



State of Ohio
Identity Management – Staff Augmentation

Prepared September 8, 2011

REQUEST FOR QUOTATION

State Term Schedule

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SUMMARY

Purpose

The State of Ohio, through the Department of Administrative Services (DAS), Office of Information Technology (OIT), is seeking contractors to assist with implementation, planning and deployment of an Identity Management service.

Scope of Work

A project team tasked with implementation of an Identity solution requires additional staff for two technical roles, as follows:

- Systems Administrator (Technical) – 2 positions
- Technical Writer – 1 position

The specific work tasks and responsibilities will be assigned and agreed to by the vendor and DAS/OIT based upon the needs of the project as it progresses to completion, and managed within the DAS project team by the DAS Project Sponsor and DAS Project Manager.

Systems Administrator (Technical)

The project team will be creating a new Identity architecture for Identity Management, including a Resource Domain for computing resources. Migration of existing computer resources into this domain will require additional technical resources, either to assist with the migration of accounts, testing of Identity related tasks, or back-filling existing day-to-day tasks performed by the technical System Administrators.

Required skills for the System Administrator:

- Minimum of five (5) years overall IT experience in a Windows environment
- Minimum at least three (3) years in a technical administrative role

Preferred skills for the System Administrator:

- Windows Network Administration skills
- General Desktop Support in a Microsoft (Windows) environment
- Application Support in a Windows / IIS / SQL Server environment
- Windows 7 and Office 2007 / 2010 Deployment Experience
- Network support experience, in particular debugging and investigation of network connectivity
- Experience in a network environment with PIX firewalls and Extreme switches
- VMware experience, virtual server and desktop, is a plus (not required)

Technical Writer

The project team will be creating processes and implementing new tools for Identity Management. Technical documentation will be needed for users of these systems, either directly or in a delegated role.

Required skills for the Technical Writer:

- Minimum of eight (8) years overall IT experience in a Microsoft / Windows environment
- Minimum at least five (5) years technical writing and editing

Preferred skills for the Technical Writer:

- Experience in developing and editing technical documentation which includes the following:
 - User guides
 - Technical administration documentation and manuals
 - System / network audit documentation
 - Security process and procedures
- Windows desktop and MS Office experience
- AD Experience is a plus (not required)

PROPOSAL FORMAT

The Offeror's response shall clearly demonstrate how their proposed candidates meet the requirements outlined in this RFQ. The Offeror's response must identify the roles and responsibilities of all proposed candidates, and must include a resume for each candidate. Should the contract be awarded, consultant substitutions are permitted only with the approval of Infrastructure Services Division.

Each proposal must be organized in the same format as described below. Any material deviation from the format outlined below may result in a rejection of the non-conforming proposal.

- Cover Letter
- Company Profile (history, financial stability, past & current clients)
- Candidate Information:
 - Candidate Resumes
 - Candidate References (3 minimum)-(Optional vendor form attached)
 - Candidate(s) Hourly Rate
- Statement of Works (SOW) Account Information - Offeror must provide the following:
 - Business Name and Address
 - Business Owner or Principle responsible for the agreement
 - Contact Phone
 - Contact e-mail address
 - Federal Tax ID Number, with a completed form W-9 if requested
 - State Term Schedule Number
- Standard Affirmation and Disclosure Form EXECUTIVE ORDER 2010-09S Banning the Expenditure of Public Funds on Offshore Services (Exhibit III)

The State will not be liable for any costs incurred by any Offeror in responding to this RFQ, even if the State does not award a contract through this process. The State may decide not to award a contract.

PROPOSAL SUBMITTAL INSTRUCTIONS

Please reply to Ted Hampton 30 East Broad Street, 39st floor, Columbus, OH 43215) with a written proposal no later than 1 pm Friday, September 16, 2011.

Please submit proposals in both electronic and hard copy form. Each Offeror must submit 3 complete and signed hard copies of its proposal, and each proposal must be clearly marked "**Enterprise Authentication Management Phase II.**" The State will reject late proposals regardless of the cause for the delay. The State may also reject any

proposal that it believes is not in its interest to accept and may decide not to do business with any of the Offerors responding to this RFQ.

Revised Code Section 9.24 prohibits the State from awarding a Contract to any Offeror (s) against whom the Auditor of State has issued a finding for recovery if the finding for recovery is “unresolved” at the time of award. By submitting a proposal, the Offeror warrants that it is not now, and will not become subject to an “unresolved” finding for recovery under Section 9.24, prior to the award of a Contract arising out of this RFQ, without notifying DAS of such finding.

All proposals and other material submitted will become the property of the State and may be returned only at the State's option. Proprietary information should not be included in a proposal or supporting materials because the State will have the right to use any materials or ideas submitted in any proposal without compensation to the Offeror. Additionally, all proposals will be open to the public after the contract has been awarded.

The State may reject any Proposal if the Offeror takes exception to the terms and conditions of the EXECUTIVE ORDER 2010-09S Banning the Expenditure of Public Funds on Offshore Services (Exhibit II & III) of this RFQ.

Waiver of Defects

The State has the right to waive any defects in any proposal or in the submission process followed by an Offeror. But the State will only do so if it believes that is in the State's interest and will not cause any material unfairness to other Offerors.

DUE DATES

All quotations are due by 1:00 pm, Eastern September 16, 2011. Any quotation received at the designated location after the required time and date specified for receipt shall be considered late and non-responsive. Any late quotations will not be evaluated for award.

SCHEDULE OF EVENTS

All times are Eastern Daylight Time (EDT).

Event	Date
1. RFQ Distribution to Vendors	Sept. 9, 2011
2. Questions from Vendors about scope or approach due	8:00 am, Sept. 14, 2011
3. Responses to Vendors about scope or approach due	4:00 p.m., Sept. 15, 2011
4. Quotation Due Date	1:00 p.m., Sept. 16, 2011
5. Target Date for Review of Quotations	Sept. 19, 2011
6. Anticipated decision and selection of Vendor(s)	Sept. 20, 2011
7. Anticipated commencement date of work	Oct. 3, 2011

EVALUATIONS

The following will be considered in determining the contractor to be selected for this engagement, according to a standardized scoring methodology:

- Technical experience of candidates
 - Company profile
 - Proposed total cost
- All proposals will be evaluated for meeting the requested information. Incomplete proposals will not be reviewed. The proposals will be scored based on the criteria described above.

In general, the Offeror that provides the best value will be selected. Contracts may be awarded to multiple vendors based on the individual candidates offered. The following evaluation criteria will be referenced in order to determine the best value:

The State will evaluate and numerically score each proposal. The evaluation will be according to the criteria contained in the RFQ. The vendor must site specific examples of past performance in the areas to be evaluated. Discussions of general engineering and documentation capability may not score in the “Meets” category. The evaluation and subsequent scoring will result in a point total being calculated for each candidate in the proposal. Those Offerors submitting the highest-rated proposals may be scheduled for the next phase. The number of proposals forwarded to the next phase will be within the committee's discretion, but regardless of the number of proposals selected for the next phase, they will always be the highest rated proposals from the initial evaluation phase. At any time during the initial evaluation phase, the State may ask an Offeror to correct, revise, or clarify any portion of its proposal.

Once the technical merits of a proposal are considered, the costs of that proposal will be considered. But the State may also consider costs before evaluating the technical merits of the proposals by doing an initial review of costs to determine if any proposals should be rejected because of excessive cost.

During the evaluation process, the State may request clarifications from any Offeror under active consideration. It also may give any Offeror the opportunity to correct defects in its proposal. But the State will allow corrections only if they do not result in an unfair advantage for the Offeror and it is in the State's best interest.

PROPOSAL INQUIRIES

Offerors may make inquiries regarding this RFQ any time during the inquiry period listed on the RFQ cover sheet. The State may not respond to any improperly formatted inquiries. The State will try to respond to all inquiries within 24 hours, excluding weekends and State holidays. The State will not respond to any inquiries received after 8:00 a.m. on the inquiry period end date. The State may extend the proposal due date.

To make an inquiry, Offerors must use the process outlined below.

- Access the State Procurement Web site at <http://procure.ohio.gov/>.
- From the Navigation Bar on the left, select “Find It Fast”.
- Select “Doc/Bid/Schedule #” as the Type.
- Enter the RFQ number found on the first page of this RFQ (the RFQ number begins with “OIT”).
- Click the “Find It Fast” button.
- On the document information page, click the “Submit Inquiry” button.

- On the document inquiry page, complete the required “Personal Information” section by providing:
 - First and last name of the prospective Offeror’s representative who is responsible for the inquiry;
 - Name of the prospective Offeror;
 - Representative’s business phone number, and
 - Representative’s e-mail address.
- Type the inquiry in the space provided, including:
 - A reference to the relevant part of this RFQ;
 - The heading for the provision under question, and
 - The page number of the RFQ where the provision can be found.
 - Click the “Submit” button.

An Offeror submitting an inquiry will receive an immediate acknowledgement that the State has received the inquiry, as well as an e-mail acknowledging receipt. The Offeror will not receive a personalized response to the question nor notification when the State has answered the question.

Offerors may view inquiries and responses on the State’s Procurement Web site by using the “Find It Fast” feature described above and by clicking the “View Q & A” button on the document information page.

BILLING REQUIREMENTS

Billing Requirements: All invoices to the Ohio Office of Information Technology shall be:

- Timesheets will be completed bi-weekly
- No less than monthly, or after deliverable(s) have been approved by Client.
- Submitted within 10 business days following Client approval of services performed.
- Include the following:
 - a. Description of service provided for the invoice period
 - b. Deliverable(s) completed with Client acceptance
 - c. If hourly based, project time sheets signed by employee(s) with Client approval
 - d. Company Name
 - e. Purchase Order Number
 - f. Remittance Information
 - g. Date of Invoice, and date(s) services were performed
- Submit invoice(s) to:

Ohio Shared Services
PO Box 182880
Columbus, OH 43218-2880

Exhibit I – Work Requirements

All of the work being provided in this SOW will be performed on a Time and Material basis. The vendor will not exceed the estimated number of hours without the consent of DAS/OIT. Any additional hours requested over and above the estimated amount must be approved in advance with appropriate change order approvals, and will be invoiced at the stated rate by role.

The vendor must be able to provide consulting services to State of Ohio Agencies via our State Term Schedule. Ohio STS#, NIGP code, and Federal Tax ID# must be provided.

Invoicing will be submitted to OIT monthly based on the actual hours worked by the vendor consultants, supported by signed timesheets and electronic recording of work hours.

ASSUMPTIONS

To execute the project successfully, several key assumptions have been made. Preliminary assumptions are as follows.

The vendor assumes that:

- The vendor will be provided with access to all of the necessary software and systems to perform its responsibilities as defined in this SOW (if necessary).
- Schedule changes could affect the availability of resources for the vendor and The State of Ohio and protract the engagement longer than expected.
- The State of Ohio will provide a single point of contact (Project Manager) for project coordination with the vendor.
- The State of Ohio will provide security clearance and access to facilities, as applicable. This includes badges, passwords, access cards, parking privileges, where applicable.
- The State of Ohio will ensure, to the best of its ability and knowledge, accuracy of data/information supplied to the vendor.
- The State of Ohio will provide a list of key resources and contact information for affected areas by the project to the vendor staff as required for the vendor staff to complete assignments.
- The State of Ohio will make resources available to the vendor for project interviews based upon the schedule created by the Project Manager or through mutual negotiation with The State of Ohio.
- The State of Ohio understands that the vendor relies on prompt clarification and resolution regarding the integrity of data/information supplied to the vendor.
- The State of Ohio acknowledges that delays or inability to provide this data may result in delays in meeting the targeted implementation date, as well as increased costs.
- This Statement of Work is based upon the vendor's understanding of the requirements communicated to the vendor by The State of Ohio prior to approximately September 9th, 2011 and included in this SOW. Any changes to the requirements after September 9th, 2011 and the start of work to be completed must be reviewed and approved by the vendor and The State of Ohio, may be deemed out of scope, and may impact both schedule and costs.

- All dates and or benefits described in this SOW are targets and as such may or may not be realized or accurately depicted depending upon a variety of factors in or outside of the control of the vendor or The State of Ohio.
- All project-related work will be performed at a location to be agreed upon by the vendor and The State of Ohio.
- The vendor will have access to all necessary internal The State of Ohio reports and current analysis documents as needed to define the technical requirements for the solution at The State of Ohio.

The State of Ohio assumes that:

- The vendor staff will be responsible for delivering Enterprise Authorization related solutions based on roles and expertise.
- The vendor staff will transfer knowledge about designed and implementation solutions.
- The vendor staff will define and create processes to support the solution, as required.
- The vendor staff will provide documentation deliverables as needed.
- The vendor staff will be a leader and a change agent.
- The vendor staff will identify domain functions and best practices.
- The vendor staff will represent the interests of their functional area through the course of the project.
- The vendor staff will communicate the issues discussed and decisions made in meetings to management and staff.
- The vendor staff will communicate concerns raised by management and staff back to the project team.

All team members, State of Ohio and the vendor, will participate in the project with the following underlying roles and responsibilities:

- Honoring the fiduciary duty to making a proactive and positive contribution to the project.
- Being personally accountable for taking charge of their respective areas and promoting the project to their user communities and colleagues.
- Providing input to process improvement ideas.
- Reviewing circulated correspondence; provide feedback as required.
- Identifying high impact / high return opportunities within respective areas.
- Proactively asking questions and offer input.
- Attending every Project Team status meeting or sending a designee empowered to make decisions on your behalf.
- Recognizing the importance of this project to the State.
- Keeping Project Stakeholders updated.
- Acting as liaison and constituent for represented user community.
- Keeping user community informed of project status and progress, as appropriate and as determined by project leadership.
- Providing a mechanism for users to contribute to project and voice suggestions for improvement.
- Contributing to the solution: never offering criticism without suggestion.

CONTRACT TERMS

The length of this engagement is scheduled for the end of January 2012. It is possible that this assignment could be extended, but not beyond the end of the fiscal year (June 30, 2012). That however will be addressed in the future.

APPROPRIATION OF FUNDS

The state of Ohio's funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails at any time to continue funding for the payments or any other obligations due by the State under this Contract, the State will be released from its obligations on the date funding expires.

The current General Assembly cannot commit a future General Assembly to expenditure. Therefore, this Contract will automatically expire at the end of a current biennium. The State may renew this Contract in the next biennium by issuing written notice to the Contractor or by actions of the State of the decision to do so.

INTERVIEW

The State reserves the right to review a contractor's proposed candidates, conduct interviews, and perform any other assessment of the proposed candidate's qualifications.

STATUS REPORTING

Contractors will provide individual status reports, briefly outlining tasks completed and issues encountered, on a weekly cycle to the Project Manager, and may be reviewed by the Project Sponsor as required.

SCHEDULE

The contractors will be responsible for meeting all timelines designated by the Project Manager and / or assigned by the Project Sponsor. The contractors' daily work schedules will be dictated by the needs of the project and agreement with the Project Manager. Contractors will participate in project meetings with personnel or groups recommended by the Project Manager or Project Sponsor.

VENDOR PERSONNEL

The vendor is responsible for replacing, in a timely manner, any personnel whose skills DAS determines to be inadequate to perform the tasks required. The vendor must obtain equally qualified replacement personnel for any personnel who become unavailable during the course of the project. If a suitable candidate is not offered, the engagement will cease and be re-bid.

ACCEPTANCE CRITERIA

Only candidates meeting all the minimum requirements will be considered for this engagement.

NON-DISCLOSURE AGREEMENT

The candidates will be required to sign a non-disclosure agreement that prevents disclosure of any data obtained while on the engagement which can be used to identify personally any parties at anytime either during or after the engagement.

Exhibit II



TED STRICKLAND
GOVERNOR
STATE OF OHIO

Executive Order 2010-09S

Banning the Expenditure of Public Funds for Offshore Services

1. **Ohio's Economic Vitality Necessitates Constant Vigilance in State Job Creation Efforts.** State officials and employees must at all times remain passionately focused on initiatives that will create and retain jobs in the United States in general and in Ohio, in particular, and must do so especially during Ohio's continuing efforts to recover from the recent global recession.
2. **No Public Funds Should be Spent on Services Provided Offshore.** Allowing public funds to pay for offshore services undermines economic development objectives and any such offshore services carry unacceptable quality and security risks.
 - a. **The Purchase of Offshore Services with Public Funds Undermines Economic Development and Other Job Creation and Retention Objectives.** The expenditure of public funds for services provided offshore deprives Ohioans and other Americans critical employment opportunities. It also undermines efforts to attract businesses to Ohio and retain them in Ohio, initiatives in which the State has invested heavily.
 - b. **The Purchase of Offshore Services Has Unacceptable Business Consequences.** The use of offshore service providers could pose unacceptable data security, and thus privacy and identity theft risks. There are pervasive service delivery problems with offshore providers, including dissatisfaction with the quality of their services and with the fact that services are being provided offshore. It is difficult and expensive to detect illegal activity and contract violations and to pursue legal recourse for poor performance or data security

violations. The State's use of offshore service providers ill-serves the people of Ohio who are the primary consumers of the services provided by the State.

3. **Ohio's Policy Has Been – and Must Continue To Be – That Public Funds Should Not Be Spent on Services Provided Offshore.** Throughout my Administration, procurement procedures have been in place that restrict the purchase of offshore services. Despite these requirements, federal stimulus funds were recently used to purchase services from a domestic company which ultimately provided some of those services offshore. This incident was unacceptable and has caused me, through this Order, to redouble my commitment to ensure that public funds are not expended for offshore services.
4. **Additional Steps Will Ensure that Public Funds Are Not Spent on Services Provided Offshore.** In order to ensure that the State of Ohio makes no expenditures for services provided offshore, I hereby order the following:
 - a. No Cabinet Agency, Board or Commission (Executive Agency) shall enter into any contract which uses any funds within its control to purchase services which will be provided outside the United States. This Order applies to all funds in the custody of an Executive Agency, be they from state, federal, philanthropic or private sources. It applies to all purchases of service made directly by an Executive Agency and services provided by sub-contractors of those providing services purchased by an Executive Agency.
 - b. This Executive Order will be personally provided, by the Director, Chair or other chief executive official of each Executive Agency, to the Chief Procurement Officer or other individual at that entity responsible for contracts for services.
 - c. The Department of Administrative Services, through Ohio's Chief Procurement Officer (OCPO), shall have in place, by August 31, 2010, procedures to ensure all of the following:
 - i. All agency procurement officers, or the person with equivalent duties at each Executive Agency (APOs), have standard language in all Executive Agency contracts which:
 - (a) Reflect this Order's prohibition on the purchase of offshore services.
 - (b) Require service providers or prospective service providers to:

- (i) Affirm that they understand and will abide by the requirements of this Order.
 - (ii) Disclose the location(s) where all services will be performed by any contractor or subcontractor.
 - (iii) Disclose the locations(s) where any state data associated with any of the services they are providing, or seek to provide, will be accessed, tested, maintained, backed-up or stored.
 - (iv) Disclose any shift in the location of any services being provided by the contractor or any subcontractor.
 - (v) Disclose the principal location of business for the contractor and all subcontractors who are supplying services to the state under the proposed contract.
- ii. All APOs are ensuring that all quotations, statements of work, and other such proposals for services affirm this Order's prohibition on the purchase of offshore services and include all of this Order's disclosure requirements.
 - (a) Any such proposal for services lacking the affirmation and disclosure requirements of this Order will not be considered.
 - (b) Any such proposal where the performance of services is proposed to be provided at a location outside the United States by the contractor or any sub-contractor, will not be considered.
 - iii. All procurement manuals, directives, policies, and procedures reflect the requirements of this Order.
 - iv. All APOs have adequate training which addresses the terms of this Order.
5. **Exceptions.** Nothing in this Order is intended to contradict any state or federal law. In addition, this Order does not apply to:
- a. Services necessary to support the efforts of the Department of Development Global Markets Division to attract jobs and business to the State of Ohio, including incidental services for the support of trade missions, payment of international staff, and services necessary for the operation of international offices.
 - b. Academic, instructional, educational, research or other services necessary to support the international missions of Ohio's public colleges and universities.

6. I signed this Executive Order on August 6, 2010 in Columbus, Ohio and it will not expire unless rescinded.



Ted Strickland

Ted Strickland, Governor

ATTEST:

Jennifer Brunner, Secretary of State

Exhibit III

DEPARTMENT OF ADMINISTRATIVE SERVICES
STANDARD AFFIRMATION AND DISCLOSURE FORM
EXECUTIVE ORDER 2010-09S

Banning the Expenditure of Public Funds on Offshore Services

All of the following provisions must be included in all amendments for new or added services.

CONTRACTOR/SUBCONTRACTOR AFFIRMATION AND DISCLOSURE:

By the signature affixed to this response, the Contractor affirms, understands and will abide by the requirements of Executive Order 2010-09S issued by Ohio Governor Ted Strickland. The Contractor affirms that both the Contractor and any of its subcontractors shall perform no services requested under this Contract, along with all amendments, outside of the United States. The Executive Order is attached and is available at the following website: (<http://www.governor.ohio.gov/Default.aspx?tabid=1495>).

The Contractor shall provide all the name(s) and location(s) where services under this Contract will be performed in the spaces provided below or by attachment. Failure to provide this information may subject the Contractor to sanctions, termination or a damages assessment. If the Contractor will not be using subcontractors, indicate "Not Applicable" in the appropriate spaces.

1. Principal location of business of Contractor:

(Address) (City, State, Zip)

Name/Principal location of business of subcontractor(s):

(Name) (Address, City, State, Zip)

(Name) (Address, City, State, Zip)

2. Location where services will be performed by Contractor:

(Address) (City, State, Zip)

Name/Location where services will be performed by subcontractor(s):

(Name) (Address, City, State, Zip)

(Name) (Address, City, State, Zip)

3. Location where state data will be stored, accessed, tested, maintained or backed-up, by Contractor:

(Address)

(Address, City, State, Zip)

Name/Location(s) where state data will be stored, accessed, tested, maintained or backed-up by subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

4. Location where services to be performed will be changed or shifted by Contractor:

(Address)

(Address, City, State, Zip)

Name/Location(s) where services will be changed or shifted to be performed by subcontractor(s):

(Name)

(Address, City, State, Zip)

(Name)

(Address, City, State, Zip)

By signing below, I hereby certify and affirm that I have reviewed, understand, and will abide by the Governor's Executive Order 2010-09S. I attest that no funds provided for this project or any other agreement will be used to purchase services provided outside the United States or to contract with a subcontractor who will use the funds to purchase services provided outside the United States. I will promptly notify the State if there is a change in the location where any of the services relating to this project will be performed. If I am signing this on behalf of a company, business, or organization, I hereby acknowledge that I have the authority to make this certification on behalf of that entity.

Signature

Date

Entity name

Address (Principal Place of Business)

Printed name of individual authorized to Sign on behalf of entity City, State, Zip

ATTACHMENT ONE

PERSONNEL PROFILE SUMMARY

CANDIDATE REFERENCES

Candidate's Name:

References. Provide three references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFQ on projects of similar size and scope in the past five years. The name of the person to be contacted, phone number, company, address, brief description of project size and complexity, and date (month and year) of employment must be given for each reference. These references must be able to attest to the candidate's specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offerors organization.

If less than three references are provided, the offeror must explain why. The State may disqualify the Proposal if fewer than three references are given.

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project:			
Description of how client project size and complexity are similar to this project:			

**ATTACHMENT ONE
 PERSONNEL PROFILE SUMMARY
 CANDIDATE REFERENCES CONTINUED**

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

