

City of Fort Collins

JD Edwards EnterpriseOne Managed Services

Proposal Response to RFP No. 8447

Service	RFP Proposal Response
Engagement Type	JD Edwards EnterpriseOne Managed Services
Applications/Areas	Address Book, Job Scheduler, BI Publisher, Security, Tools, General Ledger, Supplier Master, Accounts Payable, Accounts Receivable, Purchasing, Fixed Assets, Expense Management, Employee and Manager Self Service, Time Entry, Payroll Processing, Direct Deposit, Human Resources, Employee Master, Employee Supplemental Data, Employee History, Emergency Contacts, Occupational Pay Rates, Job Master, Labor Distribution, Position Control, Benefits, Dependents, Open Enrollment, Batch Enrollment, FMLA Tracking, Organizational Charts, Future Data Revisions, Affordable Care Act
Industry	Public Sector – City
Keywords	JD Edwards EnterpriseOne, Oracle
Proposed Period of Performance	March 2017 – February 2019
Proposal Date	January 25, 2017
Denovo Contact	Aaron Webb Senior Account Executive Denovo Ventures, LLC 6328 Monarch Park Place, Suite 200 Niwot, CO 80503 303-514-4090 awebb@denovo-us.com www.denovo-us.com

January 25, 2017

Ed Bonnette, CPPB, CPM
Senior Buyer
City of Fort Collins
Purchasing Division
215 N. Mason St. 2nd Floor
Fort Collins, CO 80522

Dear Ed:

Denovo Ventures, LLC (“Denovo”) is pleased to submit this proposal in to the City of Fort Collins’ **RFP No 8447 for JD Edwards EnterpriseOne Managed Services**. With a core focus on providing progressive, comprehensive financial, asset management, human capital management and technical solutions to customers, Denovo understands your set of requirements and goals and is uniquely qualified for this opportunity. As a long term partner of the City, with successful past upgrades, managed services and resources familiar with your staff and business processes, we welcome the opportunity to support this project. We are confident that we have the solution, expertise and ability to provide the ideal solution, with both cost and quality in mind, to meet and exceed your requirements and objectives.

Denovo is a private Colorado-based limited liability corporation for profit that provides professional services centered around Oracle technology and advanced application solutions with a primary focus on Oracle’ JD Edwards EnterpriseOne solution. We also provide infrastructure-related “cloud” hosting and EnterpriseOne software-as-a-service (SaaS) solutions. Denovo’s primary operations are located in Niwot, CO with offices in Huntington Beach; CA, Chicago, IL; Seattle, WA; King of Prussia, PA and Atlanta, GA.

Denovo, an Oracle Platinum Partner, is Oracle’s premiere “go to” partner for JD Edwards public sector customers. JD Edwards is a proven public sector solution. We continue the certification and qualification process of our consultants on a consistent basis. Our consulting team has completed over 1200 successful projects for JD Edwards customers, with over 350 projects for public sector customers. Our 300+ Oracle Certified consultants have the JD Edwards and industry experience to ensure success. We are an Oracle authorized software reseller for JD Edwards EnterpriseOne to the public sector and able to assist in receiving the most favorable software pricing possible.

We acknowledge receipt of Addendum No. 1.

Aaron Webb is the Senior Account Executive for this project and will be your primary contact. He can be reached at any time at awebb@denovo-us.com or 303-514-4090.

Thank you for your interest in considering Denovo Ventures, LLC (“Denovo”) as your JD Edwards solution provider. We are excited about the opportunity and look forward to working with you to continue our long-term relationship.

I, the undersigned, am the Denovo Company Officer who will commit to the contractual terms and conditions for the Denovo contract. Denovo’s corporate address and my specific contact information have been provided below.

Sincerely,



Tom Connolly
Executive Vice President, Sales
Denovo Ventures, LLC
6328 Monarch Park Place, Niwot, CO 80503
(610) 592-0600 ext 223 TConnolly@denovo-us.com

Table of Contents

1. Executive Summary/Scope of Services	4
2. Qualifications and Experience	5
Denovo Competency.....	5
JD Edwards Experts.....	5
Denovo Managed Services.....	6
<i>Technical Managed Services</i>	<i>6</i>
CNC Managed Services.....	6
<i>Functional Application Services.....</i>	<i>6</i>
<i>Development Managed Services.....</i>	<i>6</i>
Key Features & Benefits	6
3. Organization Chart	7
4. Personnel Information	8
Jim LaFantasie Practice Manager – CNC MS.....	8
Mike Sullivan – Financials Consultant.....	12
Jennifer Change – Financials Consultant.....	16
Buffy Dorpinghaus – HR/Payroll Consultant.....	19
Al Rumalo – HR/Payroll Consultant	21
Naila Sowers – CNC Specialist.....	24
Michael Tomlinson – CNC Specialist	26
Falah Thamir – Development.....	29
Dawn Huth – Development.....	33
5. Client References	36
6. Pricing Model.....	39
Technical Managed Services (CNC).....	39
Application & Development Managed Services.....	41
Database Managed Services- (Optional).....	42
7. Availability.....	43
Sustainability	44
IV. VENDOR STATEMENT:.....	45

1. Executive Summary/Scope of Services

A one-page high-level overview of the solution being proposed in order to fulfill the requirements listed under Scope of Services, above.

Denovo has been supporting Oracle Applications and Technologies for our customers for over 20 years. The Scope of Services and requirements requested in the RFP match the successful service Denovo has provided the City and we have modeled our response to this standard.

Our team employs over 50 individuals that support our Managed Application Cloud Services Business. These resources are separate from our project teams, allowing them to focus on the specific customers they service. They can however tap into our broader resource pool if needed. Denovo employs over 300 consultants nationwide. There will be a primary and secondary CNC, based onshore and assigned to The City of Fort Collins. These resources are known to the Cities JDE team and have been a part of the successful support of the City for many years.

Application and Development Managed Services are provided via an hourly, time and materials rate specific to the role required for the task. Denovo employs functional and development resources that support the entire E1 application set. This includes all of the functionality the City utilizes in JD Edwards today. Functionality in both the current and future release levels of the software.

In addition, we will assign an Enterprise Account Manager who will be responsible for the success of the engagement. You will have the complete contact details of your support personnel, and will be able to log tickets into the Denovo ServiceNow ticketing system for assistance. In the event your primary or secondary support personnel are not available, one of the other dedicated CNC's will pick up your ticket and ensure adherence to our response time SLA.

To support the City with any future needs such as hosting, upgrades or integrations, should also point out that we are not just a Managed Services Organization. We specialize in implementing Oracle JD Edwards and other Oracle applications. We have been the highest level Oracle Partner for over two decades. Our Managed Services business is truly an extension of our JD Edwards experience, and the two together offer us a symbiotic process that few firms can match. In addition, we are firm believers in the Oracle technology, and as such have wholly committed our organization to Oracle products by running Oracle Applications and Technologies in our own data center, in support of our own business.

2. Qualifications and Experience

Provide relevant information regarding previous experience related to this or similar engagements, to include the following (Please limit this to a maximum of two pages):

- *Brief Company History, including time in business*
- *Description of dedicated JD Edwards EnterpriseOne consulting practice*
- *Experience in JD Edwards EnterpriseOne CNC administration*
- *Experience in JD Edwards EnterpriseOne functional application consulting*
- *Experience in JD Edwards EnterpriseOne customization*
- *Oracle PLATINUM Business Partner is **REQUIRED***

Denovo was founded in 2003 as a privately held, Colorado-based, limited liability company (LLC) that provides professional services centered around Oracle technology and advanced application solutions with a primary focus on Oracle's JD Edwards EnterpriseOne solution. Through the success of providing innovative solutions to our clients, Denovo expanded its technology and business solutions in 2005 and 2007 to include Managed Services, Hosting, infrastructure-related "cloud" hosting and EnterpriseOne software-as-a-service (SaaS) solutions. Denovo completed several acquisitions over the last four years including one of the largest full-service JD Edwards consulting and managed services providers. The combination strengthens Denovo's dominance as a leading Oracle Cloud Application, JD Edwards and E-Business Suite service provider offering cloud hosting, managed services, disaster recovery, and software.

Denovo, an Oracle Platinum Partner, is Oracle's premiere "go to" partner for JD Edwards public sector customers. JD Edwards is a proven public sector solution. We continue the certification and qualification process of our consultants on a consistent basis. Our consulting team has completed over 1200 successful projects for JD Edwards customers, with over 350 projects for public sector customers. Our 300+ Oracle Certified consultants have the JD Edwards and industry experience to ensure success. We are an Oracle authorized software reseller for JD Edwards EnterpriseOne.

Denovo Competency

- Full software development capabilities - When you partner with Denovo for your development and technology needs, you will get an experienced and well-rounded team. Whether you are implementing an off-the-shelf solution, customizing your ERP solutions, developing new software or just need leadership and guidance. By utilizing Denovo's *Fit-for-Purpose™* philosophy we can provide highly individualized services to help you get started, keep you moving forward and make your projects successful.
- Over 70% of Denovo's business comes from repeat customers. This is the ultimate testimony of our track record.
- Denovo has completed over 1200 successful JD Edwards' projects for customers.
- Denovo is the Oracle "go-to" partner for its US Public Sector mid-sized government customers.
- Denovo's 20 proven project managers include many which are PMP-certified and average over 12 years of experience in implementing JD Edwards for commercial sector customers. Our project managers are well versed with our proven methodologies and ensure that all of our projects adhere to Denovo's stringent quality standards and meet stated objectives within budget and schedule constraints.
- Denovo's over 50 Oracle-certified technology and managed services support consultants are highly knowledgeable with all JD Edwards EnterpriseOne releases (including the latest 9.2 release) and all supported hardware and database configurations. The team's origin was JD Edwards' Global Advanced Technologies group, who were the primary system architects for the EnterpriseOne solution. We continue to work with Oracle's technology team and our technology resources are kept current and certified on the latest releases before they are in general release. This team also possesses certifications in Microsoft and IBM technologies.
- Denovo's approximately 75 Oracle-certified functional consultants are experienced across virtually all of the 70+ JD Edwards EnterpriseOne modules, as well as dozens of Oracle's "edge" applications. With an average of over 15 years JD Edwards experience and a minimum of 10 years, no other Oracle partner is more qualified in this area.

JD Edwards Experts

- Over 128 Active Enterprise Class Managed Engagements
- Over 300 JDE applications and technology professionals
- All consultants have 10 - 30+ years of experience; and most are Oracle Certified
- Completed over 1200 end-to-end JDE projects using proven best practices and methodologies, over 350 for public sector customers

Denovo Managed Services

Denovo offers a full suite of SLA quality services of that help you get the most out of your ERP solution –so you can improve business efficiency, save money, and deliver better results when they matter most. Building on a decade of success with hundreds of customers, Denovo supports JD Edwards environments.

Technical Managed Services

In today's ERP environments your technical resources need to be up to speed on all of the latest application revisions, patches, operating systems, and security updates while ensuring that the needs of your user community are properly met. Not having enough of these resources or not efficiently applying them can cost businesses unneeded expense and increase the risk of an unstable environment. Denovo provides you with all the system administration and expert technical support services you need, including package management, regular JD Edwards updates, performance monitoring and troubleshooting support.

CNC Managed Services

- Denovo Customer Care portal
- Denovo24x7 live support
- Account Management
- Printer Setup and Maintenance
- Development Package Build-Update (DV/PY)
- Development Package Build-Full (DV)
- Prototype Package Build-Full (PY)
- Production Package Build-Update
- Production Package Build-Full
- Install Enterprise One ESU's
- Install EnterpriseOne application updates (ASU)
- Environment/Path Code/OMW Maintenance
- Installation EnterpriseOne Tools Release
- OCM Maintenance
- Environment Refresh-Data and Objects
- Purge WSJ, PrintQ, log directories, workflow messages
- Security Administration
- Technical Assistance and Troubleshooting
- JDE Maintenance/Bounce (scheduled)
- Enterprise One Application Monitoring
- Scheduler Management
- Server Manager User setup and security
- Jde, Jas, and jdbj ini configuration
- System user scheduled password changes
- E1 System Monitoring
- Coordinate problem resolution Oracle support
- Assist in the coordination of Disaster Recovery activities
- OMW Maintenance/Security Best Practices

Functional Application Services

Improve the quality and reduce the cost of support with quick resolutions to your functional application issues and requests. With experts available to assist you across all areas of functionality, every facet of your business is covered such as Financials, Payroll, Manufacturing, Human Resources, and Supply Chain, all for the fraction of the cost of staffing. Examples of our services include assistance with annual processing, report creation and support, process support, and troubleshooting.

Development Managed Services

Our team employs industry best practices and closely follows Oracle's established development policies, procedures, and naming conventions to make sure every implementation meets the highest quality standards. We treat JDE software development as a formal practice –one that demands continuing education and regular skills advancement. We foster an open, collaborative exchange of information and ideas throughout every project with our transparent, accountable, and responsive methodology.

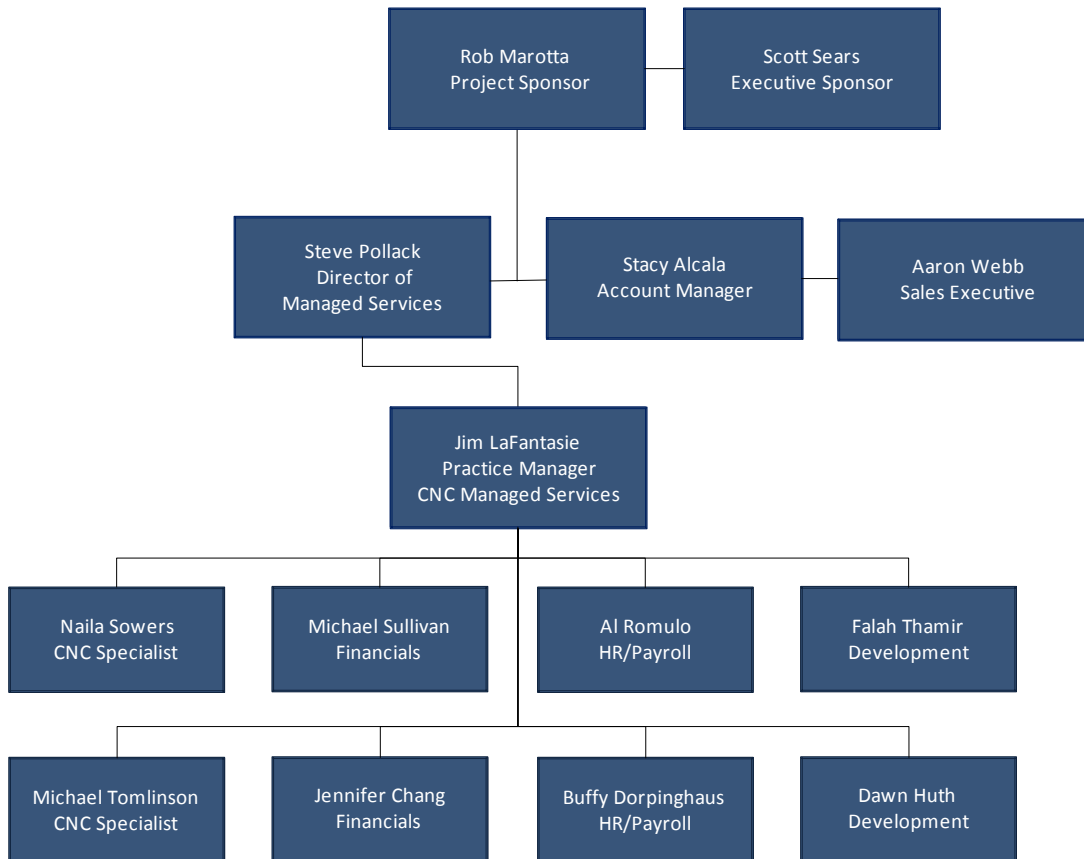
Key Features & Benefits

- Custom report development
- Custom modifications to existing applications
- Custom development of new applications

The Denovo JDE development team is composed of dedicated professionals who are committed to your business. Each team members is well versed in a variety of programming concepts and is trained to take a pragmatic approach to your challenges. By keeping communication channels open, our teams are quick to share valuable knowledge and complement each other's strengths. This is why we are able to deliver the right technology for the right job. Time and time again.

3. Organization Chart

Provide a company organization chart containing the names of all key dedicated personnel and subcontractors with titles and their specific task assignment for this contract.



4. Personnel Information

Provide the names and a brief biography for each professional and technical person who will be assigned to the contract (including subcontractors); to include at least 3 references from similar assignments.

Jim LaFantasie Practice Manager – CNC MS

Current CNC Managed Services :

Jim is currently providing CNC Managed Services for the following customers:

- City of Albany/Dougherty County, GA
- Government of Bermuda
- City of Lakewood, CO

Executive Summary:

Jim LaFantasie is a highly innovative, goal-oriented professional with solid JD Edwards CNC experience. He has a successful track record of over 21 years in information systems, specializing in computer problem-resolution, configuration, set-up and analysis on multiple hardware, OS, software and databases. This experience includes 15 years of JD Edwards EnterpriseOne CNC technical consulting and CNC Managed Services Administration, with 9 of those years in the Public Sector industry. Jim has handled all CNC tasks/issues from initial install through go-live on several platforms and databases. Jim provides 'on-demand' CNC services for several clients. He works both remotely and onsite assisting clients in installing and reconfiguring EnterpriseOne to best meet their business needs. He is very organized and possesses the ability to manage multiple technical projects and meet deadlines and has an outstanding record of achievement in troubleshooting and resolving EnterpriseOne client issues. Jim is currently the manager of CNC Managed Services at Denovo, supervising 10 CNC administrators and 2 off shore CNC administrators. He provides CNC services for 34 Managed Services clients on various EnterpriseOne releases, platforms and databases. Jim mentors clients, business partners and junior consultants in all areas related to CNC. He consistently earns trust and respect of technical and non-technical clients and business partners using his strong technical and people skills to assist in the diffusion of difficult situations. He acts as Technical lead for implementations of JD Edwards EnterpriseOne Financial and HR/Payroll software to include installations, upgrades, as a Senior Technical Consultant, and provides technical support from planning thru Go-Live.

Industries and Expertise:

Industries:	Communications, High Technology, Industrial Manufacturing, Media & Entertainment, Natural Resources, Professional Services, Public Sector, Travel & Transportation, Utilities and Wholesale Distribution
ERP Systems:	Oracle JD Edwards OneWorld/EnterpriseOne B73.3.x, Xe through 9.2 product suite
JD Edwards:	EnterpriseOne Installations/Upgrades, EnterpriseOne CNC Setup, Configuration, and Troubleshooting, Tools Releases, Installation of ESUs, ASUs, and service Packs on Several Platforms and Databases, OCM, OMW, Package Builds, Security, EnterpriseOne Web Server, EnterpriseOne on Multiple Foundations, EnterpriseOne Package Management/Deployment, EnterpriseOne System Administration
Tools:	Windows NT, 2000, 2003, 98, 95, Unix (AIX, HPUX, Solaris), SQL Server 2000, 2005, Oracle, Oracle Application Server, AS/400, DB2, SQL (Structured Query Language)
Other:	Vertex, WebLogic, OAS, WebSphere, and Service Now Ticketing system

Key Clients and Projects:

Denovo Ventures, LLC – Niwot, CO

Manager CNC Managed Services

- Manager of a CNC Managed Service team of 10 CNCs with 34 clients on various EnterpriseOne releases, platforms and databases.
- Acts as a technical escalation point for difficult or urgent issues.
- Acts as Red Team Coordinator for Severity Level I issues.
- Mentors and trains less experienced CNC administrators.
- Assists in the creation of processes and procedures for the Managed Services Team.

Denovo Ventures, LLC – Niwot, CO

CNC Technical Lead, Managed Services

- Acted as the Technical CNC lead for the CNC Managed Service Team.
- Provided mentoring to less experienced CNC administrators.
- Successfully upgraded Continental Mills to the 9.1 version of EnterpriseOne.
- On boarded new clients into the Managed Services Team.
- Acted as a technical escalation point for difficult or urgent issues.

- Provided CNC leadership and worked in cooperation with Professional Services CNC to upgrade Sunrise Medical from EnterpriseOne 8.0 to EnterpriseOne 9.1
- Provided CNC administration support to many CNC Managed Services clients on various platforms, databases and EnterpriseOne releases.

AMX International, Inc. – Idaho Falls, ID

Senior CNC Technical Consultant

- Successfully upgraded JD Edwards OneWorld at AMX International home office.
- Implemented procedures for the maintenance of JD Edwards OneWorld at AMX International home office.

Jefferson County - Golden, CO

Senior CNC Technical Consultant

- Successfully took over and completed a large scale implementation of a JD Edwards OneWorld.

City of Fort Collins, CO

Senior CNC Consultant

- Successfully supported all CNC activities for many years, including system upgrade from 8.9 to 9.1, tools installations and day to day CNC activities.

TelAlaska, Inc. – Anchorage, AK

Senior CNC Consultant

- Successfully upgraded JD Edwards OneWorld Xe to Enterprise One 8.10

City of Redmond, WA

Senior CNC Consultant

- Successfully implemented Enterprise One to include web

City of Fontana, CA

Senior CNC Consultant

- Successfully implemented PeopleSoft Enterprise One to include web

Jackson County - Medford, OR

Senior CNC Consultant

- Successful Installation and implementation of Enterprise One including web and portal

AMX International, Inc. – Idaho Falls, ID

Senior CNC Technical Consultant

- Provided technical audits, troubleshooting, documentation and training for JD Edwards OneWorld and EnterpriseOne at many client sites including:
 - Adams County - Brighton, CO
 - American Heart Association – Dallas, TX
 - Aradigm Corporation – Hayward, CA
 - Asa Abloy, USA – New Haven, CT
 - AutoLiv ASP – Ogden, UT
 - Aviation Partners Boeing – Seattle, WA
 - Axsun Technology – Billerica, MA
 - Balfour Beatty Construction – Dallas, TX
 - Blue Heron Paper – Oregon City, OR
 - Calient Networks – Santa Barbara, CA
 - Caltrol Inc. – Glendora, CA
 - Central Lincoln P.U.D. - Newport, OR
 - Central Puget Sound Regional Transit Authority – Seattle, WA
 - Chinook Winds Resort & Casino – Lincoln City, OR
 - City of Bellevue, WA
 - City of Cape Coral, FL
 - City of Kent, WA
 - City of Lakewood, CO
 - City of Rochester Hills, MI
 - City of Thornton, CO
 - Columbia Sportswear Company – Portland, OR
 - Continental Mills, Inc. – Tukwila, WA
 - Continuous Computing – San Diego, CA

DisCopy Labs – Fremont, CA
Douglas County – Castle Rock, CO
Easton Utilities Commission – Easton, MD
Fond du Lac Reservation – Cloquet, MN
GoldenRam – Irvine, CA
Government of Bermuda – Hamilton, Bermuda
Inhale Therapeutic Systems, Inc. – San Carlos, CA
Inland Computer Services – Oak Brook, IL
International Container Terminal Services, Inc. (ICTSI) – Lake Oswego, OR
Jackson Family Enterprises – Santa Rosa, CA
Matanuska Telephone Association – Palmer, AK
Matanuska Telephone Association – Palmer, AK
Montgomery County Dept of Liquor Control – Rockville, MD
Montgomery County DHHS - Rockville, MD
New Frontier Media, Inc. – Boulder, CO
North County Transit District – Oceanside, CA
Parex USA – Anaheim, CA
Port of Houston Authority – Houston, TX
Port Townsend Paper Company – Port Townsend, OR
Quantum Technologies, Inc. – Irvine, CA
RS&I (Recreational Sports & Imports) Inc. – Idaho Falls, ID
Schnitzer West, LLC – Seattle, WA
SCO Family of Services – Glen Cove, NY
SEMCO Energy, Inc. – Marysville, MI
Storyteller Theatres – Santa Fe, NM
The Haskel Company – Burbank, CA
The Weitz Company – Des Moines, IA
Thermo Fisher Scientific – Waltham, MA
Utah Transit Authority – Salt Lake City, UT
Washington Corporations – Missoula, MT
Woodside Group, Inc. – North Salt Lake, UT

J.D. Edwards and Company - Denver, CO

Genesis Senior Technical Consultant

- Setup multiple OneWorld foundations for JD Edwards service pack testing.
- Successfully installed JD Edwards OneWorld at various client sites.
- Successfully upgraded JD Edwards OneWorld at various client sites making clients referenceable.
- Active involvement with clients where Business Partners had failed.
- Provided SWAT-like resources for CNC issues to include installations, upgrades, and troubleshooting of JD Edwards OneWorld as a Senior Technical Consultant for the Genesis Channel.
- Effectively developed and executed CNC Engagement plans, including the identification of weaknesses and improvements in client CNC setup and configuration.

J.D. Edwards and Company - Denver, CO

ATS Technical Consultant

- Assisted Business Partners with technical issues encountered with JD Edwards OneWorld.
- Trained business partners with the installation of JD Edwards OneWorld in a lab environment.
- Part of the team that provided CNC setup, configuration, and troubleshooting.

Raytheon Information Systems (Hugh's Aircraft) - Aurora, CO

Systems Analyst and Administrator

- Primary analyst, troubleshooter, user interface, and operator interface for the online communications processor.
- Established a system for the recording and analysis of statistics of multiple systems.
- Played an integral part in the development, testing and coordination of the message processing consolidation of two distinct entities.
- Responsible for the maintenance of message distribution databases.
- System Administrator of a Sun/Solaris message processing system using NIS, X.500, RAID, and Client/Server Technology.

USAF Buckley ANGB - Aurora, CO

Aerospace Communications Center Analyst and Administrator

- Instrumental in reconfiguring the network and relocating three major computer systems that represented 27,400 additional messages while reducing personnel by four positions.

- Modified system files to include code preventing a system failure and possible data loss.
- Responsible for maintaining a message distribution system's database during mission transition maintaining over 30,000 database entries establishing a 99.75 percentage up-time rate.
- Provided mentoring and training to new personnel.
- Administered the installation and maintenance of 25 customer personal computer message distribution systems, to include installing network interface cards, software, testing of all equipment, and user training.

Education and Training:

- Associates Degree in Applied Science, Community College of the Air Force - 1995
- JD Edwards/PeopleSoft/Oracle Training
 - Installing EnterpriseOne 8.11 Jas for 8.95 on Oracle Application Server
 - ERP 8.0 Installation and Upgrade
 - Installing a Windows 2000 Web Server
 - CNC Solutions for the Power User
 - OneWorld Object Management Workbench Workshop
 - System Administration B7331
 - Install/Upgrade Net Change Xe
 - Package Management Net Change Xe
 - ActiveEra Tech Fundamentals Net Change B7333
 - Deploying Modifications B7331
 - Effective Business Writing
 - System Configurator Expedition Planning Setup B732
 - OneWorld Installer Expedition B732
 - OneWorld Tools Expedition B732
- Business Courses
 - Oracle Database Administration
 - Solaris System Administration II
 - Sun/Solaris System Administration
 - NCR Basic System Administration/UNIX
 - Troubleshooting and Maintaining the IBM-PC
 - OS/2 Comprehensive Hands-on Introduction
 - DEC OSF/1 System Administration
 - AT&T UNIX Fundamentals, Basic System Administration, NCR 3400, MLS Courses
 - N.E.T Integrated Digital Network Exchange Operations
 - TCP/IP Communications Protocol

Certifications:

- JD Edwards EnterpriseOne 9.0 CNC Certified Implementation Specialist – 9/8/2012
- Oracle Enterprise Manager 10gR5 PreSales Specialist - 4/9/2010
- Certified JD Edwards EnterpriseOne – Oracle Support Champion – 1/30/2008



Mike Sullivan – Financials Consultant

Most Recent References:

Mike's most recent projects are for the following customers:

- American Heart Association, Dallas, TX
- Utah Transit Authority, Salt Lake City, UT
- Washington Corporations, Missoula, MT

Executive Summary:

Mike Sullivan is an improvement-oriented self-starter with over 17 years of experience using JD Edwards software to provide solutions to problems in Accounting, Distribution, and Manufacturing. He has extensive experience with business process re-engineering with resultant improvement in efficiencies and the elimination of waste. Mike is experienced in virtually all major JD Edwards modules and has played a key role as a change facilitator in over twenty successful implementations. He has worked with JD Edwards EnterpriseOne versions Xe through 9.1.

Industries and Expertise:

Industries:	Consumer Goods, Education & Research, Engineering & Construction, Financial Services, High Technology, Industrial Manufacturing, Life Sciences, Media & Entertainment, Natural Resources, Professional Services, Public Sector, Retail, Travel & Transportation, Utilities and Wholesale Distribution
JD Edwards:	JD Edwards World through A9.3, OneWorld/ EnterpriseOne Xe through 9.1
Modules:	Accounts Payable, Accounts Receivable, Auto Accounting Instructions, Equipment Plant Maintenance, Fixed Assets, General Ledger, HR Administration, Integrated Purchasing, Inventory Management, Job Cost, Manufacturing Cost Accounting, Procurement for Non-Inventory, Product Data Management, Purchase Order Management, Purchasing for Accounts Payable, Sales Order Processing, Shop Floor Control
Tools:	Enterprise Report Writer, FASTR, Financial Report Writer, World Writer
Other:	SQL – query manager, Microsoft Excel, All other Microsoft Office Apps

Key Clients and Projects:

Autoliv ASP – Ogden, UT

Senior JD Edwards Financial Consultant

- Implementation OneWorld Xe – Financial and Purchasing applications
- Implementation EnterpriseOne 9.0 Taubate, Brazil Plant R&D and pre- production manufacturing

Government of Bermuda – Hamilton, Bermuda

Senior JD Edwards Financial Consultant

- Project to resolve fixed asset integrity report issues

New Frontier Media – Boulder, CO

Senior JD Edwards Financial Consultant

- Financial Applications Support – Upgrade 9.0

Seaspan Ship Management – Vancouver, BC

Senior JD Edwards Financial Consultant

- Chart of Accounts Redesign / Conversion / BI reporting. Upgrade World to EnterpriseOne 9.0 – General Accounting

Seaspan Marine Corporation – Vancouver, BC

Senior JD Edwards Financial Consultant

- Chart of Accounts Redesign EnterpriseOne 8.12
- Financial Application – Upgrade to EnterpriseOne 9.1

Utah Transit Authority – Salt Lake City, UT

Senior JD Edwards Financial Consultant

- Implementation Purchasing Planning and Inventory, Financial Applications, Payroll and HR Release 8.0
- Upgrade Financial and Purchasing Applications to Release 9.0

Virginia Lottery – Richmond, VA

Senior JD Edwards Financial Consultant

- Enterprise Report Writer Training Workshop

Washington Corporations – Missoula, MT

Senior JD Edwards Financial Consultant

- Expense Management and P-card implementation EnterpriseOne 8.12

American Heart Association – Dallas, TX

Senior JD Edwards Financial Consultant

- Implementation Financial Applications, Chart Redesign on EnterpriseOne 8.9
- Upgrade EnterpriseOne 8.9 to 9.0 – Expense Management, Financials, and Purchasing

Choctaw Nation of Oklahoma - Durant, OK

Senior JD Edwards Financial Consultant

- Expense Management Implementation – EnterpriseOne 9.0

City of Lakewood, CO

Senior JD Edwards Financial Consultant

- Financials, Time Entry Self Service. Implementation 8.0 and upgrade to 8.12

City of Westminster, CO

Senior JD Edwards Financial Consultant

- Financials, and self-service support

Clif Bar Inc. – Oakland CA

Senior JD Edwards Financial Consultant

- Financial Report Writer

Connecticut Water Company – Clinton, CT

Senior JD Edwards Financial Consultant

- Chart of Accounts Redesign Workshop - Recommendations EnterpriseOne 9.0

Dealer Tire, LLC – Cleveland, Ohio

Senior JD Edwards Financial Consultant

- System Evaluation – Recommendation on Upgrade Direction

Envirocon, Inc. – Missoula, MT

Senior JD Edwards Financial Consultant

- Expense Management Implementation release 8.12

Fond du Lac Reservation – Cloquet, MN

Senior JD Edwards Financial Consultant

- Integrity Report assistance

Montana Rail Link – Missoula, MT

Senior JD Edwards Financial Consultant

- Upgrade World to EnterpriseOne 9.0 – Accounts Receivable and Financials

Quadra/FNX Mining – Vancouver, British Columbia

Senior JD Edwards Financial Consultant

- Implementation Financial Applications 8.10

Robinson Nevada Mining Company – Ely, NV

Senior JD Edwards Financial Consultant

- Support for Payroll and Financial Applications EnterpriseOne 8.10
- Upgrade to 9.0 – Financial and Payroll Applications

Seattle Housing Authority – Seattle, WA

Senior JD Edwards Financial Consultant

- Support for accounts receivable EnterpriseOne 8.12

Thermo Fischer Scientific - Van Allen Way, CA

Senior JD Edwards Financial Consultant

- Report Retrofit Development for Upgrade EnterpriseOne 8.12
- Security Redesign Recommendation to implement role base security

Carlota Copper Company - Globe, AZ

Senior JD Edwards Financial Consultant

- Implementation EnterpriseOne 8.12

School District of Manatee County – Bradenton, FL

Senior JD Edwards Financial Consultant

- Reporting Tool Assessment and Recommendation World Software

Sugio Performance Apparel – Burnaby, British Columbia

Senior JD Edwards Financial Consultant

- Sales Order – Flexible Sales Accounting Discovery – EnterpriseOne 8.0

Utah Housing Finance Agency – Salt Lake City, UT

Senior JD Edwards Financial Consultant

- Training on Financial Applications World Software

AAA of Colorado – Denver CO

Senior JD Edwards Financial Consultant

- World A7.3 to A9.1 upgrade – financial applications

Dean Foods - Dallas, TX

Senior JD Edwards Financial Consultant

- Upgrade EnterpriseOne 8.12 – Fixed Assets

Ogden-Weber Applied Technology – Ogden, UT

Senior JD Edwards Financial Consultant

- Fixed Asset Implementation and FASTR Reporting – World Software

Douglas County - Castle Rock, CO

Senior JD Edwards Financial Consultant

- Upgrade 8.12 - Financials

Hanson Aggregates – Dallas, TX

Senior JD Edwards Financial Consultant

- Upgrade to 8.10 - Accounts Receivable

Illumina, Inc. – San Diego, CA

Senior JD Edwards Financial Consultant

- Setup Supplier Performance Tracking and Reports – EnterpriseOne 8.12

City of Bellevue, WA

Senior JD Edwards Financial Consultant

- Financials and Fixed Asset Net change training for EnterpriseOne upgrade

GModelo Agriculture, Inc. – Idaho Falls, ID

Senior JD Edwards Financial Consultant

- Financial Report Writer Assistance

CCL Container - Sioux Falls, SD

Senior JD Edwards Financial Consultant

- Implementation OneWorld Xe – Purchasing and Inventory

The Weitz Company – Souix Falls, SD

Senior JD Edwards Financial Consultant

- Readiness Assessment for World Software Go live

True Time – Santa Rosa, CA

Senior JD Edwards Financial Consultant

- Enterprise Report Writer Development Training - EnterpriseOne 8.0

CCL Label - Richmond, VA

Senior JD Edwards Financial Consultant

- Report Writer Training / Assistance – World Software

Inland Empire Paper Co. – Spokane, WA

Senior JD Edwards Financial Consultant

- Training class on financial applications World Software

JD Edwards Chicago Training Center – Chicago, IL

Senior JD Edwards Financial Consultant

- General Accounting Class – World Software

mySimon.com – Santa Clara, CA

Senior JD Edwards Financial Consultant

- Implementation EnterpriseOne 8.0 Financial Applications

Ski Country Imports – Englewood, CO

Senior JD Edwards Financial Consultant

- Implementation and support for financials – World Software

Canwell Distributors - Burnaby, British Columbia

Senior JD Edwards Financial Consultant

- Implementation One World Xe – Flex Sales Order Accounting

Huntsman Chemical Corp. – Salt Lake City, UT

Senior JD Edwards Financial Consultant

- Integrity Report Cleanup Assistance – World Software

JD Edwards Costa Mesa Training Center – Costa Mesa, CA

Senior JD Edwards Financial Consultant

- Manufacturing Accounting Class – World Software

Western Union – Dallas, TX

Senior JD Edwards Financial Consultant

- Accounts Receivable Workshops – EnterpriseOne release 8.0

Borden/Meadow Gold Dairies - Ogden, UT / Dallas, TX

Senior JD Edwards Financial Consultant

- Implementation of World A7.3 Financials and Distribution

CXY Chemicals – Beaumont, TX

Senior JD Edwards Financial Consultant

- Manufacturing Accounting Support

North Slope Borough - Barrow, AK

Senior JD Edwards Financial Consultant

- Implementation World – General Ledger Area

Stillwater Mining Company – Columbus, MT

Senior JD Edwards Financial Consultant

- Implementation purchasing and inventory control – World software

Education:

- MBA - Brigham Young University, Provo, UT
- BS Degree in Accounting - Weber State University, Ogden, UT

Certifications:

- American Production & Inventory Control Society, Certification
- JD Edwards EnterpriseOne Financial Management Certified Implementation Specialist

Jennifer Change – Financials Consultant

Most Recent References:

Jennifer's most recent projects are for the following customers:

- North County Transit, San Diego, CA
- City of Huntington Beach, CA
- Denovo's Managed Services Division – assisting with multiple Managed Services contracts

Executive Summary:

Jennifer Chang is a resourceful and detail-oriented accounting professional with more than 15 years of solid progression on JD Edwards EnterpriseOne Financials and HCM module suites and with corporate accounting, finance, and audit background. She is analytical and able to work independently and is proficient with technology and able to leverage it to improve efficiency. Jennifer is a proactive problem solver and is able to collaborate with individuals at various levels of the organization and maintain professionalism dealing with internal and external contacts. She has been assisting with pre-sales and scripting the Denovo blogs for the Affordable Care Act issues and serving as the counterpart with Oracle in reporting and troubleshooting ACA issues.

Industries and Expertise:

Industries:	Communications, Consumer Goods, Engineering & Construction, Healthcare, Life Sciences, Industrial Manufacturing, Insurance, Oil & Gas, Professional Services, Public Sector, Travel & Transportation, and Utilities
Software Packages:	JD Edwards EnterpriseOne 8.12, 9.0, 9.1 product suites
Modules:	General Ledger, Accounts Payable, Accounts Receivable, accounting setup associated with Distribution, Manufacturing Accounting, Human Capital Management with the configuration of Human Resources, Benefits Administration, Position Control, and Payroll.
Development & Mgmt Tools:	Financial Report Writer, OMW Object Development, Workflow, Oracle UPK Tool, Atlassian JIRA, HPQC, Insight Software, MAS-90, Microsoft Office, QuickBooks

Key Clients and Projects:

North County Transit District - Oceanside, CA

JD Edwards HCM Consultant

- Upgrade from JD Edwards EnterpriseOne 9.0 to 9.2. Setup, documentation, and troubleshoot for Affordable Care Act

Engineering Remediation Resources Group (ERRG) – Martinez, CA

JD Edwards Financial Consultant

- Provided support with system transition troubleshooting. Year-end 1099 assist and documentation

Sundrop Fuels, Inc. – Longmont, CO

JD Edwards Financial Consultant

- Year-end 1099 assist and documentation

Metropolitan Pier & Exposition Authority – Chicago, IL

JD Edwards Financial Consultant

- Functional assistance in the FIN module, set up new bank account and positive pay. Year-end 1099 assist/documentation

City of Huntington Beach, CA

JD Edwards HCM Consultant

- Assisted with setup, documentation, and troubleshoot for Affordable Care Act

Noven Pharmaceuticals, Inc. – Miami, FL

JD Edwards HCM Consultant

- Assisted with setup and troubleshoot for Affordable Care Act

Matanuska Telephone Association – Palmer, AK

JD Edwards Financial Consultant

- Review setup and documentation for Affordable Care Act

Bay Area Air Quality Management District (BAAQMD) – San Francisco, CA

JD Edwards HCM Consultant

- Responsible for the EnterpriseOne 8.0 to 9.2 HCM project upgrade.

- Analyzed and designed functional areas of HCM Foundation, Benefits Administration, Recruitment, Position Control, Compensation Management, Health Safety Management, COBRA, and Governmental Reporting.

Fond du Lac Reservation – Cloquet, MN

JD Edwards Financial Consultant

- Assisted with configuration and testing of the Delinquent Notices functionality (Financial module)
- Provided training documents to end users and identified bugs for noted issues
- Year-end custom 1099 process configuration and documentation

Cook County – Chicago, IL

JD Edwards HCM Consultant

- Supported the upgrade from World A7.3 to EnterpriseOne 9.1 for the HCM suite (HR / Payroll) for the second largest county in the United States involving 22,000 employees.
- Responsible for workflow documentation, design test scripts, end user testing/training, troubleshoot reconciliations, module configuration, as well as development efforts.

Pinal County – Florence, AZ

JD Edwards Financial Consultant

- Responsible to walk through the test scripts verifying role security and report on test results.

Moulton Niguel Water District – Laguna Niguel, CA

JD Edwards Financial Consultant

- Assisted with post implementation support for the project in areas involved in G/L and Distribution.

Hunter Industries – San Marcos, CA

JD Edwards Financial Consultant

- Responsible for providing solution design/functional experience to develop/implement new functionality in the areas of Finance for EnterpriseOne 9.1 upgrade, as well as supporting development areas of Distribution and Manufacturing.

TEMCO – New York City, NY

JD Edwards Financial Consultant

- Supported implementation of JD Edwards Fixed Assets (release 9.0) module as well as the end users' UPK work session.

Monrovia Nursery Company – Azusa, CA

FP&A Manager

- Implemented system conversion to 8.12, served as the lead for testing and designing General Ledger mapping by analyzing business infrastructure and operating processes. Supported the conversion efforts in the areas of Sales Order Management, Procurement, Distribution, Manufacturing, Inventory Management, and Transportation.
- Managed Budgeting, Financial forecasting, financial modeling, MD&A (narrative results), dashboard reports, variance/bridge analyses, margin analyses, exception reports, treasury management, audit, taxation, management reporting packages, month end close, internal control, and data integrity.
- Created sensitivity analyses that supported the strategic decision making process.
- Leveraged software technology (Insight Software) to reduce the turnaround time with the budgeting process.
- Developed margin analysis at the item level (unprecedented in the Growers Manufacturing industry) made available through actual costing.

QTC Management – Diamond Bar, CA

Accountant

- Managed financial reporting packages, flash reports, cash management, treasury, trend analysis, audit, payroll, month end close, account reconciliations, and bank reconciliations.
- Ensured proper cutoff and data integrity through a company acquisition.
- Part of the treasury committee that evaluated the cost/benefits of alternative banking solutions. Monitored cash positions and maintained adequate funding to meet forecasted commitments.

Chen & Chen, CPAs – Rowland Heights, CA

Accountant/Auditor

- Managed compilation, financial reporting, audit, taxation (individual/corporate), payroll, month end processing, account reconciliations and bank reconciliations.
- Conducted year end audits by evaluating internal control, inventory valuation, AR/AP confirmations, cash and sales testing, ratio analyses and review of financial presentations. Developed recommendations for improvements.
- Provided financial forecast with tax planning as well as researched taxation issues based on case studies and policies.

Education:

- Bachelor of Science in Business Administration – Accounting, California State Polytechnic University, Pomona, Magna Cum Laude
- Bilingual in Chinese Mandarin

Author:

- Current Author / Contributor to Denovo’s Resource blog on Affordable Care Act: www.denovo-us.com/resources

Buffy Dorpinghaus – HR/Payroll Consultant

Most Recent References:

Buffy's most recent projects are for the following customers:

- Lehigh Hanson, Inc., Irving, TX (for the past 3 years)
- City of Fort Collins, CO

Executive Summary:

Buffy Dorpinghaus has over 20 years of JD Edwards application and technical experience for large multi-national organizations with highly complex software configurations. She has a proven history as a Project Manager, Functional Consultant, Application Developer, Technical Team Lead and Technical Trainer and has proven ability in Configuring, Implementing, Troubleshooting, Modifying and Testing J.D. Edwards modules and systems.

Industries and Expertise:

Industries:	Financial Services, Healthcare, Oil & Gas, Professional Services and Public Sector
Software Packages:	JD Edwards World and EnterpriseOne
Modules:	HCM, Payroll, ESS, A/P, A/R, General Ledger, EDI, Purchasing, Sales order, Inventory, Advanced Warehousing, Distribution Requirements Planning, Address Book, Fixed Assets, Work Order.
Development Tools:	UML, Query, SQL, OS/400, AS/400 communication, ALDON, Change Management Tool, JD Edwards Case Tool, World Vision, SDA & RDA (Screen and Report design aids), MQ Series, Organizational Chart Publisher
Programming Languages:	C++, HTML, RPG, CL, DDS, JD Edwards, COBOL, and Visual Basic

Key Clients and Projects:

Alaska Aerospace Corporation - Anchorage, Alaska

Senior HR and Payroll Consultant

- Responsible for all troubleshooting and problem resolution related to the HR and Payroll systems.
- Advise AAC on ESU application and timing.
- Guide AAC through their year-end activities and processes.
- Responsible for all special projects related to HR and Payroll for example, this year we designed and built a time entry interface.

King County Library System - Issaquah, WA

HR, Payroll and Employee Self Service Consultant

- Lead consultant on Payroll, HR and ESS upgrade for the King County Library System. Upgrading from 8.0 to 9.0.
- Created a Gap Analysis to recommend business process changes and additional functionality which they own that they may want to implement.
- Performed a major HR / Payroll analysis and audit in preparation for their upgrade.

State of Nebraska - Lincoln, NE

Lead HR, Payroll and Employee Self Service Consultant

- Lead consultant on Payroll, HR and ESS upgrade for the State of Nebraska. Upgrading from 8.10 to 9.0.
- Troubleshoot many production payroll and HR problems for State of Nebraska.
- Prepared for and resolved some issues with the Open Enrollment using ESS for 19,000 employees.

National Radio Astronomy Observatory - Charlottesville, VA

Lead HR, Payroll and Employee Self Service Consultant

- Team lead of JD Edwards EnterpriseOne implementation responsible for the Business Implementation for Payroll, HR, Benefits, and Employee Self Service.
- Worked with the HR organization and benefit providers to implement and automate all updates for Benefits and Accruals.
- Worked with the Human Resources module and managed Job setup, Employee maintenance, Injury Tracking, etc.
- Managed the complete implementation and customization of Employee Self Service to requirements of NRAO.

El Paso County - Colorado Springs, Colorado

Lead Systems Project Manager

- Responsible for all demos, solution design, and project management related to JD Edwards Enterprise One within El Paso County.
- During 2004 have managed a successful implementation of Employee Self-Service for 2,500 employees. Project was very successful – went live on time and under budget.

- Managed the first RFID installation for JD Edwards, DSI and Intermec at El Paso County. Articles related to the project can be viewed on Forbes.com, RFID Journal as well as various other websites.
- Personnel manager of the 6 members of the J.D. Edwards Team. Responsible for their scheduling, reviews and day to day productivity. Also responsible for coordinating all outside consultants.
- Responsible for the ERP Budget for El Paso County.

JD Edwards - Denver, CO

Senior Programmer / Analyst

- Created conversion programs for the World 8.1 to One World Migration Software. Responsible for conversions within Finance and HR/Payroll.
- Troubleshoot and perform bug fixes on the World A7.3 to One World Migration Software.
- Act as fourth level support for JD Edwards HR/Payroll for Global Support Services. Solved several urgent client issues requiring fully tested code changes in less than 2 hours.

Chevron - Angola, West Africa

JD Edwards Application Developer/Technical Trainer

- Redesigned software that was causing payments not to be reflected in the balance of a contract.
- Designed custom reports and inquiries to help various departments monitor their spending more closely.

SmithKline - London, England

JD Edwards Application Consultant

- Application consultant for a major Distribution Requirements Planning (DRP) and EDI implementation involving 4 factories, 4 warehouses, 30 markets and a project team of eight.
- Used JD Edwards in a creative manner to achieve business requirements. Where necessary advised SmithKline Beecham on and designed modifications to JD Edwards.
- Translated business requirements into functional and technical designs. Responsible for very detailed technical designs to be given to programmers with no JD Edwards experience.

Merck - Amsterdam, Netherlands

JD Edwards Technical Specialist

- Technical lead of a 3 member programming staff for World A5.2 to A7.3 cum 9 upgrade and data conversion.
- Designed and programmed a data conversion program that converted the work orders and equipment & plant maintenance information from the old software package to JD Edwards.
- Instructed and monitored programmers not familiar with JD Edwards on the necessary modifications needed for World A7.3 cum 10 and Euro compliance.

United STATES Olympic Committee - Colorado Springs, CO

Systems Analyst

- System Administrator for a 150 user site. Created all new user Id's, set up approval routing, delegated authority and set security levels on the JD Edwards system.
- Performed all new module implementations, upgrades, and installations of all JD Edwards software.

Education:

- Bachelor of Arts in Mathematics and Statistics, Minor in Systems Analysis, Miami University of Ohio, Oxford, Ohio, May 1993

Al Rumalo – HR/Payroll Consultant

Most Recent References:

Al's most recent projects are for the following customers:

- City of Huntington Beach, CA
- Fond Du Lac Reservation, Cloquet, MN
- Kansas Turnpike Authority, Wichita, KS

Executive Summary:

Alfred Romulo is a JD Edwards consultant with more than 14 years of experience working in the Human Resource industry and seven years of experience with JD Edwards EnterpriseOne software specifically using the Human Resource Management suite. His consulting expertise includes configuration, conversion, and testing of JD Edwards HR modules. He has assisted in implementing EnterpriseOne HR, Payroll, Employee Self-Service and Leave Request. He is experienced with overseeing AAL processes, PDBA calculations, taxation, Vertex updates, setting up weekly and bi-weekly payroll processes, establishing fiscal date patters, general account and ledger rules. Alfred has worked with multiple payroll IDs, Master Pay Cycles and payroll control parameters. He is experienced with insurance and benefit processes, vacation processes, and payroll history issues and has supervised the responsibilities and deliverables of payroll groups. Alfred has also worked with administration of documentation for certified payroll, 401(k) audits, SOX compliance, Worker's Compensation and General Liability. He provided problem-solving expertise for multiple product lines and for clients' concerns and established and maintaining a positive, professional relationship with clients. Alfred plans, leads, and actively participates in design, configuration and testing of assigned software applications through User Acceptance Testing, Conference Room Pilot Testing, and Integrated Conference Room Pilot Testing to validate product functionality. He works with clients creating train-the-trainer documentation and conducts training workshops via Oracle User Productivity Kit. He is effective in communicating and coordinating with business process owners to validate change requests in all ERP configurations and environments and the subsequent updating and move to production to ensure correct process (testing, signoff, etc.) prior to Go-Live. Alfred drives the troubleshooting of issues and resolution during development and post production support.

Industries and Expertise:

Industries:	Communications, Consumer Goods, High Technology, Professional Services, Public Sector, Retail, Travel & Transportation, and Utilities
Software Packages:	JD Edwards EnterpriseOne Product Suite
Modules:	Human Resources, Payroll, Benefits, Employee Self-Service, Leave Request, 401k Processes, PDBA, Master Pay Cycles, vacation accrual schedules, AAls, Payroll Accounting History, Financial Analysis and Reconciliation, General Ledger, Tax Burden, Pensions, Workers' Compensation, Year End W-2s,
Tools:	User Productivity Kit (UPK)
Other:	Insight Query, Q4Biz Report Writer, Paychex Premier Human Resource Services, Paylink Payroll System, Microsoft Excel, Word and PowerPoint, Vertex, SOX Compliance

Experience:

City of Huntington Beach, CA

Senior Functional Consultant – Human Capital Management

- Conducted full assessment of recent implementation.
- Proposed, documented, tested, and rolled out "surgical re-implementations" – areas identified in human resources, time entry, and payroll to make the most of the canned JD Edwards functionality and customize only where needed.
- Reviewed current application setup and custom objects and performed additional setup as needed for the firefighters association, police department, marine safety association, municipal employees association, and management employees organization.
- Researched and documented potential solutions for California's paid sick leave statute AB-1522 including each solution's strengths/drawbacks, estimated cost, implementation timeline, and impact to the organization.

Fond Du Lac Reservation – Cloquet, MN

Senior Functional Consultant – Human Capital Management

- Implemented member data to integrate with human capital management, benefits, time and labor, and payroll
- Evaluated needed modifications to current processes and reports, and migrated data from legacy system.
- Assisted with third party interfaces and communications and testing of custom reports, checks, and advices.
- Documented and validated business requirements and mapped to JDE functionality.
- Configured accordingly to institute best practices and meet organizational requirements.

Kansas Turnpike Authority – Wichita, KS

Senior Functional Consultant – Human Capital Management

- First phase of a multi-phase implementation of EnterpriseOne 9.1 implementing human capital management, benefits, time and labor, and payroll.
- Reviewed existing business processes, performed application setup, conducted requirements gathering sessions, trained super-user, and managed roll-out and go-live support.
- Configured system, coordinated conversion test cycles, lead CRP & Integrated CRP sessions, trained PowerUsers, wrote technical specifications, and supported go-live.
- Developed versions, menus, and security for new implementation based on existing conventions.
- Assisted with third party interfaces and communications; testing of custom reports, checks, and advices.

Maine Department of Transportation – Augusta, ME

Senior Functional Consultant – Human Capital Management

- Upgrade from 8.12 to 9.1, implementing human capital management, benefits, time and labor, and payroll.
- Developed scripts and HCM procedures, focusing on the timecard automation rules.
- Successfully configured the system to manage human capital management and payroll without Vertex.
- Provided training and written documents for future reference, maintenance, and modification.

Moulton Niguel Water District – Laguna Niguel, CA

Senior Functional Consultant – Human Capital Management

- Conducted full assessment of recent implementation.
- Proposed, documented, tested, and rolled out “surgical re-implementations” – areas identified in human resources, time entry, and payroll to make the most of the canned JD Edwards functionality and customize only where needed.
- Evaluated needed modifications to current processes and reports.
- Assisted with third party interfaces and communications and testing of custom reports.
- Documented and validated business requirements and mapped to JDE functionality.

VectorUSA – Torrance, CA

Senior Functional Consultant – Human Capital Management

- First phase of a multi-phase implementation of EnterpriseOne 9.1 implementing human capital management, benefits, time and labor, and payroll.
- Reviewed existing business processes, performed application setup, conducted requirements gathering sessions, trained super-user, and managed roll-out and go-live support.
- Configured system, coordinated conversion test cycles, lead CRP & Integrated CRP sessions, trained PowerUsers, wrote technical specifications, and supported go-live.
- Developed versions, menus, and security for new implementation based on existing conventions.
- Assist with third party interfaces and communications; testing of custom reports, checks, and advices.

Golden State Water Company – San Dimas, CA

Business Analyst

- Assisted with the configuration, conversion, and testing of the JD Edwards payroll module from Xe to Enterprise One 9.0.
- Facilitated the Wells Fargo to New York Life transition of the customized 401(k) processes in JD Edwards.
- Aided in the implementation of JD Edwards Employee Self-Service and Leave Request modules, including the changes in the vacation accrual policies.
- Generate and post transactions to the general ledger using specifically defined automatic accounting instructions (AAIs).
- Differentiate labor and overhead expenses for planning and variance analysis.
- Define PDBA calculations, taxation, and custom rules for non-standard calculations.
- Create multiple rollover rules per leave DBA and evaluate leave trends.
- On a monthly basis, test the Vertex updates, which calculate the payroll tax withholding amounts according to the current tax rates for each tax agency.
- Set up companies in JD Edwards for both weekly and bi-weekly payroll processes.
- Establish fiscal date patterns, general accounting constants, and ledger type rules.
- Create multiple payroll IDs, Master Pay Cycles, and payroll cycle control parameters.
- Set up unemployment insurance rates, workers’ compensation insurance e-basis tables, vacation accrual schedules, and garnishment tables in JD Edwards.
- Ensure data integrity and validate that burden rates follow labor as defined in AAIs.
- Identify payroll errors and correct payroll history either manually or through interim processes in order to certify that all payroll and accounting history tables have been accurately adjusted with a clear, comprehensible audit trail.
- Supervise and direct the responsibilities and deliverables of payroll group.
- Implement new processes to improve efficiency and to encourage cost-savings.

- Perform financial analysis and reconciliation of various general ledger accounts on a monthly and quarterly basis.
- Input payroll accounting journal entries for the various accruals, benefits, fringe clearing, tax burden, pension, and general liability accounts.
- Prepare ad-hoc payroll analyses for regional management for budgeting, forecasting, performance, and disciplinary purposes.
- Administer documentation for certified payroll and data requests for audits on 401(k), SOX compliance, Workers' Compensation, and General Liability.
- Interact with regional management, Human Capital Management, IT, and Tax Departments to ensure accuracy and timely payroll processing.
- Assist in payroll tax submissions, quarterly and annual payroll tax return preparations, and year-end W-2s preparation for multiple legal entities in various states.
- Maintain employee payroll records in compliance with applicable federal and state wage-related regulations.

Paychex, Inc. - Costa Mesa, CA

Client Services Supervisor

- Supervised and directed the responsibilities and deliverables of assigned personnel.
- Processed payroll and tax returns for multiple high-end clients across various states.
- Provided guidance on clients' issues relating to Human Resources.
- Kept abreast of the changes in the payroll system and software, in the technological industry, and in wage and tax laws.
- Fostered a cohesive relationship among the clients, sales, and operations.
- Provided problem-solving expertise for multiple product lines and for clients' concerns.
- Established and maintaining a positive, professional relationship with clients.
- Conducted meetings, interviews, client surveys, budgeting, and performance reviews.
- Recommended and implemented the training and education of assigned personnel.
- Supported and motivated employees and departments to encourage customer satisfaction.
- Maintained a high rate of client retention through premium customer service.
- Supported client transmission issues with Paychex Premier Human Resource Services and Paylink payroll system.

Burlington Coat Factory - West Covina, CA

Customer Service Supervisor

- Supervised and trained cashiers and back-up cashiers.
- Supported and motivated employees from all departments to encourage an increase in sales and customer satisfaction.
- Created the work schedule by coordinating with other departments to ensure sufficient coverage will be available throughout the day.
- Constantly monitored that employees applied the highest priority to customer service.
- Balanced registers and all financial transactions performed throughout the day.
- Troubleshooted registers and inventory scanners with tech support.
- Assisted customers with purchases, exchanges, and returns.
- Reconciled checks and cash for bank deposit preparation.
- Provided a high level of customer service.

Education:

- B.S. Management , Pepperdine University
- B.S. Computer Information Systems, *Magna Cum Laude*, DeVry University

Naila Sowers – CNC Specialist

Current CNC Managed Services :

Naila is currently providing CNC Managed Services for the following customers:

- Cook County Government – Linux/Oracle
- Metropolitan Pier and Exposition Authority – Linux/Oracle
- Outrigger Resorts – Windows/SQL
- Atlas Lighting – Windows/Oracle

Executive Summary:

Naila Sowers is a skilled JD Edwards CNC Administrator with more than 18 years of experience working with software development and hardware issues. She has more than 15 years of experience working with the JD Edwards EnterpriseOne software implementation and providing CNC support. Naila has worked with application and tools developers during full software development cycles, and providing installation and configuration support on a variety of platforms. She maintains existing code, provides technical support and troubleshooting services, and assists with development in designing code changes. Naila has mentored and trained new employees and worked closely with clients to resolve technical issues on their systems. She is highly skilled and experienced in software application debugging, coding and optimization and uses many different debugging tools as well as development and QA environments.

Industries and Expertise:

Industries:	Education & Research and High Technology
Software Packages:	JD Edwards OneWorld/EnterpriseOne Xe through 9.1 Product Suite
Hardware:	Intel based platforms, UNISYS, EXA, VMs
Operating Systems:	UNIX, Windows 7 (Server and Professional), AS/400
Languages:	SQL, Visual Basic, C, HTML, ANT
RDBMS:	SQL Server, Oracle 12G
Spoken Languages:	English, Bengali, Hindi, and Urdu
Other:	Vertex, MicroStrategy, Citrix, all the common UNIX and MS applications, Mercury LoadRunner, StarTeam, CaliberRM, J.D. Edwards/YouCentric CRM, XPI (eXtended Process Integration)

Key Clients and Projects:

Oracle, Corporation (formerly PeopleSoft, Inc.) - Denver, CO

Environment Operations Engineer

- Maintained build machines and supported JD Edwards environments: Xe, E8.0, 8.12, 9.0, 9.1
- Built and deployed packages to ensure environments are up-to-date
- Applied service packs and required patches
- Built and packaged GA releases of the EnterpriseOne product
- Built and deployed EXA packages
- In charge of mastering Oracle Virtual Machine (OVM)
- Identified and resolved issues regarding software implementation and integration
- Cross-trained on other platforms to ensure group effectiveness
- Participated in the development of new processes
- Assessed stability issues and alternative scenarios in order to minimize risks and improve product quality
- Worked with internal customers and selected external customers as appropriate
- Presented ideas and information through teach times and product demos
- Responsible for project management and delivery of EnterpriseOne product

PeopleSoft, Inc. - Charlotte, NC

Development Environment Specialist

- Provided development environment configuration subject matter expertise to developers within CRM Engineering.
- Maintained technical aptitude in regard to the integrated product line and the technologies used to implement the integrations of these individual products.
- Identified and resolved issues regarding software implementation and integration.
- Interfaced with development teams to resolve recurring issues and problems.
- Engaged in software application debugging, coding and optimization using a variety of programming and debugging tools.
- Troubleshot Development and QA environments to identify the root causes of issues concerning the integration of the products.
- Worked closely with build tool developers to facilitate the automation of integrated development environment setup.

- Kept logs of integration issues that arise along with the root causes behind issues to facilitate a means of tracking problem areas in regard to the components of the integrated solution.

J.D. Edwards and Company – Denver, CO

CNC/Windows Platform Tech Specialist

- Created software from design documents
- Conducted complete analysis of software problems
- Maintained existing programs
- Provided application and technical support to clients who have purchased company's software products that operated across WINDOWS platforms and multiple databases
- Identified and resolved issues regarding software implementation and integration
- Made sure that the applications were properly supporting the clients' business functions
- Interfaced with clients and other development teams to resolve recurring issues and problems
- Performed periodic consulting and training assignments

J.D. Edwards Global Customer Solutions – Denver, CO

Application Technical Consultant

- Facilitated resolution of technical issues
- Assisted software development in designing code changes and troubleshoot difficult issues
- Provided consulting resources to other areas of J.D. Edwards
- Mentored and trained new employees
- Worked closely with clients to resolve technical issues
- Worked closely with Application and Tools developers during the software development life cycle
- Installed and Configured EnterpriseOne software on UNIX, AS400 and Windows
- Maintenance of existing code
- Technical support and network troubleshooting

Oklahoma State University - Stillwater, OK

Team Leader

- Assisted the Lab Manager in running the lab
- Maintained Statistics
- Conducted Team Meetings
- Enforced CIS policy
- Delegated tasks to team members

Oklahoma State University - Stillwater, OK

Computer Assistant

- Helped students with software applications and problems
- Dealt with hardware problems
- Maintenance of the lab

Education:

- Bachelor of Science, Management Information Systems with a minor in Accounting - Oklahoma State University - May 1999
- Continuing Education courses: Configurable Network Computing, Developers Immersion, Advanced Tools, HCM Payroll/Benefits, MicroStrategy

Certifications and Affiliations:

- Certified Trainer of Computer Assistants - Oklahoma State University

Michael Tomlinson – CNC Specialist

Current CNC Managed Services :

Mike is currently providing CNC Managed Services for the following customers:

- Hunter Industries (iSeries/DB2)
- Clearwater Paper (iSeries/DB2)
- Dunn Paper (Linux/Oracle)
- Shiseido Americas (iSeries/DB2).

Executive Summary:

Michael Tomlinson is a highly skilled and experienced CNC Administrator with more than 16 years of experience working with network systems and more than 11 years working with JD Edwards network systems. He possesses a high level of interpersonal emotional intelligence, communication, patience, and adaptability in both changes in business requirements and personalities. Michael has a solid and rare mix of platform skills as it relates to EnterpriseOne 9.1/9.2 implementations, upgrades and support in all three iSeries/DB2, Windows/SQL & Oracle and Linux/Oracle OS/Database platforms. He has experience with deployment of the other various EnterpriseOne add-on servers such as AIS, ADF, BSSV, OVR and UPK. He has very strong CNC technical support and troubleshooting experience providing a path to quickly find root cause of issues and resolving in a timely manner. He has acted as the team's CNC technical escalation point before escalating to Oracle support. He works with customer EnterpriseOne go-live project CNC to Managed Services CNC handoff process. Michael puts a high priority on internal operational and technical documentation for each and every one of our clients that is consistent across the team. He has the ability to relate and collaborate on CNC projects with other technology and system infrastructure teams such as OS, Database, Virtualization, Storage and Network due to familiarity in those skill sets. He has a great deal of EnterpriseOne/CNC administration experience across various system architecture complexity and user base sizes, OS and Database platforms, in both cloud/hosted and on-premise infrastructures.

Industries and Expertise:

Industries:	Consumer Goods, Healthcare, High Technology, Industrial Manufacturing, Natural Resources, Retail, and Wholesale Distribution
Software Packages:	JD Edwards OneWorld/EnterpriseOne B73.3.x, Xe through 9.2 Product Suite
JD Edwards:	JD Edwards Human Resource Information System (HRIS) Self Service Portal, EnterpriseOne System Administration, EnterpriseOne Installations/Upgrades, EnterpriseOne CNC Setup, Configuration, and Troubleshooting, Tools Releases, Installation of ESUs, ASUs, and service Packs on Several Platforms and Databases, OCM, OMW, Package Builds, Security, EnterpriseOne Web Server, EnterpriseOne on Multiple Foundations, Virtualization, Storage and Network EnterpriseOne Package Management/Deployment, User, Role, Security Workbench, and Printer administration,
Tools:	LPI Linux, Basic DB2/SQL, SQL Server 2005/2008, iSeries AS/400 iSeries/DB2, Linux/Oracle OS/Database, V5R4, IBM Blade Center H and N Series, IBM DS3400 Series and NetApp N Series Storage Systems, WebLogic Application Servers 10.3.4, Citrix NetScaler, LPARs and the POC for TR 8.89.4.2, iTera HA, IBM HTTP Servers, VMware ESX 3.5 and vSphere, Microsoft Hyper-V and MDOP App-V, Citrix 4.0/4.5/XenApp 5.0, IBM Tivoli Storage Manager, ISA Server/WebSense,
Cloud Environments:	EnterpriseOne Cloud Hosted Solutions, AWS, Azure, and Oracle Cloud
Other:	Vision Solutions Mimix HA and Replicate1, EDI, Formscape, RFGGen, Kronos WorkForceCentral, 3 rd party ODBC User Profiles Security, SharePoint Administration, Active Directory 2000/2003 and Exchange Administration

Key Clients and Projects:

Denovo Ventures, LLC – Niwot, CO

Managed Services CNC Team Lead – JD Edwards EnterpriseOne

- Established CNC Managed Services team's standard operating procedures to improve consistency in internal communication, documentation, expectations, and efficiency in support delivery.
- Established client onboarding procedures for a smooth transitional experience between CNC and new customers to set the tone and standard of our service delivery excellence.
- Implemented a new CNC Managed Services team org. structure that allows for a long-term growth without losing and sacrificing the intimate relationship between CNC support and our valued hosted and non-hosted clients.
- Successfully integrated offshore team members into Managed Services support model to allow onshore members to focus on more advanced CNC support tasks and projects by creating previously unavailable bandwidth taken up by the routine CNC tasks such as package builds and maintenance now done by offshore resources.
- Mentoring and challenging our junior level CNC administrators to set them up for strong successful growth and career satisfaction.

- Lead CNC on migration and transitional projects of new and existing clients switching from an on premise to a cloud/hosted model for their EnterpriseOne and related systems hosting and support.
- Streamlined proactive CNC administrative support tasks via script automation on the various EnterpriseOne OS platform which significantly reduced the number of hours per month to accomplish those tasks manually by CNC team.
- Created fully configured EnterpriseOne system templates for quicker new hosted system deployments rather than building each from the ground up.
- Close collaborative project and internal support relationship with our DevOps, Cloud and other infrastructure teams to implement EnterpriseOne cloud hosted solutions to both Denovo and other major cloud providers such as AWS, Azure, and Oracle Cloud.
- Promoted to Managed Services Team Lead after 1st year tenure with Denovo.

Wilbur-Ellis Company – San Francisco CA

CNC Administrator – JD Edwards EnterpriseOne

- Upgraded from Oracle Application Servers to WebLogic Application Servers 10.3.4
- Configured Citrix NetScaler to more efficiently load balance US and Asia JAS EnterpriseOne HTML server instances across lateral web servers
- Implemented Oracle POC for multiple time zone support on single LPAR. Asia and U.S. were hosted on separate LPARs and the POC for TR 8.89.4.2 allowed us to run both JD Edwards instances on same server with different time zones solving several key problems like remote database and network latency and overall slower performance
- Upgraded iTera HA from 6.0 to 6.1.2
- Performed several DR tests by performing iTERA's virtual role swap functionality
- Upgraded Tools Release from 8.98.4.2 to 9.1.2.3 in our Dev environment
- Performed ASU and ESU software updates as well as iSeries PTFs to bring to current
- Currently in the middle of going from an open to closed security model using ALLOUT product
- Improved the administrative workflow for new user creation and termination process policies to be more aligned with the helpdesk's internal process as well for satisfying audits
- Tightened down 3rd party ODBC user profiles security on the iSeries to be more ready only where appropriate
- Upgraded iSeries system memory and DASD to increase overall system performance by lowering page faults
- Daily CNC administration tasks and responsibilities:
 - User, Role, Security Workbench, and Printer administration
 - Managing BRMS and all the daily, weekly, and occasional full system saves
 - Package builds for all CRP and Production environments
 - Daily system health checks and routine proactive system maintenance which includes bouncing JD Edwards, clearing IPC, deleting SQLPKGs, rebooting WebLogic Application servers, etc.
 - Routine data refreshes
 - Troubleshooting user and system JD Edwards issues
 - Software Updates ESU/ASU/PTF administration
 - JD Edwards business data table SQL updates, inserts, deletes
 - iTERA HA multi-node replication administration
 - Supporting Optio invoice document printer administration

Trident Seafoods Corporation – Seattle, WA

Jr. CNC Administrator – JD Edwards EnterpriseOne

- JD Edwards EnterpriseOne 8.0 and 9.0 system administration
- JD Edwards EnterpriseOne ESU and DV/PY/PD package build and deployment administration
- IBM WebSphere Application Server 6.x ND, Portal Server 6.x, and IBM HTTP Server implementation and administration in a federated multi-node cell with vertical and horizontal cluster topology
- WebSphere Application Server and Portal Server performance monitoring and tuning
- JD Edwards HRIS Self Service Portal implementation and administration
- WSRP Portlet administration
- iSeries AS/400 V5R4 (multiple system and lpar) system administration. Upgraded systems to V7R2 on iSeries 750's
- Extensive Disaster Recovery Site implementation, annual revision and failover execution testing (includes iSeries, JD Edwards 8 and 9, Vision Solutions Mimix HA and Replicate1, EDI, Formscape, RFGGen, Kronos WorkForceCentral)
- Vision Solutions Replicate1 and Mimix HA Administration
- iSeries BRMS Administration with Tivoli encryption and IBM TS3310 LTO4 tape library
- IBM Blade Center H and N Series Implementation and Administration
- IBM DS3400 Series and NetApp N Series Storage System Administration
- EDI/ Formscape/ Presenter/ OnBase/ Vertex/ Spreadsheet Server for JD Edwards Administration
- Basic DB2/SQL query proficiency
- SQL Server 2005/2008 Administration including Reporting and Integration Services implementation and administration for ad hoc ETL tasks

Trident Seafoods Corporation – Seattle, WA

Sr. Network Administrator

- Manage 100+ IBM server systems at both a production and offsite DR data center as well as remote servers spread out over 12 remote offices along the Pacific West Coast and Alaska
- SQL 2005/2008 administration including cluster and replication implementations.
- VMware ESX 3.5 and vSphere 4 implementation w/NetApp N Series storage integration and administration including Update Manager Extension
- Microsoft Hyper-V and MDOP App-V Administration
- Citrix 4.0/4.5/XenApp 5.0 Implementation and Administration
- IBM Tivoli Storage Manager Administration. Performed several upgrades from 5.3 to 5.4 to 5.5 as well as implement and execute disaster recovery procedures
- Technical liaison between CNC and Network group and for the JD Edwards Business Analysts
- Exchange and ISA Server/WebSense administration including email and IM archiving solutions
- SharePoint Administration
- SMS/MSCCM 2007 administration
- Symantec Anti-Virus implementation and administration
- Escalation point for helpdesk services group currently using FrontRange Heat

HealthForce Partners – Bothell, WA

Network Administrator

- Network Administration support for a frame relay network that consists of roughly 250 workstations and users dispersed amongst 16 remote sites in the King and Snohomish County
- Support Manager/lead. Built the Helpdesk entity from the ground up, creating operational processes, tasks, inventory, incident, and asset tracking, project management, documentation standards, internal support via email, phone, remote desktop, and in person covering all areas of IT support for all 16 remote sites
- Managing and designing the Health Insurance Portability and Accountability Act (HIPAA) policies related to IT security procedures and policies
- Project management and engineer of Active Directory and Group Policy restructure and deployment.
- Resolve all issues that arise with Windows NT platform clients and servers
- Cross-functional teamwork on projects with virtually every manager at each department/site to deliver IT solutions related to their operational needs
- Coordinate and deliver all individual and group IT training sessions for new and existing users
- Responsible for administration of the backup system, Veritas Backup Exec
- Active Directory 2000/2003 and Exchange administration. Manage and administer all user and email accounts, file/folder directory, and application security

Microsoft Corporation – Redmond, WA

Support Administrator

- Responsible for trouble-shooting Windows XP Professional, Home Edition and Internet Explorer escalations such as installation, backup, recovery, and editing/recovering the registry to network issues
- Resolved highly complex final tier escalations pertaining to Microsoft PC based games, hardware, and Microsoft MSN Zone projects
- Utilized technical problem solving skills to investigate challenging issues using resources including other team members, knowledge databases, testing labs, as well as intranet resources
- Acted as a consultant on technical and procedural issues for the team
- Gained solid technical skills in advanced Windows/hardware troubleshooting as well as individual customer service and problem solving abilities

Education:

- Bachelor of the Arts, Business Administration Management Information Systems, Western Washington University, Bellingham WA - August 2001

Certifications and Affiliations:

- JD Edwards EnterpriseOne 9.0 CNC Certified Implementation Specialist – 9/8/2012
- LPI Linux Certification
- President of the WWU Managed Information Systems Association – 2001



Falah Thamir – Development

Most Recent References:

Falah's most recent projects are for the following customers:

- Douglas County, CO
- Washington Corporations
- City of Lakewood, CO

Executive Summary:

Falah Thamir has over 25 years of experience in IT fields, including analysis, design, and programming. He has more than fourteen years of analysis, design, and development experience in JD Edwards EnterpriseOne Human Resources software, including Web applications, including over two years at JD Edwards Development (HR/Payroll and Contract Billing). He currently provides the design and development of EnterpriseOne interactive applications and reports. He was assigned at J.D. Edwards Company for two and one-half years to be part of the design and development teams in HR/Payroll and Contract/Service Billing for OneWorld B7333 and Xe. Falah was the lead design person for the Employee Assignment module in OneWorld Xe2/B8. At other clients, he has the responsibility of data conversion, writing interface programs, and design/development of custom applications, mostly HR/Payroll, Distribution, and Manufacturing. Falah is also experienced in EnterpriseOne Custom Screens, Portlets, Power Forms, and Wizard Development. He is part of the Utiligy development team.

Industries and Expertise:

Industries:	Consumer Goods, Engineering & Construction, Financial Services, High Technology, Industrial Manufacturing, Natural Resources, Oil & Gas, Public Sector, and Wholesale Distribution
JD Edwards:	EnterpriseOne Xe through 9.1, Address Book / Conversions), Business Functions (C & NER), Contract and Service Billing, Conversions /Interfaces, Custom Screens, Portlets, EnterpriseOne PowerForm Development, Custom Time Entry, Inventory, Common Foundation, Development Tools, Distribution, Human Resources Development, E1 Web Application Development, Payroll (including Conversions), Sales Orders, Table Conversions, UBEs, Workflow, Encryption/Decryption methods
Tools:	Assembler, C, C++, FORTRAN 77, Pascal, Turbo C, DOS/Windows Batch Processing, Linux, UNIX, MS Access, MS Excel, Read and Write Arabic

Key Clients and Projects:

Fluidmaster, Inc. - San Juan Capistrano, CA

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Data conversion
- Customize ACH payments method (ISO 20022)
- Customize manufacturing and scheduling processes

Affymetrix, Inc. – Santa Clara, CA

Sr. Technical Consultant

- Customize Sales Order Entry and processing

City of Thornton, CO

Sr. Technical Consultant

- EnterpriseOne 9.1 Implementation Project. Wrote custom programs to handle their financial system interfaces

City of Lethbridge, Alberta

Sr. Technical Consultant

- EnterpriseOne 9.1 Implementation Project. Taught class in workflow

Seaspan Marine/Seaspan ULC - North Vancouver, BC

Sr. Technical Consultant

- EnterpriseOne 9.1 Implementation Project
- Wrote custom HR / Payroll programs

Choctaw Nation of Oklahoma – Durant, OK

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom programs for Expense Management and Workflow

City of Bellevue, WA

Sr. Technical Consultant

- EnterpriseOne 9.1 Implementation Project
- Wrote custom program for their financial system

City of Rochester Hills, MI

Sr. Technical Consultant

- Wrote custom programs

Douglas County – Castle Rock, CO

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom HR / Payroll programs

Fond du Lac Reservation - Cloquet, MN

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom HR / Payroll custom programs

Government of Bermuda - Hamilton

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom program for their HR / Payroll and Financial systems

Montana Rail Link – Missoula, MT

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom program for their financial system

Port of Houston Authority – Houston, TX

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom program to convert their payroll history from legacy system to E1

The Weitz Company – Des Moines, IA

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom programs to handle HR / Payroll interfaces

Washington Corporation – Missoula, MT

Sr. Technical Consultant

- EnterpriseOne 9.1 Implementation Project
- Wrote custom programs for their HR / Payroll, and Expense Management and Workflow systems

American Heart Association – Dallas, TX

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom programs for Expense Management and Workflow

Central Lincoln PUD – Newport, OR

Sr. Technical Consultant

- Wrote custom programs to handle their retirement maintenance and reporting system

Central Puget Sound Regional Transit Authority – Seattle, WA

Sr. Technical Consultant

- Wrote custom program

City of Cape Coral, FL

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom programs for their financial system (ACH transfers)

City of Fort Collins, CO

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom HR/Payroll programs

City of Lakewood, CO

Sr. Technical Consultant

- EnterpriseOne 9.1 Implementation Project
- Wrote custom programs for their financial system and workflow approvals

Clif Bar Inc. – Emeryville, CA

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom programs to handle their financial and distribution system

Dougherty County/City of Albany, GA

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote custom HR / Payroll programs

Jefferson County – Golden, CO

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Wrote programs and workflow processes for HR

Adams County – Brighton, CO

Sr. Technical Consultant

- Wrote custom programs

O'Charley's Inc. – Nashville, TN

Sr. Technical Consultant

- EnterpriseOne 9.0 Implementation Project
- Apply custom change to the payroll programs to handle tip processing

Montgomery County DHHS – Rockville, MD

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Wrote custom programs to interface E! with external systems

SCO Family of Services – Glen Cove, NY

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Wrote custom payroll programs

JD Edwards OneWorld Payroll Tip Processing – Denver, CO

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Customize the E1 payroll system to handle tip processing

DisCopy Labs – Fremont, CA

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Wrote custom programs for their financial system interfaces

Jackson County – Medford, OR

Sr. Technical Consultant

- Wrote custom programs

City of Fontana, CA

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Wrote custom interface programs to handle their retirement reporting system

City of Huntington Beach, CA

Sr. Technical Consultant

- EnterpriseOne Xe
- Wrote custom interface programs to handle their retirement reporting system

City of Culver City, CA

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Wrote custom interface programs to handle their retirement reporting system

JD Edwards OneWorld Development – Denver, CO

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Part of internal team to program the HR/Payroll and Service/Contract Billing modules

LOGIS (Local Government Information Systems) – Golden Valley, MN

Sr. Technical Consultant

- EnterpriseOne Xe
- Wrote custom program to handle their retirement reporting system

JD Edwards (Internal HR) – Denver, CO

Sr. Technical Consultant

- EnterpriseOne Xe Implementation Project
- Wrote custom HR / Payroll programs

Denver Water Board – Denver, C)

Sr. Technical Consultant

- Wrote custom program for financial system interfaces

Bank of America Securities – San Francisco, CA

Sr. Technical Consultant

- Wrote custom interfaces

Education:

- M.Sc. Electrical & Computer Engineering, University of Colorado, Denver, Colorado
- M.Sc. Mining Engineering, Colorado School of Mines, Golden, Colorado
- B.Sc. Petroleum Engineering, University of Baghdad, Baghdad, Iraq
- Certified Professional Engineer (PE), Electrical Engineering, CO

Dawn Huth – Development

Most Recent References:

Dawn's most recent projects are for the following customers:

- Celeritas Group, LLC ,Broomfield, CO
- Bell-Carter Foods, Lafayette, CA
- DMC Power, Carson, CA

Executive Summary:

Dawn Huth is a lead developer/analyst with over 21 years of IT experience with 17 years in JD Edwards OneWorld and EnterpriseOne. Her extensive development expertise includes all core technical areas of OneWorld/EnterpriseOne such as OMW, Table and Business View Design, Enterprise Report Writer (ERW), Application Design, Table Conversion, and Business Function development along with the ability to debug all of these. She has participated in data conversions and EnterpriseOne version and toolset upgrades. Dawn has performed ESU evaluations, analysis and retrofitting of custom objects for ESU application. She has implemented integrations to third-party applications utilizing Real Time Events, Fusion and Business Services. Dawn has extensive knowledge of the JD Edwards database and table relationships. She is currently providing services as the JD Edwards Practice Manager over the Development team.

Industries and Expertise:

Industries:	Consumer Goods, Engineering and Construction, Financial Services, Industrial Manufacturing, Public Sector, Real Estate and Wholesale Distribution
Software Packages:	OneWorld Xe, EnterpriseOne 8.11, EnterpriseOne 9.1, World A7.3, Oracle Fusion, JDeveloper
Modules:	Distribution (Sales, Procurement, Inventory, Advanced Pricing, EDI), Finance, General Ledger, Accounts Payable, Accounts Receivable, Address Book, Manufacturing
Development Tools:	OneWorld and EnterpriseOne Development Toolset, JDeveloper 11.1.1.7 for Fusion Development, JDeveloper 10.1.3.4.0 for BSSV development, Microsoft Visual C++, Java Programming, SQL Developer, Create!form, Optio, BI Publisher
Database Utilities:	SQL – AS400, Oracle, SQLServer
Other:	ShipltSmarter, Epicor, TradeCard, MDLink, RFGen, Hyperion

Key Clients and Projects:

American Licorice – Laporte, IN

Sr. Developer

- Implemented data integration with external Accounts Payable software and check requests

Bell-Carter Foods – Lafayette, CA

Sr. Developer

- Completed bank reconciliation process from file import to document matching
- Implemented lockbox integration from bank to 9.1
- Assisted with integration of Wonderware to 9.1 in their manufacturing processes
- Created license plate label printing process for product completions
- Custom application created for customer preferences/contract data and integrated with invoices and work order documentation
- Assisted with BIP templates and document routing

Celeritas Group, LLC – Broomfield, CO

Sr. Developer

- Performed Address book and customer master data conversion from World to 9.1
- Customized invoice, purchase order, and AR statements to include required information and emailing to customer capability
- Designed and implemented BI Publisher forms for sales order acknowledgments, pack slips, traveler document, AP check, and purchase orders.
- Created database trigger to update Sales Orders with freight charges from UPS and FedEx
- Assisted with Sales Order import from Web portal

DMC Power – Carson, CA

JD Edwards Sr. Developer/Create!form Sr. Developer

- Support of Create!form functionality
- Modify Create!form form changes as required by business changes

- Create custom reports and reports in CSV format
- Research data integrity issues
- JD Edwards production support as needed

Hometown America - Chicago, IL

Sr. Developer

- Create GL extract and file transfer for 3rd party BI software
- 1099 formatting issues
- BI Publisher AP check modifications for signature and MICR line font

Fluidmaster Inc. - San Juan Capistrano, CA

Development Lead

- Account development liaison fielding development issues, assigning development tasks as needed, and providing production support on EnterpriseOne 9.1.

Pinal County – Florence, AZ

Sr. JD Edwards Developer

- Part of the project upgrade/implementation team from World A7.3 to EnterpriseOne 9.1.
- Executed data conversion to restructure and simplify their Chart of Accounts.
- This conversion involved updating all the related GL data throughout the system.
- Cleared (archived) new database so that new system contained only the most current two years of data.

Crocs – Niwot, CO

JD Edwards Developer/Technical Analyst

- Created reports / batch processes for Sales, Inventory, AR, AP, Procurement, EDI, and Finance.
- Created “Positive Pay” interfaces for 3 separate banks.
- Updated inventory reporting category codes via SQL for implementation project of Cognos BI.
- Created and modified Create!form forms, which include Invoices, AP checks, Purchase Orders, Pick Slips, Pack Slips, and shipping labels.
- Implemented several interfaces using the table conversion tool. These include Ecommerce Sales orders, EDI transactions, Inventory, Address Book, Customer Master and Epicor, their retail system.
- Researched, analyzed, and managed the retrofit of custom objects from a large ESU required for the Brazil implementation.
- Modified Purchase Order Real Time Event (RTE) to provide all necessary data elements required to support the implementation of the TradeCard solution (a third-party Procurement application used by the vendors).
- Created FUSION integration for the inbound Carrier Shipment Status Tracking event from ShipItSmarter (SiS). This includes the EnterpriseOne business function, FUSION composites, mappings, and business service (BSSV).
- Performed data analysis and completed data archive processes for the EDI module and the Purchase Order module.
- Production support of ecommerce process and Create!form processing.
- Performed SQL training for their business analysts.

Orange Glo – Denver, CO

JD Edwards Consultant/Developer

- Consolidated business units, general ledger accounts, and financial data.
- Performed data analysis to identify all tables to be updated with new business unit structure and object accounts.
- Created utilities (batch processes and business functions) to update the identified tables with new business unit and associated Account Ledger (F0911) records.
- Developed reports for reconciliation of the consolidation process.

Graphic Packaging International – Golden, CO

Member of Development/Production Support Team

- Developed a series of vendor-managed inventory reports which were used as part of the production planning process.
- Created and maintained financial reports using the Financial Report template.
- Designed, developed, and documented a custom AP interface, which loaded employee expenses from Concur, a third-party application, into JD Edwards for American Express payments and reimbursements to employees.
- Implemented workflow messaging within JD Edwards to notify Customer Service Representatives when specified changes were made in the sales orders and work orders.
- Evaluate file/table indexes and business views to improve performance of forms/screens and reports.
- Implemented multiple table triggers, for example one that sent an email in the event that the next number table had reached its maximum number.
- Automated interface processes using the AS400 job scheduler where applicable with resulting reports emailed to key personnel.

- Primary support and development contact for the warehouse data collection system using RFGen, a third-party barcode scanning software package.
- Primary support contact for MDLink, an interface process that loads the warehouse data into JD Edwards.
- Key support/developer for Optio, a system used to print lot labels with bar codes, bill of ladings, and invoices.
- Supported the AR interfaces, which uploaded AR data from four non-JD Edwards locations.
- Back up support person for EDI processing.

URS Corporation – Denver, CO

JD Edwards Consultant/Developer

- Evaluated, designed, developed, coded, debugged, tested, and implemented programs, both new and modified in two accounting software systems, Advantage and JD Edwards World.
- Evaluated, prototyped, and tested OneWorld Xe Enterprise Report Writer (ERW). Worked on data conversions and migration to OneWorld Xe.
- Produced performance and financial reports in Advantage and World to incorporate the changing needs and strategies of the business. There reports include manpower utilization and Days Sales Outstanding, as well as maintenance of the divisional Income Statements and Job Cost/Project reporting systems as required.
- Project lead for coding data feeds from legacy systems to oracle database for consolidated Hyperion reporting system.
- Lead implementation of FTP distribution process of audit reports and files for transfer from World to various LANs throughout the company.

Education:

- Regis University, CO, Masters of Computer Information Systems with emphasis on Object Oriented Development and Database Technologies
- Moorhead State University, MN, BS in Computer Information Systems, 1995

5. Client References

Provide 3 municipal/public sector references (including contact information) that used your company for JD Edwards managed services in a contract of a year or more in the last 3 years. Include contact name & title, phone, and email address.

Reference Organization	Cook County, IL
Contact	James W. Marron, Bureau of Technology
Address	69 West Washington, Suite 2700, Chicago, IL 60602
Phone and E-Mail	312-603-0140 james.marron@cookcountyil.gov
Annual Revenues	\$ 3.0 Billion, 5.3 million residents
Customer Lifecycle	April 22, 2013 to Present
Brief Summary of Project and Types of Products and Services Provided	<p>The JD Edwards HR/Payroll 9.1 upgrade project was kicked off in April 2013 and completed Go Live on Aug 7th, 2014. However, over time the Go Live has been moved multiple times to accommodate process changes and additional testing, that was not anticipated, when the project commenced. CCG was using World (A 7.3) and had a co-existent environment with One World for their financial systems. World was being used for Payroll, Human Resources, Benefits and Position Control.</p> <p><i>“Cook County Government is the first Public Sector entity that will be hosted on Cloud by a Service Provider who will also be responsible for Technical and Application Managed Services”</i></p> <p>The scope of work for Denovo included the following:</p> <ul style="list-style-type: none"> • Application and Project Management Services • Technical Services • Data Conversion/Migration • Additional Support Services • Business Process Improvements - New Functionality • Business Process Improvement - Pain Points • Development - Interfaces • Development – Modifications and Custom Objects • Development - Custom Reports, Forms and Dashboards • Training JD Edwards EnterpriseOne • Onsite Post Go-Live Production Support <p>About 23,500 employees, 350 users. Modules being used include: JD Edwards EnterpriseOne 9.1HR/Payroll, Benefits, and Position Control.</p>

Reference Organization	Dougherty County/City of Albany
Contact	Daniel Toler, JD Edwards Systems Manager
Address	225 Pine Avenue, Room 106, Albany, Georgia 31701
Phone and E-Mail	229-438-3948 dtoler@albany.ga.us
Population	92,969 County / 76,185 City
Customer Lifecycle	May 2007 - Present
Brief Summary of Project and Types of Products and Services Provided	<p>Upgrade from 8.12 to 9.1 was completed with Denovo. Currently supported by Denovo Managed Services. Go live of EnterpriseOne 8.12 was completed in 2008. Initially we migrated City of Albany from World Software A7.3 to EnterpriseOne 8.12. Then the decision was made to include it as Dougherty County and City of Albany combined. Change orders were approved to extend consulting services through July 2009 to complete Go-Live and Post Go-Live support.</p> <p>388 named users, 50 concurrent users. Currently using modules: General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, EAM Management, Human Resources, Payroll, Job Cost, Procurement, XML, Reporting, BI Publisher</p>

Reference Organization	Connecticut Airport Authority
Contact	Michael Shea, Director of Financial Services
Address	334 Ella Grasso Turnpike, Windsor Locks, CT 06096
Phone and E-Mail	860-254-5709 mshea@ctairports.org
Annual Revenues	\$15 million
Customer Lifecycle	May 2014 – Present
Brief Summary of Project and Types of Products and Services Provided	<p>New implementation of EnterpriseOne 9.1.2 supporting Finance, Budgeting, Procurement, Expense Management, Leasing Revenue, Capital Asset Management, and Fixed Assets - “Go-live” April 2015. Denovo migrated CAA from two legacy systems to Denovo’s Hosted environment and includes Managed Services Support.</p> <p>About 115 users. Currently using modules: General Ledger, Accounts Payable, Fixed Assets, Budgeting, Project Consulting, Contract and Service Billing, Procurement and Subcontract Management, Workflow, Expense Management, Real Estate Management, Leasing Revenue, Capital Asset Management, Requisition Self-Service, One View Reporting and UPK.</p>

Reference Organization	Massachusetts Municipal Wholesale Electric Company
Contact	Lance Dolgas, JDE Applications Manager
Address	327 Moody Street, Ludlow, MA 01056
Phone and E-Mail	413-308-1213 ldolgas@mmwec.org
Annual Revenues	\$86.6 Million
Customer Lifecycle	February 2011 - Present
Brief Summary of Project and Types of Products and Services Provided	<p>Net New installation of Finance, Procurement, Billing, and Asset Management. “Go-live” January 2013</p> <p>Denovo assisted MMWEC redesign and upgrade its current financial accounting and reporting process functions with new processes and improved software capabilities provided by an EnterpriseOne. In the longer-term, MMWEC intends to utilize the flexibility and modularity of EnterpriseOne to improve other critical business process functions in time-bounded phases by adding new plug and play functional capabilities that extend the scope of EnterpriseOne to MMWEC as a whole, ultimately replacing its current legacy business systems infrastructure.</p> <p>Approximately 100 employees. Currently using General Ledger, Purchasing, Accounts Payable , Accounts Receivable, Address Book, Fixed Assets, Project Accounting (Capital Projects), Capital Asset Maintenance (Maintenance Work orders only), Budgeting, Service Billing, Expense Management, Payroll, Human Resources (Only to support payroll processing), Inventory, Work Orders, Employee Purchase Requisitions, User Productivity Kit for end-user training, Hyperion</p>

Reference Organization	City of Lakewood
Contact	Richianne Sullivan, Accounting Manager
Address	480 S. Allison Parkway, Lakewood, CO 80266
Phone and E-Mail	303-987-7612 RicSul@lakewood.org
Population	147,214
Customer Lifecycle	February 2003 – Present
Brief Summary of Project and Types of Products and Services Provided	<p>Upgrade from 8.12 to 9.1 completed with go live October 21, 2013. JD Edwards EnterpriseOne 8.12, Tools 8.98 upgrade completed during 2008. Initially implemented EnterpriseOne 8.0 in 2003. We have provided implementation of JD EnterpriseOne modules, upgrades, fixes, and additional services continued since first implementation. We currently provide production support and process enhancement.</p> <p>50 concurrent users, 700 total users. Currently using applications: General Ledger, Accounts Payable, Accounts Receivable, Budgeting, Purchasing, Human Resources, Employee Self Service, Payroll, and Service Billing.</p>

Reference Organization	Government of Bermuda
Contact	David King, Assistant Accountant General
Address	P.O. Box HM 1193, Hamilton HM EX, Bermuda
Phone and E-Mail	441-279-2637 daking@gov.bm
Population	71,328
Customer Lifecycle	September 2008 – Present
Brief Summary of Project and Types of Products and Services Provided	<p>Go Live on EnterpriseOne 9.0 completed as of November 2, 2011. Initially migrated Bermuda’s system from World A.73 to EnterpriseOne 8.12. We have provided additional support, training and modules as requested. Their upgrade to EnterpriseOne 9.0 began in January 2009.</p> <p>About 7,000 employees. Currently using modules: General Ledger and Financial Reporting, Budgeting, Asset Management, Accounts Payable, Accounts Receivable, Cash Receipts, Treasury, Purchasing Inventory, Billing Project Costing, Work Orders, Timesheets, Payroll, HR Management, Business Intelligence and UPK.</p>

6. Pricing Model

Provide hourly rates for resources fitting in the categories of work referenced in § Scope of Services and § Technical Architecture. Include both remote and on-site rates, if different. It is understood that some services may be quoted at a recurring fee and some may be quoted at an ad hoc hourly basis. Please quote each Managed Service separately including any fee-based pricing model and hourly ad-hoc rate.

Technical Managed Services (CNC)

Denovo is proposing to provide Fort Collins with EnterpriseOne Technical Managed Services, CNC Managed Services and Denovo Customer Care. Denovo, in its discretion, will provide any services that are necessary to perform the Technical Managed Services and CNC Managed Services and any additional services which are mutually agreed on through the Change Order Process. US CNC Remote Helpdesk and Vendor Management of Fort Collins’s JD Edwards EnterpriseOne Applications would be provided to Fort Collins by Denovo through remote means between the hours of 8:00 am – 5:00 pm Mountain Time Monday through Friday, excluding public holidays. Nighttime CNC Support of Client’s JD Edwards EnterpriseOne ERP Application can be provided to Fort Collins between the hours of 5:00 pm – 8:00 am Mountain Time Monday through Friday, excluding public holidays for Production Severity 1 issues (see description below).

Support and Escalation – If selected, Denovo will respond to Fort Collins’s tickets under the provisions of Service Level Agreement, and with best effort after hours or on holidays. Fort Collins would open tickets via email to our Help Desk, or by phone if email is unavailable. Each call will be assigned a Trouble Ticket number for tracking.

Service outside Normal Working Hours - Emergency services (Severity 1) would be performed outside of the hours of 8:00 am – 5:00 pm Mountain Time Monday through Friday, including public holidays, shall not be billed separately and are included in this service. All other services will be performed during coverage hours.

The following is a list of Services we are proposing under the Technical Managed Services:



Services				
EnterpriseOne	Frequency	Included	Denovo/CNC	Time period
Denovo Customer Care Portal	As Needed	Yes	Yes	24/7
Denovo 24x7 live support	As Needed	Yes	Yes	8AM-5PM
Account Management	Daily/As Needed	Yes	Yes	8AM-5PM
Package Management				
Production Package Build & Deploy – Full	1-Quarterly	Yes	Yes	Scheduled
Production Package Build & Deploy – Update	1-Weekly	Yes	Yes	Scheduled
Non-Production Package Build & Deploy – Full	Up to 3-Quarterly	Yes	Yes	8AM-5PM
Non-Production Package Build & Deploy – Update	Up to 4-Weekly	Yes	Yes	8AM-5PM
Environment Refresh Activity				
Environment Refresh-Data	1-Annually	Yes	Yes	8AM-5PM
Pathcode/Object Refresh-Data	Up to 2-Annually	Yes	Yes	8AM-5PM
ESU Application				
Installation of EnterpriseOne ESU’s	Up to 30 annually	Yes	Yes	8AM-5PM
Technical Assistance/Troubleshooting				
Technical Assistance and Troubleshooting	Up to 10hrs monthly	Yes	Yes	8AM-5PM
Technical Assistance and Troubleshooting-SEV 1	Up to 5hrs monthly	Yes	Yes	24/7
Security Administration				
Security Run Time Administration	Up to 10 hrs monthly	Yes	Yes	8AM-5PM
System Administration-INCLUDED				
OCM Maintenance, DataSource Maintenance, OCM configuration, Data Source Maintenance, Perform Impact Analysis of ESUs, OMW and OMC Configuration and troubleshooting, OMW promotions, User account management, Package management, Troubleshoot and Maintain E1 Security (including creation/deletion of users, password resets), Maintain Job Scheduler, Job Queue configuration, Printer Setup, Work Center purging, Submitted Jobs purging, Manage E1 service	Ongoing	Yes	Yes	8AM-5PM



restarts, Purge appropriate logs and temp files, Menu/Solution Explorer Configuration, Development Client/Local Web Client Maintenance, System Health Checkups.				
Technical Diagnosis/Performance/Design Improvement-INCLUDED				
Performance Tuning and Optimization	As Needed	Yes	Yes	8AM-5PM
Monitoring Services-INCLUDED				
EnterpriseOne Server Manager Monitoring	Ongoing	Yes	Yes	24/7

Service outside of Scope – Service outside of the above scope would be billed as follows on a monthly basis:

Service	Cost
Full Package Builds	\$200 per build
Update Package Builds	\$75 per build
Data Refresh	\$500 per refresh
Object Refresh	\$500 per refresh
Electronic Software Updates	\$150 per update
Additional Technical Assistance	\$150 per hour
Security Administration	\$150 per hour
General CNC client requests outside of stated hours that are not Production Outages/emergencies	\$150 per hour

As part of a Technical Managed Services offering, Denovo would offer Service Level Agreements. The following table shows the targets for response and resolution times for each priority level.

Incident / Severity Definitions	Severity Level	Response Time	Resolution Time	Escalation Threshold
<p>Client’s production systems are stopped or so severely impacted that Client cannot reasonably continue work. Client experiences a complete loss of service. The impacted operation is mission critical to the business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:</p> <ol style="list-style-type: none"> 1. Environment is down and/or inaccessible by Client’s End Users 2. Data is corrupted, resulting in a complete halt to Client’s business operations 3. Environment hangs indefinitely, causing indefinite delays for critical resources or response <p>Denovo will use reasonable efforts to respond to Severity 1 service requests within 15 Minutes. Denovo will work 24x7 until the Severity 1 service request is resolved, a reasonable work-around is put in place, or as long as useful progress can be made. Client must provide Denovo with a contact during this 24x7 period to assist with data gathering, testing, and applying fixes. Client is required to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Denovo.</p>	 Severity 1	15 Minutes	Best Effort	1 Hour
<p>Client experiences a severe loss of service. Important features of the production systems are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.</p>	 Severity 2	2 Hours	Best Effort	4 Hours

Incident / Severity Definitions	Severity Level	Response Time	Resolution Time	Escalation Threshold
Client experiences a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.	 Severity 3	12 Hours	Best Effort	48 Hours
Client requests information, enhancement, or documentation clarification regarding a Denovo Service, but there is no impact on the production systems. Client experiences no loss of service.	 Severity 4	24 Hours	Best Effort	72 Hours

At the time Denovo accepts a service request, Denovo will record an initial severity level of the service request based on the above severity definitions. Denovo’s initial focus, upon acceptance of a service request, will be to resolve the issues underlying the service request. The severity level of a service request may be adjusted.

If, during the service request process, the issue no longer warrants the severity level currently assigned based on its current impact on the production systems, then the severity level will be downgraded to the severity level that most appropriately reflects its current impact.

Client Support Tiers - The following details and describes our Support Tier levels:

Support Tier	Description
Tier 1 Support	All support incidents begin in Tier 1, where the initial trouble ticket is created. The issue is identified and clearly documented, and basic hardware/software troubleshooting is initiated.
Tier 2 Support	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced engineers.
Tier 3 Support	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by our most experienced, senior engineers who have the ability to collaborate with 3rd party (vendor) support engineers to resolve the most complex issues.

The proposed monthly fee for the above detailed Technical Managed Services is detailed below.

Service Description	One Time Setup Fee	Monthly Fees
Technical Managed Services This service includes 24/7-production support and all CNC support tasks and activities.	None	\$4,400

Application & Development Managed Services

Application and Development Support Services will allow Fort Collin to be supported by a Functional or Development Expert in a particular area of an application, such as Financials, Distribution or HR. With its extensive experience in JD Edwards’ applications and technology, Denovo provides functional application and development support delivered as a Managed Services.

Denovo proposes to offer Fort Collins with Project Management, Development, Application, consulting support on an as needed basis for the maintenance, set up, support and processing related to JD Edwards, EnterpriseOne. The consultants providing support by Denovo would travel onsite or conduct the work remotely based on the specific requirements of the assignment.

Support Includes:

- JDE Application support as needed
- JDE Training as needed
- Custom development for applications and reports as needed
- Support Request Tracking and Management, conducted using the Denovo Tracking system or equivalent
- Project Management as needed

Denovo would provide functional and development support to the client on as needed, as requested basis. Denovo would use our best efforts to respond to requests for assistance in a timely manner. Where possible, work can be completed remotely which will decrease the overall cost to Fort Collins and allow for a quicker response from Denovo.

Fort Collins would will collect the details around the Supported Requests and provide first level support through a central contact who will be responsible to make requests to Denovo for assistance.

The requests received centrally by Denovo would then be routed to the appropriate resource for follow up directly with Fort Collins. Fort Collins would log requests via the website whenever possible to facilitate ease of routing to the appropriate Denovo resource and the capture of as many details regarding the request as possible.

The following table outlines the resources and hourly rates offered as part of this RFP response.

Project Role	Time and Materials Billable Rate
Project Management	\$200
JDE Functional Consulting	\$185
JDE Developer	\$160
CNC Consultant	\$175
Off-Shore Developer	\$80

Database Managed Services- (Optional)

As an optional service, Denovo can offer Database Managed Services. In our offering we would have our technical experts proactively monitor Fort Collins’s JD Edwards Oracle Database and provide the following services:

Database	Frequency	Included	Denovo/CNC	Time period
Database Backup & Recovery	As Needed	Yes	Yes	24/7
Install Database Tools	1 Time	Yes	Yes	7AM-5PM
Review Maintenance Jobs	Weekly	Yes	Yes	7AM-5PM
Database Security Administration and Configuration	As Needed	Yes	Yes	7AM-5PM
Review Monitoring & Response	Monthly	Yes	Yes	7AM-5PM
Database Troubleshooting	As Needed	Yes	Yes	7AM-5PM
SQL Statement Execution	As Needed	Yes	Yes	24/7
Monthly Database Server Health Check	1-Monthly	Yes	Yes	7AM-5PM

The proposed monthly cost for the above services are:

Service Description	One Time Setup Fee	Monthly Fees
Database Managed Services This service includes 24/7-production support and all Database support tasks and activities.	None	\$600

7. Availability

Describe the availability of project personnel to participate in this contract in the context of the consultant firm's other commitments. Vendor personnel are expected to be available for on-site assistance should the situation warrant it.

Denovo maintains a dedicated Managed Services team to support Fort Collins's service requests. Our team will be available as requirements dictate and we will respond within our Service Level Agreements (SLA's). For any ad-hoc requests, we would anticipate these requests be entered into our ticketing system and distributed to the proper resource for resolution. Again, since we have dedicated resources we will work on these requests in a timely manner. For service requests which require on-site support, we are available to provide that support in a timely manner as well. All our resources we expect to be assigned to Fort Collins are on-shore, U.S. based resources.

From a personnel availability, with the City already using our ServiceNow ticketing system and CNC resources assigned, the City is at a great advantage with Denovo. Denovo has met the SLA levels proposed here for nearly a year with the Cities team and environment. This is the benefit of having assigned resources to your account.

A. AS PART OF YOUR PROPOSAL RESPONSE UNDER "AVAILABILITY", PLEASE INDICATE YOUR AVAILABILITY FOR ON-SITE INTERVIEW IN FORT COLLINS, COLORADO THE WEEKS OF FEBRUARY 3 AND FEBRUARY 10, 2017 IN THE EVENT YOU ARE INVITED FOR AN ORAL INTERVIEW ROUND.

Per Addendum #1 resetting Oral interviews to the week of February 10, 2017 (if required), our team can be available to be on-site at the City's offices.

Sustainability

Consulting firms/teams participating in the proposal are to provide an overview of the organization's philosophy and approach to Sustainability. In no more than two (2) pages please describe how your organization strives to be sustainable in the use of materials, equipment, vehicles, fuel, recycling, office practices, etc. The City of Fort Collins incorporates the Triple Bottom Line into our decision process by including economic (or financial), environmental, and social factors in our evaluation.

Denovo does not have a written green policy. As a company, we do try to go paperless whenever possible, including pay stubs, billing, etc.

Our Hosting Data Center Green Initiatives include:

- Energy efficient Power and Cooling designs
- Over 700 monitoring points for optimized power and cooling
- Hot and Cold aisles with hot air plenum return
- No holes in data center floor, or under floor obstructions
- Energy efficient transformers
- High efficiency chilled water cooling plant in design
- High efficiency Chiller units
- High-delta cooling techniques
- Energy efficient white roofs
- Redirected UPS heat output
- Centralized humidity control
- Infrared Audits
- Card board recycling
- Zoned lighting

IV. VENDOR STATEMENT:

I have read and understand the specifications and requirements for this Request for Proposal and I agree to comply with such specifications and requirements. I further agree that the method of award is acceptable to my company. I also agree to complete PROFESSIONAL SERVICES AGREEMENT WORK ORDER TYPE with the City of Fort Collins within 30 days of notice of award. If contract is not completed and signed within 30 days, City reserves the right to cancel and award to the next highest rated firm.

FIRM NAME: Denovo Ventures, LLC

ADDRESS: 6328 Monarch Park Place, Suite 200, Niwot, CO 80503

EMAIL ADDRESS: info@denovo-us.com **PHONE:** 877-433-6686

BIDDER'S NAME: Thomas J. Connolly, Executive Vice President, Sales

SIGNATURE: *Thomas J Connolly*

PRIMARY SERVICES ISSUES CONTACT: Aaron Webb, Senior Account Executive

TELEPHONE: 303-514-4090 **CELL:** 303-514-4090

EMAIL: awebb@denovo-us.com