



NOTICE

The data on pages 11, 25, 27, 28, 29, and the file attached titled as “IT Professional Consulting Svcs - Maestro Price Proposal 2025 (.xlxs)” of this proposal identified by an asterisk (*) contains technical or financial information constituting trade secrets or information the disclosure of which would result in substantial injury to the proposer’s competitive position.

The proposer requests that such information be used only for the evaluation of the proposal but understands that any disclosure will be limited to the extent that the County considers proper under the law. If the County enters into an agreement with this proposer, the County shall have the right to use or disclose such information as provided in the agreement, unless otherwise obligated by law.



January 7, 2025

Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, New York 10601

**RE: Cover Letter for IT Professional Consultant Services
for the County of Westchester Request for Proposal
Vendor: Maestro Technologies Inc.**

To Whom It May Concern:

Please find enclosed Maestro Technologies Inc.'s proposal for IT Professional Consultant Services for Westchester County.

This proposal constitutes a valid, binding and continuing offer at the prices set forth in this proposal for a period of one hundred and twenty (120) days from the date of submission of this proposal.

Should you have any questions concerning this RFP response, please do not hesitate to contact below:

Contact: Irene Inocencio
Phone: 908-458-8601
Fax: 732-902-6755
Email: irene@maestro.com

Contact: Kamal Bathla
Phone: 908-458-8699
Fax: 732-902-6755
Email: kamal.s.bathla@maestro.com

Thank you in advance for your time and consideration. We look forward to your response.

Sincerely,

Irene Inocencio
Director, Government Sales

Information Technology Professional Consultant Services for Westchester County
Maestro Technologies Inc. Response



MAESTRO PROPOSAL



Information Technology Professional
Consultant Services for Westchester County

Title of Proposal Information Technology Professional Consultant Services for Westchester County

Date January 7, 2025

Submitted To Marguerite Beirne, CIO, Department of IT
148 Martine Avenue
White Plains, NY 10601
Submitted via email to:
RFP-DolTPoSvc@westchestercountyny.gov

Submitted By Maestro Technologies, Inc.
1 West State Street, 2nd Floor
Trenton, NJ 08608

Business Contact Irene Inocencio
Director, Government Sales
irene@maestro.com
Phone: (908) 458-8601

Technical Contact Kamal Bathla
Managing Director
kamal.s.bathla@maestro.com
Phone: (908) 458-8600

Duration of Effort To Be Determined (Anticipated term of three (3) years)

NYS and NYC S/M/WBE Certified | GSA Contract Holder



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1 Executive Summary

Maestro Technologies, Inc. understands Westchester County's ("County") need for Information Technology Professional Consultant Services from a firm with deep expertise in a wide range of technical fields, including but not limited to programming, infrastructure, database administration and design, desktop support, GIS, networking, cybersecurity, archival and records management, public safety radio systems, and graphic/web design. In this response, we seek to demonstrate the depth of our experience in staff augmentation, the robustness of our service catalog, and the strengths of our global talent network to illustrate our suitability for filling the roles specified in the RFP. We also highlight our company profile and organizational values, providing insight into how we build strong relationships with local governments and community partners and the unique opportunities we offer as a Women- and Minority-Owned Business.

We have a strong background in serving municipal governments across all departments and in many capacities, and our past experience in providing supplemental services and recruiting will enable us to effectively source roles as needed by Westchester County. Maestro offers a full range of staff augmentation solutions, including placements in temporary, temp-to-perm, and permanent roles, as well as surge recruiting as needed. Our response includes further details about our approach to these offerings, specifics about our talent network, and our past performances.

Our recruitment and staffing solutions use an advanced industry AI toolset and emphasize rigorous, thorough selection processes while maintaining speed and efficacy to find the best talent to suit the necessary roles. We provide excellent service by focusing on open communication and flexibility, constantly working to best fulfill our clients' needs. These qualities, along with our overarching commitment to high-quality, cost-effective solutions, make us best suited to satisfy the County's needs.

2 Project Insights and Understandings

Westchester County has released a Request for Proposal (RFP) soliciting qualified firms to provide staff augmentation and other Information Technology consulting services. Occasionally, the IT Department has temporary and/or project-related staffing needs that arise from a variety of circumstances, ranging from unexpected staff absences to surge capacity to support County services during special events. The IT Department employs consultants to fill these roles, maintain critical operations and services, and deliver against the IT Department's strategic goals.

- **Maestro Technologies acknowledges that we have read and fully understand the Solicitation titled Information Technology Professional Consultant Services (Submission Date: January 7, 2025) and are in compliance with the general terms and conditions set forth in the RFP.**
- All Maestro personnel who will provide services to the County will go through fingerprinting and background checks and will receive County-provided photo identification badges. The Maestro selection processes include the 11-point background check that includes fingerprinting and drug test before our employee/sub-contractor/consultant starts delivering services to any client.
- The County has noted the following Information Technology Professional Consultant Services Categories. Maestro will respond to each of the categories below based on our past and current experience within the Service Categories.
 - Programming
 - Infrastructure
 - Database Administration and Design
 - Desktop support
 - GIS
 - Networking
 - Cybersecurity
 - Archival and Records Management
 - Public Safety Radio Systems
 - Graphic/Web Design
- Maestro's assigned personnel will work on-site consistent with the County's work schedule.
- Maestro has the applicable workers' compensation and employer liability insurance.
- Maestro confirms that neither the firm nor any individuals assigned to this engagement are disbarred, suspended, or otherwise prohibited from professional practice by any federal, state, or local agency.
- Maestro will, through this proposal, provide details around capabilities, qualifications, flexibility, and experience to ensure the County that it will not only meet but surpass expectations.
- Furthermore, **this proposal constitutes a valid, binding, and continuing offer at the prices outlined in this proposal for a period of one hundred and twenty (120) days from the date of submission of this proposal.**

3 Contact Information

Our primary point of contact for the engagement opportunity is Irene Inocencio. The contact information for Ms. Inocencio is as follows:

Name:	Irene Inocencio
Title:	Director, GovSales
Phone:	(908) 458-8601
Fax:	(732) 902-6755
E-mail:	irene@maestro.com

The Staffing Services delivery contact is Ms. Lisa Hall. Her contact information is as follows:

Name:	Lisa Hall
Title:	Account Manager
Phone:	(646) 809-5657
Fax:	(732) 902-6755
E-Mail:	lisa.hall@maestro.com

All notices should be sent to the following address:

Maestro Technologies, Inc.
1 West State Street
2nd Floor
Trenton, NJ 08608

In case of Ms. Inocencio or Ms. Hall being unavailable, please escalate to the following personnel:

Name:	Kamal Singh Bathla
Title:	Managing Director
Phone:	(908) 458-8699
Fax:	(732) 902-6755
E-mail:	kamal.s.bathla@maestro.com

4 Maestro's Staffing Approach

This section describes the work (the “Effort”) to be performed by Maestro Technologies, Inc. (“Maestro”) to meet the requirements for the professional and technical staff requirements for Westchester County.

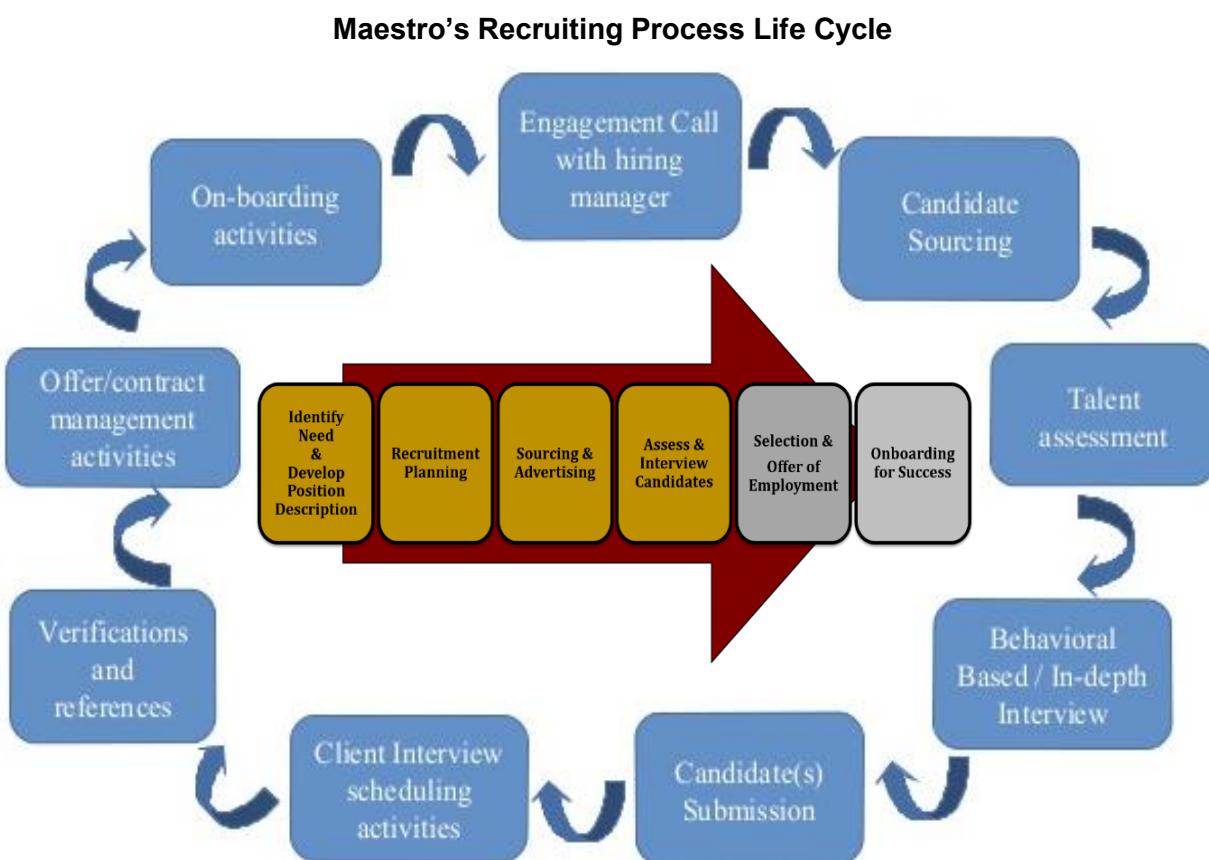
4.1 Interview and Selection Capabilities

Keeping up with the fast-paced technology world of today requires strong talent, often on many timelines and in many locations. To streamline this process, Maestro offers a range of workforce solutions. We have the experience to ensure that recruited candidates meet County needs, including a robust screening and verification process, and we carefully consider how the candidate’s expertise complements project areas and role requirements.

With our global talent network, we are able to qualify candidates for a wide variety of roles quickly, and we remove the uncertainty and lag in the recruiting process. In addition to our network of skilled professionals, our recruitment methodology leverages modern tools from job boards to social media in order to offer the most robust range of candidates possible.

4.1.1 Maestro’s Recruiting Process

We understand that many IT and other technology roles require immense flexibility, so we have recruitment capabilities for as-needed roles such as contractors and consultants. Maestro’s team uses dedicated recruiters who are experts in selecting qualified staff. We discuss our recruiting process with the following image on the next page:

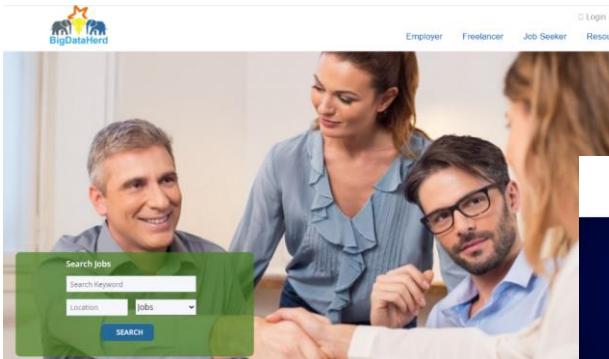


1. Meet with stakeholders or the hiring manager. Analyze recruitment needs and identify skill gaps. Gain a deep understanding of technical needs and objectives.
2. Carefully determine the requirements for each position. This includes both technical and cultural fit. This is conducted by technical management within our organization in partnership with stakeholders.
3. Build comprehensive job descriptions.
4. Create a recruitment timeline and calendar along with a hiring plan. The hiring plan will include immediate and proactive planning for upcoming needs. This allows recruiting to be less reactive and builds significant pipelines. The plan may consist of bench development so that readily available candidates can join immediately.
5. Identify the tools/resources needed to meet objectives. Assign internal recruiter(s) to specified openings. Maestro's recruiting team is highly trained with continuous training in technology and state-of-the-art recruiting techniques and tools. The recruitment team is also highly experienced in high volume/surge recruiting as well as wind-down recruitment strategies.
6. Candidate sourcing/recruitment: Post job descriptions on paid CRMs/online job boards, use social media recruitment, utilize an extensive pool of existing candidates and databases, gather referrals, attend targeted job fairs, utilize recruiting networks, and attend networking events. Recruiting efforts are continuous and proactive for future needs:

Information Technology Professional Consultant Services for Westchester County
Maestro Technologies Inc. Response

- a. Examples of Maestro's Recruiting Tools:
 - i. **LinkedIn** – post and search for jobs for tech-heavy professionals
 - ii. **Seekout.com** – AI-centric searches through LinkedIn's 600 million professionals.
 - iii. **Monster.com** – post and search jobs for tech and non-tech
 - iv. **Dice.com** – post and search jobs for tech-heavy professionals
 - v. **Glider.ai** – customized AI-based test and screening site for tech-heavy professionals
7. Talent Acquisition Strategy: Establish candidate interview and screening process, including technical and behavior screening. Steps include:
 - a. Shortlisting candidates based on paper screening. Identify strengths, gaps, projects, education, publications, and other skills relevant to the requirements.
 - b. Virtual/Phone Screening.
 - c. Communication and other soft skills, including attitude, discipline, and reliability.
 - d. Use a set of technical questions for the candidates to answer.
 - e. Interviewing / Interview questions with experts – result shortlist
 - i. Tools used Codility.com to screen and test coding abilities
 - f. Expert evaluation with resident experts in the field – discussion with subject matter captive resource.
 - g. Use Maestro's Candidate Evaluation form after the interview
 - h. Validation: result presentation to the stakeholder
8. Client screening of candidates. This may include a client interview or approval.
9. Candidate selection.
10. Make an offer. This includes understanding the market, competitors, and objections to maximize positive results.
11. Conduct appropriate background and reference checks.
12. Bench replenishment planning as needed.
13. Track results of the recruitment lifecycle to optimize the ongoing process. This includes regular follow up with stakeholders and hired candidates.

4.1.2 Maestro's Job and Training Portals



access to any candidates who want to learn about new technologies, tools, languages, or trends and wish to get certified. Maestro hosts a research and

Maestro has also developed its job portal, **bigdataherd.com**, which caters to coders and testers seeking jobs or short-term projects. The portal also hosts specialized training courses that give free



development portal called **maestrolabs.io** that caters to five pillars of technology: Cybersecurity, the Internet of Things, Machine Learning (and AI), Blockchain, and Big Data. Maestrolabs.io is the innovation hub that attracts visitors who want to learn more about these five pillars. So, the latest trends, technology updates, notifications, and alerts are a general medium to promote technology and attract talent.

Maestro's facilities also host conferences and meet-ups and invite local communities to share information about technology trends and innovation to inspire and advocate. We have sponsored several events for local chambers and the City of Trenton's economic development authority.

Our LinkedIn page is active and accrues regular visitors and followers while posting and publishing new articles regularly. This attracts talent and helps followers improve branding and credibility around the company. Being a small company, we have managed to attract over **18,600 followers**, thanks to our push via high-tech article postings and talent attraction, acquisition, and retention.

4.1.3 Employee Retention

Maestro invests time and resources to identify, selectively recruit, and retain our qualified, world-class workforce. We understand that retaining these qualified employees is vital to the success of any business. Maestro provides a full range of benefits for its staff, including:

- Employee Benefits
 - In addition to competitive salaries, Maestro provides its employees with paid time off (PTO), comprehensive healthcare packages, and 401K plans.
- Professional Growth
 - Maestro encourages its employees to pursue their professional development. Continuous employee education and training are essential to successful professional performance and consistent company growth. Maestro actively seeks methods to enhance its employees' qualifications and expertise. We also encourage employees to attend classes offered at local colleges and universities specific to their job activities and training classes offered by other companies.
- Work Force Stability
 - Maestro recognizes that the stability of the workforce is critical to the success of any Westchester County Project. We believe in hiring the right people, meeting their training needs, having a complete benefits package that addresses salary and personal and family benefits, and fostering a workplace environment where employees want to come to work.

Maestro's mission is to employ high-quality technology services and solutions that offer maximum assistance to Westchester County as they accomplish their goals and foster long-term relationships while building a culture of transparency, integrity, and mutual trust. We wish to accomplish this by providing opportunities to attract and retain world-class talent, researching and developing innovative tools and resources, and allowing them to create solutions and reach their full potential by cultivating an environment of dignity and respect.

4.1.4 Replacement Personnel

Maestro's recruiting team maintains a large and growing database that includes current employees and candidates for employment. This database automates time-consuming tasks of sifting through candidate profiles and capturing and storing their resumes. In the event that one of Maestro's personnel may need to be replaced, our recruitment team will provide an additional resource promptly, specifically within the timeframe.

4.1.5 Compensation Structure and Allocation

In alignment with our commitment to providing high-quality services, we have outlined a transparent and fair compensation structure for the project. Our proposed hourly rates as noted in this proposal as a separate document titled "**IT Professional Consulting Svcs - Maestro Price Proposal 2025**" will be allocated as follows:

- Employee Compensation
75-85% of the proposed hourly rate will be paid directly to the employee performing the work. This amount is intended to compensate them fairly for their time and expertise dedicated to the project. The current footprint retains 85% of the billable rate.
- Proposer's Retained Portion
Maestro will retain the remaining 15-25% of the proposed hourly rate to cover overhead costs, including project management, administrative support, and other business expenses necessary for the successful execution of the project.

This compensation model ensures that Westchester County receives the highest standard of service while enabling us to maintain operational efficiency and quality control throughout the engagement, and we are confident that this approach supports our mutual goal of achieving a successful project outcome.

5 Maestro's Technical Approach

Maestro Technologies, Inc. ("Maestro") has extensive experience providing technical assistance, support, and Information Technology management. Our technical approach outlines how we will accomplish the service-based objectives in the Westchester County Request for Proposals ("RFP"). We will work with the County to not only maintain and update existing systems but also create a custom roadmap to ensure the County's continued success.

5.1 Objectives

Addressing Westchester County's need for Information Technology support services, these are our primary objectives:

1. Service – Shorter response and problem resolution times
2. Quality – First-time solutions
3. Cost – Reduced downtime of County Operations

With all of our offerings, we aim to deliver high-quality and high-value service. We accomplish this by leveraging our talent network of highly trained professionals, as described in Section 5.2 – Project Staffing. Our engagement teams possess strong familiarity with the most prominent software and tools, as well as with the most common technological needs of an IT Infrastructure like that of the Westchester County.

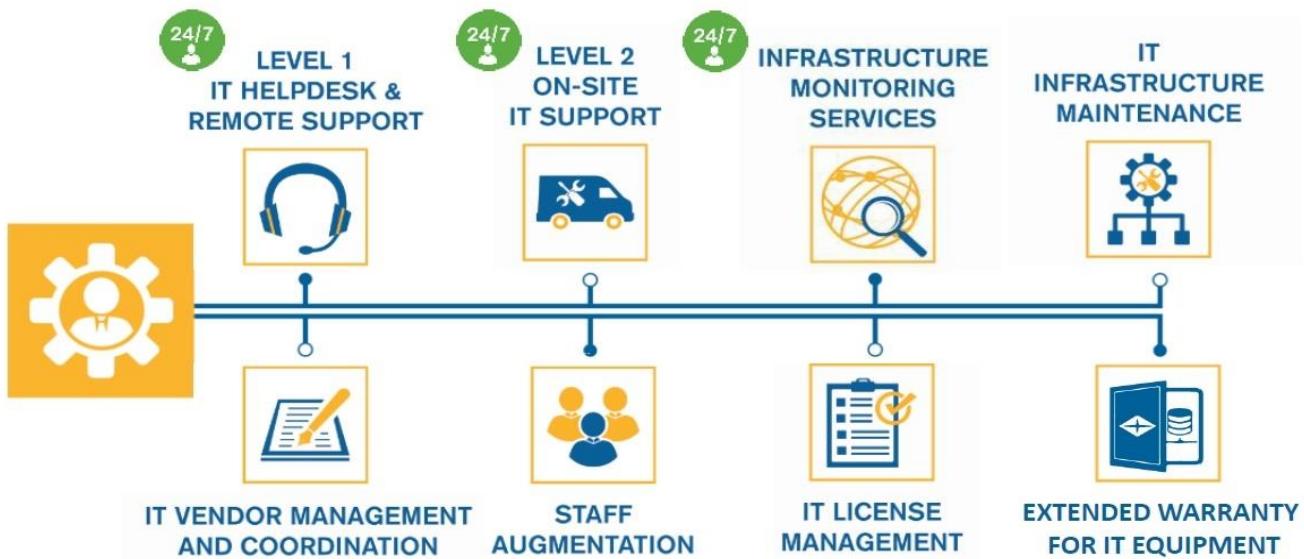
In accordance with our value of openness and our desire to build lasting, mutually beneficial partnerships, any code developed, or solutions invented to meet the needs of the County will remain Westchester County-owned IP after the conclusion of the engagement. Our intent is to deliver innovative solutions that allow the County to flourish not only during our engagement, but for the long term.

Finally, we believe that there is no universal approach in technology services, and we strive to craft the solutions and deliver the services that best suit the needs of our partners. In addition to our hands-on engagement team and detailed initiation and planning phases, we will work with the County to develop a project plan that is tailored to best satisfy the requirements and day-to-day needs of the County. We pride ourselves on developing highly adaptable, custom solutions that consider the context and needs of our partners.

5.2 Project Staffing

Maestro's resources are certified and well trained in the tools, trends, and technologies required for the daily operations and upkeep of the Westchester County's infrastructure. Maestro resources provide the most appropriate solutions suited for time and budgetary needs of the County. The chosen resource(s) will be available onsite, deliver on day-to-day operations, and create and track the Standards Operating Processes while maintaining the Knowledgebase through the online Incident Management and Response system (either already owned and operated by the County or provided by Maestro). The new technical staff can be ramped up without any delay in daily operations by Maestro's highly qualified, technical in-house recruiting team.

Any support engagement with the County in the categories of Infrastructure, Database Administration and Design, Desktop Support, or other categories requiring ongoing support would ideally utilize the following structure:



The primary principle of Maestro's engagement model is that Maestro resources will act as an extension of the County's existing resources and stakeholders. Maestro resources will be invested in project ownership and responsibilities as if they were County employees and successful project milestones will be treated as common goals. Our team of experienced professionals will work to understand existing structures and infrastructure to integrate into existing infrastructure seamlessly.

5.2.1 HelpDesk Functions

As part of any Desktop Support or other end-user-facing engagement, Maestro will set up an on-site HelpDesk at a designated location that will be covered by the resources that serve as IT Specialists and Network and Domain management and support.

The ticketing system will log all the calls and resolutions till the closure of the issue/task/ticket on hand. The sample SLA for the Municipalities Support Help Desk is shown in Table 1 on the next page. The workflow generated from each HelpDesk ticket will be in the form of a support call or project task, and at any given time, through reporting and hierarchy, the Project Manager and Site Manager will be aware of anything happening on the infrastructure and support desk via HelpDesk via generating support tickets.

The HelpDesk will cover all infrastructure components, including access control, cybersecurity, business continuity, backups, data management, and disaster recovery. An analysis of how the ticket details and resolution details will be provided in the form of a report so trend analytics can be created and issues can be worked on pro-actively rather than reactively.

Emergency tickets will be responded to within one (1) hour, and non-emergency tickets will be responded to within two (2) hours, with resolution timelines dependent on the nature of the incident. Maestro will deliver 7x24 support for the services specified in the RFP, and other services will be responded to within business hours.

Information Technology Professional Consultant Services for Westchester County
Maestro Technologies Inc. Response

The graphical representation of trends is shown as **Figure 1** and **Figure 2** on page 15.

Priority Levels	Priority Definition	Maximum Volume Capability	Coverage	Time to Respond Goal	Time to Repair Goal
		30 incidents per day	12 x 7* x 52 / No On Call Rotation	12 x 7* x 52	12 x 7* x 52
1	An incident is designated to be a Priority 1 when these types of conditions are <ul style="list-style-type: none"> • Any business, technical, or facility outage where service must be restored within the specified TTR or deadlines will be missed • VIP • Site down, Server/network/business application related • Degradation of a critical resource that affects a service level to a customer • Any incident which results in non-compliance with legal or contract requirements • Any incident that could result in a negative impact to client's reputation • Any incident that is causing cross-regional impact Time to repair goal: 2 hour. Duration of Time To Repair Goal includes weekends and holidays.			Time to repair Goal includes the amalgamation of L1 and L2/L3 teams - Maestro support team will be the escalation for L2/L3 incidents.	
2	An incident is designated to be a Priority 2 when employees can continue to perform their work using a work around or delay work for up to 2 hours. Time to repair goal: 4 hours. Duration of Time To Repair Goal excludes weekends and holidays.			0 - 10 minutes based on call volume	2 hours
3	An incident is designated to be a Priority 3 when employees can continue to perform their work using work around or delay work for up to 4 hours. Time to repair goal: 4 hours. Duration of Time To Repair Goal excludes weekends and holidays.			0 - 30 minutes based on call volume	1 day**
4	An incident is designated to be a Priority 3 when employees can continue to perform their work using work around or delay work for up to 4 hours. Time to repair goal: 4 hours. Duration of Time To Repair Goal excludes weekends and holidays.			0 - 30 minutes based on call volume	3 days**

* Weekend support is routed through dispatch center

** Duration of Time To Repair Goal excludes weekends and holidays on P3 & P4 Incidents.

Daily Ticket distribution will be captured in the database via ticket type and open/close status as shown in **Table 2** and a trend analysis will be generated for the management on a regular basis as shown in the next page.

	7/19/20	7/26/20	8/2/20	8/9/20	8/16/20	8/23/20	8/30/20	9/6/20	9/13/20	9/20/20	9/27/20	10/4/20	10/11/20	10/18/20	10/25/20	11/1/20	11/8/20	11/15/20	11/22/20	11/29/20	12/6/20
New Tickets	36	61	60	73	90	89	58	45	66	53	81	72	53	72	51	69	74	82	50	67	
Closed Tickets	62	49	54	73	86	81	51	40	57	48	67	70	56	65	50	64	79	65	50	55	
Carryover Tickets	17	14	23	21	24	29	27	25	21	22	37	28	21	25	23	34	27	35	23	26	
Project Tickets	0	7	6	5	2	0	0	3	4	4	3	3	2	1	1	5	2	3	4	20	

Table 2: Daily New / Closed / Project / Task Ticket distribution

Information Technology Professional Consultant Services for Westchester County
Maestro Technologies Inc. Response

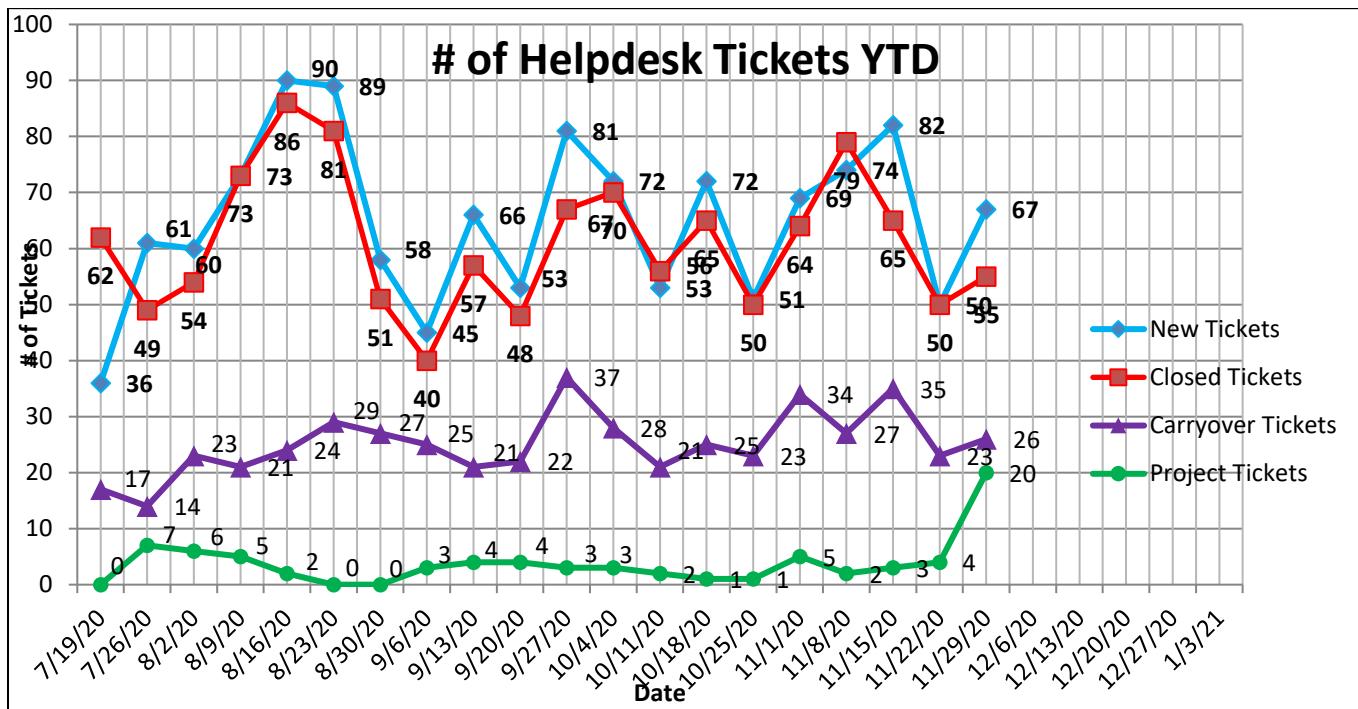


Figure 1: Open / Closed – Project / Support ticket distribution

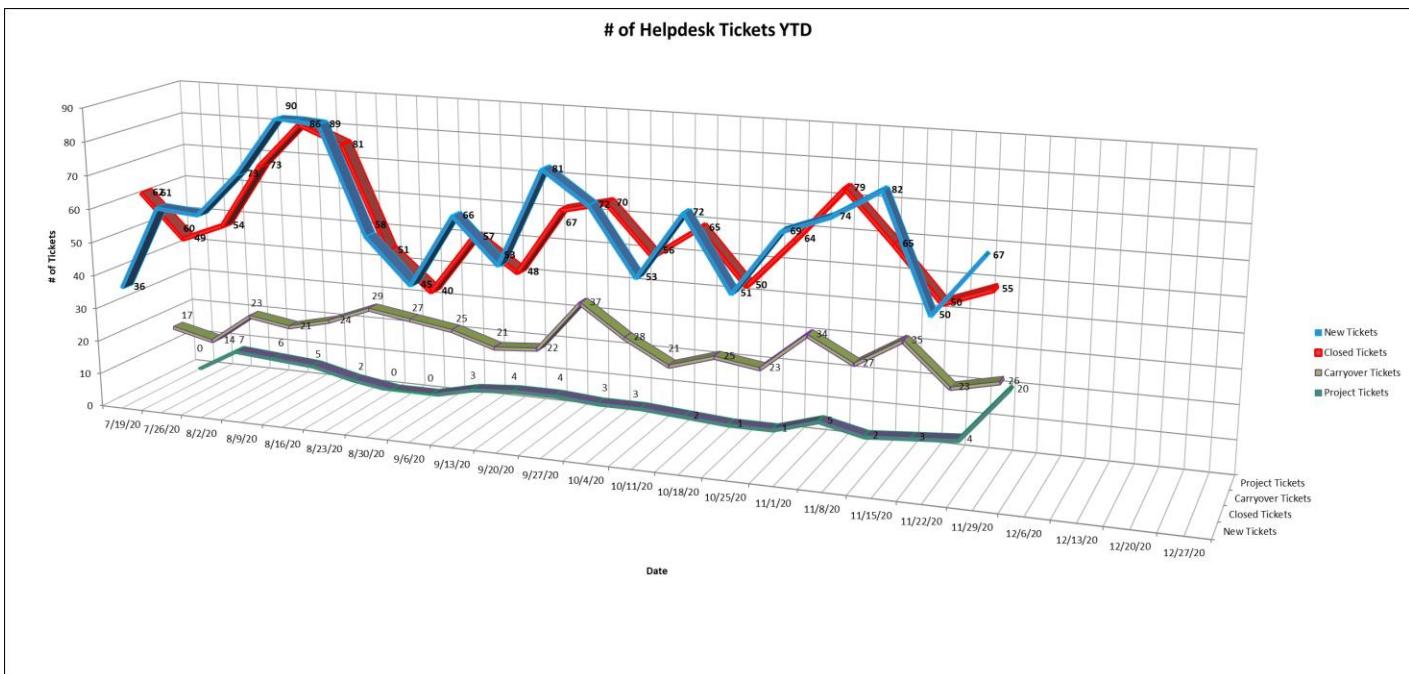


Figure 2: Ticket type trend graph

5.3 Additional Scope of Services

Maestro will provide electronic reports for Westchester County that will have information related to the engagement compliance, governance, and progress on a regular basis. Each report will contain:

- Name of the person responsible for the project delivery
- Amount of time spent on the project
- Status of the project – open, in-progress, completed (in the form of a RAG report with **Red**, **Amber** and **Green** indicating target challenge, risks, and completion status)

In addition, as mentioned earlier in our proposal, Maestro will provide weekly backup reports as well as ticket reports. All work will be approved by the County and documented.

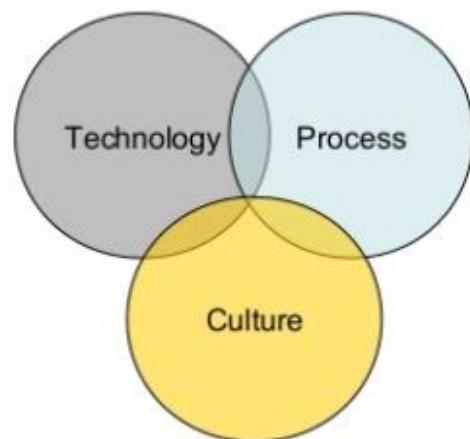
Maestro has extensive experience in creating documentation, such as Operations Guidebooks, that document all devices and systems added, moved, updated, deleted, reconfigured, and/or changed. The document will also contain network diagrams, with IP and MAC addresses for all components. Maestro will follow device naming and addressing conventions as established by the County.

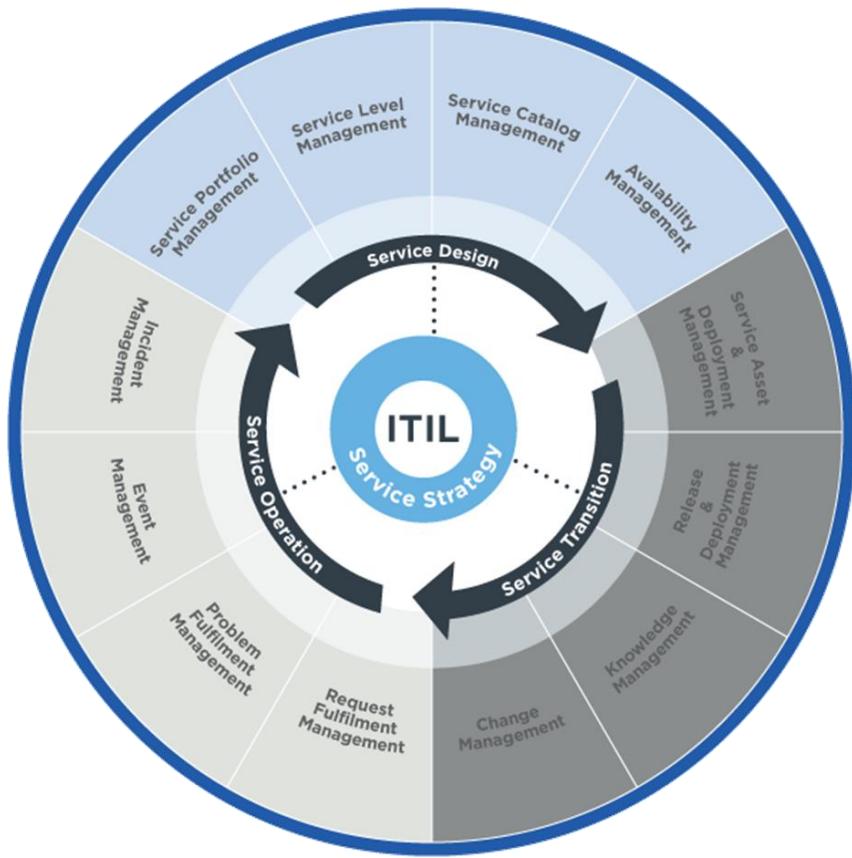
Maestro can support PC/Network MAN/WAN/LAN/Wireless Communications Support for the installation of updates to HA's Infrastructure systems and coordination with third party vendor(s) for problem resolution.

5.3.1 Non-Emergency On-Site Issue Handling

This section demonstrates the processes and technologies embedded in Maestro's company culture that ensure our efficient service delivery.

Maestro represents a group of passionate technologists who contribute to the development of technology through innovation, automation, and thought leadership. Maestro resources are also driven by their determination to make a difference in the communities they serve. Given the fast pace of technological development, Maestro provides its employees with continuous training via our training facilities. We also use multiple acquisition strategies to acquire the latest tools and technologies to best serve our clients. To provide the Town of Princeton with comprehensive infrastructure support, Maestro offers the ITIL Service Strategy as indicated in this section. The ITIL Service Strategy helps us first examine the Town's current needs and existing offerings and then create a plan to meet these needs. The Service Strategy is made up of five separate processes: Service Portfolio Management, Financial Management, Strategy Management for IT Services, Demand Management, and Business Relationship Management.

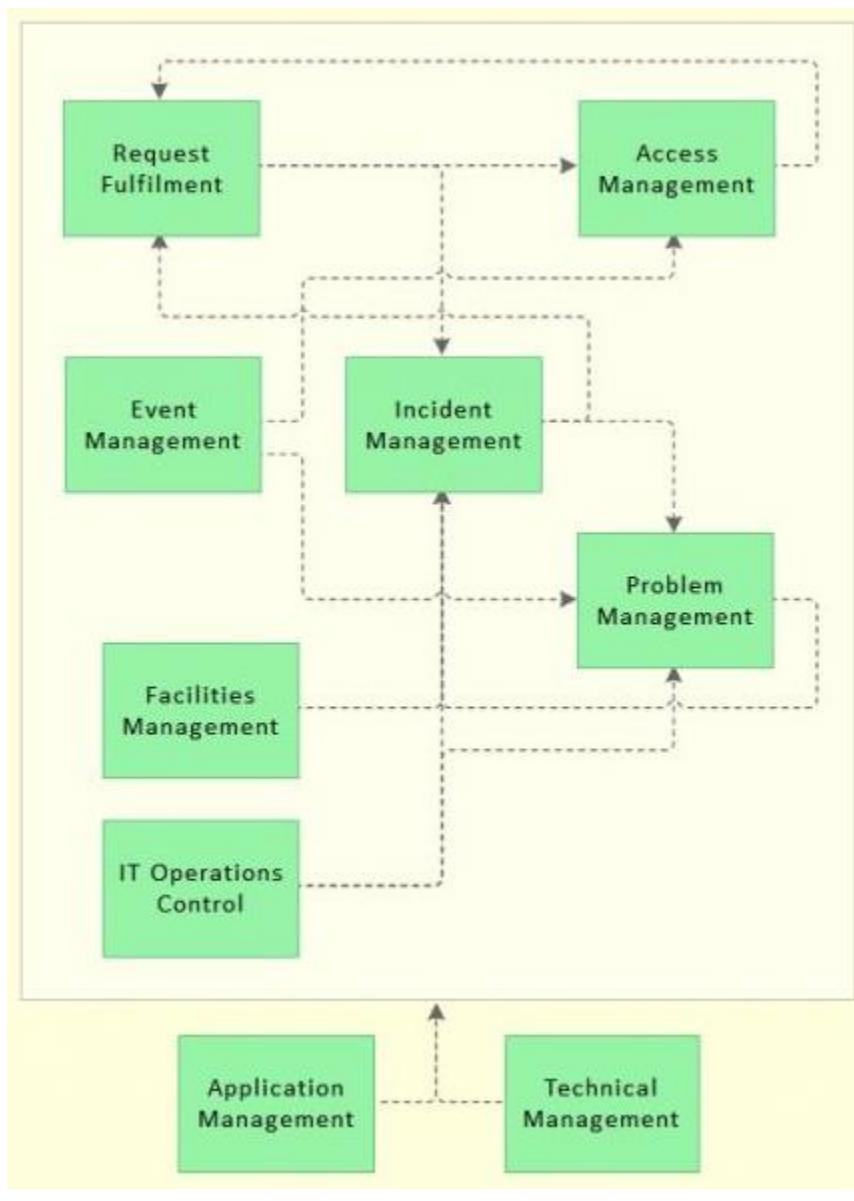




Every event and ticket will be treated with care to ensure that the issue is addressed without delay, whether it is a hardware failure, power cord, network connection, operating system, driver, loose cable, or user education.

Maestro surveyed 300+ users with its client Judlau Contracting in Flushing, NY and found that 92% of users were very satisfied with the support Maestro has been rendering since 2012 for their infrastructure, network, and data center. Further information is part of the Past Performance, Experience and References section of this proposal.

The process of addressing the issue, event, or ticket on-site follows the method indicated in the process flow diagram on the next page.



Each resource working for the County on behalf of Maestro would treat their function as part of the common goal of helping the Town succeed. Each functional resource will understand its 'domain of responsibility' and 'accountability.' Whatever the source of the issue, be it big or small, Maestro will deliver quick and efficient issue resolution utilizing this streamlined process flow.

Maestro culture perfectly balances finding the cause and remedying the situation, working like a commando – alert, precise, and with a quiet determination to finish the job well.

Maestro resources are trained to serve its clients with care, integrity, respect, transparency, and dignity.

Each HelpDesk IT Support personnel will be respectful, speak clearly and make sure the issue is addressed with urgency no matter the importance. They will respond to emails/phone calls and taps on shoulders until the matter comes to a close.

The IT Desktop support will receive core technical certifications (e.g., Oracle, Cisco, IBM, Microsoft, Google and new versions, new products, and new features).

These resources will be knowledgeable of freeware, open source, and cross-platform technologies and toolsets.

They will be trained in the right process implemented in the Town of Princeton, whether it is PMP, ITIL v3, and/or Scrum.

From interaction to engagement, from engagement to adoption, Maestro will follow our core values in imparting knowledge by continuously upgrading the expertise and quality of everything we do. We value doing things right the first time and continuous improvement. Transparency in conduct and behavior is

reflected in our communication. Maestro believes in communicating in a way that differentiates between facts and opinions, always provides a response, and is clear, concise, and complete, all while talking to a real person rather than a machine. Transparent communication will contribute to our success by enabling us to manage and deliver on expectations throughout every step of a project. Maestro resources go above and beyond client expectations with an upbeat, knowledgeable, and confident attitude, delivering on promises and inspiring others in the process. Maestro therefore has built a reputation for excellence through consistently stellar communication and performance.

The process of tech support can be summarized in the following table:

TECHNICAL SIDE	HUMAN SIDE	BUSINESS SIDE
What to check when a system is down	Should you inform your boss at 2 AM about a system being down	What applications, departments, devices, and functions are impacted because of it
What are the possible causes of performance degradation	What to say and not to say on a conference call	What should possibly be the revenue financial impact on the client and the company
How to configure the database for a warehouse app vs web app	When is it high time you asked for help (call the expert)	What are the SLAs, what is the history, what are the expectations

Knowledge Inspiration

Courage, Integrity, Teamwork, Respect

Knowledge, Transparency, Communication

6 Project Management Values

Our approach to program and project management focuses on openness, communication, and flexibility, as well as the four tenets of the core agile methodology (as shown in the table below). Although we may work in different frameworks that aim to deliver different kinds of products, these underlying values inform our practices and allow us to deliver projects efficiently and at a high level of value to our clients.

The 4 Agile Values



Table 1 – The Four Agile Values

We highly value trust and transparency, and in keeping with the four tenets of agile, we value individuals and interactions over processes and tools. This means that although we understand the benefits of dedicated project managers and do utilize program managers in our teams, our team structure is, in practice, relatively flat, with all team members having a strong individual voice. This culture of trust and respect enables greater productivity across many avenues: team members are more comfortable speaking up with contributions and concerns, are more secure and content in their daily work, and we create a more productive team overall.

Values of open communication also extend to project stakeholders, aligning with the agile tenet of valuing customer collaboration over contract negotiation. In addition to the designated official frameworks for communication, including the County approved web portal, our teams utilize all the methods at our disposal to establish continuously open lines of communication between stakeholders and project teams. We believe in transparency at every step of the development process, from initiation to handover, and we also utilize rapid, iterative processes that integrate client feedback to efficiently produce the strongest software that fulfills all client needs. We will also work to integrate seamlessly with existing management structures and any other project teams.

Finally, our development work emphasizes flexibility and adapting to changing project needs. Again, in line with the four tenets of agile, our work values the ability to respond to change by following a strict plan. We understand that program needs are often constantly evolving, and our open communication and continuous feedback cycles allow us to respond to new and shifting requirements as they arise. Our approach to program management views changes not as a setback but as an opportunity to fulfill project needs to even higher levels of satisfaction, allowing our teams to stay motivated and productive and finish projects strong.

6.1 Program Management Approach and Implementation Details

Maestro has experience utilizing various agile methodologies in project management, most notably scrum methodology. Our team includes trained scrum masters, and we have experience executing projects that utilize a 100% scrum methodology, including daily stand-up meetings, three-week sprint structures, and a strong commitment to the principles of agile and scrum. We would therefore recommend this widely accepted framework for development projects, although we are open to other methodologies and are continuously updating our team's training in order to best adapt to modern practices. For non-development activities, we are also capable of executing within other frameworks, including both agile and waterfall methodologies, depending on the specifications of the project activity.

6.1.1 Approach to Project Management: Meeting Support

The scrum framework addresses many of the areas specified in the RFP, primarily meeting support and program management planning. Within a scrum framework, teams utilize a sprint structure to efficiently make progress on key deliverables, and projects are completed quickly and iterated on continuously.

First, a scrum master plans and organizes sprints, highlighting the necessary tasks and milestones to be completed within the two to three-week timeline. These tasks emphasize working software over

comprehensive documentation, and rather than dividing software into discrete, sequential pieces as in a waterfall methodology, complete, test-ready software is generally delivered at the end of a sprint.

During the sprint, the scrum master is responsible for holding daily stand-up meetings, which are designed to be brief, maximizing meeting productivity. Values of trust, openness, and respect are at the forefront of these meetings, and scrum masters cultivate open discussion. Although the team structure is, in practice, not strongly hierarchical, scrum masters facilitate efficiency and productivity through scrum best practices and encourage team members to continue to do their best work.

Finally, scrum masters may hold sprint reviews and retrospective meetings, which aim to cover the work done during the sprint and to prepare teams for the next sprint on the project. With our values of openness extending to stakeholders, we communicate throughout the sprint, but these reviews also provide an opportunity for feedback, revisions, and further testing as the project progresses.

A more comprehensive list of project manager responsibilities is as follows:

- Establishing the appropriate governance procedures for the project and deciding which agile framework is best suited to the project
- Ensuring that the team structure and key personnel are tailored to the project
- Defining sprint cycles and objectives, including timeframes for each sprint and final deliverables for each sprint
- Coaching the team on agile methodology practices, including both values and implementation practices for the specific selected framework
- Identifying risks, dependencies, and other obstacles in order to minimize obstructions in project progress
- Conducting daily meetings, including the meeting practices in the selected agile framework
- Planning product increments and releases in order to ensure smooth timeline progression
- Maintaining the perspective of the larger project and planning long-term sprints, along with preparing for regular, more long-term reviews

Be transparent in the interest of County project goals, processes, and protocols	Carry out functions with due care, skill and diligence	Convene weekly checkpoint meetings with stakeholders	Avoid Conflicts of interest with the County's property, money, data, resources	Statutory Books: Maintain proper accounting records	Report back and communicate all aspects of projects to the County on a regular basis
----------------------------------------------------------------------------------	--------------------------------------------------------	------------------------------------------------------	--------------------------------------------------------------------------------	-----------------------------------------------------	--------------------------------------------------------------------------------------

6.2 Development Project Implementation

Maestro utilizes the following structure to initiate and coordinate development projects for its clients:

6.2.1 Kick-off meeting

Our program management will include a kick-off meeting on a task-order basis. We generally include an initiation and planning phase in our development and non-development projects. Still, this additional kick-off meeting allows us to better understand the needs of the project and the stakeholders and their team needs.

6.2.2 Quality Control Plan (QCP)

We also delineate a quality control plan, generally emphasizing the expected timeline of milestones and the alert and escalation process for the program. QCP would be submitted to County staff through email and within thirty (30) days of the task order award; and within five (5) business days when changes are made.

6.2.3 Program Management Plan

If deemed necessary by the County, we will generate a program management plan that follows the County's recommended template. Otherwise, we will develop a management plan and communication structures during the kick-off meeting and general initiation phase, utilizing our usual frameworks.

6.2.4 Program/Project Management Portals

We agree to utilize any designated program/project management portal to ensure that all parties can access critical information. We will leverage additional avenues of communication to enable the utmost transparency and openness throughout project timelines.

6.2.5 SharePoint Team Sites

Maestro has extensive experience in working with SharePoint, and our team is able to provide robust development and customization support for these sites. We helped one of our premier clients (Regeneron) migrate 4000 sites for 5 business units and 4.4TB of data. The project had 18 resources and technically entailed migrating from SharePoint 2013 to a Hybrid setup (a combination of SharePoint Online and SharePoint 2019) where bias favored Online Solution. Several of the 4000 sites needed revised contents and/or functionality. Maestro resources helped execute and complete the project within timeframe and budget allocated successfully. The new infrastructure had improved site functionality, security, performance, and refactored and enhanced infrastructure helped by fixing earlier documented defects.

As a reference to Maestro's capabilities, a sample Project Management plan is shown on the following page:

Information Technology Professional Consultant Services for Westchester County
Maestro Technologies Inc. Response

WBS	Task description	Start date	Finish date	Pre	January 2019	February 2019	March 2019	April 2019	May 2019	June 2019	July 2019	August 2019	September 2019	October 2019	November 2019	December 2019	
1	Stage 1	1/2/2019	3/30/2019	12/31/2018 [1]													1
1.1	Project Charter	1/2/2019	1/8/2019														
1.2	Project Charter Sign Off	1/18/2019	1/18/2019														
1.3	Migration Sequence Plan	1/2/2019	1/16/2019														
1.4	Migration Sequence Sign Off	3/4/2019	3/4/2019														
1.5	Topology Design	1/2/2019	1/16/2019														
1.6	Topology Design Sign Off	1/20/2019	1/20/2019														
1.7	Security/Identity Design	1/20/2019	2/10/2019														
1.8	Security/Identity Design Sign Off	2/19/2019	2/18/2019														
1.9	Conversion/Certification Toolkit	1/21/2019	2/15/2019														
1.10	SPO Topology Configuration	1/21/2019	2/1/2019														
1.11	Technical Infrastructure Automation	1/25/2019	3/1/2019														
1.12	Onboarding Training Package	2/4/2019	2/15/2019														
1.13	Network Bandwidth Assessment	2/18/2019	3/30/2019														
1.14	SPI9 Topology Configuration	3/1/2019	3/30/2019														
2	Stage 2	2/18/2019	10/2/2019														
2.1	Trivial SPO Dev	2/16/2019	4/10/2019														
2.2	Trivial SPO QA	4/11/2019	4/17/2019														
2.3	Trivial SPO Prod	4/19/2019	4/18/2019														
2.4	SPI9 Infrastructure Complete	3/30/2019	3/30/2019														
2.5	Easy SPO Dev	8/1/2019	9/17/2019														
2.6	Easy SPO QA	9/18/2019	9/23/2019														
2.7	Easy SPO Prod	9/24/2019	9/24/2019														
2.8	Easy SPI9 Dev	9/24/2019	9/28/2019														
2.9	Easy SPI9 QA	9/30/2019	10/1/2019														
2.10	Easy SPI9 Prod	10/2/2019	10/2/2019														
2.11	Medium SPO Dev	2/18/2019	5/29/2019														
2.12	Medium SPO QA	5/30/2019	6/12/2019														
2.13	Medium SPO UAT	6/13/2019	6/25/2019														
2.14	Medium SPO Prod	6/27/2019	6/27/2019														
2.15	Medium SPI9 Dev	6/27/2019	7/22/2019														
2.16	Medium SPI9 QA	7/23/2019	7/26/2019														
2.17	Medium SPI9 UAT	7/27/2019	7/30/2019														
2.18	Medium SPI9 Prod	7/31/2019	7/31/2019														
2.19	Complex SPO Dev	2/18/2019	7/4/2019														
2.20	Complex SPO QA	7/5/2019	7/22/2019														
2.21	Complex SPO UAT	7/23/2019	8/6/2019														
2.22	Complex SPO Prod	8/10/2019	8/10/2019														
2.23	Complex SPI9 Dev	8/10/2019	8/13/2019														
2.24	Complex SPI9 QA	9/14/2019	9/16/2019														
2.25	Complex SPI9 UAT	9/19/2019	9/23/2019														
2.26	Complex SPI9 Prod	9/24/2019	9/24/2019														
2.27	Rewrite SPO Dev	4/19/2019	5/1/2019														
2.28	Rewrite SPO QA	5/22/2019	5/26/2019														
2.29	Rewrite SPO UAT	5/27/2019	5/31/2019														
2.30	Rewrite SPO Prod	6/1/2019	6/1/2019														
2.31	Rewrite SPI9 Dev	6/2/2019	9/4/2019														
2.32	Rewrite SPI9 QA	9/5/2019	9/17/2019														
2.33	Rewrite SPI9 UAT	9/18/2019	9/30/2019														
2.34	Rewrite SPI9 Prod	10/1/2019	10/1/2019														
3	Stage 3	9/1/2019	12/31/2019														
3.1	Defect Resolution	9/1/2019	12/31/2019														
3.2	Lessons Learned Documentation	11/15/2019	12/15/2019														
3.3	Follow-Up Recommendation Docs	11/15/2019	12/15/2019														
3.4	Training Packages	10/1/2019	12/15/2019														
3.5	Deliver Training	11/15/2019	12/15/2019														
3.6	BU Level Project Reviews	10/1/2019	12/15/2019														
3.7	Finalize Documentation Package	9/1/2019	12/31/2019														
3.8	Project Close Down	12/15/2019	12/15/2019														

Preliminary Project Plan

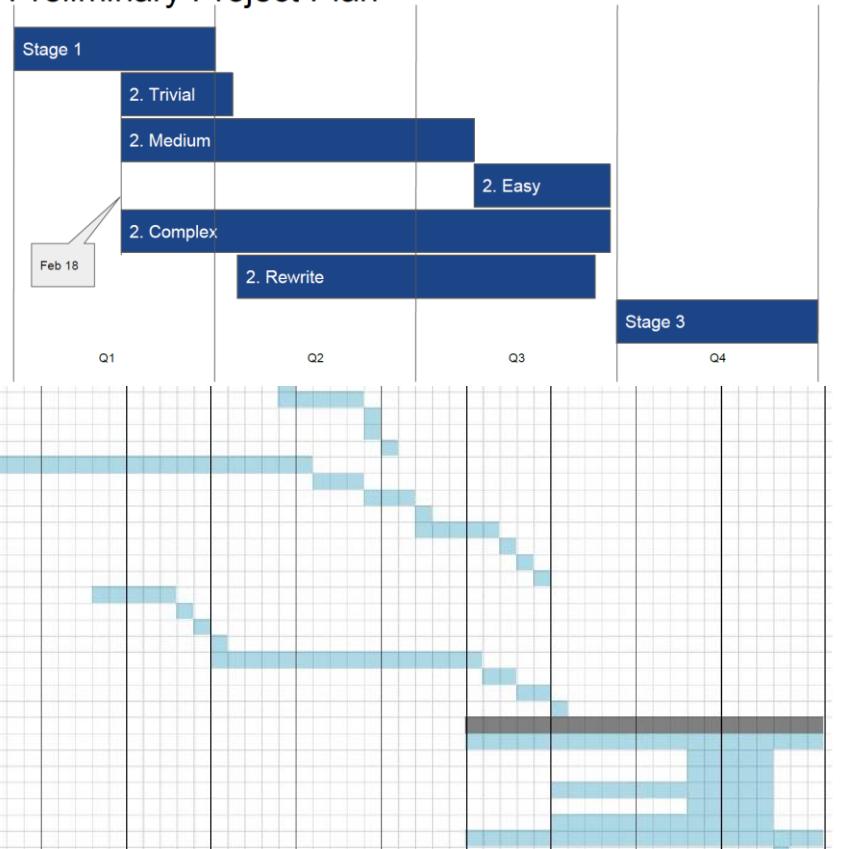


Table 1: SharePoint Migration Project Management Plan Example

Our approach to development and customization further emphasizes flexibility and the need to respond to stakeholder specifications as they grow and evolve.

7 Maestro Company Profile, Qualifications, and Experience

Maestro Technologies, Inc., a New Jersey company incorporated in 2003, delivers transformative technology that empowers our clients to succeed in achieving their business goals. Our solutions and services span the technological spectrum, and we are experienced in both heading complete projects and supplementing in-house initiatives. We provide cost-effective, high-quality service by leveraging a world-class, global workforce with deep expertise in relevant technologies and cutting-edge training in industry best practices and the latest innovations. Alongside our strong foundations in computer consulting services, we operate with an ethos of mutual respect and social responsibility that connects us to our local Trenton community, to our clients and business partners, and to one another.



a) Mission

"To employ high-quality technology services and solutions that offer maximum assistance to clients like Westchester County as they accomplish their goals, and to foster long term relationships while building a culture of transparency, integrity, and mutual trust."

b) Social Responsibility and Maestro

Maestro maintains a strong charter of corporate social responsibility. We are committed to creating jobs and bolstering both economic and technological development in our home state of New Jersey, and we strive for our work to be socially conscious and to assist our local community. Maestro has worked closely with the New Jersey Economic Development Authority (NJEDA) to create opportunities for technological growth in the state, including the establishment of a research and development center that hosts conferences and training programs, in addition to other programs.

Maestro is a certified S/M/WBE solutions provider in NYC, NY, and NJ (SBS). Maestro is also certified through the NYC Strategic Steps for Growth program and is a member of the Goldman Sachs 10K Small Business program.

Maestro recently concluded an engagement with the City of Trenton to provide IT services and support for the entirety of the city's technological infrastructure, physical servers, network switches, firewalls, and security systems across different departments. We continue to provide the city with cybersecurity support. Our experience serving a wide range of agencies within different government projects enables us to understand the critical functions technology must serve in a variety of different environments, across a broad spectrum of different software, applications, and

use cases. This engagement, like many of our other efforts, also embodies our commitment to serving our local community.

c) Organizational Overview

Our staff consists of approximately 218 professionals in seven states and three countries (the US, the UK and India). The majority of our team works on client projects, and most have technical degrees and perform technical roles. We carefully screen and select each and every employee based on their ability to work in a team environment, and to contribute to the mission of Maestro and its clients. The table below provides a demographic summary of the joint professional staff.

LOCATION	US	INDIA	UK	GLOBAL
TOTAL NUMBER OF PROFESSIONALS	92	98	12	202
INDEPENDENT CONSULTANTS	16	0	0	16
TOTALS	108	98	12	218

During the past twelve months:

- Number of employees who have provided IT consultant services: 75 consultants
- Number of hours of IT consultant services billed by Maestro: 64,990 hours

d) Maestro's Corporate Financial Position

Maestro Technologies Inc. is a robust and well-established company with a demonstrated history of success, marked by consistent growth and profitability.

Our strong financial performance is a testament to effective management, prudent financial strategies, and a commitment to operational excellence. In the fiscal year ending 2024, we achieved significant revenue growth, surpassing \$20 million, representing a substantial increase compared to the previous year. This remarkable growth is attributed to strategic expansions in our service offerings and a focus on client-centric consulting solutions.

Maestro achieved additional milestones in 2024 that will enable further growth. We were awarded a GSA MAS contract (contract number 47QTCA24D007W) to do business with the Federal Government. Additionally, as of December 2024, we were granted NYS M/WBE certification. Maestro was already a certified M/WBE in NJ and NYC, both of which are attached to this proposal.

Looking forward, Maestro is poised for continued financial success, driven by a robust pipeline of opportunities that will sustain revenue growth and profitability. Our commitment to financial

discipline and strategic investments ensures our ability to meet the demands of this proposal and deliver exceptional project outcomes.

With a strong financial foundation and management structure, and new and improved Account Management and fulfillment strategies, Maestro is well-equipped to execute this proposal effectively and efficiently. We are confident in our ability to fulfill all financial obligations and deliver exceptional results that exceed the project's objectives.

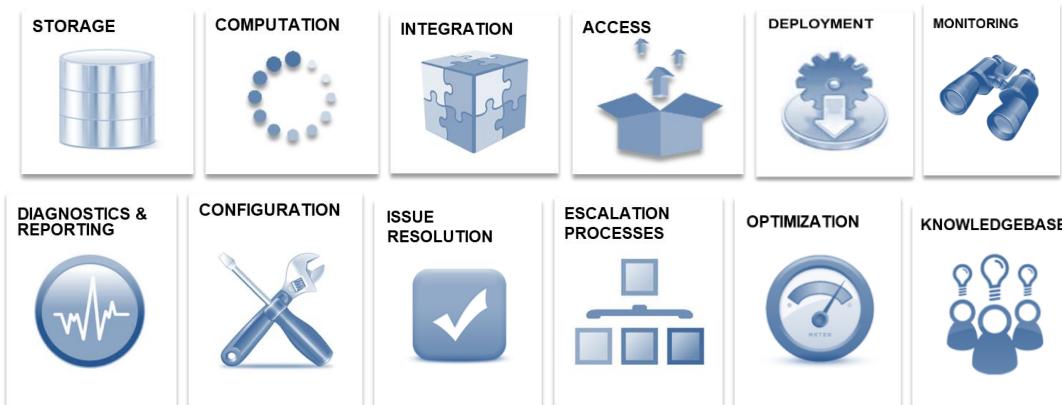
e) Maestro's Approach

For each engagement, Maestro utilizes a hand-picked, dedicated team with strong expertise in the relevant areas who will be available to work onsite at the County's specified locations. Our support services methodology revolves around the pillars indicated on the next page.



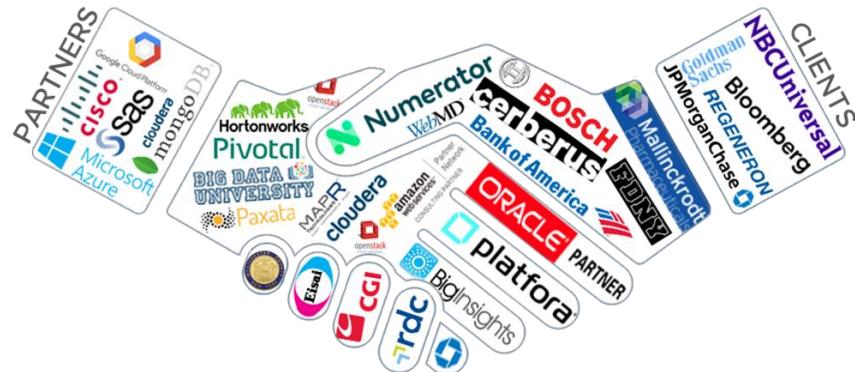
- 1. Our values levers:** governance, oversight, and transparency throughout the entirety of an engagement, with the dual aims of overall efficiency and the swift address of any issues that do arise.
- 2. Collaboration and teamwork**
- 3. Quality and integrity**
- 4. Professional excellence:** including providing training and certifications where warranted
- 5. Best practices**
- 6. Innovative solutions:** including knowledge transfers and thorough documentation

Our global delivery model, integrated processes, and multi-tiered solutions allow us to adhere to these pillars of engagement while providing reliable, scalable, and cost-effective solutions. Although our services extend across a wide variety of technological domains, our strengths include:



Information Technology Professional Consultant Services for Westchester County
Maestro Technologies Inc. Response

Additionally, our strong industry partnerships further support our delivery of high-quality, innovative solutions. Some of our industry partners are listed below:



f) Maestro Subcontracting

Maestro is not proposing any subcontractor(s) for this engagement.

g) Current Engagement with Westchester County

Maestro currently has two (2) office workers serving the County, and we plan to expand our headcount if awarded the contract. Currently, the number of hours of IT consultant services billed by Maestro to the County during the past twelve months is 3,245 hours.

7.1 Maestro's Past Performances and References

Maestro Technologies, Inc. has over 20 years of IT Infrastructure and Managed Services experience, and with a portfolio of over 50 completed projects since 2015, we have a strong history of implementing technology solutions across many domains. For more information on Maestro's past performance and our experience relative to the Westchester County's Information Technology Professional Consultant Services engagement, please see references and their contacts below.

7.1.1 City of Trenton, NJ

Location:	319 E State Street, Trenton, NJ 08608
Contact:	Joseph Rivera, CTO
Email:	josephrivera@trentonnj.org
Phone:	(609) 989-3964
Project Title:	Technical and Network Support Services
Size of Organization:	750 Users spread across various locations in the City
Actual Costs:	\$2,350,000.00
Start Date:	October 1, 2020
Completion Date:	March 31, 2024
insurn	
Similarities to Westchester County:	

System Developers, Project Managers, Network Infrastructure Specialist, PC Support Specialists, Server/Operations Support Specialists

Description: Maestro provides Network Infrastructure and IT support services. Project entails incident management, day-to-day network, security, desktop, cloud and server infrastructure maintenance, support, and application management via on-site 7x24 help-desk support.

7.1.2 The County of Warren, NJ

Location: 165 County Route 519, Belvidere, NJ 07823
Contact: Robert Sidie, Director – Information Systems
Email: rsidie@co.warren.nj.us
Phone: (908) 475-6560
Project Title: Temporary IT Personnel Service Provider
Size of Organization: 750 Users spread across various locations in the City
Proposed/Actual Costs: \$930,000.00
Start Date: December 1, 2020
Completion Date: On-going

Similarities to Westchester County:

Information Systems, Helpdesk/Desktop Support, Windows Server Administrator, SQL, Database Administrators

Description:

Maestro provides temporary IT personnel servicing Network Infrastructure and IT support maintenance services. Project entails incident management, day-to-day network, security, desktop, cloud and server infrastructure maintenance, support, and application management via on-site 7x24 help-desk support.

7.1.3 Cerberus Capital Management (CTS)

Location: 875 Third Avenue, New York, NY 10022
Contact: Bennett DePiero, Director
Email: bdepiero@cerberus.com
Project Title: Information Technology Management and Support Svcs
Size of Organization: 1100 employees
Actual Costs: \$4,800,000/yr
Start Date: December 9, 2018
Completion Date: Ongoing

Similarities to Westchester County:

System Developers, GIS Analyst, Operations Support Specialists

Description:

Cerberus Technology Services (CTS) department supports multiple information technology related infrastructures and provides technical support to Cerberus' various Lines of Business. Maestro provides a cost-effective solution towards providing support for applications and infrastructure that includes onsite and remote management, with concentration on creating jobs within the state of New Jersey. Cerberus and Maestro have created a hybrid solution towards productivity and support of Cerberus' infrastructure and applications.

7.1.4 Regulatory Data Corporation (RDC) – now acquired by Moody's

Location: 160 N Gulph Road King of Prussia, PA 19406
Contact: Jeff Sidell, CTO
Email: jsidell@rdc.com
Phone: (484) 688-5224
Project Title: Information Technology Management and Support Svcs
Size of Organization: 10,000+
Proposed/Actual Costs: \$250,000/yr
Start Date: January 16, 2018
Completion Date: Ongoing

Similarities to Westchester County:

System Developers, Project Managers, PC Support Specialists, Server/Operations Support Specialists

Description:

RDC's MIS department supports multiple information technology-related infrastructures and provides technical support to RDC's various Lines of Business to expand its capabilities and improve operational efficiencies. RDC MIS reached out to Maestro to provide a cost-effective solution for supporting applications and infrastructure that includes resources from the United States and India, concentrating on creating jobs within the United States. RDC and Maestro have jointly created a hybrid solution for the productivity and support of RDC infrastructure and applications.

7.1.5 OHL North America / Judlau Contracting

Location: 26-15 Ulmer Street College Point, NY 11354
Contact: Srivatsan Raghavan, MIS Director
Email: srivatsan.raghavan@ohlna.com
Phone: (518) 256-3359
Project Title: Monthly Help Desk Support and Maintenance
Size of Organization: 1,000+
Proposed/Actual Costs: \$97,000/yr
Start Date: January 2012
Completion Date: Ongoing

Similarities to Westchester County:

PC Support Specialists, Server/Operations Support Specialists

Description:

To support OHL North America / Judlau Contracting for their contract with the County of New York and Metro Transit Authority (MTA), Maestro provides Information Technology support and maintenance services. The project entails incident management, day-to-day network, desktop, and server infrastructure maintenance, support, and application management via 7x24 help-desk support.

7.1.6 County of Westchester

Location:	148 Martine Avenue, White Plains, NY 10601
Contact:	Aji Palappillil, Development Manager
Email:	ajp2@westchestergov.com
Phone:	(914) 995-3854
Project Title:	Information Technology Professional Consulting Services
Start Date:	January 1, 2020
Completion Date:	Ongoing

Description:

Maestro currently supports Westchester County DoIT by providing professional services in designing, implementing, and programming services for county-related projects.

8 Roles and Responsibilities

8.1.1 Maestro Technologies

Maestro Technologies will provide key personnel onsite and offsite to help install, configure, implement, and support the required infrastructure for Westchester County.

8.1.2 Westchester County DoIT

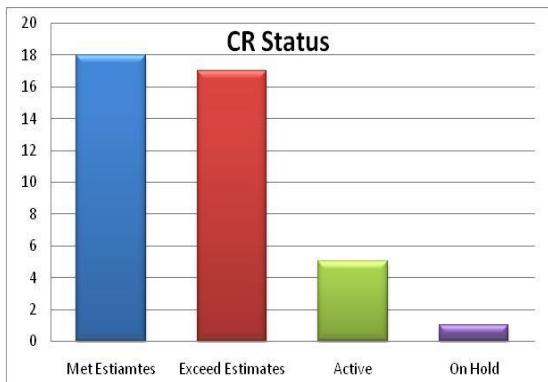
Westchester County DoIT shall provide Maestro's engineers/consultants with access to all the requirements, documentation, stakeholders, infrastructure, knowledge about the set-up, and adequate domain knowledge on the specifics of desktop infrastructure and its underlying components and software(s) as and when required to enable and complete the implementation and support of project requirements.

9 Compliance, Governance, and Reporting

The reports mentioned in the previous section are shown below as part of our regular commitment to share progress on an on-going basis, delivering on promise within timeframe and within budget. The highest quality assurance and commitment made at the time of engagement will never be compromised and can only continue to improve using Constant Improvement ideology as we continue to learn from the engagement and dive deep into the project.

A few typical examples of Maestro status reports and charts are as follows:

CR Status:



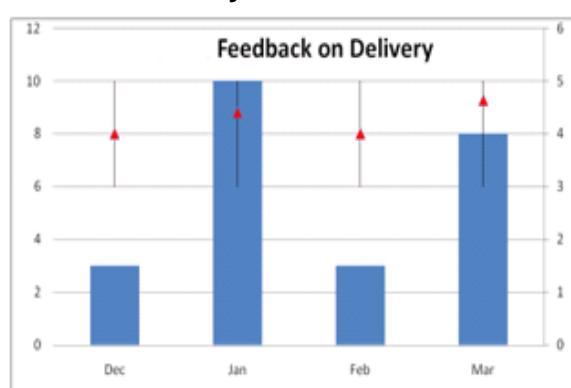
Efforts Distribution:



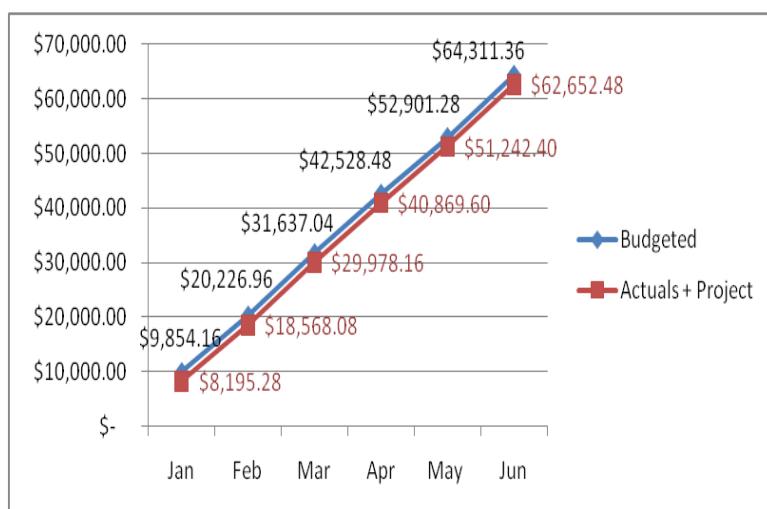
Maestro Performance:



Feedback on Delivery:



Budget Tracking



10 Appendix

- 10.1 Appendix 1. Section IV - Certification, including Applicable Acknowledgement and Certificate of Authority
- 10.2 Appendix 2. Schedule D – Questionnaire Regarding Business Enterprises Owned and Controlled by Women or Persons of Color
- 10.3 Appendix 3. Schedule E — Certification Regarding Business Dealings with Northern Ireland
- 10.4 Appendix 4. Schedule F — Disclosure of Relationships to County
- 10.5 Appendix 5. Schedule G — Criminal Background Disclosure
- 10.6 Appendix 6. Schedule H — Questionnaire Regarding Business Enterprises Owned and Controlled by Service-Disabled Veterans
- 10.7 Appendix 7. Maestro's Capability Statement
- 10.8 Appendix 8. Maestro Certifications and Publication



Appendix 1.

Section IV - Certification, including Applicable Acknowledgement and Certificate of Authority

Request for Proposals: Information Technology Professional Consulting Services for Westchester County

Prepared for:

Marguerite Beirne

Chief Information Officer

Department of Information Technology

148 Martine Avenue, Room 313

White Plains, NY 10601

Submitted via email to:

RFP-DoITProSvc@westchestergov.com

IV. PROPOSER CERTIFICATION

The undersigned agrees and understands that this proposal and all attachments, additional information, etc. submitted herewith constitute merely an offer to negotiate with the County of Westchester and is NOT A BID. Submission of this proposal, attachments, and additional information shall not obligate or entitle the proposing entity to enter into a service agreement with the County of Westchester for the required services. The undersigned agrees and understands that the County of Westchester is not obligated to respond to this proposal nor is it legally bound in any manner whatsoever by the submission of same. Further, the undersigned agrees and understands that any and all proposals and negotiations shall not be binding or valid against the County of Westchester, its directors, officers, employees or agents unless an agreement is signed by a duly authorized officer of the County of Westchester and approved by the Westchester County Board of Acquisition & Contract and by the Office of the County Attorney.

It is understood and agreed that the County of Westchester reserves the right to reject consideration of any and all proposals including, but not limited to, proposals which are conditional or incomplete. It is further understood and agreed that the County of Westchester reserves all rights specified in the Request for Proposals.

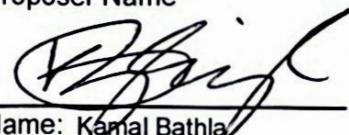
It is represented and warranted by those submitting this proposal that except as disclosed in the proposal, no officer or employee of the County of Westchester is directly or indirectly a party to or in any other manner interested in this proposal or any subsequent service agreement that may be entered into.

Maestro Technologies Inc.

Proposer Name

By:

Name: Kamal Bathla
Title: Managing Director



*You Must Complete the Applicable Acknowledgement and
Certificate of Authority Document(s), Which Are on the Pages Following This Page*

ACKNOWLEDGMENT

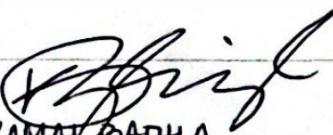
STATE OF New Jersey)
) ss.:
COUNTY OF Mercer)

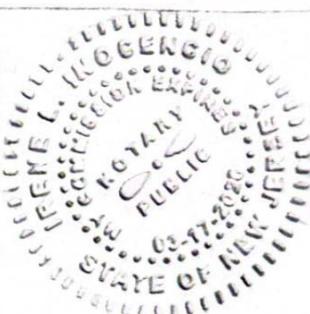
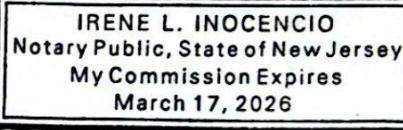
On the 2 day of January in the year 2025, before me, the undersigned, personally appeared Kamal Bathla, personally known to me or proved to me on the basis of satisfactory evidence to be the individual(s) whose name(s) is (are) subscribed to the within instrument and acknowledged to me that he/she/they signed the same in his/her/their capacity(ies), and that by his/her/their signature(s) on the instrument, the individual(s), or the person upon behalf of which the individual(s) acted, signed the instrument.

Date: 1/2/2025



Notary Public Irene Inocencio


KAMAL BATHLA
MANAGING DIRECTOR .



CERTIFICATE OF AUTHORITY
(CORPORATION)

I, Kamal Bathla, certify that I am the
(Officer other than officer signing document for the corporation)

Managing Director of Maestro Technologies Inc.
(Title) (Name of Corporation)

a corporation duly organized and in good standing under the _____

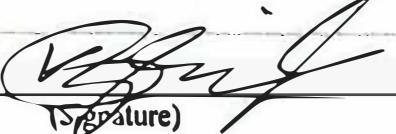
New Jersey Business Corporation Law
(Law under which organized, e.g., the New York Business Corporation Law)

named in the foregoing document; that Irene Inocencio
(Person signing the document for the corporation)

who signed said document on behalf of the Maestro Technologies Inc.
(Name of Corporation)

was, at the time of signing Director, Government Sales
(Title of such person)

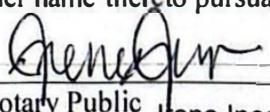
of the Corporation and that said document was duly signed for and on behalf of said Corporation
by authority of its Board of Directors, thereunto duly authorized and that such authority is in full
force and effect at the date hereof.

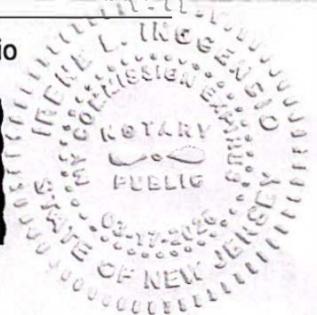
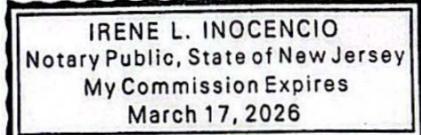


STATE OF New Jersey)
) ss.:
COUNTY OF Mercer)

On the 2 day of January in the year 2025, before me, the undersigned, a
Notary Public in and for said State, Kamal Bathla personally appeared,
personally known to me or proved to me on the basis of satisfactory evidence to be the officer
described in and who signed the above certificate, who being by me duly sworn did depose and
say that he/she resides at 172 Deer Run Watchung, New Jersey 07069, and
he/she is an officer of said corporation; that he/she is duly authorized to sign said certificate on
behalf of said corporation, and that he/she signed his/her name thereto pursuant to such authority.

Date: 1/2/2025


Notary Public Irene Inocencio





Appendix 2.

Schedule D – Questionnaire Regarding Business Enterprises Owned and Controlled by Women or Persons of Color

**Request for Proposals:
Information Technology Professional Consulting Services
for the Westchester County**

Prepared for:

Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, NY 10601

Submitted via email to:

RFP-DoITProSvc@westchestergov.com

SCHEDULE "D"

QUESTIONNAIRE REGARDING BUSINESS ENTERPRISES OWNED AND CONTROLLED BY WOMEN OR PERSONS OF COLOR

As part of the County's program to encourage the meaningful and significant participation of business enterprises owned and controlled by persons of color or women in County contracts, and in furtherance of Section 308.01 of the Laws of Westchester County, completion of this form is required.

A "business enterprise owned and controlled by women or persons of color" means a business enterprise, including a sole proprietorship, limited liability partnership, partnership, limited liability company, or corporation, that either:

1.) meets the following requirements:

- a. is at least 51% owned by one or more persons of color or women; _____
- b. is an enterprise in which such ownership by persons of color or women is real, substantial and continuing;
- c. is an enterprise in which such ownership interest by persons of color or women has and exercises the authority to control and operate, independently, the day-to-day business decisions of the enterprise; and
- d. is an enterprise authorized to do business in this state which is independently owned and operated.

2.) is a business enterprise certified as a minority business enterprise ("MBE") or women business enterprise ("WBE") pursuant to Article 15-a of the New York State Executive Law and the implementing regulations, 9 New York Code of Rules and Regulations subtitle N Part 540 et seq., **OR**

3.) is a business enterprise certified as a small disadvantaged business concern pursuant to the Small Business Act, 15 U.S.C. 631 et seq., and the relevant provisions of the Code of Federal Regulations as amended.

Please note that the term "persons of color," as used in this form, means a United States citizen or permanent resident alien who is and can demonstrate membership of one of the following groups:

- (a) Black persons having origins in any of the Black African racial groups;
- (b) Hispanic persons of Mexican, Puerto Rican, Dominican, Cuban, Central or South American descent of either Indian or Hispanic origin regardless of race;
- (c) Native American or Alaskan native persons having origins in any of the original peoples of North America; or
- (d) Asian or Pacific Islander persons having origins in any of the Far East countries, South East Asia, the Indian subcontinent or the Pacific Islands.

1. Are you a business enterprise owned and controlled by women or persons of color in accordance with the standards listed above?

No
 Yes

Please note: If you answered "yes" based upon certification by New York State and/or the Federal government, official documentation of the certification must be attached.

2. If you answered "Yes" above, please check off below whether your business enterprise is owned and controlled by women, persons of color, or both.

Women
 Persons of Color (*please check off below all that apply*)

 Black persons having origins in any of the Black African racial groups
 Hispanic persons of Mexican, Puerto Rican, Dominican, Cuban, Central or South American descent of either Indian or Hispanic origin regardless of race
 Native American or Alaskan native persons having origins in any of the original peoples of North America
 Asian or Pacific Islander persons having origins in any of the Far East countries, South East Asia, the Indian sub-continent or the Pacific Islands

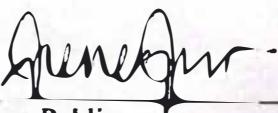
Name of Business Enterprise: Maestro Technologies Inc.

Address: 1 W State Street, 2nd Flr, Trenton, NJ 08608 USA

Name and Title of person completing questionnaire: _____

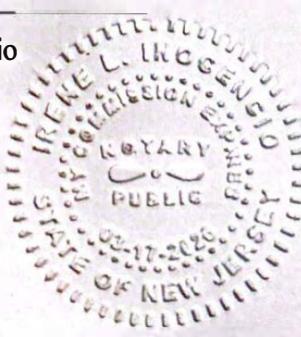
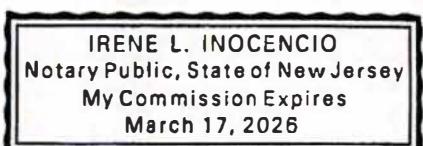
Kamal Bathla, Managing Director

Signature: 


Notary Public
Irene Inocencio

1/2/2025

Date





Appendix 3.

Schedule E — Certification Regarding Business Dealings with Northern Ireland

**Request for Proposals:
Information Technology Professional Consulting Services
for the Westchester County**

Prepared for:
Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, NY 10601

Submitted via email to:
RFP-DoITProSvc@westchestergov.com

SCHEDULE "E"

CERTIFICATION REGARDING BUSINESS DEALINGS WITH NORTHERN IRELAND

A. The Contractor and any individual or legal entity in which the Contractor holds a ten percent (10%) or greater ownership interest and any individual or legal entity that holds a ten percent (10%) or greater ownership interest in the Contractor (a) has no business operations in Northern Ireland, or (b) shall take lawful steps in good faith to conduct any business operations in Northern Ireland in accordance with the MacBride Principles.

B. For purposes of this Certification, "MacBride Principles" shall mean those principles relating to nondiscrimination in employment and freedom of workplace opportunity which require employers doing business in Northern Ireland to:

- (1) increase the representation of individuals from underrepresented religious groups in the work force, including managerial, supervisory, administrative, clerical and technical jobs;
- (2) take steps to promote adequate security for the protection of employees from underrepresented religious groups both at the workplace and while traveling to and from work;
- (3) ban provocative religious or political emblems from the workplace;
- (4) publicly advertise all job openings and make special recruitment efforts to attract applicants from underrepresented religious groups;
- (5) establish layoff, recall and termination procedures which do not in practice favor a particular religious group;
- (6) abolish all job reservations, apprenticeship restrictions and differential employment criteria which discriminate on the basis of religion;
- (7) develop training programs that will prepare substantial numbers of current employees from underrepresented religious groups for skilled jobs, including the expansion of existing programs and the creation of new programs to train, upgrade and improve the skills of workers from underrepresented religious groups;
- (8) establish procedures to assess, identify and actively recruit employees from underrepresented religious groups with potential for further advancement; and
- (9) appoint a senior management staff member to oversee affirmative action efforts and develop a timetable to ensure their full implementation.

C. For purposes of this Certification, "Northern Ireland" shall be understood to be the six counties partitioned from the Irish Province of Ulster, and administered from London and/or from Stormont.

D. The Contractor agrees that the warranties and representation in paragraph "A" are material conditions of this Agreement. If the County receives information that the Contractor is in violation of paragraph "A", the County shall review such information and give the Contractor opportunity to respond. If the County finds that such a violation has occurred, the County may declare the Contractor in default, and/or terminate this Agreement. In the event of any such termination, the County may procure the supplies, services or work from another source in accordance with applicable law. The Contractor shall pay to the County the difference between

the contract price for the uncompleted portion of this Agreement and the cost to the County of completing performance of this Agreement either by itself or by engaging another Contractor. If this is a contract other than a construction contract, the Contractor shall be liable for the difference in price if the cost of procurement from another source is greater than what the County would have paid the Contractor plus any reasonable costs the County incurs in any new procurement and if this is a construction contract, the County shall also have the right to hold the Contractor in partial or total default in accordance with the default provisions of this Agreement. In addition, the Contractor may be declared not to be a responsible bidder or respondent for up to three (3) years, following written notice to the Contractor, giving the Contractor the opportunity for a hearing at which the Contractor may be represented by counsel. The rights and remedies of the County hereunder shall be in addition to, and not in lieu of, any rights and remedies the County has pursuant to this Agreement or by operation of law or in equity.

Agreed: John Doe.

Name of Contractor: Maestro Technologies Inc.

By (Authorized Representative): Irene Inocencio

Title: Director, Government Sales Date: 1/2/2025



Appendix 4.

Schedule F — Disclosure of Relationships to County

Request for Proposals:
Information Technology Professional Consulting Services
for the Westchester County

Prepared for:
Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, NY 10601

Submitted via email to:
RFP-DoITProSvc@westchestergov.com

SCHEDULE "F"
REQUIRED DISCLOSURE OF RELATIONSHIPS TO COUNTY

A potential County contractor must complete this form as part of the proposed County contract.

- 1.) Are any of the employees that the Contractor will use to carry out this contract also a County officer or employee, or the spouse, child, or dependent of a County officer or employee?

Yes _____ No

If yes, please provide details (attach extra pages, if necessary): N/A

- 2.) Are any of the owners of the Contractor or their spouses a County officer or employee?

Yes _____ No

If yes, please provide details (attach extra pages, if necessary): N/A

- 3.) Do any County officers or employees have an interest¹ in the Contractor or in any approved subcontractor that will be used for this contract?

Yes _____ No

If yes, please provide details (attach extra pages, if necessary): N/A

By signing below, I hereby certify that I am authorized to complete this form for the Contractor.

Signature: Irene Inocencio

Name: Irene Inocencio

Title: Director, Government Sales

Date: 1/2/2025

¹ "Interest" means a direct or indirect pecuniary or material benefit accruing to a County officer or employee, his/her spouse, child or dependent, whether as the result of a contract with the County or otherwise. For the purpose of this form, a County officer or employee shall be deemed to have an "interest" in the contract of:

- 1.) His/her spouse, children and dependents, except a contract of employment with the County;
- 2.) A firm, partnership or association of which such officer or employee is a member or employee;
- 3.) A corporation of which such officer or employee is an officer, director or employee; and
- 4.) A corporation of which more than five (5) percent of the outstanding capital stock is owned by any of the aforesaid parties.



Appendix 5.

Schedule G — Criminal Background Disclosure

Request for Proposals:
Information Technology Professional Consulting Services
for the Westchester County

Prepared for:
Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, NY 10601

Submitted via email to:
RFP-DoITProSvc@westchestergov.com

SCHEDEULE "G"

CRIMINAL BACKGROUND DISCLOSURE INSTRUCTIONS

Pursuant to Executive Order 1-2008, the County is required to maintain a record of criminal background disclosure from all persons providing work or services in connection with any County contract, including leases of County-owned real property and licenses:

- a.) If any of the persons providing work or services to the County in relation to a County contract are not subject to constant monitoring by County staff while performing tasks and/or while such persons are present on County property pursuant to the County contract; and
- b.) If any of the persons providing work or services to the County in relation to a County contract may, in the course of providing those services, have access to sensitive data (for example SSNs and other personal/secure data); facilities (secure facilities and/or communication equipment); and/or vulnerable populations (for example, children, seniors, and the infirm).

In those situations, the persons who must provide a criminal background disclosure ("Persons Subject to Disclosure") include the following:

- a.) Consultants, Contractors, Licensees, Lessees of County-owned real property, their principals, agents, employees, volunteers or any other person acting on behalf of said Contractor, Consultant, Licensee, or Lessee who is at least sixteen (16) years old, including but not limited to Subconsultants, Subcontractors, Sublessees, or Sublicensees who are providing services to the County, and
- b.) Any family member or other person, who is at least sixteen (16) years old, residing in the household of a County employee who lives in housing provided by the County located on County property.

Under Executive Order 1-2008, it is the duty of every County Consultant, Contractor, Licensee, or Lessee to inquire of each and every Person Subject to Disclosure and disclose whether they have been convicted of a crime or whether they are subject to pending criminal charges, and to submit this form with that information.¹ Accordingly, you are required to complete the attached Criminal Background Disclosure Form and Certification.

Please note that under no circumstances shall the existence of a language barrier serve as a basis for the waiver of or an exception from the disclosure requirements of Executive Order 1-2008. If translation services are required by the Consultant, Contractor, Licensee, or Lessee to fulfill this obligation, it shall be at the sole cost and expense of the Consultant, Contractor, Licensee, or Lessee.

¹ For these disclosures, a "crime" or "pending criminal charge" includes all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State.

Please also note that the conviction of a crime(s) and/or being subject to a pending criminal charge(s) will not automatically result in a denial of a person's right to work on a County contract, right to be on County property, or license, but may, if the County determines that the prior conviction(s) or pending criminal charge(s) create an unacceptable risk. However, if a person fails to list or falsifies any part of his/her conviction history or any pending criminal charge(s) for any reason, he/she may be prohibited from working or being on County property without any risk assessment. If it is later determined that a Person Subject to Disclosure failed to disclose a criminal conviction or pending criminal charge for any reason, his/her right to work on a County contract, be on County property, or license may be terminated at any time.

Please further note that, pursuant to Executive Order 1-2008, and subject to the applicable provisions of New York Correction Law §§ 752 and 753, the County has the right to bar a Person Subject to Disclosure from providing work or services to the County or from being on County property if any such person has:

- a.) A conviction of a crime(s);
- b.) A pending criminal proceeding for a crime(s); or
- c.) Refused to answer questions concerning his/her criminal background

Please finally note that any failure by a County Consultant, Contractor, Licensee, or Lessee to comply with the disclosure requirements of Executive Order 1-2008 may be considered by the County to be a material breach and shall be grounds for immediate termination by the County of the related County contract.

Exemptions

Executive Order 1-2008 exempts from the aforementioned disclosure requirements Persons Subject to Disclosure:

- a.) for whom the County has already conducted a background check and issued a security clearance that is in full force and effect; and
- b.) for whom another state or federal agency having appropriate jurisdiction has conducted a security and/or background clearance or has implemented other protocols or criteria for this purpose that apply to the subject matter of a County contract that is in full force and effect.

If you are claiming an exemption for one or more Persons Subject to Disclosure, you must notify the Procuring Officer². The Procuring Officer will then determine whether the Person(s) Subject to Disclosure are actually exempt, and provide written notification of his/her determination. If the Procuring Officer determines that a Person Subject to Disclosure is not exempt, the Procuring Officer will notify you of that determination, and you will have to include disclosures for that person on your Criminal Background Disclosure Form and Certification.

² "Procuring Officer" shall mean the head of the department or the individual or individuals authorized by the head(s) of the department(s) undertaking the procurement and with respect to those matters delegated to the Bureau of Purchase and Supply pursuant to Section 161.11(1)(a) of the Laws of Westchester County, the Purchasing Agent.

Subconsultants, Subcontractors, Sublessees, or Sublicensees

Under Executive Order 1-2008, it is your duty to ensure that any and all approved subconsultants, subcontractors, sublessees, or sublicensees complete and submit the attached Criminal Background Disclosure Form and Certification for all of their respective Persons Subject to Disclosure. This must be done before such a subconsultant, subcontractor, sublessees, or sublicensees can be approved to perform work on a contract.

New Persons Subject to Disclosure

Under Executive Order 1-2008, you have a **CONTINUING OBLIGATION** to maintain the accuracy of the Criminal Background Disclosure Form and Certification (and any accompanying documentation) for the duration of this contract, including any amendments or extensions thereto. Accordingly, it is your duty to complete and submit an updated Criminal Background Disclosure Form and Certification whenever there is a new Person Subject to Disclosure for this contract. **NO NEW PERSON SUBJECT TO DISCLOSURE SHALL PERFORM WORK OR SERVICES OR ENTER ONTO COUNTY PREMISES UNTIL THE UPDATED CRIMINAL BACKGROUND DISCLOSURE FORM AND CERTIFICATION IS FILED WITH THE PROCURING OFFICER.** You shall also provide the County with any other updates that may be necessary to comply with the disclosures required by Executive Order 1-2008.

PLEASE CONTINUE TO THE

Criminal Background Disclosure Form and Certification

BEGINNING ON THE NEXT PAGE

CRIMINAL BACKGROUND DISCLOSURE
FORM AND CERTIFICATION

If this form is being completed by a subconsultant, subcontractor, sublessee, or sublicensee, please consider all references in this form to "consultant, contractor, lessee, or licensee" to mean "subconsultant, subcontractor, sublessee, or sublicensee" and check here: _____

I, KAMAL BATHLA, certify that I am a principal or a
(Name of Person Signing Below)

representative of the Consultant, Contractor, Lessee, or Licensee and I am authorized to complete and execute this Criminal Background Disclosure Form and Certification. I certify that I have asked each Person Subject to Disclosure the following questions:

- Have you or your company ever been convicted of a crime (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State) including, but not limited to, conviction for commission of fraud, embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements or receiving stolen property?
- Are you or your company subject to any pending criminal charges (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State)?

I certify that the names and titles of Persons Subject to Disclosure who refused to answer either of the questions above are:

1. N/A

2. _____

3. _____

4. _____

5. _____

(If more space is needed, please attach separate pages labeled "REFUSED to Answer - Continued.")

I certify that the names and titles of Persons Subject to Disclosure who answered "Yes" to either of the questions above are:

1. N/A

2.

3.

4.

5.

(If more space is needed, please attach separate pages labeled "YES Answers - Continued.")

Each Person Subject to Disclosure listed above who has either been **convicted of a crime(s)** and/or is **subject to a pending criminal charge(s)** must answer additional questions. Those questions are below.

A Person Subject to Disclosure who has been convicted of a crime(s) must respond to the following (please attach separate pages with responses for each person, with their name and title):

- 1.) Describe the reason for being on County property if applicable, identify the specific duties and responsibilities on this project which you intend to perform for the County, including but not limited to, access to sensitive data and facilities and access to vulnerable populations.
- 2.) Please list all criminal convictions along with a brief description of the crime(s) (including all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State).
- 3.) Please provide the date and place of each conviction.
- 4.) Please provide your age at the time of each crime for which you were convicted.
- 5.) Please provide the legal disposition of each case.
- 6.) Please provide any information either produced by yourself or someone on your behalf in regards to your rehabilitation and good conduct.

A Person Subject to Disclosure who is subject to a pending criminal charge(s) must respond to the following (please attach separate pages with responses for each person, with their name and title):

- 1.) Describe the reason for being on County property and if applicable, identify the specific duties and responsibilities on this project which you intend to perform for the County, including but not limited to, access to sensitive data and facilities and access to

vulnerable populations.

- 2.) Please identify all pending criminal charges (all felonies and misdemeanors as defined under the New York State Penal Law or the equivalent under Federal law or the laws of any other State).
- 3.) Please briefly describe the nature of the pending charges and the date upon which it is alleged that a crime was committed.

I hereby certify that all of the information provided herein (and in any and all attachments) is true and accurate and that all disclosures required by Executive Order 1-2008 and this Criminal Background Disclosure Form and Certification have been completed. By my signature below, I hereby affirm that all of the facts, statements and answers contained herein (and in any and all attachments) are true and correct. I understand that providing false or incomplete information or withholding by omission or intention pertinent information will be cause for refusing further consideration of my being utilized under this contract.

It is understood and agreed that no Person Subject to Disclosure shall perform work or services or enter onto County property until this required Criminal Background Disclosure Form and Certification is filed with the Procuring Officer.

It is understood and agreed that to the extent that new Persons Subject to Disclosure are proposed to perform work or provide services under this contract after filing of this Criminal Background Disclosure Form and Certification with the Procuring Officer, such new Persons Subject to Disclosure shall not perform work or provide services or enter into County property until an updated Criminal Background Disclosure Form and Certification has been filed with the Procuring Officer.

It is further understood and agreed that the consultant, contractor, lessee, or licensee has a continuing obligation to maintain the accuracy of the Criminal Background Disclosure Form and Certification for the duration of this contract, including any amendments or extensions thereto, and shall provide any updates to the information to the County as necessary to comply with the requirements of Executive Order 1-2008.

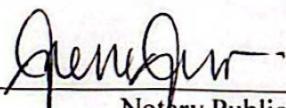
Signature: _____



Name: Kamal Bathla

Title: Managing Director

Date: 1/2/2025



Notary Public

IRENE L. INOCENCIO
Notary Public, State of New Jersey
My Commission Expires
March 17, 2026



1/2/2025

Date



Appendix 6.

Schedule H — Questionnaire Regarding Business Enterprises Owned and Controlled by Service-Disabled Veterans

**Request for Proposals:
Information Technology Professional Consulting Services
for the Westchester County**

Prepared for:
Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, NY 10601

Submitted via email to:
RFP-DoITProSvc@westchestergov.com

SCHEDULE "H"

For Informational Purposes Only

QUESTIONNAIRE REGARDING BUSINESS ENTERPRISES OWNED AND CONTROLLED BY SERVICE-DISABLED VETERANS

The County believes it is a laudable goal to provide business opportunities to veterans who were disabled while serving our country, and wants to encourage the participation in County contracts of certified business enterprises owned and controlled by service-disabled veterans. As part of the County's program to encourage the participation of such business enterprises in County contracts, and in furtherance of Article 17-B of the New York State Executive Law, we request that you answer the questions listed below.

The term "Certified Service-Disabled Veteran-Owned Business" shall mean a business that is a certified service-disabled veteran-owned business enterprise under the New York State Service-Disabled Veteran-Owned Business Act (Article 17-B of the Executive Law).

1. Are you a business enterprise that is owned and controlled by a service-disabled veteran in accordance with the standards listed above?

No
 Yes

2. Are you certified with the State of New York as a Certified Service-Disabled Veteran-Owned Business?

No
 Yes

If you are certified with the State of New York as a Certified Service-Disabled Veteran-Owned Business, please attach a copy of the certification.

Name of Firm/Business Enterprise: M a seto Tech no lieg Inc

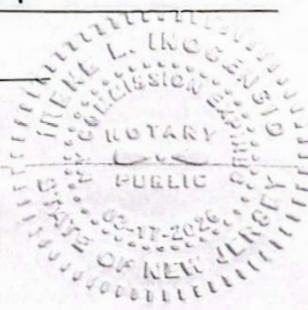
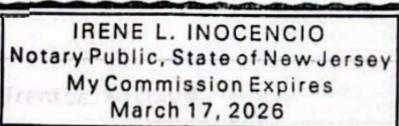
Address: 1 W State Street, 2nd Flr, Trenton, NJ 08608 USA

Name/Title of Person completing Questionnaire: Kamal Bathla Managing Director

Signature: [Signature]

STATE OF New Jersey)
COUNTY OF Mercer) ss.:

Irene L. Inocencio
Notary Public
Date: 1/2/2025





Appendix 7.

Maestro's Capability Statement

Request for Proposals:
Information Technology Professional Consulting Services
for the Westchester County

Prepared for:
Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, NY 10601

Submitted via email to:
RFP-DoITProSvc@westchestergov.com



1 West State Street, 2nd Floor

Trenton, NJ 08608

+1 (908) 458-8600

info@maestro.com

<https://www.maestro.com/>

Capability Statement

Maestro Technologies Inc. is an IT solutions, consulting, and advisory firm that specializes in digital transformation and enterprise information management. Founded as one of the first ISPs in New York City, in the late 90's Maestro transformed into an IT solutions and consulting provider for various corporations. We focus on providing quality service and innovative solutions in this fast-paced transformational technology world.

Maestro specializes in digital transformation through big data analytics, custom software development, infrastructure management, and technical staffing. We have an extensive track record of successful partnerships across the public and private sectors providing everything from help desk support for county governments to the development of organization-wide data analysis solutions for multibillion dollar capital groups.

Core Competencies

- Technical Recruiting
- Professional Staffing (temporary, temp-to-perm, permanent)
- Quick recruitment/replacement of key resources

Past Performance

- The County of Westchester, NY
 - Placement of multiple Java developers (ongoing)
- Robert Bosch LLC, CA
 - Placement of various engineering and programming roles (ongoing)
- JPMorgan Chase & Co., NY & NJ
 - Buildout of JPMIS team for data management, product development, and support

Differentiators

- Global network of trained resources
- Internal training program & funding program for professional development
- Extensive vetting and skills testing of all candidates
- Prime location in the Northeast Corridor surrounded by top universities
- Satellite offices in NYC, UK, and India providing 24/7/365 availability

Company Snapshot

Maestro Technologies Inc.

Est. 2003

DUNS No. 139817469

UEI: P7QJGP53KFG1

MAS Contract:

47QTCA24D007W

CAGE code:

452D8

Business Certifications:

Small Business WOSB

Small Disadvantaged Business

NAICS CODES:

541511 Custom Computer Programming Services
541512 Computer Systems Design Services
541519 Other Computer Related Services

541612 Human Resources Consulting Services

611420 Computer Training

611710 Educational Support Services

PSC CODES:

U001

U008

U009

U099

Contacts:

Irene Inocencio, (908) 458-8601

irene@maestro.com

Kamal Bathla, (908) 458-8699

kamal.s.bathla@maestro.com





Capability Statement

Maestro Technologies Inc. is an IT solutions, consulting, and advisory firm that specializes in digital transformation and enterprise information management. Founded as one of the first ISPs in New York City, in the late 90's Maestro transformed into an IT solutions and consulting provider for various corporations. We focus on providing quality service and innovative solutions in this fast-paced transformational technology world.

Maestro specializes in digital transformation through big data analytics, custom software development, infrastructure management, and technical staffing. We have an extensive track record of successful partnerships across the public and private sectors providing everything from help desk support for county governments to the development of organization-wide data analysis solutions for multibillion dollar capital groups.

Core Competencies

- Onsite Development, Support, and Maintenance
- Remote Help Desk Support
- Data and Infrastructure Management
- Application Integration and Cloud Migrations

Past Performance

- The City of Trenton, NJ
- The County of Westchester, NY
- OHL North America/Judlau Contracting, NY
- Worldwide Sports Nutritional Supplements, NY
- Amalgamated Bank and Charitable Foundation, NY

Differentiators

- Dedicated team of help desk technicians located in the CONUS
- Experience securely migrating large private and public entities, including law enforcement agencies, to cloud environments
- In-house team of developers and data scientists to create custom data management solutions
- Long history of IT consultancy, including strategic planning and network infrastructure design

1 West State Street, 2nd Floor

Trenton, NJ 08608

+1 (908) 458-8600

info@maestro.com

<https://www.maestro.com/>

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Core Competencies

- Application Integration and Cloud Migrations
- Data Management
- Infrastructure Management
- Technical, Functional, and Professional Skill Training
- Customized Management and Subject Matter Expert (SME) Training
- Onsite Development, Support, and Maintenance

Past Performance

- Regeneron Pharmaceuticals, NY
- Mallinckrodt Pharmaceuticals, NJ
- The County of Westchester, NY
- Regulatory Data Corporation, PA
- Robert Bosch LLC, CA
- OHL North America/ Judlau Contracting, NY
- JPMorgan Chase & Co., NY & NJ

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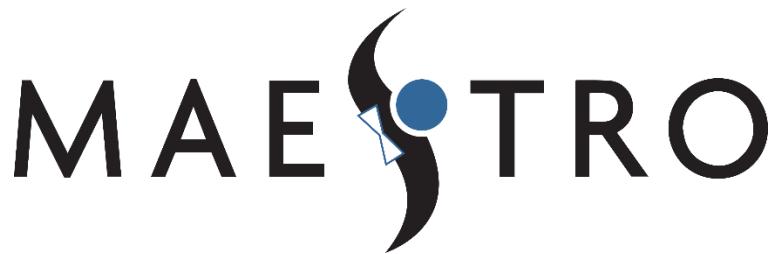


Contract Holder



National Minority Supplier
Development Council





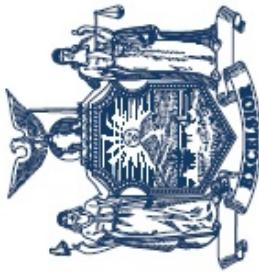
Appendix 8.

Maestro Certifications and Publication

**Request for Proposals:
Information Technology Professional Consulting Services
for the Westchester County**

Prepared for:
Marguerite Beirne
Chief Information Officer
Department of Information Technology
148 Martine Avenue, Room 313
White Plains, NY 10601

Submitted via email to:
RFP-DoITProSvc@westchestergov.com



NEW YORK STATE **MINORITY- AND WOMEN-OWNED BUSINESS ENTERPRISE ("MWBE")** CERTIFICATION

Empire State Development's Division of Minority and Women's Business Development grants a

Minority Business Enterprise (MBE)

pursuant to New York State Executive Law, Article 15-A to:

Maestro Technologies Inc.

Certification Awarded on: December 24, 2024

Expiration Date: December 24, 2029

File ID#: 55267



A Division of Empire State Development



M/WBE Certificate

Maestro Technologies, Inc.

This certificate acknowledges that this company has met the criteria as established by the M/WBE Program at the NYC Department of Small Business Services and is therefore certified as a Minority Women-Owned Business Enterprise (M/WBE).

Certificate Number

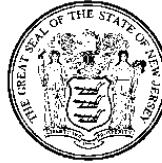
MWCERT2011-349

Expires on

2/28/2027

Eric Adams
Eric Adams, Mayor

Kevin D. Kim
Kevin D. Kim, Commissioner



State of New Jersey

PHIL MURPHY
Governor

SHEILA OLIVER
Lt. Governor

DEPARTMENT OF THE TREASURY
DIVISION OF REVENUE & ENTERPRISE SERVICES
P.O. BOX 026
TRENTON, NJ 08625-034
PHONE: 609-292-2146 FAX: 609-984-6679

ELIZABETH MAHER MUOIO
State Treasurer

APPROVED

under the

Small Business Set-Aside Act

This certificate acknowledges MAESTRO TECHNOLOGIES, INC. DBA:Maestro as a Category 3 Approved Small Business Enterprise (SBE) that has met the criteria established by N.J.A.C. 17:13 and/or 17:14.

This certification will remain in effect for three years. Annually the business must submit, not more than 60 days prior to the anniversary of the certification approval, an annual verification statement in which it shall attest that there is no change in the ownership, control, or any other factor of the business affecting eligibility for certification as a small businesses.

If the business fails to submit the annual verification statement by the anniversary date, the certification will lapse and the business will be removed from the system (SAVI) that lists certified small businesses. If the business seeks to be certified again, it will have to reapply.



Peter Lowicki
Deputy Director

Issued: 9/2/2022

Certification Number: A0274-45

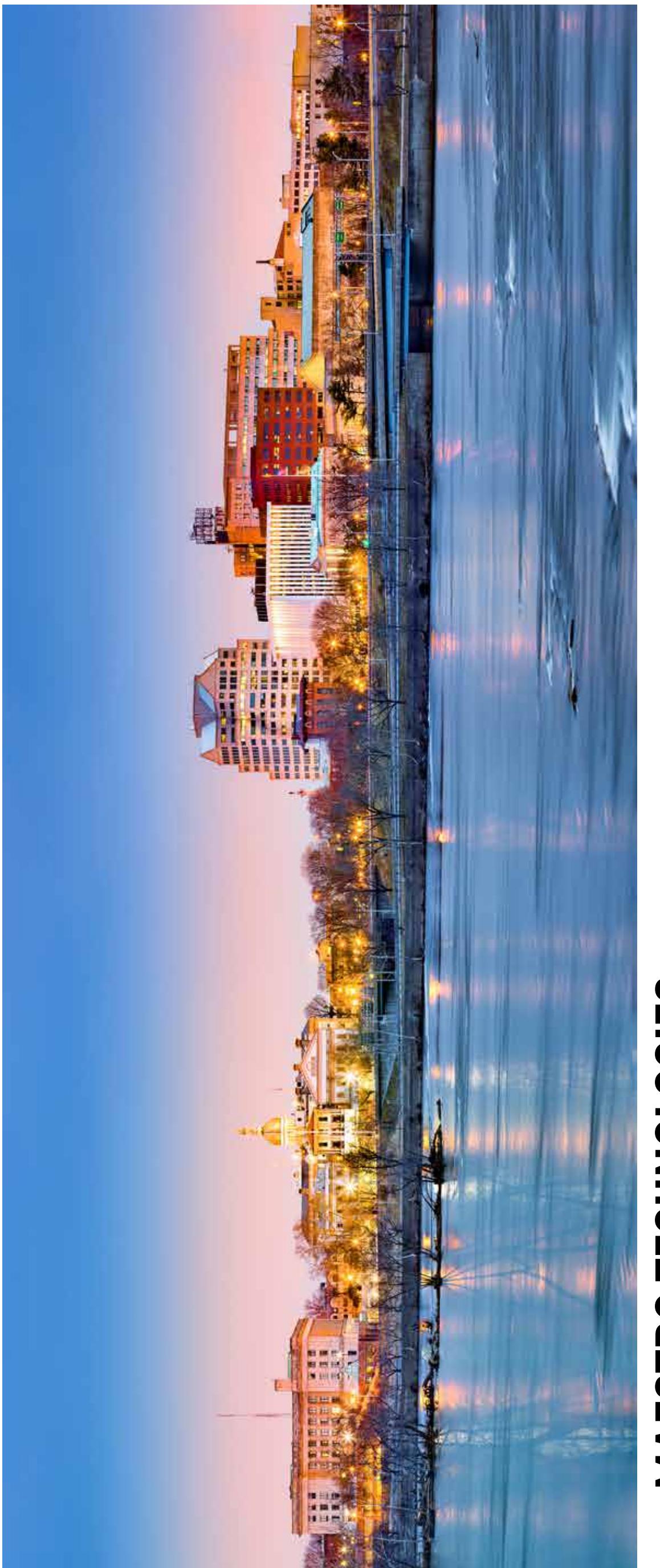
Expiration: 9/2/2025

The expiration date is contingent on the proper and on-time filing of all Annual Verifications for non-provisional certificates. Please see above for more detail.



to help companies grow independently and obtain the solutions they need to be successful. Since moving its HQ to Trenton, Maestro Technologies has helped welcome the new Mayor Reed Gusciora, to the Capital City, organized various technology events, conferences, and hosted monthly meetups for the community.

This past October of 2018, efforts of Maestro's efforts to drive technology companies to Capital City were recognized when CompTIA (world's leading technology association) ranked Trenton as 18th "Tech Town" in the nation. The resurgence of Trenton and surrounding areas is led by Maestro Technologies and its team of innovators. The Company's mission is to build a better Tech community in the state of New Jersey by attracting and retaining world class talent, while developing unique solutions and inventive tools. This approach continues to create long standing relationships between Maestro and customers.



MAESTRO TECHNOLOGIES

DEVOPS AS SERVICE IN TRENTON NJ

ELEVATOR PITCH

The Onshore Insourcing DevOps as a Service model provides savings to the client while maintaining the client dictated Service Level Objectives. We create avenue of proximity to talent and resources here in Trenton, NJ. Our socially conscious and innovative culture continually explores value add to our commitment towards service to our clients.

Maestro Technologies Inc. originally started as an ISP in 1993 in NYC by two Wall Street friends and through series of transformations turned into a company that provided innovative Software Solutions to diverse clients. Currently headquartered in Trenton, New Jersey, Maestro has been helping clients implement game changing technology solutions in the Big Data space since

2011. The speed of change in technology and data experienced by the market does not always translate into similar transformation speed that companies often resort to. Market could bring in new ideas, but companies go through their own cycle of adoption. Maestro builds that bridge between the new market trends, business needs and drives it through execution of progressive thought leadership guided by its ability to construct the relevance for its clients.

Kamal Bathla, co-founder and Managing Director of Maestro Technologies has built the company that uses Data, Science and Engineering to navigate and bridge the "gap" between need, trend, budget and timelines. Maestro provides a robust menu of IT solutions ranging from development of intelligent process optimization to building infrastructure, dashboards and custom products to enhance efficiency and productivity in the ever-growing need for Big Data specialization and landscape.

The detailed offerings include data management services from needs assessment to design, development and management, infrastructure maintenance and

deployment of IT solutions, project management, and cloud migration, to digital transformation, marketing, and web services.

With their specialized approach to client relationships and personalized service, Maestro executes upon the most diverse and complex requirements. Maestro's creed is old fashioned: Achieve success through a combination of innovation and automation inculcating the culture of integrity and respect. The competence is built in house with the highest standards keeping great emphasis on emerging trends in the industry.

Maestro does the heavy lifting

Beyond the work ethic, the subject matter experts, and the solution consulting, Maestro and its team works towards (re)building a community and (re)vitalize the technology footprint in New Jersey's capital. In 2018 Maestro moved offices to Trenton, New Jersey, where the new 85,000-square foot headquarters stand. The SMART Applications Innovation (SAI) Center, is fast becoming the Innovation "hub" of the Capital City, run by an accomplished team of technologists who serve private and public sectors and the communities in which they operate.

This year; Maestro delivers a facility built for training, advancement and product development. The goal; To empower local and state agencies offer creative ways



migrate data and Apps to Cloud. Integration and Analytic Tools are used to manage workflow.

Once a common application platform is created, multiple clients can be hosted and treated as different lines of businesses. As the platform matures, DevOps as a Service can be offered across other Industries with captive resources in New Jersey. The Service innovation can continue DevOps as a Service mushrooms across other lines of business and across other industries and economies of scale can provide another level of financial innovation.

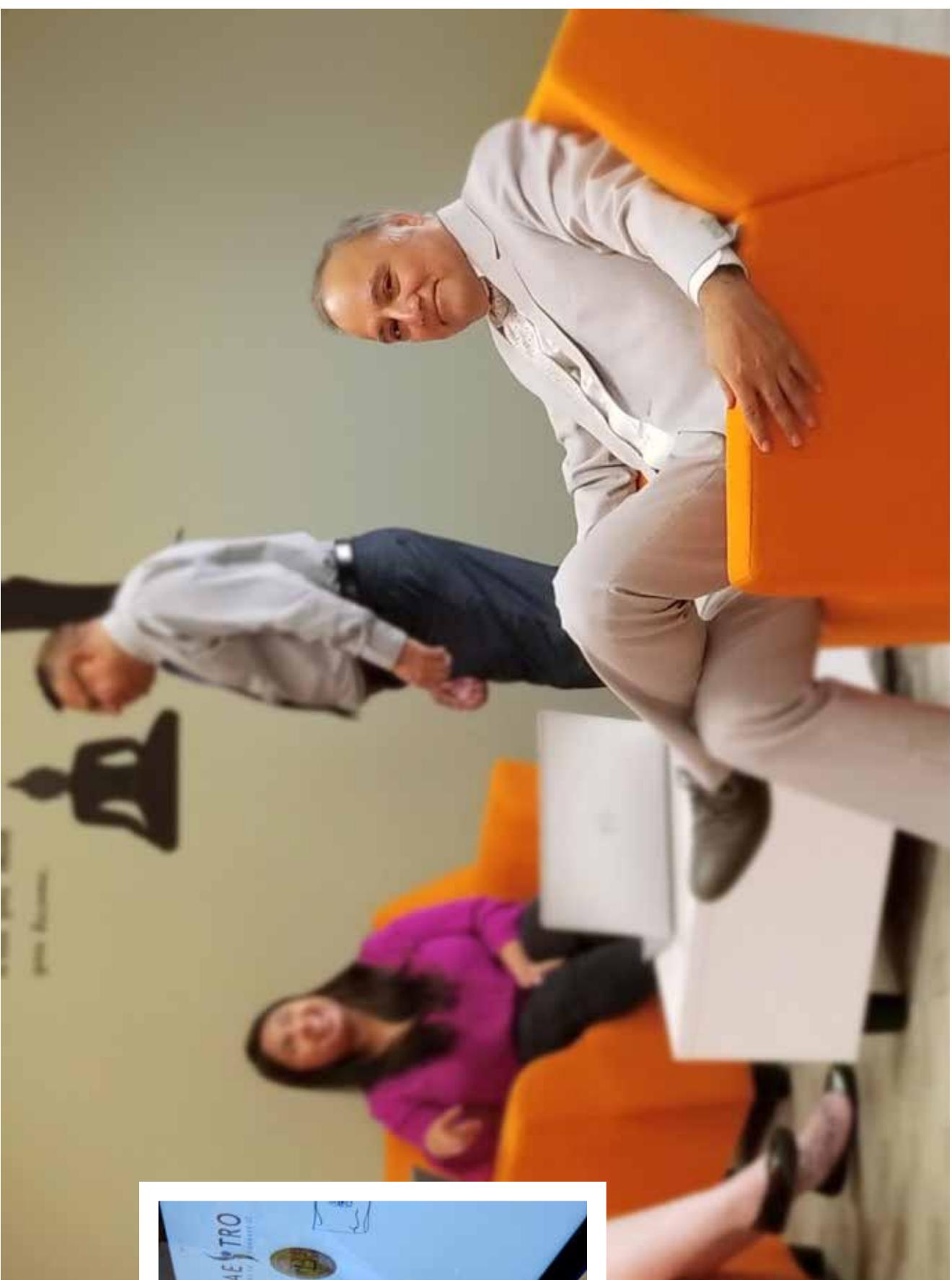


**11305 4 Points Dr., Suite 300
Austin, TX 78726
Tel: (512) 865-4500**



**BigCommerce
www.maestro.com**

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Exchange back in the day. We partnered with Cloudera, a leading provider of Big Data Application Support, to bring Big Data Solutions to Fortune 500 and Mid-Size corporations in East Coast (back in the day).

While competition has been trying to catch-up, Maestro Technologies has been innovating in providing integrated set of tools to support DevOps as a Service.

The Onshore Insourcing DevOps as a Service model provides savings to the client while keeping the jobs local to New Jersey. Solution Centric Innovation offers agreed upon SLAs with known fixed cost per service to the client. DevOps Solutions are customized based on understanding customer pain points and priorities while offering full control of delivery.

We leverage tools for success based on the projects and use our experience to customize DevOps Solution for each client. Day-to-day Management is offered using Standardized processes and practices. Standard practices are used to



For over 16 years, Maestro has been a vital partner to major organizations like Microsoft, Oracle, Cloudera, IBM, and Google. They have shared technologies' passion and commitment to finding the right solution that moves organizations forward. Maestro wishes to become a known and preferred provider of big data, cloud services and solutions. The Maestro team strives to foster long term relationships and a culture of integrity and mutual trust.

ACCOLADES

Maestro was listed as one of the top 500 fastest growing companies in United States by Inc magazine with 3-year revenue growth averaging over 2200%. Maestro was also named a finalist in 2017 NJBIZ Business of The Year, which celebrated New Jersey's most dynamic businesses and their leaders who share a commitment to professional excellence, business growth, and support for the community. Recently, Kamal Bathla, Managing Director of Maestro Technologies, was honored as the 2018 Immigrant Entrepreneur of the Year by the Asian Indian Chamber of Commerce (AICC).

As Maestro Technology grows... so does opportunity in the state of New Jersey. Bathla is guiding the transformation of this company, applying its leading-edge expertise in software architecture to big data, Machine learning, block chain, IoT, and cybersecurity solutions. Bathla is passionate about transforming Trenton to the Innovation capital of New Jersey with technology centric programs.

At the center of Bathla vision is this new downtown HQ. The building is known as "Corner Historic" is popular for being the site of the first public reading of the Declaration of Independence on July 6th, 1787. This site also hosted George Washington and his family when he was inaugurated as our nation's

Innovation Story: DevOps as a Service
Maestro has been offering Technology development solutions ranging from application management services to custom product development. We specialize in data management from sourcing to analytics.

Maestro has always been on the lookout for the next big thing been on the forefront of the Technology innovation. We were one of the first Internet Service Providers in downtown Manhattan opposite the New York Stock

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