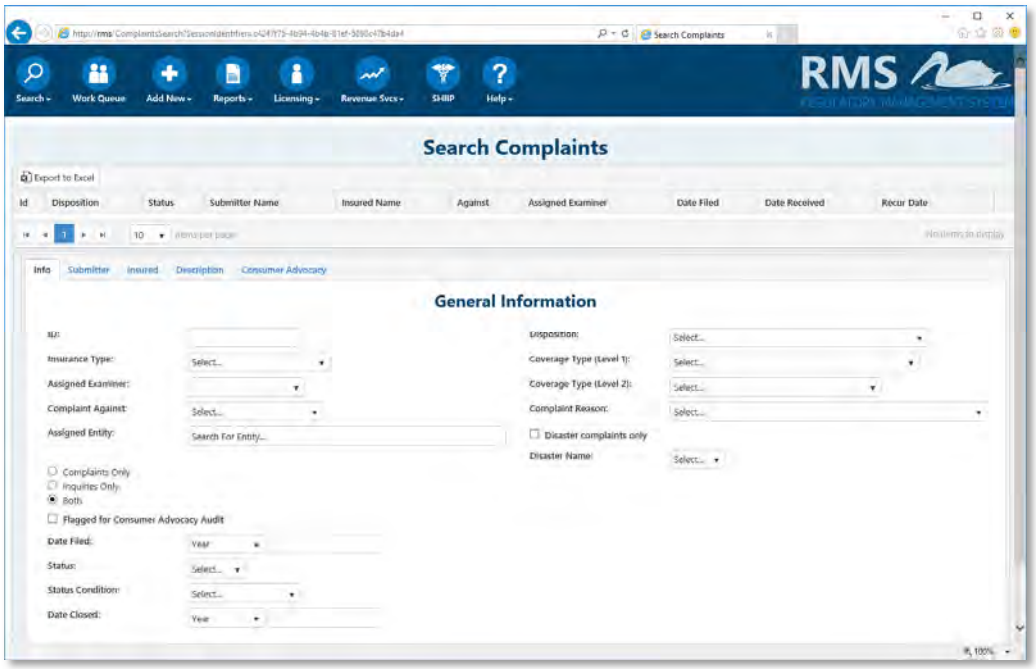
Ms. Smith is the QA lead for Social Shapeup, a classroom-based behavior management program developed for the Teaching Research Institute (TRI). The purpose of this project is to create a web application for easy and efficient classroom management, data collection, and progress monitoring.

Ms. Smith's ongoing responsibilities for this project include manual testing to ensure that new features and fixes function as intended, and do not cause any unforeseen issues with other existing features. Evolving client needs often require changes to be made quickly at the lowest possible risk. As this web application is an important tool available 24/7 to many teachers and schools across the state of Louisiana, it is crucial that the system runs reliably with maximum uptime. Ms. Smith's thorough QA testing ensures that the system continues to run optimally, and that upgrades and issue-resolution do not have any negative impact on users.

Client: Louisiana Department of Insurance
Project: Regulatory Management System (RMS)
Development: November 2014 – November 2015
Maintenance: November 2015 – Current

Ms. Smith was the lead designer for the Louisiana Department of Insurance's RMS (Regulatory Management System). The purpose of this project was to rewrite all functionality of the CRAFT (Complaints, Rates, and Forms Tracking) system, update the design and technology of EMS (Entity Management System), and integrate the two systems together. Combining the systems enables the benefits of seamless data-sharing, and also simplified cross training between divisions.

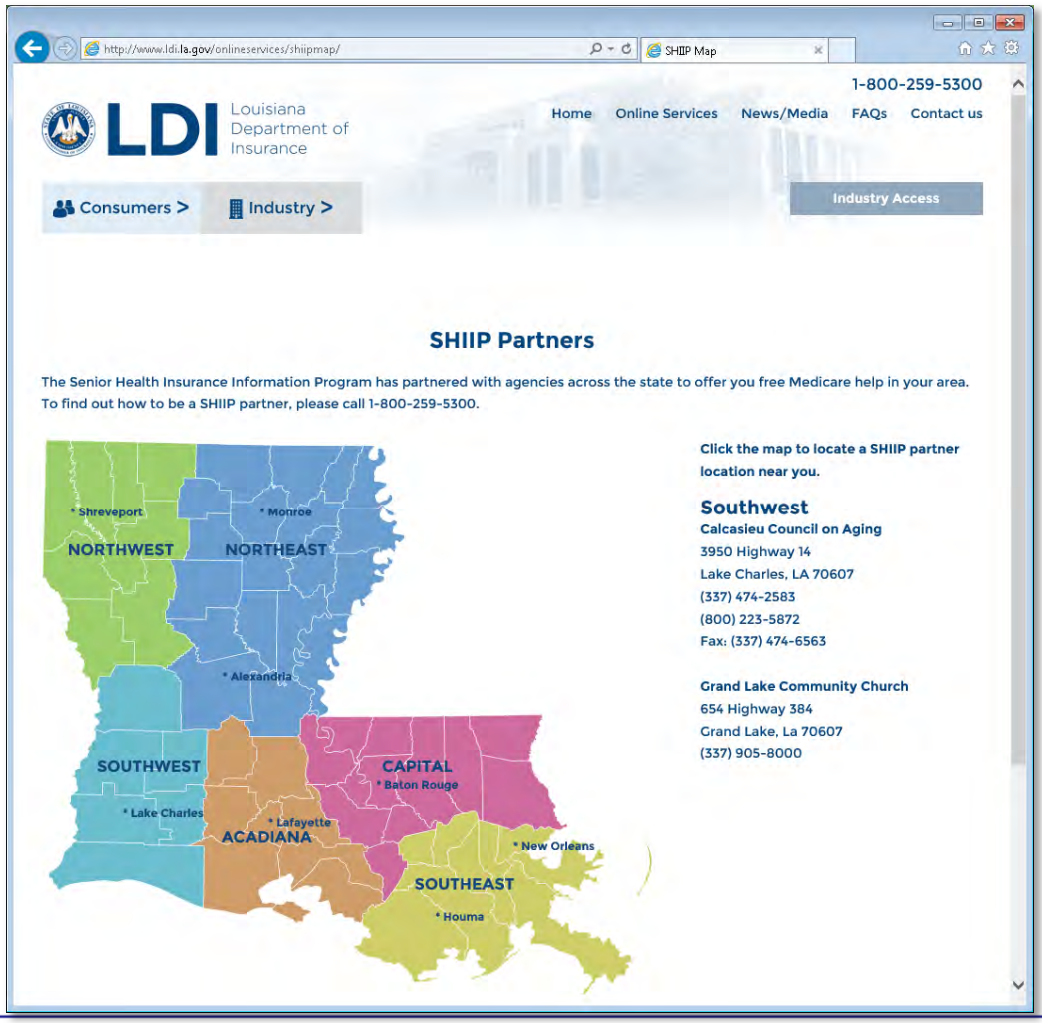
For this project, Ms. Smith was tasked with combining two large and dissimilar applications into one a meaningful and user-friendly interface in a way that would be advantageous for all users. It was important to ensure that all divisions would be able to easily access their sections of the system, without creating a "cluttered" interface. The integration of two major systems with different technologies and functions introduced a particular challenge to the goal of creating one seamless interface between the two systems. This was accomplished through both universal and targeted CSS. Ms. Smith also performed extensive QA testing before RMS went live.



Client: Louisiana Department of Insurance
Project: SHIIP Partners Interactive Map
Development: April 2015 – May 2015
Maintenance: May 2015 – Current

Ms. Smith was the lead developer for the SHIIP (Senior Health Insurance Information Program) Partners interactive map program on the LDI website. The program features a map of Louisiana divided into 6 regions that users can click to view contact information for SHIIP partners that offer free Medicare help in their area. This project is part of a public outreach campaign at the LDI, with the goal of helping Medicare beneficiaries better understand their Medicare coverage options and benefits.

For this program, the map of Louisiana is drawn into the browser using a combination of SVG (Scalable Vector Graphics) and the Raphael JavaScript library. Raphael converts vector images into DOM (Document Object Model) objects, so that they can be easily modified or attached to event handlers using JavaScript. The map is also fully functional on mobile devices.



Client: Louisiana Department of Insurance
Project: Louisiana Department of Insurance Website
Maintenance: April 2010 – Current

Ms. Smith assists in the administration and maintenance of the LDI Internet website using the Telerik Sitefinity content management and customer analytics platform. This includes managing users, upgrading software, building and editing pages and templates, managing content, designing graphics, adding requested functionality, and assisting and training users at the LDI. She is primarily responsible for creating graphics for the front page and secondary pages of the website. She also reviews and publishes all new and updated content onto the development and production sites, under the direction of LDI management. Most recently, she upgraded Sitefinity to the most recent version for both the development and production sites.

Ms. Smith was instrumental in the development of the new LDI website which was released into production at the start of 2015. She worked with the LDI Public Affairs staff and other key personnel to organize and update existing LDI content, and also to create new pages and graphics. She is responsible for creating over 45 pages and 30 graphics for the new site.

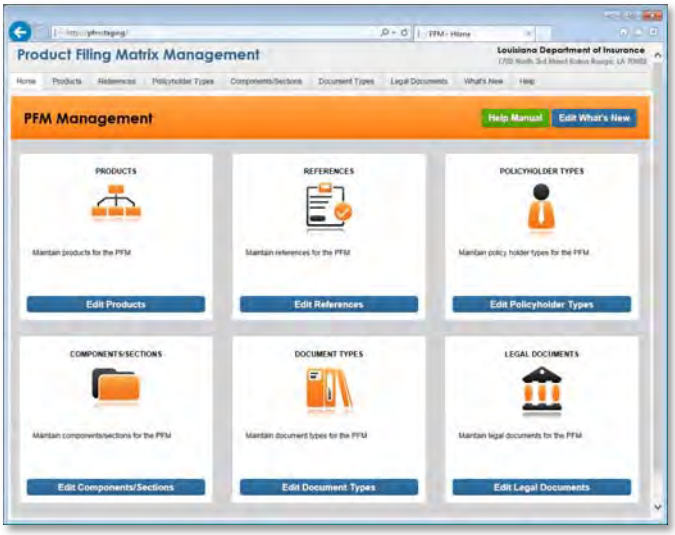
Ms. Smith recently developed a new template for the LHCC newsletter. She was also primarily responsible for creating all templates for email updates distributed by Public Affairs, which includes LPCIC and SHIIP newsletters, Press Releases, Media Advisories and Consumer Alerts. The goal was to create a clean design that rendered properly within Internet browsers, email clients, and on mobile devices. She researched, implemented, and trained users on the Sitefinity Email Marketing and Campaigns Management.

Client: Louisiana Department of Insurance
Project: Product Filing Matrix
Developed: October 2013 – June 2014
Maintenance: July 2014 – Current

Ms. Smith was a developer for the Product Filing Matrix project, developed for the LDI. The PFM consists of both internal and public-facing components designed to simplify the filing process for insurers by allowing them to search filing requirements per product line and generate a Statement of Compliance that displays the legal references related to the selected product. The system also utilizes dynamic FAQs and "What's New" options, as well as an interactive fee wizard, which allows users to calculate product filing fees based on insurance line and filing type. Ms. Smith's primary responsibilities for this project included extensive QA testing, system documentation (testing, development and correspondence, help system), and mobile compliant design for the internal and external-facing components.

Ms. Smith developed two user manuals for the PFM: one for LDI personnel using the internal system, and one for insurers using the external system. Each manual contains user-friendly, step-by-step instructions and screenshots to assist users with every process within the system.

She is also primarily responsible for the PFM's mobile compliant design. The PFM uses an unsemantic CSS framework, which utilizes a fluid grid system based on percentages to ensure that the PFM renders with optimal formatting for both desktop computers and mobile devices, such as tablets and phones.



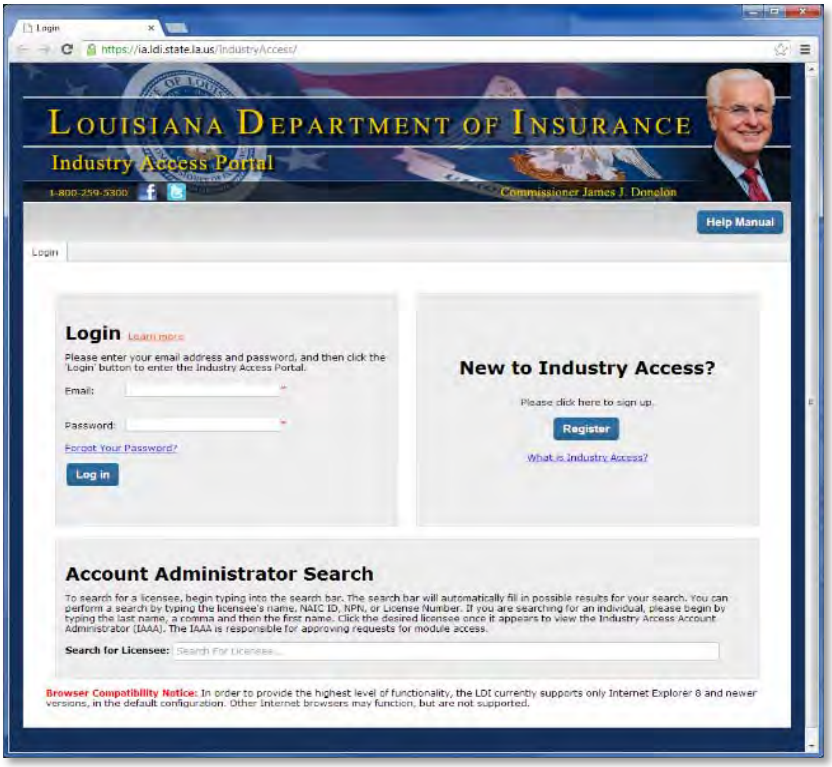
Ms. Smith also designed and developed the "What's New" screens and functionality, which allows LDI personnel to provide current information to industry users about updates to data within the PFM.

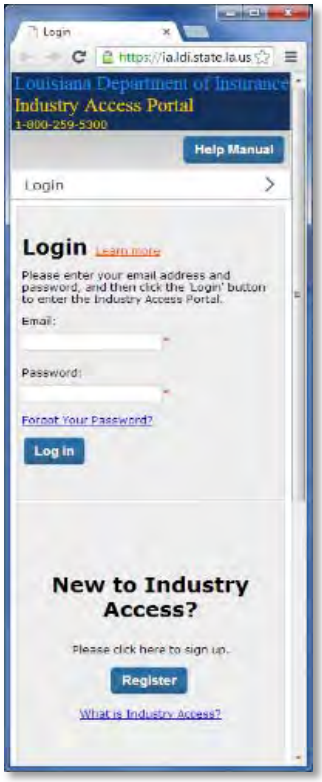
Client: Louisiana Department of Insurance
Project: Industry Access Portal (IA)
Developed: March 2013 – June 2013
Maintenance: July 2013 – Current

Ms. Smith was a developer for the Industry Access Portal project, implemented for the LDI. The IA Portal is an encrypted, password protected web application which facilitates electronic filing by licensees regulated by the LDI. Her primary responsibilities for this project included extensive QA testing, system documentation (testing, development and correspondence, help system), and mobile compliant design.

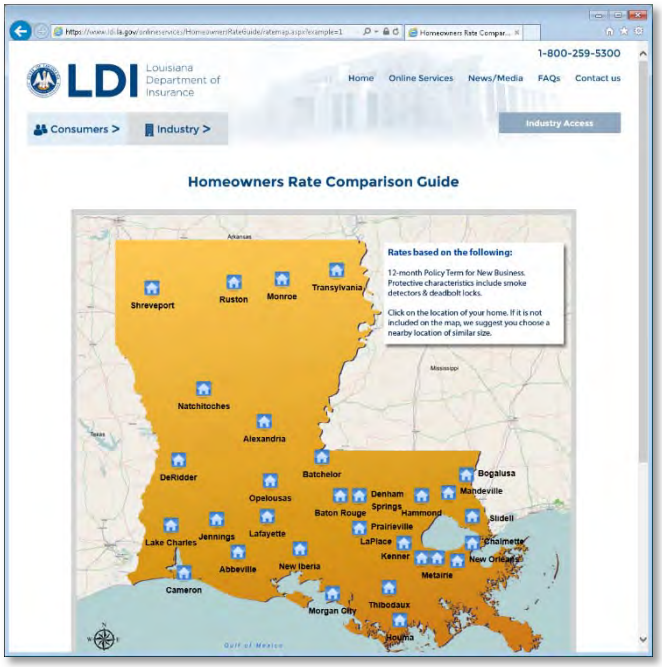
The IA user manual contains user-friendly, step-by-step instructions, including screenshots of every process within the IA Portal. The context-sensitive help system, available on each screen of the IA Portal, provides the user with immediate guidance by use of HTML links that automatically open the user manual to the relevant section.

Ms. Smith was also primarily responsible for the IA Portal's mobile compliant design, which ensures that the IA Portal renders with optimal formatting for both desktop computers and mobile devices, such as tablets and phones. The IA Portal uses responsive design with CSS3 media queries to detect the width of the web browser window and load the correct style sheet for the device in use.





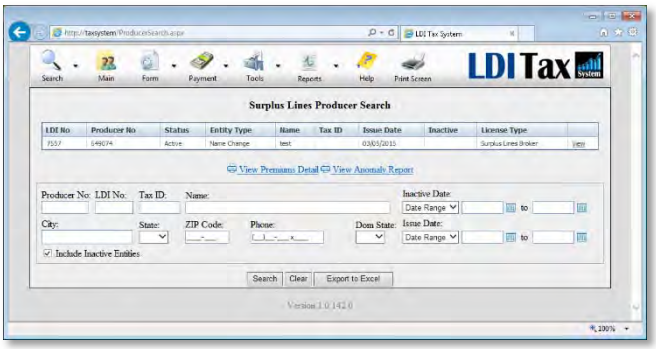
Client: Louisiana Department of Insurance
Project: Homeowners/Automobile Rate Comparison Guides
Developed: November 2012 – January 2013
Maintenance: January 2013 – Current



Ms. Smith was the lead developer for the HTML side of the LDI Automobile and Home Insurance Rate Comparison Guides. This interactive guide assists consumers in comparing rates between automobile and home insurance companies by having them click on various automated examples that most closely match their personal circumstances. It also provides users the option to submit feedback directly to the LDI through an online survey.

In order to provide additional detail and keep consumers up to date, these comparison guides are updated with new rate data on a yearly basis.

Client: Louisiana Department of Insurance
Project: LDI Tax System
Developed: November 2010 – December 2011
Maintenance: December 2011 – Current



Ms. Smith was the lead developer for the search components of the LDI Tax System. These components include the Insurer Search, the Producer Search, the Unlicensed Entity Search, and the Capital Company Search.

These searches allow the Tax Division to locate, compile, and filter all taxable entities by a variety of parameters. Each search screen also has the added functionality to export search results to an Excel spreadsheet for further data control.

Client: Louisiana Department of Insurance
Project: Direct Deposits for Imprest Management System (IMS)
Developed: April 2011 – May 2011
Maintenance: May 2011 – Current

Ms. Smith was the principal developer for the direct deposits feature of the Imprest Management System. This feature allows the Fiscal Division to send reimbursements to LDI employees by direct deposit.

In addition to modifying almost all screens in the system, many new reports were created to help the Division keep track of all reimbursements. Extensive analysis was performed by Ms. Smith to make sure that the system would be compatible with both issuing paper checks and reimbursements through direct deposit.

Client: Louisiana Department of Insurance
Project: System Wireframes

Ms. Smith develops functioning system prototypes for websites and applications to perform a full system analysis and to finalize design and organizational decisions with stakeholders before coding begins. She utilizes Axure Pro, an interactive wireframe software and mockup tool that allows clients and developers to easily review and collaborate all changes in design and functionality. The creation of these wireframes leads to fewer revisions in the coding phase, and fewer changes after deployment.

- **Fraud File RMS Module:** The Fraud Filing RMS module is used by the LDI Fraud division to track and work files of reported insurance fraud, as well as track and review industry anti-fraud plans. The goal of this design was to modernize and streamline the design of the fraud functionality, and to integrate the new fraud screens seamlessly into the existing RMS structure.

- **IRO Review RMS/IA Module:** The IRO Review module allows insurance issuers to request external reviews of medical cases by Independent Review Organizations (IRO), and for IROs to review and act on these requests. The goal of this design was to create an organized, consistent interface between the issuer and IRO views within Industry Access, and the LDI personnel view within EMS.

- **Check Complaint Status Online:** The Check Complaint Status external site allows consumers to log into the LDI website using the case number and a system-generated PIN in order to verify the current status of complaints submitted to the LDI. The goal of this design was to provide a simple user interface that fit seamlessly within the existing LDI website framework.

- **Online 1071:** The online 1071 tax form allows companies to submit quarterly tax payments online. The interface design includes clear instructions to guide the user

through each step of the submission process. The goal of this design was to clearly communicate the application and calculation of tax payments online.

Client: Louisiana Department of Insurance
Project: System User Manuals

Ms. Smith has created many user manuals for systems developed for the LDI. These manuals instruct and assist users with step-by-step guides on accessing and utilizing the different components of these systems.

- **IRO Review RMS/IA Module:** The IRO Review module allows insurance issuers to request external reviews of medical cases by Independent Review Organizations (IRO), and for IROs to review and act on these requests.

- **Act 427**: Act 427 is an Internet module designed to collect data for homeowners' insurance policies on an annual basis via the IA Portal.

- **Product Filing Matrix:** The PFM is designed to simplify the filing process for insurers by allowing them to search filing requirements and generate a Statement of Compliance.

- **Industry Access Portal:** The IA Portal is an encrypted, password protected web application that facilitates electronic filing by licensees regulated by the LDI.

- **CRAFT (Complaints, Rates, and Forms Tracking):** The CRAFT system is responsible for handling all consumer complaint and rate filing processing for the LDI, and for streamlining the form filing process between the insurance industry and the LDI.

- **Catastrophic Adjusters:** The Catastrophic Adjusters application allows insurance companies to register temporary adjusters in response to disasters that demand more producers than a company has available during non-disaster times.

- **Online HIPAA (Health Insurance Portability and Accountability Act) Assessment Submissions:** The Online HIPAA Assessment Submissions module allows companies to submit HIPAA assessment data to the LDI via the IA Portal.

- **ICS (Inventory Control System):** The ICS system regulates supply requests.

- **CLRS (Catastrophe Loss Reporting System):** The CLRS application is an Internet module designed to collect data for catastrophe losses.

Please see page 55 for a consolidated list of references.

Microsoft Office Specialist Expert

Sarah Smith

has successfully completed the requirements to be recognized as a Microsoft Office Specialist Expert for

Office Word 2013 Expert

Office Word 2013 Expert

Date of achievement: February 6, 2017
verify.certiport.com wvUmQ-HaXF

Satya Nadella
Chief Executive Officer

Microsoft
Office Specialist Expert

Larry Cobb Jr.

Junior Software Developer / Trainer / Tester — Years of IT Experience: 5

Education: Southern University and A&M College B.S. Computer Science 2013

Technical Skills: Java, C#, C++, HTML5, SQL, Unix, KendoUI, Red Hat Enterprise Linux (x86-64), Windows 10

Software: SAP NetWeaver Application Server 7.3, Microsoft Office, Citrix, VMware, Oracle, Visual Studio 2015, SQL Server 2016, Symantec Backup Exec 2014, Laserfiche, Symatec Endpoint Protection, Dell SonicWall, Active Directory, Adobe Acrobat DC Pro

Certifications: Information Security Certification – US AMRY, Comptia Network+ (Scheduled April-2017)

Biography

Larry Cobb is a recent addition to the Tri-Core team, performing the role of junior developer. In a short time, he has already proven himself to be a quick learner, as well as an energetic and highly-motivated employee with a versatile skillset and excellent interpersonal and communication abilities. His core skills include service and support, effective communication, research and analysis, applications development, critical thinking, system administration, consulting, adaptability, and active listening.

Mr. Cobb is a veteran of the United States Army Military Intelligence Corp with the rank of Sergeant. He served as military intelligence and intelligence analyst. His previous employment included acting as a consultant, and a systems application & products (SAP) system administrator. His responsibilities included management of a system environment, management of system users, management of network configurations, and creation of documentation. Mr. Cobb also gained extensive knowledge and experience in object-oriented programming, system software/kernel upgrades, patching, troubleshooting, configuring, tuning, general system administration (client, spool, user, security, batch jobs, etc.) with general knowledge of database administration (Oracle/MaxDB RDMS) and SQL structured query language, used Citrix and VMware Desktop tools also fluent in IT Service Management Suite tools such as ServiceNow and Remedy with general knowledge of ABAP/JAVA applications and architecture.

As a systems administrator and application developer, Mr. Cobb has resolved/closed over 600+ incident and/or service requests, and was an essential member of the system administration and development team.

Within his first month with Tri-Core, Mr. Cobb was able to learn the intricacies of the new RMS Fraud functionality, and develop instructional material and conduct training sessions for LDI Fraud users, in order to introduce them to and educate them on the latest additions to their system. These training sessions were held in both a classroom setting and desk-side for individual employees. He was primarily responsible for the development of the RMS Fraud manual. Most recently, he completed a total rewrite of the RMS manual as a whole. This document will be utilized by LDI personnel of every division to assist in their work in RMS.

His instructional materials and user training allowed Fraud users to transition smoothly from their desktop application, to the new web-based component in RMS.

Most recently, Mr. Cobb, along with the other junior developers, has been working to lay out screens and controls for the new Tax System. For this task, Mr. Cobb has applied his HTML, CSS and Kendo UI skills, which turn allows the senior developers to focus on developing code for the new system. This distribution of work strengthens the team as a whole.

Professional Experience

Client: Louisiana Department of Insurance
Project: Standard Operating Procedures Documentation
Maintenance: June 2016 – August 2016

Mr. Cobb wrote multiple standard operating procedures documents for use by the LDI staff and/or Tri-Core Staff. Writing these SOPs required clear and open lines of communication between Mr. Cobb and employees that are responsible for the task(s) detailed within. The SOPs prepared by Mr. Cobb include detailed instructions for Email Blasts, Building and Publishing for Taxes, Building and Publishing for RMS, and Correcting Continued Education Issues. The development of these documents has provided an invaluable guide to conduct tasks in the event that the primarily responsible staff member is not available.

Client: Louisiana Department of Insurance
Project: RMS Application Maintenance
Maintenance: August 2016 – Current

Mr. Cobb actively participates in day-to-day application maintenance requirements for RMS. From editing the user interface to adding completely new

functionality, Mr. Cobb displays a solid foundation in application programming. Skills applied on a daily basis are ASP.NET MVC 5, HTML5, CSS and C#. By applying these skills, Mr. Cobb has become a great addition to the Tri-Core programming team. His commitment allows the programming staff to focus more on other projects and day-to-day tasks, thus promoting more productivity and capability for the team as a whole.

Client: Louisiana Department of Insurance
Project: Fraud Conversion and Imports
Developed: November 2016 – February 2017

The LDI Fraud Department had been dealing with certain issues that were becoming problematic for their staff members. Reports would be imported from the NAIC without much detail as to what the category of the entities were also data would be missing from the reports as well. This caused great confusion and had a negative impact on the productivity of the Fraud Department. Mr. Cobb wrote a functionality that would allow the fraud department to convert (or categorize) an entity to its proper type at the click of a button. He also made each types data fields identical so that regardless of what conversion was made there would be no data loss. This project has made data imports for the fraud department a much more practical and workable task.

Please see page 55 for a consolidated list of references.

Wendi Pounders

Software Developer / Tester / Administration Years of IT Experience: 19

Technical Skills: Microsoft IIS, HTML5, CSS, Windows XP/Vista/7/8, Windows Server 2003 / 2008R2 (32bit and 64bit), OSX / OSX Server, C#, .net Framework, SQL, XML, ASP, ASP.net

Software: Adobe Dreamweaver CS5.5 / 6, Adobe Photoshop CS5.5 / 6, Adobe Acrobat X, SQL Server 2008 (32bit and 64bit), SQL Server 2008 / 2012, Microsoft Visio, Microsoft Office (all recent versions), Microsoft SharePoint, Microsoft Project, Visual Studio

Certifications: LanTec Web Master, Adobe CS, Visual Studio

Biography

Wendi Pounders brings 19 years of experience in the IT industry and over 14 years as a web developer for the Louisiana Department of Insurance (LDI). Able to maintain, diagnose, and repair many issues related to the web environment, Mrs. Pounders is also able to effectively connect with users on many different levels. Her career path has been guided by her innate passion for communicating with clients and an exceptional talent for resolving their issues.

Utilizing trouble-shooting skills gained from her extended experience as a web developer, Mrs. Pounders is often able to work quickly and independently in resolving technical issues presented to her. She has experience with supporting over 300 users internally and a multitude of users external to LDI. Her list of duties included maintenance for the internet and intranet sites at LDI such as creating and editing graphics, working with Public Affairs staff to maintain all content, maintaining web statistics reports and Visio organizational charts submitted by various LDI staff members. The intranet and Internet sites experienced very little downtime thanks to the diligence and perseverance of Mrs. Pounders.

Other clients that Mrs. Pounders has helped in the past include organizations from private sector engineering societies and law firms to major municipal lottery systems. Both large and small organizations give her a great opportunity to help support each end-user in person, instead of by email or telephone. Mrs. Pounders makes it her priority to know each user by name and she is very observant of their needs and habits. For these companies, she has been the source of information for solving both software and hardware problems and answering questions about

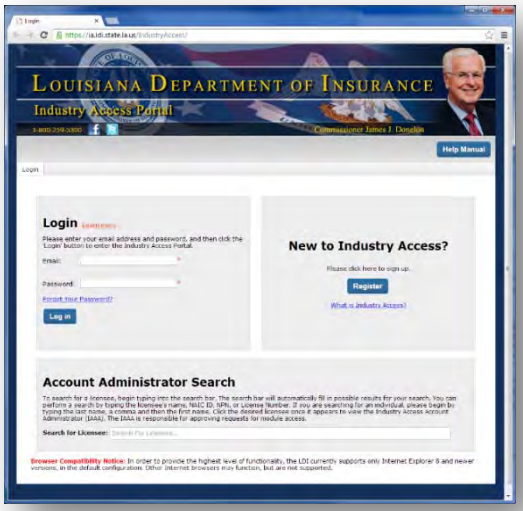
Microsoft Windows environment and applications. Further, she has a great deal of experience evaluating the needs of users and scheduling training classes to meet those needs. In order to instruct users, she regularly attends seminars and training courses to maintain up-to-date knowledge about software, hardware, web, and networking topics. These training courses include building Web pages, JavaScript, Web Databases, Web Development Fundamentals, Advanced Web Design, XML, SQL Programming, Social Media, and C#. NET Programming. Most recently she has begun creating mobile versions of desktop sites for several clients and has begun working on her SharePoint certification.

Her experience with maintaining hardware and software and troubleshooting web issues makes Mrs. Pounders extremely competent in assisting many users. This is complemented by her ability to communicate with end users as well as understanding their needs and requirements. This unbeatable combination translates into a necessary ingredient of any team wanting to add a solid team member for application maintenance and computing systems in general, that aid in their development, use, and support.

Professional Experience

Client: Louisiana Department of Insurance
Project: Industry Access Portal
Developed: March 2013 – June 2013
Maintenance: July 2013 - Current

Mrs. Pounders assisted in the creation of the IA user manual including taking screenshots of every process within the IA Portal and writing step-by-step instructions. Mrs. Pounders spent many hours testing the Industry Access system to ensure that both the Portal and the user manual were consistent and easy to use.



Mrs. Pounders also assisted to ensure that all of the pages of the Portal were compatible for mobile compliant design, which so that the IA Portal renders with optimal formatting for desktop computers, tablets, and smart phones.

Client: Louisiana Department of Insurance
Project: LDI Internet Website
Maintenance: March 2001 – Current

As LDI staff members submit work orders via the electronic submittal system, they are assigned to Mrs. Pounders and completed as quickly as possible, often within the same day. These work orders include tasks such as building new pages to display groups of documents or information, create new graphics for the front page rotating banner, linking documents through various SQL tables and making changes needed by LDI staff to better communicate information to the public. If there is a trouble work order that requires deeper investigation to solve, Mrs. Pounders alerts any LDI staff or contractors that need to be involved so it can be quickly resolved.

Web maintenance also handled by Mrs. Pounders includes maintaining files and checking regularly for broken links on the thousands of pages that are included on the website. Duties also include removing “orphan” files left behind for many reasons.

Client:	Louisiana Department of Insurance
Project:	LDI Intranet Site
Maintenance:	March 2000 – Current

Mrs. Pounders was on the team to develop the intranet in its inception, interviewing all departments to gather information and lay the groundwork for the design of the intranet. LDI staff now uses the intranet as a repository for reports and legal documents which are linked through various SQL tables, and manuals. Mrs. Pounders has acted as the gatekeeper for permissions for the intranet to allow LDI staff to edit reports for their divisions and also add or remove documents from the various repositories.

Please see page 55 for a consolidated list of references.

William Tripoli

Assistant Project Manager / Web Developer / Administration / Tester / Assistant DBA

Years of IT Experience: 10

Education: Louisiana State University, B.A. Russian Area Studies 1996

Technical Skills: HTML, ASP.Net, CSS, Javascript, JQuery, SQL Query Language, Windows XP, Windows Vista, Windows 7, Windows 10, Mac OS X Snow Leopard, Mac OAS X Lion, Cisco IOS

Software: Microsoft Office 2007/2010/2013/2016, Windows XP/Vista/7,10, Adobe Dreamweaver, Adobe DC Pro Desktop, Microsoft Visual Studio, Symantec Backup Exec/Endpoint Cloud, Microsoft Windows Server 2008/2016, SQL Server 2008/2016, Exchange Server 2010/2016, CAVU/Irondata intranet/internet web application, Laserfiche document repository/office workflow/RME application

Certifications: Information Security Certification – US AMRY, MCTS SQL Server 2016 (Scheduled April 2017)

Biography

William Tripoli is a self-motivated IT Support Representative with 10 years of experience at the Louisiana Professional Engineering and Land Surveying Board (LAPELS) and the Louisiana Department of Insurance. At the LAPELS location, he has served as Desktop Support Technician, Web/Network/Database/Security administrator, IT Purchasing Agent, Staff Trainer, and Site Property Manager. At the LDI, he has served primarily as Desktop Support Technician and Web Designer. He has gained considerable experience in software/hardware requisition and installation, domain and network architecture maintenance/development, server/workstation help desk support, IT project management, and SQL database utilization. Mr. Tripoli has also trained over 100 staff personnel in new proprietary web applications and software packages as needed. He is very familiar with Windows XP/Vista/7/10, Windows Server 2008, SQL Server 2008, and Exchange Server 2003/2007/2010. He is currently pursuing MCSA SQL 2016 Database Administration and Project Management Professional (PMP) certifications. He has excellent communication skills, enjoys a hands-on approach to problem-solving, and is very resourceful in finding an answer to any issue.

As member of a web team, Mr. Tripoli has helped create, maintain, and develop new websites for LAPELS, the Louisiana Department of Insurance, and the Louisiana Engineering Society.

Mr. Tripoli has also been in the Louisiana National Guard for over 27 years and is currently Senior Executive of an organization with approximately 500 personnel.

Professional Experience

Client:	Louisiana Department of Insurance
Maintenance:	March 2007 – June 2012
Project Management Assistant:	June 2016 – Current

As member of the web team, Mr. Tripoli has been responsible for maintaining, updating, and improving the website for the Louisiana Department of Insurance (LDI). Additional responsibilities include help desk support for approximately 300 personnel, ensuring integrity and availability of over 10,000 website documents available for public viewing, and working with numerous department directors within the Department of Insurance to coordinate application and software training. He has also conducted regular Total System Recovery backups for approximately 100,000 critical files.

Since June 2016, Mr. Tripoli has served as assistant project manager at the LDI. His duties include maintaining current statuses on completed, ongoing, and upcoming projects, and generating and disseminating timely and accurate reports to Tri-Core/LDI staff and contractors. Since Feb 2017, he is pursuing MCSA SQL 2016 Database Administration and Project Management Professional (PMP) certifications.

Client:	Louisiana Professional Engineering and Land Surveying Board
Maintenance:	March 2007 – Current

Mr. Tripoli provides technical support to the Louisiana Professional Engineering and Land Surveying Board (LAPELS). His responsibilities include maintenance/support of a multitude of workstations and network servers, website maintenance and development, implementation of regular disaster recovery backups, database management, third party application integration, and IT representation at bimonthly board conferences and other special occasions. He is also the IT Purchasing and Budgeting Agent and Board State Property Manager. He spearheaded a database integration project to unify two separate database applications. He also assisted in creating a new website that enhanced the Board's professional appearance and greatly improved ease of financial transactions by clients and consumers. Few can match Mr. Tripoli's depth of knowledge of the staff, systems, and processes at LAPELS. See below for a comprehensive list of duties and impressive accomplishments for the past 10 years.

Desktop and Office Support:

1. Daily maintenance of up to 20 desktop workstations, 10 laptops, 6 servers, and numerous scanners, desktop printers, label writers, check scanners, network devices, and other peripheral hardware
2. Selection, purchase, and deployment of new computer systems
3. Selection and purchase of new peripheral hardware and hardware upgrades/supplements
4. Performed computer hardware installations, upgrades, troubleshooting and manufacturer exchanges
5. Selection and purchase of new software, software upgrades, and software troubleshooting
6. All hardware diagnostic testing and maintenance, user error corrections, computer personalizations, and creation of hardware/software staff tutorials.
7. Generated 12,000-14,000 renewal invoices per year for renewing licenses with an error rate of less than 1%. These renewal periods are the prime revenue stream for LAPELS, amounting to $1.25 million annually. This includes regular weekly/biweekly deployment of renewal email blasts to licensees to maintain a regular influx of renewal income
8. Customized SQL-based products requested by licensees and third parties to include roster requests. These roster requests average about 2-3 per month and generate between $600-$1200 each
9. Customized SQL-based products for board members, staff, and other agencies including LES, Department of Children & Family Services, Fire Marshall's Office, and NCEES. These products cover current statistics on license/certification renewals, investigation caseloads, examination statistics, detailed licensee/firm demographics and trend analysis
10. Selection, purchase and maintenance of Uninterruptable Power Supply (UPS) units, switches, Keyboard/ Virtual Mouse (KVM) units; and maintaining sufficient quantities of Ethernet cables, replacement parts, and other connection devices
11. Acted as primary liaison between LAPELS and third party vendors for all IT-related issues

Server Support:

1. Daily maintenance of six onsite servers – 1 webserver, 1 email server, 1 Primary Domain Controller (PDC), 1 PDC backup, 1 SQL server, 1 test/development server. These servers run the following operating systems:

   a. Web server, Test/Development servers running Windows 2008 R2 IIS7.5
   b. Exchange server running Windows 2008 R2 Exchange 2010
   c. SQL server running Windows 2008 R2 SQL 2008
   d. File and Print server (and Backup) running Windows 2008 R2
2. Maintenance duties include:
   a. Maintenance of SQL database and data integrity
   b. Maintenance and configuration of Symantec Endpoint Protection
   c. Management of AD users and exchange accounts via Active Directory
   d. Maintain Windows updates with WSUS via group policy
   e. Maintenance and creation of interactive PDFs with the latest Adobe version
   f. Maintain SonicWall VPN access for end users
   g. Maintain hard drive and system integrity through regularly scheduled diagnostics to more accurately forecast replacement hardware
   h. Maintain and renew all licenses for anti-virus, anti-spam
   i. Troubleshoot and deploy server software/hardware updates
   j. Selection, purchase, and deployment of new server systems, to include upgrades and manufacturer exchanges of defective components
3. Maintain complete system backup of exchange, SQL, file, and web utilizing redundant backup means (daily, weekly, and monthly backups) on multiple media types (tape drive, external hard drive, shadow copy)
4. Maintain/troubleshoot onsite security cameras and NVR device
5. Act as primary liaison between LAPELS and third party vendors/technical support for issues concerning all of the above

Network Support:

1. Daily maintenance/troubleshooting of network architecture (switches, ports, SonicWall anti-spam/email filter device, wireless network)
2. Maintaining operability of workstation/server network connectivity to include mapping of drives and peripherals (printers, scanners, etc) to individual workstations
3. Troubleshooting and replacing defective network hardware
4. Set up special configurations for bimonthly board meetings, conventions, and special sessions
5. Administrator-level CAVU/Laserfiche maintenance and troubleshooting
6. Maintenance, configuration and updates for Sonicwall NSA 240 firewall; also maintain/troubleshoot SonicWall VPN access for end users

7. Maintenance and configuration of Symantec Endpoint Protection (Cloud)
8. Act as primary liaison between LAPELS and third party vendors for support

Website Support:

1. Continuous creation, updating, revision, and functional enhancement of all website content and formatting
2. Troubleshooting website/database conflicts
3. Deploy application upgrades or hotfixes as needed and maintain and configure client permissions
4. Continually analyze internal office/automated processes and generate plans for improvement
5. Continue to modify Online Renewals module as needed and continue to build and configure Online Applications module
6. Continually find creative workarounds for application limitations in order to meet client's intent
7. Conduct long-term projects, maintenance, application upgrades, and application customizations for two web application databases and document repositories (CAVU and Laserfiche) containing over 2,000,000 active and historical records and between 4-5,000,000 image files. Required to maintain intimate knowledge of capabilities of both systems in preparation for future integration

1. CAVU (Irondata)
    a. Primary office intranet web application, file management tool and document repository for all active and historical licensees
    b. Contains over 1,000,000 records on nearly 100,000 database entries
    c. Due to generalized build of this web application, there is a constant requirement to build customizations exclusive to LAPELS needs
    d. Need to maintain comprehensive understanding of application capabilities and deficiencies as well as complex data table interdependencies
    e. Conduct regular staff training to maximize staff potential with CAVU; also use this time to collect input from staff to design and implement CAVU customizations to enhance staff operations and data management
    f. Develop customized functionalities that ensure user-friendliness of the CAVU online renewals system to ensure generation of $1.25M per fiscal year in license fees

2. Laserfiche:
    a. System of record with Secretary of State for records archiving
    b. Workflow/Records Management Project: a long-term project including automation of all office processes, development of online licensee applications, and automated records archiving within guidelines approved by the office of Secretary of State
    c. Applications utilized for this are Laserfiche Quickfields, Laserfiche Workflow, and Laserfiche Records Management Edition, and Laserfiche Forms/Web Access modules
    d. Sub-tasks include building triggered automated processes to establish maintain file/folder naming conventions, file/data movement and email integration in accordance with established staff workflows, and establishment of multiple records retention archiving calendars based on numerous document types
    e. Create customized data integration programs between Laserfiche and CAVU for maintaining parity for all files, folders, and metadata between Laserfiche and CAVU. This would otherwise not be possible due to proprietary code issues
    f. Maintain near developer-level knowledge of program capabilities and deficiencies
    g. Attend frequent in-state/out-of-state training seminars to develop skillsets within each Laserfiche modules as well as module integration
    h. Conduct regular staff training to enhance staff operations and data management within the Laserfiche applications
    i. Currently pursuing certification in the Laserfiche Certified Professional Program (CPP)
    j. Establish locally networked Laserfiche User Groups to enhance collective knowledge and to prepare/submit proposals for future design changes

Training (Staff Professional Development):

1. Conduct regular hands-on training for staff covering pertinent issues relating to software, improved office operability, policy design/refinement, instruction on basic to intermediate computer skills
2. Provide updates to and solicit feedback from staff, as well as provide training on ongoing application projects and deployment of new software/operating systems

Accomplishments (2013-2017):

1. Purchased, configured and deployed 20 new workstations, 4 new printers and 4 scanners to replace antiquated client models or enhance staff operations
2. Maintained 6 servers, intranet and internet to ensure <6 hours unscheduled downtime during office years in 3 years
3. Created numerous SQL jobs to standardize and maintain consistency of database; created over 50 customized SQL reports for Applications, Enforcement, Accounting, and by Executive or Board Member request
4. Revamped backup system to accommodate larger backup sizes while minimizing cost
5. Conducted 8-month CAVU database cleanup. Completely revamped and updated school/institution contact table, which had 75% incorrect or vague school data on contacts. Integrated NCEES data semiannually to maintain currency of school accreditation list
6. Conducted 13-month Laserfiche repository cleanup and official protocol revamp. Assisted in staff reorganization of Laserfiche folder structures, established new metadata templates based on staff input for maximum search ability. Ensured integrity of over 1,000,000 files and between 4-5,000,000 images
7. Enhanced website with JavaScript to enable search on select pages, re-formatted CSS for better visual appeal
8. Attended three out-of-state Laserfiche training conferences and 2 local user-group conferences, which were then incorporated into regular bimonthly staff training
9. Coordinated CAVU upgrade and coordinated/led staff training
10. Created numerous SQL-based workarounds for long-standing CAVU deficiencies and a slow CAVU hotfix deployment timeline
11. Conducted bimonthly staff training covering basic computer skills, skill improvement in office applications (CAVU, Laserfiche, Office), security awareness (junk mail, phishing, etc.)
12. As Property Management Agent, re-established regular inventories of all computer, peripheral, and non-electronic office property through regular inspections and submitting annual certifications to LPAA
13. Migrated anti-virus to Symantec cloud and freed up server resources
14. Assisted over 1000 licensees over the phone with technical issues to complete renewals or detect and fix account issues
15. Reorganized general ledger categories in CAVU and coordinated purchase and deployment of online card reader to enhance accounting operations
16. Maintained anti-virus/spam filter software to result in 0 virus attacks in 3 years

17. Enhanced Paypoint integration with CAVU to enable automatic payment receipts to licensees upon completion of renewal
18. Developed online application module for Engineer/Surveyor Interns and Professional Engineers/Surveyors to facilitate licensing and accounting processes
19. Redesigned renewals/applications site to be more user-friendly, and generated inject SQL to bypass CAVU application deficiencies
20. Revamped IT portion of renewal process to ensure a 30% regulated increase in income
21. Generated and managed over 30,000 renewals that generated over $4,000,000 in revenue
22. Generated over $40,000 in revenue through SQL-based rosters for third party vendors
23. Updated physical design of server room to maintain better operating environment
24. Directly influenced purchase and deployment of security hardware/software system
25. Deployed upgrades to Adobe Acrobat DC Desktop Pro, Microsoft Office 2016; Windows 10, and Windows 10 Anniversary Update with minimal issues (also included pertinent driver updates or device/software reconfigurations)
26. Currently preparing to upgrade Server operation systems to Windows Server 2016, SQL Server 2016, and Exchange Server 2016
27. Conducted over 1000 hours of after-hours client and server maintenance
28. Maintained low spam rating for domain due to vigilant adjustments as needed in email protocols
29. Maintained currency of all network certificates
30. Maintained/negotiated currency of all hardware service contracts
31. Purchased, configured, and deployed AV equipment and provided technical support for over 40 major board meetings and special events

Please see page 55 for a consolidated list of references.

Aaron Dupont

Junior Software Developer / Web Developer / Tester

Years of IT Experience: 1

Education: Louisiana State University B.S. Computer Science (ongoing)

Technical Skills: Java, C, C#.NET, JavaScript, ASP.NET, HTML, CSS

Software: Visual Studio 2013 / 2015, SQL Server 2014, Team Foundation Server 2013, Microsoft Office Professional 2013, Telerik UI, ComponentOne ActiveReports, Telerik: Test Studio, Adobe Photoshop, Axure RP Pro 7.0

Biography

Aaron Dupont is a newer addition to the Tri-Core team, performing the role of junior developer. He is a quick learner who has distinguished himself as a self-starter who takes the initiative to seek out new and innovative ways to serve our clients. Mr. Dupont's drive and energy are complemented by his great interpersonal skills, making him an excellent team player and a highly effective member of the team.

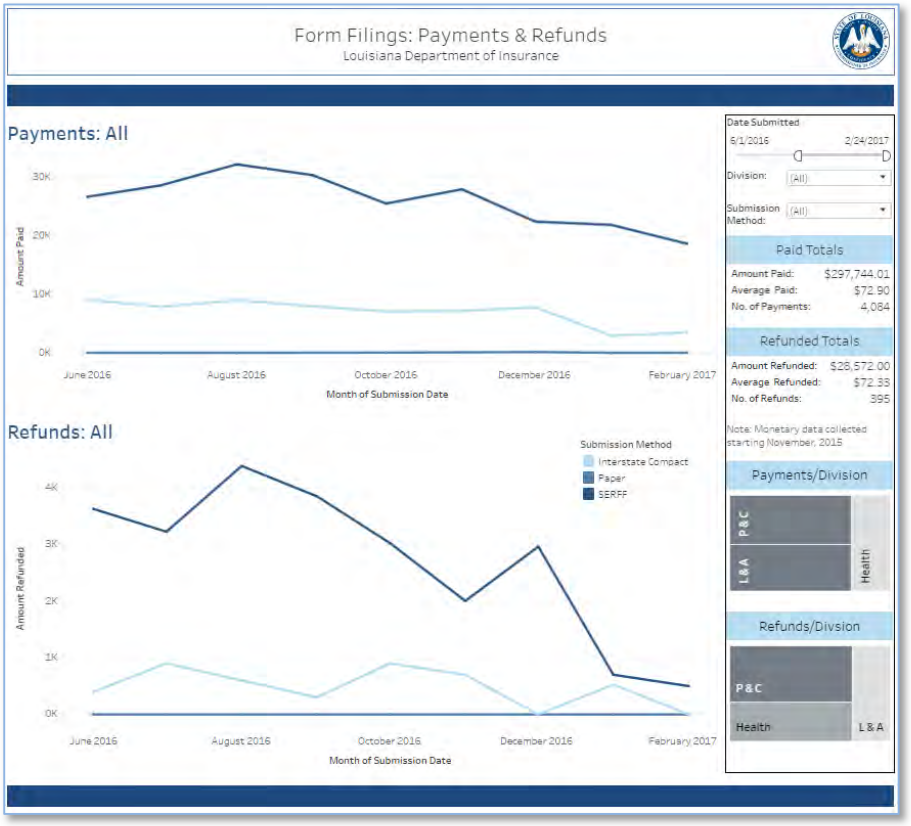
Before coming to Tri-Core, Mr. Dupont worked as a help desk support representative at Louisiana State University, where he worked closely with customers to resolve and prevent issues. Through this work, he was able to develop exceptional communication abilities, and a knack for problem-solving.

Recent responsibilities for Mr. Dupont include implementing updates to the Louisiana Department of Insurance Internet and Intranet, developing SQL reports, developing screens for the new Tax System, performing maintenance for RMS, and providing desk-side support for LDI personnel. He has also served as a backup publisher for Sitefinity. In the past, he has assisted with requirements analysis for projects by gathering ideas from clients and translating them into application design through the use of Axure. He has also performed QA work for the new Fraud additions to RMS, as well as MFS, and has worked with the developers to resolve the issues discovered. He has assisted with troubleshooting reported issues with other major LDI applications as well. To better serve our clients, and maintain the integrity of the system infrastructure at the LDI, Mr. Dupont has pioneered the use of Telerik Test Studio, and has created and maintains tests which alert our team to any outages or system down-time, so that any issues can be resolved before our clients are affected.

Professional Experience

Client: Louisiana Department of Insurance
Project: Tableau Data Analytics
Maintenance: December 2016 – Current

With the large and complex data sources present at the LDI, LDI management desired a way to view that data in a way that is both meaningful and easily digested. The tool chosen for this task was Tableau. Mr. Dupont has been primarily responsible for learning the reporting capabilities of Tableau, and for configuring dashboards to display crucial data captured by the LDI's main applications. Utilizing his familiarity with the LDI's databases, Mr. Dupont has already developed multiple dashboards. One noteworthy product of this project is an interactive media that represents payment and refund data for form filings. In addition to quickly learning this new software, Mr. Dupont has worked closely with LDI stakeholders to determine specific data and trends that would be the most beneficial for the LDI to explore. Mr. Dupont has continued with this project by developing dashboards that allow LDI's IT management to quickly spot trends and patterns within the IT request system.



Please see page 55 for a consolidated list of references.

Blake Allen

Junior Software Developer / Tester — Years of IT Experience: 1

Education: Louisiana State University B.S. Computer Science (ongoing)

Technical Skills: Java, C, C#.NET, JavaScript, ASP.NET, HTML, CSS, PHP, SQL

Software: Visual Studio 2013 / 2015, SQL Server 2014, Team Foundation Server 2013, Microsoft Office Professional 2013, Adobe Photoshop

Biography

Blake Allen is the newest addition to the Tri-Core team, and is performing the role of a junior developer. He has already proven his ability to quickly comprehend complicated tasks and processes, and to approach any assignment he is given comprehensively and with great attention to detail. He is constantly striving to improve his skillset in order to better serve our clients. In a brief amount of time, Mr. Allen has become a highly valued member of the Tri-Core team with his dedicated work ethic and a marked ability to work cooperatively with both coworkers and clients.

Before coming to Tri-Core, Mr. Allen worked as a line cook and manager for a local restaurant. During this time, Mr. Allen developed and honed his customer service skills, as well as his work ethic. The constant pressure to perform in high stakes/ high stress environments is what led to his excellent multi-tasking and prioritizing skills. These skills have transferred over to Tri-Core and are evident in his work.

Recent responsibilities at the LDI for Mr. Allen include thoroughly testing the MFS application to reveal any issues or opportunities for improvement, and working with the developers to ensure the system is ready for production. His diligence in this task led to the discovery of a plethora of bugs, which in turn enabled the developers to deliver a more superior application. He has also been tasked with laying out screens and controls for the new Tax System. Due in part to his hard work, the development process for the Tax System is currently ahead of schedule.

Please see page 55 for a consolidated list of references.

Abigail Fontaine

Assistant Project Manager / Administration / Tester

Years of IT Experience: 6

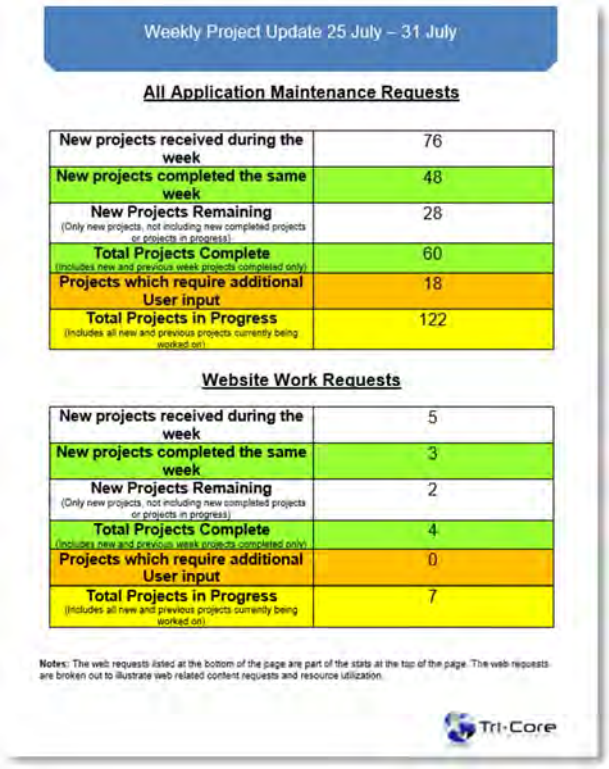
Education: Southeastern Louisiana University B.S. Communication Sciences and Disorders 2014

Technical Skills: Windows XP 7 / 8 / 8.1 / 10, Mac OS X, Internet Explorer 9 / 10 / 11, Mozilla Firefox, Google Chrome, Visual Studio 2013 / 2015

Software: Microsoft Office 2007 / 2008 / 2010 / 2011 / 2013 / 2016, Adobe Acrobat Pro, CS6

Biography

Abigail Fontaine is an assistant project manager at Tri-Core, with experience in web development. This entails a variety of reporting, tracking, and documentation tasks. She demonstrates excellent planning for her projects, as well as reliability, which ensures that she always follows through and keeps ahead of schedule. With great initiative and enthusiasm, she asks the right questions and is receptive and quick to respond to feedback. In all of her tasks, Mrs. Fontaine is efficient and highly organized, handling all projects conscientiously from start to finish.



Weekly Project Update 25 July – 31 July

All Application Maintenance Requests

New projects received during the week	76
New projects completed the same week	48
New Projects Remaining (Only new projects, not including new completed projects or projects in progress)	28
Total Projects Complete (Includes new and previous week projects completed only)	60
Projects which require additional User input	18
Total Projects in Progress (Includes all new and previous projects currently being worked on)	122

Website Work Requests

New projects received during the week	5
New projects completed the same week	3
New Projects Remaining (Only new projects, not including new completed projects or projects in progress)	2
Total Projects Complete (Includes new and previous week projects completed only)	4
Projects which require additional User input	0
Total Projects in Progress (Includes all new and previous projects currently being worked on)	7

Notes: The web requests listed at the bottom of the page are part of the stats at the top of the page. The web requests are broken out to illustrate web related content requests and resource utilization.

Tri-Core

Her recent responsibilities include user support, desktop computer troubleshooting and support. She has also configured TSR data backups, edited HTML content, and performed QA work for applications at the Louisiana Department of Insurance. As an assistant

project manager, she produces weekly project reports, and assists with many other project management duties. She is diligent in process validation, ensuring that the periodic reports that she produces on a weekly basis are constantly accurate as well as constantly improving.

She excels in third party communication, making sure all aspects of a project are up to standard. She is experienced in resource tracking which includes ensuring all personnel are accurately recording their time, on track with what they are working on, and on point with their assigned task, which entails using their time and resources effectively. As a way to implement these skills, she audits timesheets on a daily basis to ensure accuracy.

2	Month Start:	7/1/2016																				
3	Date	Work Order #1	Hours	Work Order #2	Hours	Work Order #3	Hours	Work Order #4	Hours	Work Order #5	Hours	Work Order #6	Hours	Work Order #7	Hours	Work Order #8	Hours	Work Order #9	Hours	Work Order #10	Hours	Total
14	Mon 7/11/2016	Project Meeting	0.50	RMA QA	1.50	13517	0.50	13513	0.25	NAIC Financial Prep	0.50											3.25
15	Tue 7/12/2016	13542/13516	0.50	13544	2.75	13534	0.25	13537	0.25	13531	0.25	13536	0.25	13545	0.25	13551	0.25	13553	0.25	13550	0.25	5.25
16	Wed 7/13/2016	OS-12756	0.50	OS12758	3.75	OS-12757	0.50	OS-13569	0.25	OS-13539	0.25	OS-13554	0.25	OS-13564	0.25	OS-13552	0.25	OS-13576	0.25	OS-13578	0.50	6.75
17	Thu 7/14/2016	OS-Project Meeting	1.25	13585	0.25	13578	0.25	13586	0.25	13572	0.50	13587	0.75	13607	0.25	Creation of new objects and test data for	3.25					6.75
18	Fri 7/15/2016	13621	0.25	13617	0.50	13614	0.75	13612	0.25	13615	0.25	13624	3.75									5.75
19	Sat 7/16/2016	OS-13624	4.00																			4.00
20	Sun 7/17/2016																					
21	Mon 7/18/2016	13642	0.25	13645	0.25	13640	0.50	13544	2.25	13647	0.25	13649	0.25	13619/13650	0.25							4.00
22	Tue 7/19/2016	13667	0.25	13661	1.00	13646	1.00	13668	0.25	13657/13652	0.50	Missing Appointment	1.00	13672	0.50	13688	1.50	13684	0.25	13692	0.25	6.50
23	Wed 7/20/2016																					
24	Thu 7/21/2016	13734	0.50	13742/13702	0.25	13726	0.25	13750	0.25	13752/13715	0.50	13732	0.25	13729/13715	0.50	13730	0.50	13708	0.25	13749	0.50	3.75
25	Fri 7/22/2016	1076 Review	0.75	Maintenance Sync Meeting	1.00	Arts QA	0.25	Teammate QA	0.25	13747	1.00	Complaint Report for Jim	0.50									3.75

Mrs. Fontaine works diligently at testing system functionality and is a key player in confirming that the product created works exactly as designed. She is able to effectively find problems and communicate to the programmers what needs to be fixed in order to make the final product as operative as possible.

Please see page 55 for a consolidated list of references.

Cost Proposal

Per instructions within the RFP, the cost proposal has not been included within the technical proposal.

Tri-Core and the Small Business Entrepreneurship Programs

Hudson Initiative

As a company started and operating in Louisiana, Tri-Core is pleased to be a part of the Louisiana Department of Economic Development's Small Business Entrepreneurship program, SBE – Hudson Initiative.

Veteran Owned

Tri-Core is also proud to be a majority Veteran-Owned company. As such, we are certified by the Small Business program as a Veteran-Owned company.

See the following pages for our certification certificate for both the Hudson Initiative and the Veteran-Owned programs.


LED
LOUISIANA ECONOMIC DEVELOPMENT
DIVISION OF SMALL BUSINESS SERVICES
This certification acknowledges that
Tri-Core Technologies LLC
is certified-active as a Small Entrepreneurship with
Louisiana Economic Development for Historically Underutilized
This certification is valid from 2/21/2017 to 2/21/2018.
Certification No. 4761
Irma W. Matthews, II
Executive Director, Entrepreneurial Services

LOUISIANA ECONOMIC DEVELOPMENT

DIVISION OF SMALL BUSINESS SERVICES

This certificate acknowledges that

Tri-Core Technologies LLC

is Certified-Active as a Small Enterprise with
Louisiana Economic Development Veteran Initiative.

This certificate is valid from 2/21/2017 to 2/21/2018.

Certificate No. 4761

John W. Matthews, Jr.
Executive Director, Enterprise Initial Services

ATTACHMENT I: CERTIFICATION STATEMENT

The undersigned hereby acknowledges she/he has read and understands all requirements and specifications of the Request for Proposals (RFP), including attachments.

OFFICIAL CONTACT. The State requests that the Proposer designate one person to receive all documents and the method in which the documents are best delivered. The Proposer should identify the Contact name and fill in the information below: (Print Clearly)

A. Official Contact Name: Huy Ta

B. E-mail Address: Contact@tri-core.net

C. Facsimile Number with area code: (225) 612-4538

D. US Mail Address: P.O. Box 82704, Baton Rouge, LA 70884

Proposer shall certify that the above information is true and shall grant permission to the State or Agencies to contact the above named person or otherwise verify the information provided.

By its submission of this proposal and authorized signature below, Proposer shall certify that:

1. The information contained in its response to this RFP is accurate;
2. Proposer shall comply with each of the mandatory requirements listed in the RFP and will meet or exceed the functional and technical requirements specified therein;
3. Proposer shall accept the procedures, evaluation criteria, mandatory contract terms and conditions, and all other administrative requirements set forth in this RFP.
4. Proposer's quote shall be valid for at least 90 calendar days from the date of proposal's signature below;
5. Proposer understands that if selected as the successful Proposer, he/she will have seven (7) business days from the date of delivery of final contract in which to complete contract negotiations, if any, and execute the final contract document.
6. Proposer shall certify, by signing and submitting a proposal for $25,000 or more, that their company, any subcontractors, or principals are not suspended or debarred by the General Services Administration (GSA) in accordance with the requirements in OMB Circular A-133. (A list of parties who have been suspended or disbarred can be viewed via the internet at https://sam.gov .)

Signature of Proposer or
Authorized Representative: _____

Typed or Printed Name: Huy Ta
Date March 17, 2017
Title: Chief Operating Officer
Company Name: Tri-Core Technologies LLC
Address: 10203 Winterhue Drive
City: Baton Rouge State: LA Zip: 70810

Letter of Understanding

Staff Augmentation for Departmental Application Systems

March 14, 2017

Letter of Understanding

Tri-Core Technologies LLC
10203 Winterhue Drive
Baton Rouge, LA 70810

It is understood that Tri-Core Technologies LLC staff, and subcontractors have no intellectual property rights including the right to resell any portion of the underlying source code, programs, web pages, or any documentation that is developed for the State of Louisiana and the Louisiana Department of Insurance if Tri-Core Technologies LLC's proposal is awarded the contract for the Louisiana Department of Insurance's Staff Augmentation for Departmental Application Systems Request for Proposals.

We have read the Louisiana Department of Insurance's Software Development Standards and will require our staff and any subcontractors to abide by the Standards as promulgated by the Louisiana Department of Insurance in the development of the project.

This letter of understanding covers the Staff Augmentation for Departmental Application Systems for the Louisiana Department of Insurance and cannot be assumed or determined to cover any current or subsequent project that Tri-Core Technologies LLC may bid upon with the State of Louisiana and the Louisiana Department of Insurance.

_____
Huy Ta
Chief Operating Officer
March 14, 2017

Administration

The following section contains all contract governance information:

- Contact Information
- Proposal Validation Time
- LDI Policies and Procedures
- LDI Resource Estimate
- LDI Quality Assurance
- Subcontractor Information
- Invoicing and Timesheets
- Software Development Standards
- State of Louisiana Veteran and Hudson Initiatives
- Tools and Technologies to be Utilized
- Statement of Compliance

Contact Information

For all aspects of this contract, the following contact information should be utilized:

Address:

Tri-Core Technologies, LLC
10203 Winterhue Drive
Baton Rouge, LA 70810

Phone: (225) 284-6824

Fax: (225) 612-4538

Email: contact@tri-core.net

During the contract period, as part of our effort to provide the highest level of service, Tri-Core will also provide contact information for all team members who work on the project.

Proposal Validation Time

This proposal is valid for 90 days from submittal.

LDI Policies and Procedures

Tri-Core personnel are aware, understand and will fully comply with all of the LDI's policies and procedures.

LDI Resource Estimate

Tri-Core will not require any additional resources outside of the resources to be provided by the LDI within the Statement of Work.

LDI Quality Assurance

Tri-Core will follow the Quality Assurance plan as outlined by the LDI. In addition to the periodic reviews, Tri-Core will submit written Quality Assurance statements. Further, all changes and updates will be communicated immediately to the LDI Project Manager or his/her designee. All changes or anticipated changes will be indicated on the Quality Assurance statement.

Subcontractor Information

No subcontractors will be used by Tri-Core on this project.

Invoicing and Time Sheets

In accordance with the RFP requirements, Tri-Core will submit invoices at the end of each month with timesheets and any other required support documentation.

Software Development Standards

Tri-Core will follow and adhere to all of the standards, procedures and expectations set forth within the LDI Software Development Standards.

Tri-Core also understands and accepts that *ALL* work performed and work product created is the sole property of the Louisiana Department of Insurance without exception.

State of Louisiana Veteran and Hudson Initiatives

Tri-Core is both a Hudson and Veteran Small Business Initiative participant.

Tools and Technologies to be Utilized

For work performed, Tri-Core will use the LDI approved tools and technologies as defined in the Software Development Standards.

Statement of Compliance

After careful examination and review, Tri-Core understands and will fully comply with the requirements, terms and conditions required by this RFP. Further, we propose no changes or revisions.

Appendix A

Example Project Documentation

Per the RFP, within this appendix is an example project plan for a project lasting between three and thirty-six months. The project is the LDI Tax System update which we are currently executing at the LDI. Please note: these are just some of the products we use to manage projects.

Attached are the following:

A Gantt chart with Work Breakdown structure, a day-to-day execution calendar which we use to plan in detail the work to be accomplished, phase descriptions with expectations, time, and staff listed, and a risk mitigation plan with some of the risks identified.

Project Phases, Project Plan and Execution Schedule

Project Phases

Our project plan and execution of the project will follow the specified phases as described in the RFP. To give further clarity to our approach, each phase is outlined on the following pages with pertinent information including:

- Proposed dates for the phase
- Defined objectives for the phase
- Deliverables for the phase
- Resources to be utilized and in what capacity
- Notes appropriate for the phase

Due to the nature and timeframe for this project, work on items for the subsequent phases will occur as soon as possible. As a result, dates on the phases will be moved. Stakeholders and LDI management will be kept abreast of all proposed changes and will approve prior to the changes being made.

Please note: All phases will be treated as separate smaller projects with their own requirements and deliverables as indicated in the RFP.

In order to effectively execute this project, the development of the different components of the system will occur in tandem based on the phase of the project. The development will be conducted as a set of related but separate smaller projects by our development team. Below is an overview of the order:

- Initial development
    - Core Tax System rewrite for inclusion in RMS
- Secondary development (internal system modules and forms)
    - 1061
    - 1068e (CAPCO Credits transfer form)
    - 1071
    - 1265
    - 1265b
    - 6016.1 (New Markets Credits transfer form)
    - Audit Finding
    - Fraud Assessment
    - LIR Assessment
    - HIPAA Assessment
    - Fraternal Society Fee
    - Surplus Lines Insurer Fee

  - New Markets Tax Credit Investment Form

- Tertiary development (IA Portal modules and forms)

  - Producer Tax Filing (1265)
  - Premium Yearly/Quarterly Tax Filings (1061/1071)
  - HIPAA Assessments
  - 1076 Tax Form

The project phase descriptions and project plan Gantt chart will illustrate this in detail.

Phase 1 – Project Definition and Planning

Phase Begins: September 9, 2016

Phase Ends: November 11, 2016

Defined objectives of this phase include:

- Define, refine, document, review, and finalize all business objectives and needs
- Define, refine, document, review, and finalize all expected goals
- Define, refine, document, and review all organizational operations for areas affected by the project
- Define, refine, document, and review all organizational processes for areas affected by the project
- Conduct a preliminary review of all systems
    - Specific emphasis on how the data and funds within the current systems are used, stored and related
- Conduct interviews with key users and divisions affected by the project
- Consolidate all project requirements based on existing system documentation and code review
- Establish problem and change tracking system for the project

Implied objectives of this phase include:

- Key users and management need to have a clear vision and understanding of the Re-Engineered Tax System project
- Everyone involved must have a shared vision, common scope, and a common set of project goals
- Start looking for efficiencies which can be implemented within the updated system

Key deliverables to be completed:

- Written summaries of interviews, meetings and working huddles – with signoffs and verification by LDI staff
- The project scope document – accepted and signed off by key staff
- Project requirements document – accepted and signed off by key staff
- Business rules to be followed – accepted and signed off by key staff
- Updated project plan
- Updated project execution calendar
- Weekly status reports

Resources to be utilized and expected function:

- Anthony Pounders – Manage project and scope development
- Huy Ta – Assist with analysis and project scope development
- Kevin Porche – Assist with analysis and project scope development
- John Vernon – Assist with analysis and project scope development
- Leo Davis – Assist with analysis and project scope development
- Hoang Nguyen – Assist with analysis and project scope development
- Elizabeth Kramm – Assist with analysis and project scope development
- Larry Cobb – Assist with analysis and project scope development
- Aaron Dupont – Assist with analysis and document preparation
- Justin Gutermuth – Assist with analysis and document preparation
- Sarah Smith – Assist with analysis and document preparation
- Wendi Pounders – Assist with document preparation and administrative tasks
- Abigail Fontaine – Assist with project management and administrative tasks
- William Tripoli – Assist with analysis and document preparation

Notes for phase:

- The start and end dates for the phase are tentative and will be determined by the actual start of the project

- All documents must be accepted and signed off on before moving to the next phase of the project

Phase 2 – Security and Database Paradigm

Phase Begins: October 18, 2016

Phase Ends: December 5, 2016

Defined objectives of this phase include:

- Develop new security model for the updated systems
- Validate and test new security model with LDI staff and IT
- Develop all required databases and associated tables to be used in the project
- Develop encryption mechanism or adopt LDI-approved encryption mechanism for all stored data – if required
- Develop required API standards to be used by current and future enhancements to the updated systems

Implied objectives of this phase include:

- Cursory load testing of both the new login and security models
- Verification of login and security models and data storage by the LDI Information Security Officer

Key deliverables to be completed:

- Documented and approved enhanced login process – accepted and signed off by key staff
- Documented and approved security paradigm - accepted and signed off by key staff
- Documented methods for current and future Re-Engineered Tax System

- All database schemas and table layouts used in the Re-Engineered Tax System
- All source code
- Weekly status reports

Resources to be utilized and expected function:

- Anthony Pounders – Manage project and development
- Huy Ta – Assist with analysis and database and security development
- Kevin Porche – Analysis and database and security development
- John Vernon – Assist with analysis and database and security development
- Leo Davis – Assist with analysis and database and security development
- Hoang Nguyen – Assist with analysis and database and security development
- Elizabeth Kramm – Assist with analysis and database and security development
- Larry Cobb – Assist with analysis and database and security development
- Aaron Dupont – Assist with analysis and document preparation
- Justin Gutermuth – Assist with analysis and document preparation
- Sarah Smith – Assist with analysis and document preparation
- Wendi Pounders – Assist with document preparation and administrative tasks
- Abigail Fontaine – Assist with project management and administrative tasks
- William Tripoli – Assist with document preparation and administrative tasks

Notes for phase:

- The start and end dates for the phase are tentative and will be determined by the results of the analysis and completion of the previous phase

- Proposed login mechanism and security model must be accepted and signed off on before moving to the next phase of the project

Phase 3 – Beta Testing and Initial Help Manual

Phase Begins: November 28, 2016

Phase Ends: April 3, 2017

Defined objectives of this phase include:

- Develop and deploy to testing servers initial builds of the Re-Engineered Tax System for the LDI IT staff and key staff of divisions to begin testing
- Conduct testing, according to approved test plan and publish results
- Conduct load and capacity testing and publish results
- Develop initial version of online manual, tutorials and graphics

Key deliverables to be completed:

- First beta (Alpha version) version of the Re-Engineered Tax System available for testing by LDI IT and key users of divisions
    - The backend functionality of both Re-Engineered Tax System and updates to RMS will be developed during this phase
- Updated interface for new systems
- Test plans – accepted and signed off by key staff
- Test plan results, including load and capacity testing results
- Initial online help manual
- Initial online tutorials and all graphics

- Weekly status reports

Resources to be utilized and expected function:

- Anthony Pounders – Manage project and development
- Huy Ta – Development
- Kevin Porche – Development
- John Vernon – Development
- Leo Davis – Development
- Hoang Nguyen – Development
- Elizabeth Kramm – Assist with development and testing
- Larry Cobb – Assist with development and testing
- Aaron Dupont – Assist with development and testing
- Justin Gutermuth – Document preparation and testing
- Sarah Smith – Development, testing and administrative functions
- Wendi Pounders – Development, testing and administrative functions
- Abigail Fontaine – Assist with project management and administrative tasks
- William Tripoli – Testing and administrative functions

Notes for phase:

- The start and end dates for the phase are tentative and will be determined by the results of the analysis and completion of the previous phase

Phase 4 – Module specific Beta Testing

Phase Begins: April 3, 2017

Phase Ends: June 30, 2017

Defined objectives of this phase include:

- Develop and deploy to testing servers initial builds of the Re-Engineered Tax System for the LDI IT staff and key staff of divisions to begin testing
- Conduct testing, according to approved updated test plan and publish results
- Conduct load and capacity testing on Re-Engineered Tax System and publish results
- Continue updating online manual, tutorials and graphics

Implied objectives of this phase include:

- Verification of all current functionality newly developed modules

Key deliverables to be completed:

- Beta version of Re-Engineered Tax System available for testing by the LDI IT and key users of divisions.
- The following modules will be developed in tandem and treated as separate sub-projects:

- 1061
- 1068e (CAPCO Credits transfer form)
- 1071
- 1265
- 1265b
- 6016.1 (New Markets Credits transfer form)
- Audit Finding
- Fraud Assessment
- LIR Assessment
- HIPAA Assessment
- Fraternal Society Fee
- Surplus Lines Insurer Fee
- New Markets Tax Credit Investment Form
- IA Module - Producer Tax Filing (1265)
- IA Module - Premium Yearly/Quarterly Tax Filings (1061/1071)
- IA Module - HIPAA Assessments
- IA Module - 1076 Tax Form

- Updated test plans to include modules to be used in the Re-Engineered Tax System – accepted and signed off by key staff
- Updated test plan results, including load and capacity testing results
- Updated online help manual
- Update online tutorials and all graphics
- Weekly status reports

Resources to be utilized and expected function:

- Anthony Pounders – Manage project and development
- Huy Ta – Development

- Kevin Porche – Development
- John Vernon – Development
- Leo Davis – Development
- Hoang Nguyen – Development
- Elizabeth Kramm – Assist with development and testing
- Larry Cobb – Assist with development and testing
- Aaron Dupont – Assist with development and testing
- Justin Gutermuth –Document preparation and testing
- Sarah Smith – Development, testing and administrative functions
- Wendi Pounders – Development, testing and administrative functions
- Abigail Fontaine – Assist with project management and administrative tasks
- William Tripoli – Testing and administrative functions

Phase 5 – Production Application

Phase Begins: June 30, 2017

Phase Ends: August 28, 2017

Defined objectives of this phase include:

- Final development and ready for deployment of the Tax System with the LDI IT staff and key staff of divisions testing
- Finalize all deployment plans and actions necessary by users to deploy system
- Finish all updates requested by users and bug fixes identified during testing
- Complete all documentation
- Deliver final version of all source code, database tables, and schemas to LDI IT
- Complete all online help, tutorials, and graphics for Re-Engineered Tax System
- Develop training manuals and handouts

Implied objectives of this phase include:

- Work closely with the LDI IT and divisions to develop training materials

Key deliverables to be completed:

- Final version of all source code
- Deploy new system upon approval by LDI management
- All documentation for source code
- Final version of online help manual
- Final version of online tutorial and graphics
- Training manual and associated handouts
- Weekly status reports

Resources to be utilized and expected function:

- Anthony Pounders – Manage project and development
- Huy Ta – Development
- Kevin Porche – Development
- John Vernon – Development
- Leo Davis – Development
- Hoang Nguyen – Development
- Elizabeth Kramm – Assist with development and testing
- Larry Cobb – Assist with development and testing
- Aaron Dupont – Assist with development and testing
- Justin Gutermuth – Document preparation and testing
- Sarah Smith – Development, testing and administrative functions
- Wendi Pounders – Development, testing and administrative functions
- Abigail Fontaine – Assist with project management and administrative tasks
- William Tripoli – Testing and administrative functions

Phase 6 – Training – Operations Phase

Phase Begins: August 28, 2017

Phase Ends: September 8, 2017

Defined objectives of this phase include:

- User training
- Knowledge transfer to LDI personnel

Implied objectives of this phase include:

- ALL users are trained on how to use, and have a thorough understanding of the Re-Engineered Tax System

Key deliverables to be completed:

- Training signoff sheets of who attended training
- Weekly status updates

Resources to be utilized and expected function:

- Anthony Pounders – Manage project and training
- Huy Ta – Assist with training

- Kevin Porche – Assist with training
- John Vernon – Assist with training
- Leo Davis – Assist with training
- Hoang Nguyen – Training
- Elizabeth Kramm – Assist with training
- Larry Cobb – Training
- Aaron Dupont – Assist with training
- Justin Gutermuth – Training
- Sarah Smith – Administrative functions

- Wendi Pounders – Administrative functions
- Abigail Fontaine – Assist with project management and administrative tasks
- William Tripoli – Training and administrative functions

Notes for phase:

As mentioned earlier in the Statement of Work, we will be training the LDI IT staff and divisions on the functionality of Re-Engineered Tax System throughout the development cycle, in addition to this formal training phase.

Project Gantt Chart

Within this section is our proposed work plan in the form of a Gantt chart for completing this project. The Gantt chart includes all key steps, by phase, which will be performed during development of the Re-Engineered Tax System project.

Due to the nature of the hybrid development model we use, which enables rapid development cycles, the individual development cycles will not be depicted within the Gantt chart. However, the Gantt charts do describe the major steps for each phase.

Due to the nature of the phases, a natural critical path exists.

Note: all dates within the Gantt chart are tentative and will be solidified once the project begins.

Re-Engineering of the Tax System

ID	Task Name	Start	Finish
1	Re-Engineering of the Tax System	Fri 9/9/16	Fri 9/8/17
2	Weekly project huddles and written status reports on project status submitted to LDI Management	Fri 9/9/16	Fri 9/8/17
3	Ensure all project notes are stored within OneNote database	Fri 9/9/16	Fri 9/8/17
4	Conduct monthly project Quality Assurance reviews	Fri 9/9/16	Fri 9/8/17
5	**Phase 1 - Project Definition and Planning**	**Fri 9/9/16**	**Mon 11/7/16**
6	Define all business objectives and requirements	Fri 9/9/16	Mon 11/7/16
7	Define all expected goals	Fri 9/9/16	Mon 11/7/16
8	Define all divisions and operations affected by the project	Fri 9/9/16	Mon 11/7/16
9	Interview all divisions affected by the project	Fri 9/9/16	Mon 11/7/16
10	Extract all requirements for each division from users	Fri 9/9/16	Mon 11/7/16
11	Conduct review of all requirements and documentation with users and IT - gain acceptance	Fri 9/9/16	Mon 11/7/16
12	Define all data transfers internally and with external organizations (ex: NAIC)	Fri 9/9/16	Mon 11/7/16
13	Implement a change control process and signoff sheets	Fri 9/9/16	Mon 11/7/16
14	Implement a problem and change tracking mechanism	Fri 9/9/16	Mon 11/7/16
15	Review all information collected	Fri 9/9/16	Mon 11/7/16
16	Create, review and gain acceptance for project scope document	Fri 9/9/16	Mon 11/7/16
17	Create, review and gain acceptance for project requirements document	Fri 9/9/16	Mon 11/7/16
18	Create, review and gain acceptance for all business rules	Fri 9/9/16	Mon 11/7/16
19	Set up all servers to be used for development, testing and staging	Fri 9/9/16	Mon 11/7/16
20	Update internal design documentation	Fri 9/9/16	Mon 11/7/16
21	Update GANTT chart and project calendar	Fri 9/9/16	Mon 11/7/16
22	Gain acceptance on all plans and documentation before moving to the next phase	Fri 9/9/16	Mon 11/7/16
23	**Phase 2 - Security and Database Paradigm**	**Mon 10/17/16**	**Mon 12/5/16**
24	Work with users and LDI IT to develop updated login process	Mon 10/17/16	Mon 12/5/16
25	Work with users and LDI IT to develop updated security paradigm	Mon 10/17/16	Mon 12/5/16
26	Work with users and LDI IT to develop and define roles for the Re-Engineered Tax System	Mon 10/17/16	Mon 12/5/16
27	Document all security groups to be used internally with system in conjunction with login process	Mon 10/17/16	Mon 12/5/16
28	Work with the LDI Information Security Officer on project specific concerns	Mon 10/17/16	Mon 12/5/16
29	Work with the LDI Information Security Officer and network team to secure all DMZ data traffic	Mon 10/17/16	Mon 12/5/16
30	Create all databases and tables to be used with the Re-Engineered Tax System	Mon 10/17/16	Mon 12/5/16
31	Create documentation for API connections	Mon 10/17/16	Mon 12/5/16

Page 1 Fri 8/12/16

Re-Engineering of the Tax System

ID	Task Name	Start	Finish
32	Begin creation of test plans with users	Mon 10/17/16	Mon 12/5/16
33	Begin creation of test plans for capacity and load testing with users	Mon 10/17/16	Mon 12/5/16
34	Update internal design documentation	Mon 10/17/16	Mon 12/5/16
35	Update GANTT chart and project calendar	Mon 10/17/16	Mon 12/5/16
36	Publish all database schemas and source code developed during this phase	Mon 10/17/16	Mon 12/5/16
37	Gain acceptance on all plans and documentation before moving to the next phase	Mon 10/17/16	Mon 12/5/16
38	**Phase 3 - Beta Test and Initial Help Manual**	**Mon 11/28/16**	**Mon 4/3/17**
39	Begin development of the Re-Engineered Tax System	Mon 11/28/16	Mon 4/3/17
40	Re-Engineered Tax System backend	Mon 11/28/16	Mon 4/3/17
41	Begin Tax System integration with RMS	Mon 11/28/16	Mon 4/3/17
42	Enhanced user interface for the Re-Engineered Tax System	Mon 11/28/16	Mon 4/3/17
43	Update all system test plans with users and gain approval for plans	Mon 11/28/16	Mon 4/3/17
44	Update all capacity and load test plans with users and gain approval for plans	Mon 11/28/16	Mon 4/3/17
45	Begin development of help manual and online help systems	Mon 11/28/16	Mon 4/3/17
46	Deploy test system to users and LDI IT to begin testing	Mon 11/28/16	Mon 4/3/17
47	Conduct initial testing, with test plans, in conjunction with users and LDI IT	Mon 11/28/16	Mon 4/3/17
48	Conduct testing for mobile browser compatibility	Mon 11/28/16	Mon 4/3/17
49	Publish all test plan results	Mon 11/28/16	Mon 4/3/17
50	Publish all capacity and load testing results	Mon 11/28/16	Mon 4/3/17
51	Review problem tracking log with users and LDI IT prioritizing fixes and changes	Mon 11/28/16	Mon 4/3/17
52	Update the internal design documentation	Mon 11/28/16	Mon 4/3/17
53	Update the GANTT chart and project calendar	Mon 11/28/16	Mon 4/3/17
54	Gain acceptance on all documentation, system progress, and test results before moving to next phase	Mon 11/28/16	Mon 4/3/17
55	**Phase 4 - Module Specific Beta Testing**	**Mon 4/3/17**	**Fri 6/30/17**
56	Continue development of the Re-Engineered Tax System	Mon 4/3/17	Fri 6/30/17
57	**Development focus on individual forms and functionality**	**Mon 4/3/17**	**Fri 6/30/17**
58	Internal Tax System form 1061	Mon 4/3/17	Fri 6/30/17
59	Internal Tax System form 1068e	Mon 4/3/17	Fri 6/30/17
60	Internal Tax System form 1071	Mon 4/3/17	Fri 6/30/17
61	Internal Tax System form 1265	Mon 4/3/17	Fri 6/30/17
62	Internal Tax System Form 1265b	Mon 4/3/17	Fri 6/30/17

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Fri 8/12/16

Re-Engineering of the Tax System

ID	Task Name	Start	Finish
63	Internal Tax System form 6016.1	Mon 4/3/17	Fri 6/30/17
64	Audit Findings	Mon 4/3/17	Fri 6/30/17
65	Fraud Assessment	Mon 4/3/17	Fri 6/30/17
66	LIR Assessment	Mon 4/3/17	Fri 6/30/17
67	HIPAA Assessment	Mon 4/3/17	Fri 6/30/17
68	Fraternal Society Fee	Mon 4/3/17	Fri 6/30/17
69	Surplus Lines Insurer Fee	Mon 4/3/17	Fri 6/30/17
70	New Markets Tax Credit Investment Form	Mon 4/3/17	Fri 6/30/17
71	IA Module: 1265	Mon 4/3/17	Fri 6/30/17
72	IA Module: Premium Yearly/Quarterly Tax Filing (1061/1071)	Mon 4/3/17	Fri 6/30/17
73	IA Module: HIPAA Assessments	Mon 4/3/17	Fri 6/30/17
74	IA Module: 1076 Tax Form	Mon 4/3/17	Fri 6/30/17
75	RMS enhancements	Mon 4/3/17	Fri 6/30/17
76	Update all system test plans with users and gain approval for plans	Mon 4/3/17	Fri 6/30/17
77	Update all capacity and load test plans with users and gain approval for plans	Mon 4/3/17	Fri 6/30/17
78	Continue development of help manual and online help systems	Mon 4/3/17	Fri 6/30/17
79	Deploy updated test system to users and LDI IT to begin testing	Mon 4/3/17	Fri 6/30/17
80	Conduct testing, with test plans, in conjunction with users and LDI IT	Mon 4/3/17	Fri 6/30/17
81	Publish all test plan results	Mon 4/3/17	Fri 6/30/17
82	Publish all capacity and load testing results	Mon 4/3/17	Fri 6/30/17
83	Review problem tracking log with users and LDI IT prioritizing fixes and changes	Mon 4/3/17	Fri 6/30/17
84	Update the internal design documentation	Mon 4/3/17	Fri 6/30/17
85	Update the GANTT chart and project calendar	Mon 4/3/17	Fri 6/30/17
86	Gain acceptance on all documentation, system progress, and test results before moving to next phase	Mon 4/3/17	Fri 6/30/17
87	**Phase 5 - Production Application**	**Fri 6/30/17**	**Mon 8/28/17**
88	Complete development of the Re-Engineered Tax System	Fri 6/30/17	Mon 8/28/17
89	Update all system test plans with users and gain approval for plans	Fri 6/30/17	Mon 8/28/17
90	Update all capacity and load test plans with users and gain approval for plans	Fri 6/30/17	Mon 8/28/17
91	Finalize development of help manual and online help systems	Fri 6/30/17	Mon 8/28/17
92	Deploy updated test system to users and LDI IT to begin testing	Fri 6/30/17	Mon 8/28/17
93	Conduct testing, with test plans, in conjunction with users and LDI IT	Fri 6/30/17	Mon 8/28/17

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Fri 8/12/16

Re-Engineering of the Tax System

ID	Task Name	Start	Finish
94	Review problem tracking log with users and LDI IT, prioritizing fixes and changes	Fri 6/30/17	Mon 8/28/17
95	Publish all test plan results	Fri 6/30/17	Mon 8/28/17
96	Publish all capacity and load testing results	Fri 6/30/17	Mon 8/28/17
97	Update the internal design documentation	Fri 6/30/17	Mon 8/28/17
98	Update the GANTT chart and project calendar	Fri 6/30/17	Mon 8/28/17
99	Publish all final source code to dedicated location	Fri 6/30/17	Mon 8/28/17
100	Publish all final documentation	Fri 6/30/17	Mon 8/28/17
101	Publish final help manual, online help, training scripts and graphics	Fri 6/30/17	Mon 8/28/17
102	Complete training manual and training handouts	Fri 6/30/17	Mon 8/28/17
103	Move completed system ready for deployment to staging server to be moved into production	Fri 6/30/17	Mon 8/28/17
104	Upon approval, move completed system into production	Fri 6/30/17	Mon 8/28/17
105	**Phase 6 - Training of LDI Staff**	**Mon 8/7/17**	**Fri 9/8/17**
106	Train LDI staff on how to use system	Mon 8/7/17	Fri 9/8/17
107	Deliver training, signed training rosters and all training materials used	Mon 8/7/17	Fri 9/8/17

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Fri 8/12/16

Execution Schedule

How a project is managed, no matter how detailed or solid the original plan, will ultimately determine the final outcome. Equipped with our meticulous plan and proven management philosophy, we will effectively control the inevitable scope changes, requirement modifications and unforeseen needs which are uncovered later in a project, so that the project can achieve the original goals within budget and on time. With these concepts in mind, we understand that this project has several constraints which require both a rock solid plan and positive management to keep risk low and deliver all requested functionality. Some of the constraints include:

- There are 249 work days for the entire project
- This project involves creating a system with legacy data and process requirements
- The project will introduce an updated interface to the Tax System
- The project has to be placed into production all at once due to nature of the project, instead of a gradual phased-in approach

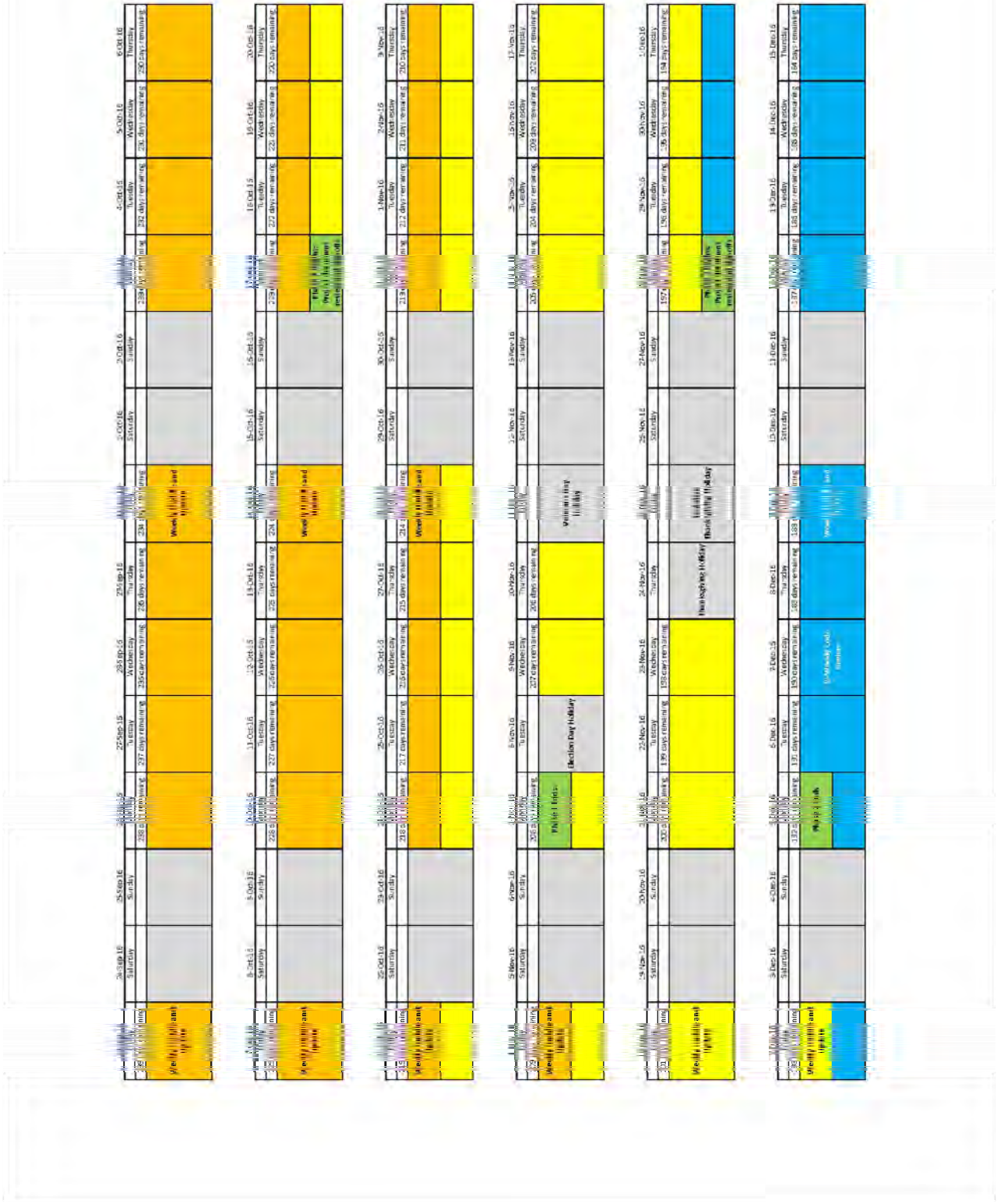
To reduce overall project risk and deliver a quality system, we have several mechanisms and processes to ensure success:

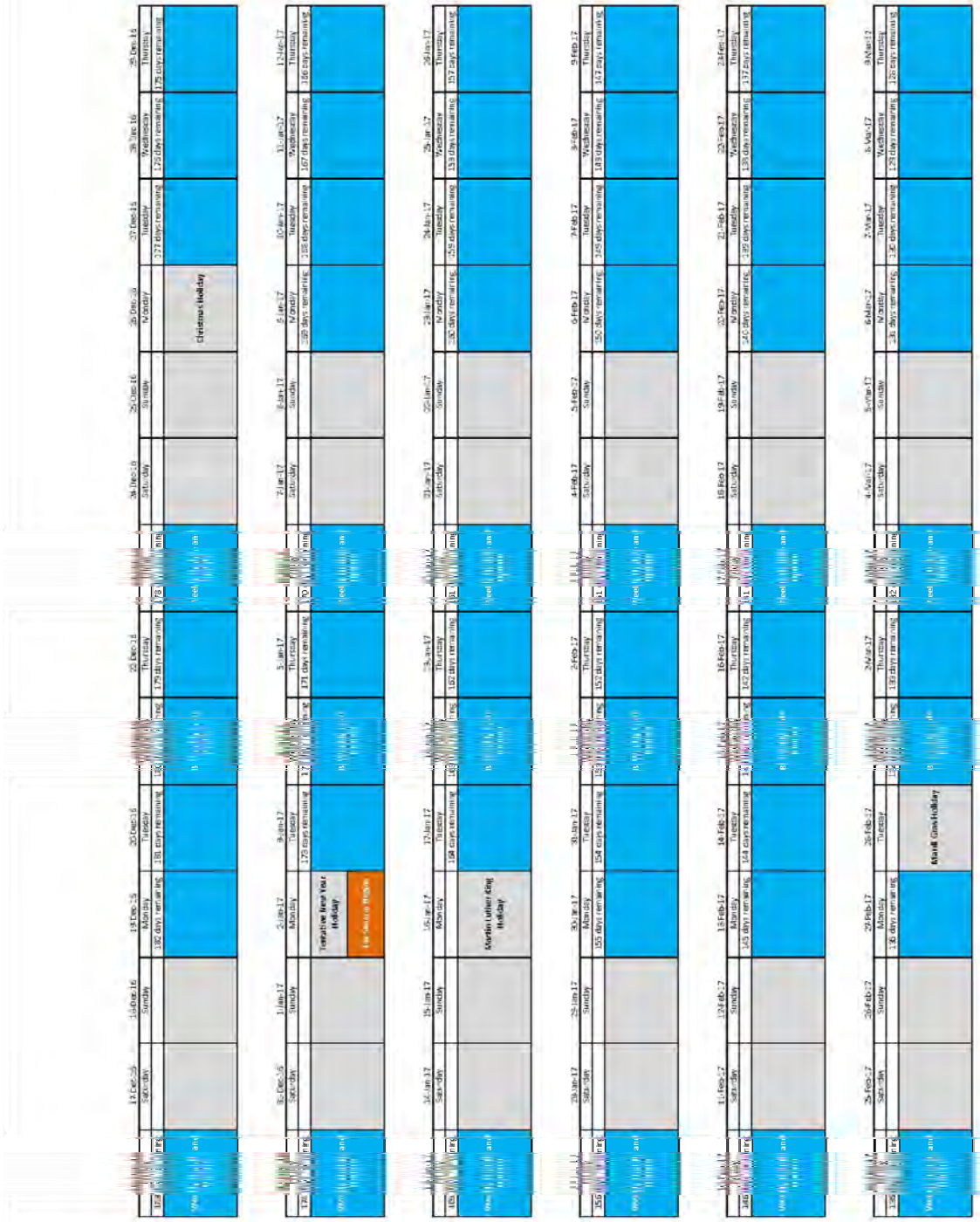
- A day-to-day calendar, in addition to the Gantt chart, with all phases detailed - The project calendar will be updated throughout the project
- The day-to-day calendar also has key dates for LDI embedded to allow a quick glance update for both project status and constraints
- We will perform the majority of work, including development, and administration onsite – This aids in knowledge transfer
- Monthly Quality Assurance reviews, with all key participants present, will be held – This is in addition to the periodic working huddles
- Each week will be punctuated with a review meeting, a calendar update and subsequent status report
- We will conduct thorough code reviews which address the specific issues brought to our attention by the LDI staff

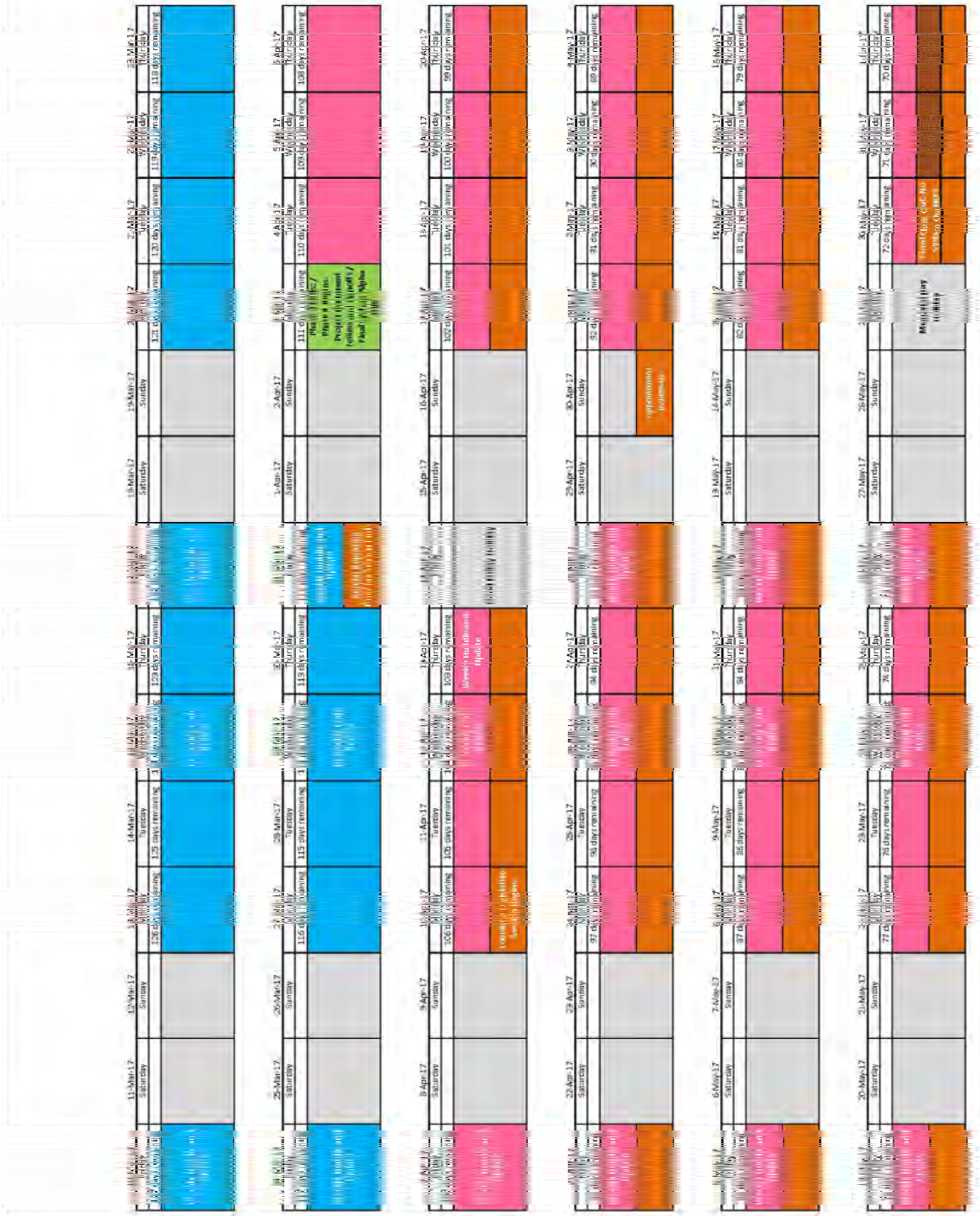
By following these processes and using control mechanisms, we are confident we will deliver the Re-Engineering of the Tax System project the LDI has envisioned.

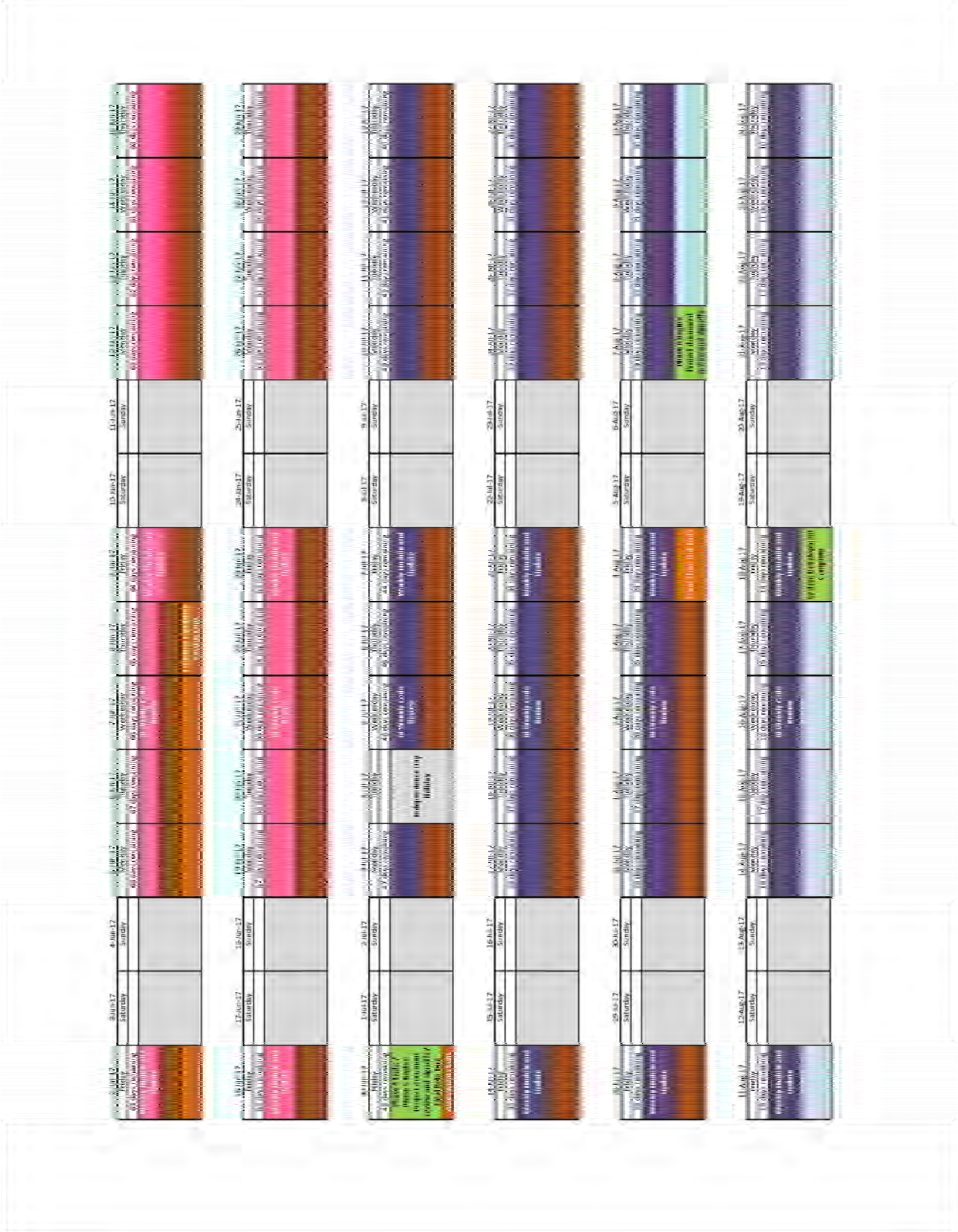
The day-to-day project calendar begins on the next page.

Re-Engineering of the Tax System Project Execution Calendar
Last Update: 2/24/2016
Color Legend:
Key Project Dates
Weekend / Holiday
Key Dept. Dates
Phase 1
Phase 2
Phase 3
Phase4
Phase5
Phase 6
Maintenance
Phase 1 Key Deliverables
Summaries of all interviews
All project notes
All meeting notes
Scope Document
Requirements Document
Analysis Documents
All Required Approvals
Document and Phase Sign-offs
Sign-off Register
Phase 2 Key Deliverables
Security Paradigm Approved
Database defined
Updated Scope Document
Database Schemas
All Database Scripts
All Required Approvals
Document and Phase Sign-offs
Phase 3 Key Deliverables
First Beta of RMS for Testing
Test Plans and Results
Load Testing
Initial Online Help Manual
System/Document Graphics
All Required Approvals
Document and Phase Sign-offs
Phase 4 Key Deliverables
Final Beta Modules of Tax System for Testing
Test Plans and Results
Load Testing
Online Help Manual
System/Document Graphics
All Required Approvals
Document and Phase Sign-offs
Phase 5 Key Deliverables
Production Ready Tax System
All Source Code
All Documentation
Final Online Help Manual
Final System/Document Graphics
Training Manual and Handouts
All Required Approvals
Document and Phase Sign-offs
Phase 6 Key Deliverables
Training Appropriate LDI Staff
Staff Sign-off Sheet
All documentation
All Required Approvals
Document and Phase Sign-offs
Notes:
Additional details will be added to the project as the project progresses.




Christmas Holiday
New Year's Day Holiday
Martin Luther King Holiday
Mardi Gras Holiday






25-Aug-17
Friday
3 days remaining
Weekly Huddle and Update
26-Aug-17
Saturday
27-Aug-17
Sunday
28-Aug-17
Monday
8 days remaining
Phase 5 Ends
29-Aug-17
Tuesday
7 days remaining
30-Aug-17
Wednesday
6 days remaining
Final Bi-Weekly Code Review
31-Aug-17
Thursday
5 days remaining
1-Sep-17
Friday
4 days remaining
Weekly Huddle and Update
2-Sep-17
Saturday
3-Sep-17
Sunday
4-Sep-17
Monday
Labor Day Holiday
5-Sep-17
Tuesday
3 days remaining
6-Sep-17
Wednesday
2 days remaining
7-Sep-17
Thursday
1 day remaining
8-Sep-17
Friday
0 days remaining
Phase 6 Ends. Project documentation review and signoff. Weekly Huddle and Update
9-Sep-17
Saturday
10-Sep-17
Sunday
11-Sep-17
Tuesday
Maintenance begins
12-Sep-17
Tuesday
13-Sep-17
Wednesday
14-Sep-17
Thursday
15-Sep-17
Friday
Weekend Project Review
16-Sep-17
Saturday
17-Sep-17
Sunday
18-Sep-17
Monday
19-Sep-17
Tuesday
20-Sep-17
Wednesday
21-Sep-17
Thursday

Risk Identification and Mitigation

Due to this project's unique set of requirements, large scope, and short timelines, an elevated level of risk is involved when compared to other system development projects. In order to lower the level of risk and eliminate any unnecessary hazards, we will use the following guidelines:

- Work very closely with users and LDI IT to identify problems as early as possible
- Add a section of the weekly report which identifies any potential issues or problems
- Develop alternatives to alleviate potential problems with users and LDI IT
- Test each of the possible solutions and work with the LDI staff to choose the most appropriate fix
- Implement agreed-upon measures to mitigate risk in a timely fashion

We have used similar strategies on numerous projects, all with great success; *ALL* maintained a LOW risk level throughout the development and deployment.

Initially Identified Risks

During the research and development of this proposal, we have identified numerous concerns and time periods within the project timeframe which could present potential risks to the project. We have created a plan to mitigate these risks and reduce the overall risk level. At this point, we have identified the following concerns:

- Numerous legislated tax changes that go into effect this coming tax season and must be implemented in both the existing Tax System and the new Tax System
- The tax season and yearly Fiscal closeout. During both of these time periods, each of which extend over a month or more, key stakeholders and users will have limited availability
- Creation of a new enterprise-level system: the Re-Engineered Tax System itself
- Deployment of system updates and new software or hardware
- Development of new processes for Revenue Services and Fiscal Divisions, as required by the project
- Integrating and balancing all of the funds and data transfers between the new Tax System, and the existing Fiscal system in RMS. These systems must be in sync prior to going into production

- Periodic audits by the State (while not a direct risk, the heightened state of concern over the State budget will undoubtedly lead to more audits of the LDI systems. Hence, an overall higher level of risk for project success)
- The upcoming legislative session next year. This is due to new legislated changes which may directly or indirectly effect the Re-Engineered Tax System development. Ie.. last minute changes which MUST be made
- Hurricane season – June through November each year (While not at direct risk, the LDI may have to devote additional resources to hurricane efforts in the event of a large storm. Examples: Katrina, Rita, Gustav)

As we work with the LDI and review the LDI business processes, further risks may be revealed. We will work with LDI management to expose and mitigate all potential risks, thus lowering the overall risk to the IT infrastructure, existing processes, and ongoing work within the LDI.

Risk Management Strategy

At Tri-Core, we work diligently to maintain a low level of risk at all times for our clients for all projects we undertake. Planning for concerns and implementing strategies for resolving these concerns is the best method for avoiding problems and emergencies. In order to lower the level of risk and eliminate any unnecessary hazards, we will use the following guidelines:

- Integrate our analysis team with stakeholders and key users to ensure all requirements and needs are captured as early as possible, as well as any required changes which occur during the project
- Maintain a set Project Manager, throughout the project, whose sole priority is keep the project on track
- Use development and staging environments which mimic the production environment as closely as possible
- Work closely with users and the LDI staff and management to identify problems as early as possible
- Perform periodic system tests and audits to ensure correct system process operation and maintenance objectives
- Develop multiple options to alleviate potential problems by working with users and the LDI management
- Test each of the possible solutions and work with the LDI staff to choose the most appropriate fix
- Implement agreed-upon measures to mitigate risk in a timely fashion

In our experience, the best risk mitigation method we have is simply maintaining constant communication with our clients. By communicating continuously through weekly update reports, daily verbal updates, email alerts and mini updates, conducting periodic Quality Assurance reviews, adding to the consolidated OneNote notebooks, and actively performing knowledge transfer, we are able to reduce the overall risk to projects dramatically. We have used similar strategies on numerous projects, all with great success; ALL maintained a LOW risk level throughout development and deployment.

As mentioned previously, we will have a Project Manager onsite throughout the project. This allows rapid response to problems or concerns which will inevitably arise during the course of the project, thereby reducing the overall risk to the project.

On the next page, we have constructed a set of timelines which depict previously identified risks and periods of risk. We have also built another timeline which shows our development approach, based on the phases required by the project, which mitigates the risk and reduces these risks to an acceptable level. When reviewing the timelines, please note that we have focused our need for user and stakeholder interaction to periods when they are most available.

Appendix B

Example Project Documentation

In order to give examples of our work, we have included three manuals for review:

- Act 427 Module User Manual
- LDI Product Filing Help Manual for Industry Users
- LDI Product Filing Manual for LDI Maintenance

Due to the length of the manuals, the manuals are included on the USB key. The USB key memory stick is at the front of each printed proposal.