



MAESTRO PROPOSAL



Information Technology Consulting and
Management Services – City of Brigantine

Title of Proposal	Information Technology Consulting and Management Services For the City of Brigantine
Date	September 25, 2025
Submitted To	Department of Purchasing 1417 West Brigantine Avenue Brigantine, NJ 08203
Submitted By	Maestro Technologies, Inc. 1 West State Street, 3rd Floor Trenton, NJ 08608
Business Contact	Irene Inocencio Director, GovSales 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	TBD

S/M/WBE Certified



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1 Executive Summary

Maestro Technologies, Inc. (“Maestro”) understands the **City of Brigantine (“City”)** need for Information Technology (“IT”) Consulting and Management services. As a business headquartered in New Jersey with robust experience partnering with municipalities to perform IT services, we demonstrate in this response our suitability and expertise in the areas specified in the RFP, including IT strategic planning, onsite and remote technical support, proactive system maintenance, network troubleshooting, Business Continuity/Disaster Recovery, asset management, data backups, process documentation, and other general services. We also highlight our company profile and organizational values, providing insight into how we, a Women and Minority Owned Business offering unique opportunities, build strong relationships with local governments and community partners.

We have a strong background in serving the ever-changing needs of municipal governments across all departments, and our experience and current capabilities will enable us to effectively deliver the services detailed in the City’s RFP. Maestro offers services across the IT spectrum, from HelpDesk and remote support to onsite support and more involved monitoring and maintenance services. We can also provide support for entire infrastructures. Our response includes further details about our approach to these offerings, proposed structures for the engagement, and more information about our past performance.

Our recruitment and staffing plans, which enable us to recruit resources local to our clients, ensure that we seamlessly integrate into existing frameworks, and our wide talent network allows us to staff projects with several shadow resources to ensure continuous service even in the event of resource unavailability. We emphasize flexibility and transparency in our relationship with our clients to provide the most effective service possible, focusing on quality and adaptability over strict adherence to predetermined ideas. These features, along with our commitment to providing high-quality, cost-effective technology solutions, make us best suited to fulfilling the City of Brigantine’s needs.

2 Project Insights and Understandings

The City of Brigantine is conducting an open and competitive bid from experienced and qualified firms to provide Information Technology (IT) Managed Services to in-house staff. Specific areas include IT strategic planning, onsite and remote technical support, proactive system maintenance, network troubleshooting, Business Continuity/Disaster Recovery, asset management, data backups, and process documentation.

It has been understood that:

- **Maestro Technologies acknowledges that we have read and fully understand the Solicitation titled REQUEST FOR PROPOSAL/QUALIFICATIONS FOR INFORMATION TECHNOLOGY CONSULTING & MANAGEMENT SERVICES (Submission Date: September 25, 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 City will go through fingerprinting, background checks, and if required, receive City-provided photo identification badges. The Maestro selection processes includes an 11-point background check that features fingerprinting and drug testing before our employee/sub-contractor/consultant starts delivering services with any client.
- Maestro’s assigned personnel will work consistent with the City’s work schedule.
- The designated services will serve for a fixed period to be determined by the City of Brigantine. Any contract extensions will be offered at the sole discretion of the City.

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- The designated services include, but are not limited to, the following list:
 - IT Consultant and Management Services (on-site or remote) for an average of 8 hours a week. This includes assisting users with operational issues and /or emergency response (i.e., servers, email access, public safety software) within a (2) hour maximum response time.
 - Provide proactive system maintenance for all network devices (i.e., warranty, network, and asset status), including routine maintenance, monthly reviews, and security management to prevent cyber-attacks.
 - Proposer must demonstrate successful experience in supporting Edmunds Govtech applications, as well as other municipal software applications, as appropriate.
 - Provide preventative maintenance, including LAN\WAN troubleshooting, network server/workstation maintenance, updates, installations, configurations and troubleshooting of all software and hardware for approximately 97 workstations and 5 servers, located at various locations.
 - Recommend new workstation equipment and software, when necessary, as well as set up and install acquired items.
 - Provide structured system protection and maintenance, including but not limited to firewall, backup system, anti-virus software and confirm system maintenance checks are being performed.
 - Support and maintain data backup and recovery and email archiving.
 - Troubleshoot (either remotely or on-site) hardware and software problems.
 - Maintain hardware/software inventory and license documentation.
 - Perform the repairs and necessary maintenance of the City's network.
 - Provide for system file backup for PC operations, which includes rebuilding various databases in case of system malfunction.
 - Monitor network security usage and perform necessary system "housekeeping."
 - Document information system processes and procedures, and assist with network security.
 - Strategic planning for future upgrades.
- Maestro has the applicable Workers' Compensation and Employer's 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 City of Brigantine that it will not only meet but surpass expectations, as demonstrated by our past relevant experiences and engagements.

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 Infrastructure Services delivery contact is Ms. Akhila Andavolu. Her contact information is as follows:

Name:	Akhila Andavolu
Title:	Project Manager
Phone:	(908) 458-8600
Fax:	(732) 902-6755
E-Mail:	akhila@maestro.com

All notices should be sent to the following address:

Maestro Technologies, Inc.
1 West State Street
3rd Floor
Trenton, NJ 08608

In case of Ms. Inocencio or Ms. Andavolu 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 Company Profile, Capabilities, and Experience



Maestro Technologies, Inc., 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 the City of Brigantine 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 across the nation, and we strive for our work to be socially conscious and to assist local communities.

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

Maestro is a New Jersey-based firm with extensive involvement in the local community, including working with local universities and fostering the technological growth of New Jersey's capital, Trenton. However, with a global footprint across three continents and clients spread across the United States and abroad, we recognize that "local" is relative to our clients. Through our consultancies, project-based work, and staff augmentation, we source the best local talent according to our clients' location and needs, whether for remote or onsite roles.

c) Organizational Structure

Our staff consists of over 200 professionals (over the past three years) in seven states and five countries (the United States, Ireland, the United Kingdom, Canada, 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

Table: Summary of Professional Staff

d) Maestro's Approach

For each engagement, Maestro utilizes a hand-picked, dedicated team with strong expertise in the relevant areas. At any given time, in addition to certified development professionals, SMEs, and support staff, Maestro maintains several shadow resources to ensure business continuity if the primary resources become unavailable.

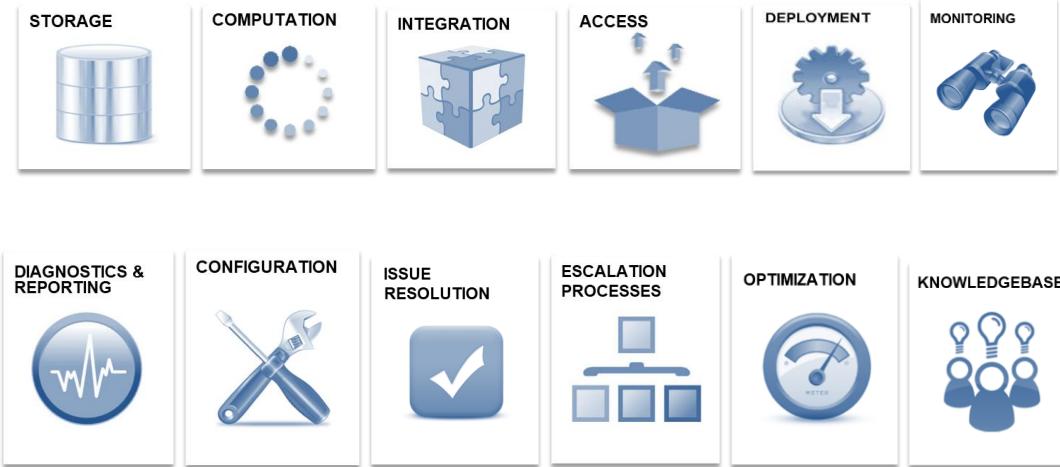
Our dedicated team will be engaged exclusively with the City of Brigantine will be working from Maestro's headquarters in Trenton, New Jersey. However, any members of our team will be available onsite at the City's office if needed. Our support services methodology revolves around the pillars indicated below



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:



Additionally, our strong industry partnerships further enable our delivery of high-quality, innovative solutions. Some of our industry partners and clients are shown in the image below:



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 objectives in the City of Brigantine Request for Proposals ("RFP"). We will work with the City to not only maintain and update existing systems, but also create a custom roadmap to ensure the City's continued success.

5.1 Objectives

Addressing the City of Brigantine's need for Information Technology support service, these are our primary objectives:

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

With all of our offerings, our aim is 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 City of Brigantine.

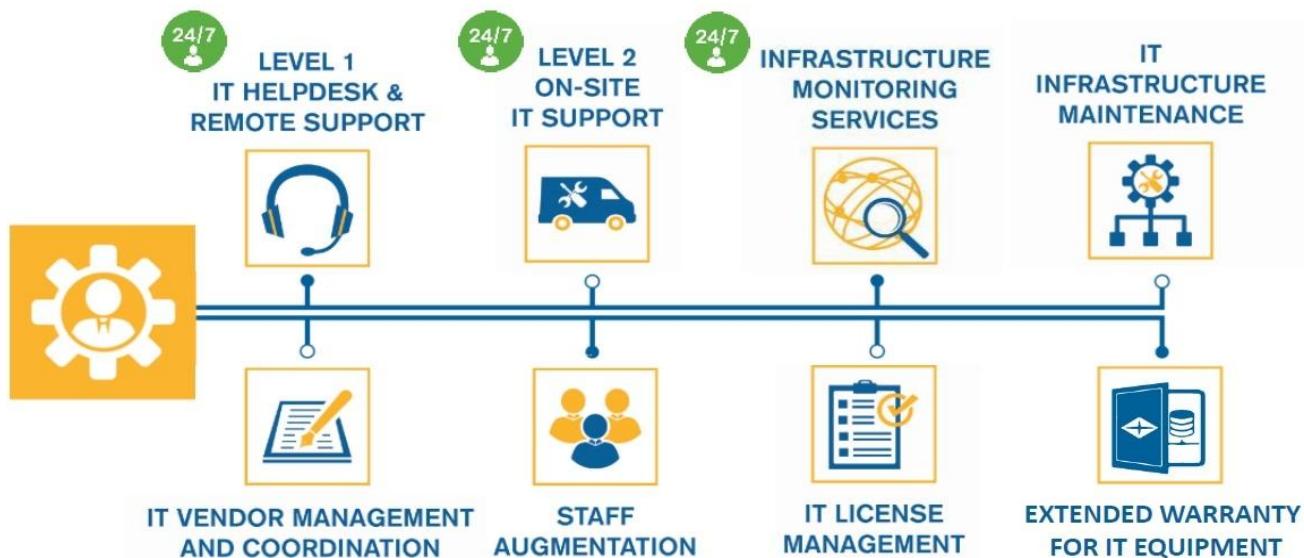
In accordance with our value of openness and our desire to build lasting, mutually beneficial partnerships, any code developed, or solutions invented to meet the needs of the City will remain City of Brigantine-owned IP after the conclusion of the engagement. Our intent is to deliver innovative solutions that allow the City 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 City to develop a project plan that is tailored to best satisfy the requirements and day-to-day needs of the City. 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 City of Brigantine's infrastructure. Maestro resources provide the most appropriate solutions suited for time and budgetary needs of the City. 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 City 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.

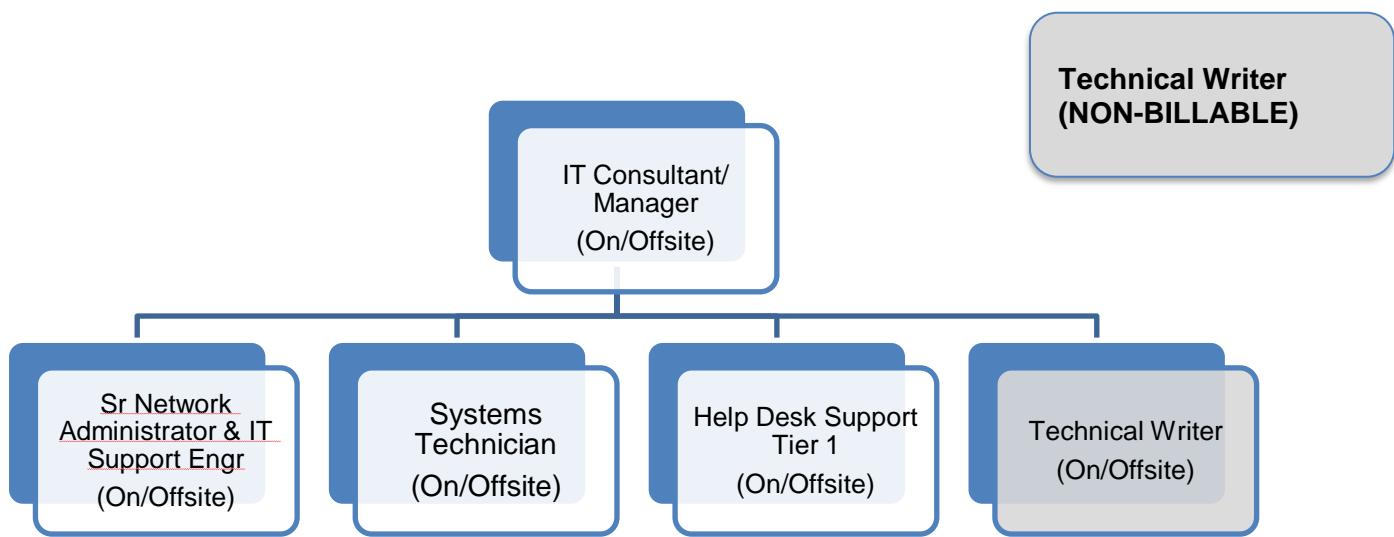
A view of the service proposed for this RFP is shown below:



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

5.2.1 Service Delivery Management

The Service Delivery Manager will work with the Project Manager and deliver on promised performance via tasks, service SLAs, and infrastructure uptime reports. As indicated in the proposed organizational chart below, Maestro resources will report to the Service Delivery Manager. The reporting structure and functions suggested by Maestro is as follows:



The Table below provides a summary description of each position on the project team, including the roles and responsibilities of the project team members. All the resources will be available to work on-site in all the City's specified locations listed in the RFP.

PROJECT POSITION	ROLES AND RESPONSIBILITIES
IT Consultant/Manager	<ul style="list-style-type: none">Post engagement, senior manager – Client Point of ContactSolve client issues and resolve conflictsAssign resources and internal mobility measuring performanceManage staff and workload on a day-to-day basisPrepare spec, evaluate proposals for h/w and s/w solutionsEnsure all aspects of Technical Support Services contract and protocols are metGenerate reports on progress of engagement with the CityManage resources for project delivery reliablyManage team skills / training / onboarding / offboardingReport accurate measure of timelines, resource requirements, and budget to Project/Program ManagersTrack service metrics with task level performance

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	<ul style="list-style-type: none"> • Help drive the project from initiation to success • Planning and Scoping of project within a Task Order • Activity planning, sequencing, and project timeline charting • Budget planning and progress reporting • Resource planning and technical skills assessment with teams • Documentation – progress report and project documentation
Sr Network Administrator & IT Support Engr (CCNA, CCIE or CCNP)	<ul style="list-style-type: none"> • Responsible for overall telco, network and systems architecture, and project technology standards • Manages project technical baseline • Researches, analyzes, and modifies n/w, s/w systems, and provides guidance • Leads technical design reviews • Provides Management and Technical direction for IT-based projects • Designs, develops, and tests hardware and software components • Migration planning and trade-off analysis • Responsible for desktops, servers, PDAs, laptops, and peripherals • Capacity planning for network systems and performance tuning
Systems Technician	<ul style="list-style-type: none"> • Responsible for desktops, servers, PDAs, laptops, and peripheral support • Troubleshoot – day-to-day support including root cause analysis, performance tuning and operational solutions of network and IT infrastructure • Moves adds and changes – configurations or complex systems • Uptime maintenance and monitoring and reporting of LAN/WAN
Help Desk Support Tier 1	<ul style="list-style-type: none"> • Day-to-day technical support of issues, maintenance, analysis, and troubleshooting • Repair and operational support of hardware and software infrastructure • UAT testing of new hardware or software before deployments • Supporting, Designing, Developing IT infrastructure and applications • Managing IT environment with the City's security guidelines • Support application development teams before, during, and after migration to production environment <p>Work with platform and network infrastructure engineering teams regarding all IT infrastructure project tasks</p>
Technical Writer	<ul style="list-style-type: none"> • Develops user training plan and training materials. • Develops Documentation • Knowledgebase and Knowledge transfer documentation
Non-billable	

The Maestro team will consist of personnel that includes billable and non-billable resources that will help the City of Brigantine navigate through planning for advancements, project assessments and deployments, onboarding, changes, migrations, day-to-day support, maintenance, server uptime assurance, moves/adds/changes, network security, vulnerability analysis, access control, and device maintenance of the entire IT infrastructure of the City of Brigantine as indicated in the RFP.

5.2.2 HelpDesk Functions

As part of the engagement, Maestro will set up a HelpDesk on-site 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 support call or project task and at any given time through reporting and hierarchy, 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 plus access control, cybersecurity, business continuity, backups, data management, and disaster recovery. An analysis on how the ticket details and resolution details will be provided in the form of report so a 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.

The graphical representation of trends is shown as **Figure 1** and **Figure 2** on page 14.

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Maestro Technologies, Inc. Response

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 met:		Time to repair Goal includes the amalgamation of L1 and L2/L3 teams - Maestro support team will be the escalation for L2/L3 incidents.	0 - 10 minutes based on call volume	2 hours
	• 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				
2	• Any incident that is causing cross-regional impact		Time to repair goal: 2 hour. Duration of Time To Repair Goal includes weekends and holidays.		4 hours
	Time to repair goal: 2 hour. Duration of Time To Repair Goal includes weekends and holidays.				
3	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.			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**
<small>* Weekend support is routed through dispatch center</small> <small>** Duration of Time To Repair Goal excludes weekends and holidays on P3 & P4 Incidents.</small>					

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 Consulting and Management Services for the City of Brigantine
 Maestro Technologies, Inc. Response

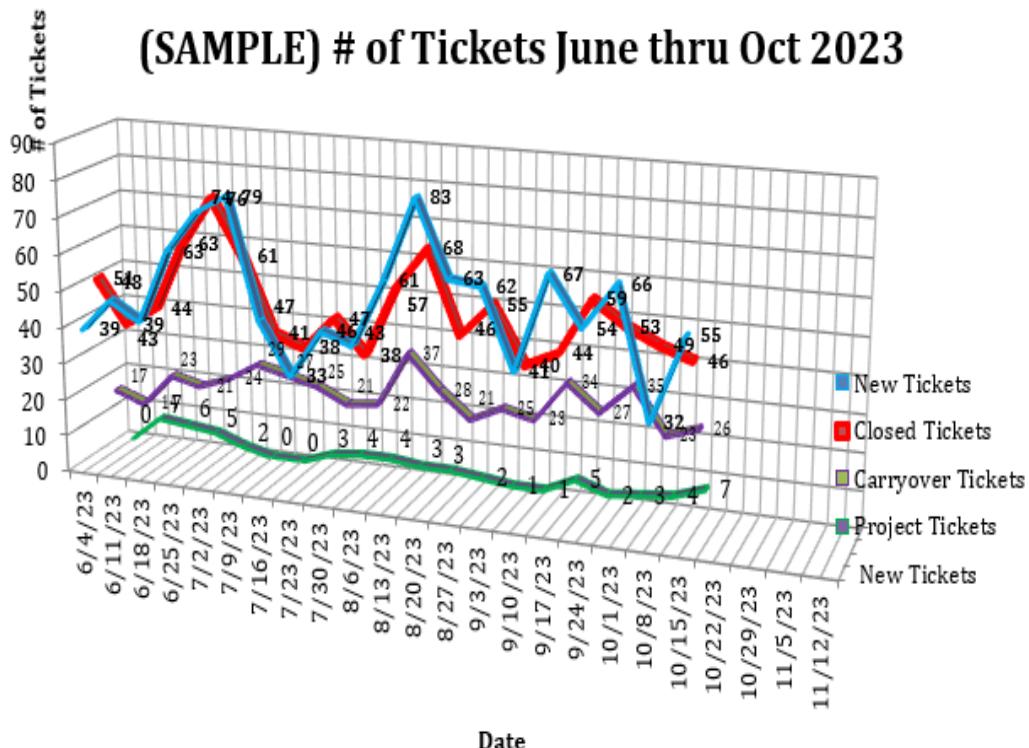


Figure 1: Open / Closed – Project / Support ticket distribution

Maestro Technologies, Inc Company Service				Service Type: All Status: All Show: Billable Hours: Actual Include Tickets With No Time Entries: No	
Company Name:	City of Trenton	Service Type:	Workstation	# of Tickets: 2663	Total Hours: 3.08
Department:	Services	Status:	>Closed	# of Tickets: 2663	Hours: 3.08
Ticket #:	5526	Location:	Trenton HQ	Status:	Hours: 0.02
Summary:	TAX Project: Customer Self-Service Payment Computer				
Resolution:	Tuesday 06/27/2023 4:24pm UTC-04/ Lovet [REDACTED]				
Ticket #:	6979	Location:	Trenton HQ	Status:	Hours: 0.03
Summary:	[REDACTED] Davis Sharepoint				
Resolution:	Friday 02/17/2023 1:41pm UTC-05/ Lovet [REDACTED]				
Ticket #:	7172	Location:	Trenton HQ	Status:	Hours: 0.7
Summary:	ChromeOS Kiosk Project				
Resolution:	Friday 01/06/2023 1:56pm UTC-05/ Daniel [REDACTED]				
Ticket #:	7461	Location:	Trenton HQ	Status:	Hours: 0.02
Summary:	FW: Mayors Office				
Resolution:	Thursday 01/05/2023 11:06am UTC-05/ Nicholas [REDACTED]				
Ticket #:	7591	Location:	Trenton HQ	Status:	Hours: 0.18
Summary:	Threat Level Severity				
Resolution:	Tuesday 01/10/2023 3:50pm UTC-05/ Lovet [REDACTED]				
Ticket #:	7603	Location:	Trenton HQ	Status:	Hours: 0.03
Summary:	PW: An Imperative Task				
Resolution:	Tuesday 01/10/2023 3:45pm UTC-05/ Lovet [REDACTED]				
Ticket #:	7695	Location:	Trenton HQ	Status:	Hours: 0.37
Summary:	PW: [REDACTED] Williams (Computer and Keyboard)				
Resolution:	Tuesday 02/21/2023 12:40pm UTC-05/ Nicholas [REDACTED]				
Ticket #:	7874	Location:	Trenton HQ	Status:	Hours: 0.02
Summary:	4 Public PCs not working properly				
Resolution:	Friday 02/17/2023 2:50pm UTC-05/ Lovet [REDACTED]				
Ticket #:	7906	Location:	Trenton HQ	Status:	Hours: 0.02
Summary:	Laptop Deployment [REDACTED] Walker				
Resolution:	Monday 01/30/2023 2:35pm UTC-05/ Nicholas [REDACTED]				
Ticket #:	7907	Location:	Trenton HQ	Status:	Hours: 0.02
Summary:	Laptop Deployment [REDACTED] Miller				
Resolution:	Thursday 01/26/2023 2:17pm UTC-05/ Nicholas [REDACTED]				
Ticket #:	7917	Location:	Trenton HQ	Status:	Hours: 0.02
Summary:	Re: 4 Public PCs not working properly - Urgent				
Resolution:	Friday 02/17/2023 2:52pm UTC-05/ Lovet [REDACTED]				

Figure 2: Ticket type trend graph

5.2.3 Installation/Configuration

The goal of the installation and configuration process is to ensure that the dependency of each device/component is evaluated and any duplicate or overlapping function can be prevented while maintaining (or eliminating) their interoperability in a distributed framework of the City of Brigantine. Successful execution depends on the following factors:

- Installed device / component functional behavior
- Device / Component dependencies
- Distributed subcomponents
- Device / Component redundancy
- Access Controls and monitoring
- Open Gaps – whether the device / component is serving what it is supposed to

The transition plan will entail collecting information such as: language(s) used, product keys, operating system type(s), license agreements, installation type(s), disk location(s), and any project plans indicating future states and guide-book or installation manuals related to individual devices/ components within the infrastructure. This would include any Admin/Root passwords on the server sides.

- All steps will have to be documented and placed within a secure method or as a part of Operational Guidebook.
- Any gaps will be documented and converted into tasks to bring the infrastructure up to par with standards based on the guidelines of the City.
- A role-based access mapping [for servers, routers, and operating component(s)/device(s)] will have to be generated. A sample is shown to the right:

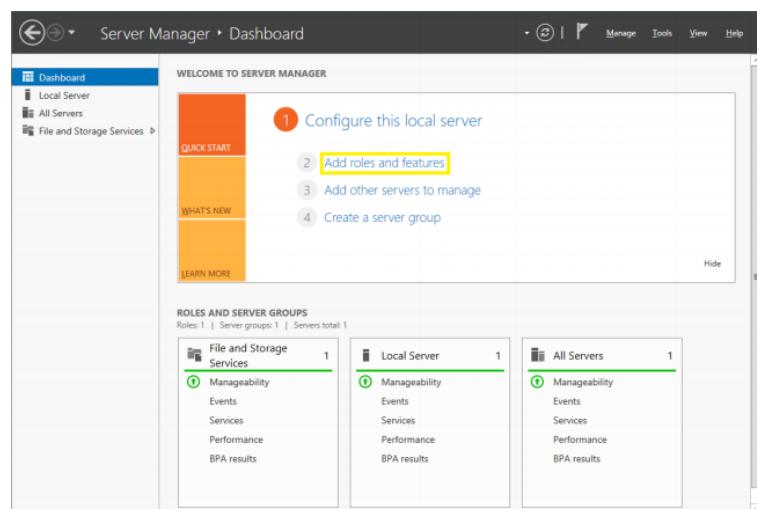
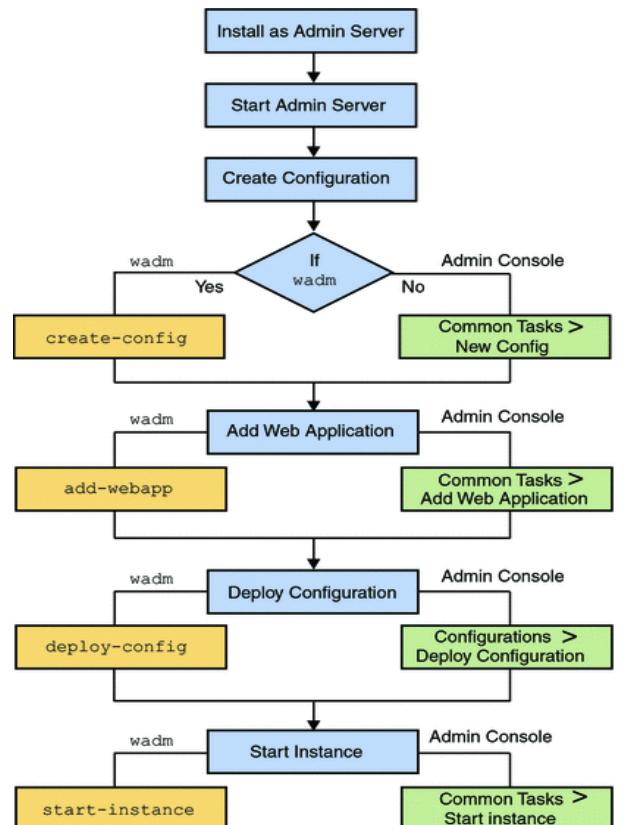


Figure 3: Server Roles / Access / Features Management

The transition will entail the sample flow indicated in the following figure:

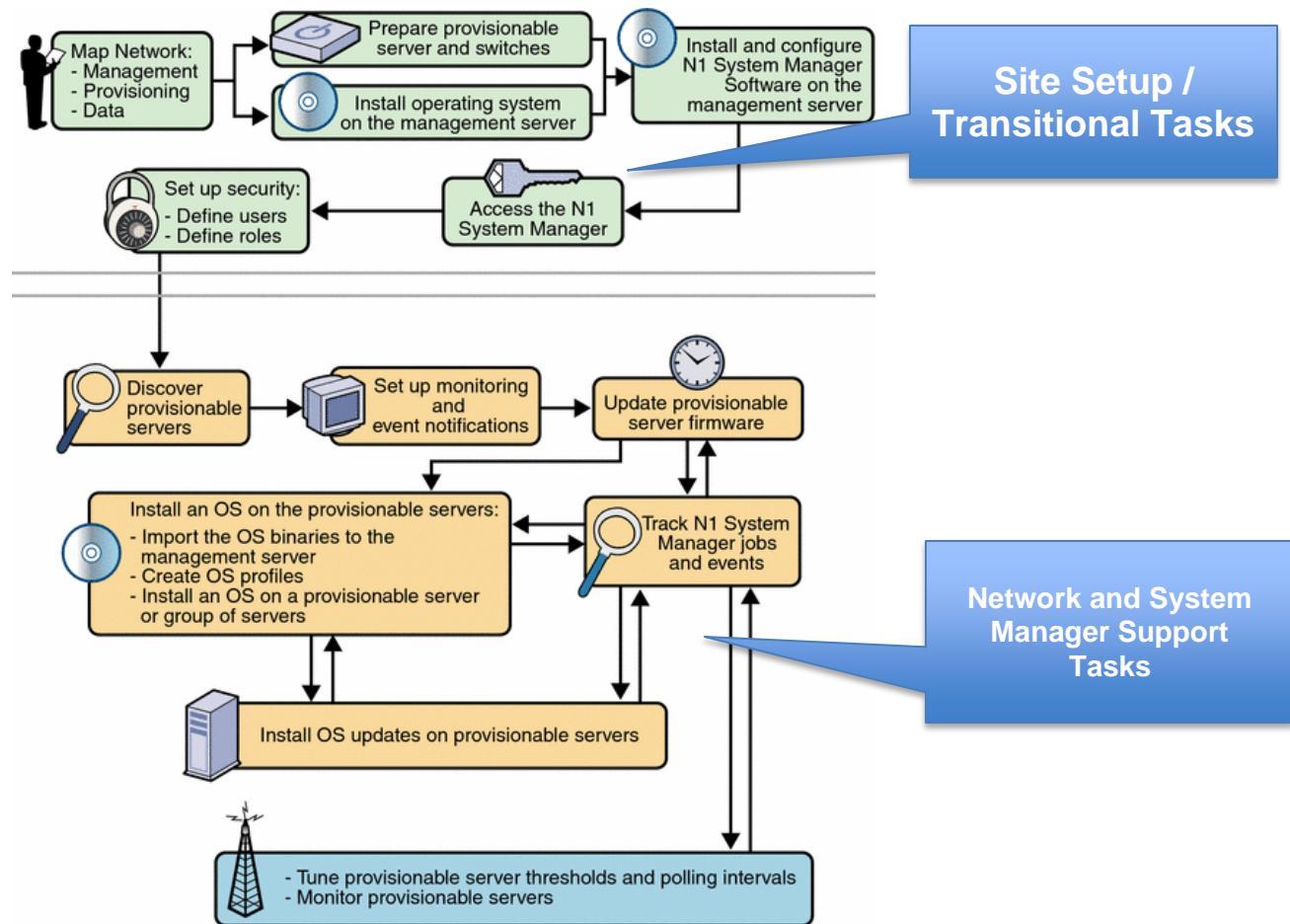


Figure 4: Installation / Configuration Process flow

5.3 Additional Scope of Services

Maestro will provide electronic reports for the City of Brigantine 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 City and documented.

Maestro will provide the necessary technical resources and support for the City of Brigantine's other projects. This support will include network administration; hardware and software installation, maintenance, and support; and technical assistance with application systems. The

software(s) listed in RFP will be supported by Maestro for its uptime, day-to-day maintenance, upgrades, and migration related issues.

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 City.

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

It is important to note we recently concluded a support contract with the City of Trenton, through which we are familiar working with specific government-related applications such as the Edmunds finance and tax applications as well as GOV Pilot. Maestro also worked on the migration of Trenton Police Department to M365 to help streamline communication and IT operations in the Trenton Police Department.

Maestro will provide 24/7 response to emergency calls as declared by the Business Administrator or their designee. Post award, Maestro will provide a complete list of all the staff members assigned to respond to the emergency requests for service with their direct contact details, including cell phone numbers.

Maestro will also be responsible for:

- IT Consultant and Management Services (on-site or remote) for an average of 8 hours a week. This includes assisting users with operational issues and /or emergency response (i.e., servers, email access, public safety software) within a (2) hour maximum response time.
- Providing proactive system maintenance for all network devices (i.e., warranty, network, and asset status), including routine maintenance, monthly reviews, and security management to prevent cyber-attacks.
- Supporting Edmunds Govtech applications, as well as other municipal software applications, as appropriate.
- Providing preventative maintenance, including LAN\WAN troubleshooting, network server/workstation maintenance, updates, installations, configurations and troubleshooting of all software and hardware for approximately 97 workstations and 5 servers, located at various locations.
- Recommending new workstation equipment and software, when necessary, as well as set up and install acquired items.
- Providing structured system protection and maintenance, including but not limited to firewall, backup system, anti-virus software and confirm system maintenance checks are being performed.
- Supporting and maintain data backup and recovery and email archiving.
- Troubleshooting (either remotely or on-site) hardware and software problems.
- Maintaining hardware/software inventory and license documentation.
- Performing the repairs and necessary maintenance of the City's network.
- Providing for system file backup for PC operations, which includes rebuilding various databases in case of system malfunction.
- Monitoring network security usage and perform necessary system "housekeeping."
- Documenting information system processes and procedures, and assist with network security.

- Strategic planning for future upgrades.

Maestro will be responsible for the daily/weekly backups for all the installed server systems.

5.3.1 Activities & Tasks

To achieve the stated objectives above, the proposed work will be performed in the following tasks grouped into multiple concurrent activities:

No.	Service Area	Service Components	Support Window
1	Management of servers, workstations, switches, VP and LAN	Management of the Active Directory Microsoft Operating System Management Mac Operating System Management a Server Management Virtual Server Management SAN Management Windows OS Workstation Management Mac OS Workstation Management Mac Virtual Desktop Workstation Management Switch Management LAN Management Wireless Local Area Network	24x7
2	Management of DNS, messaging / e-mail and mobile devices	Domain Name Service (DNS) Management Hosted Exchange Microsoft Exchange Management Mobile Device Management	
3	Management of security	Boundary Protection at the Vendor NAC Boundary Protection at the Customer Site Physical Virus defence Spam Protection Adware/Spyware Protection	
4	Data backup and Disaster Recovery	Server Data Back-up and Disaster Recovery (PLAN: in coordination with the City)	
5	Help Desk support	Standard 12 x 5 Customer Support After Hours Customer Support	12x5
6	Software management and support	Department lines of Business Application Support Migrating Applications to the Vendor Platform	

Information Technology Consulting and Management Services for the City of Brigantine
Maestro Technologies, Inc. Response

7	Network monitoring and management	Network monitoring and management	
8	Management of high-speed Internet access	Service on Vendor Provided Circuits	
		Service on Circuits Not Provided by Vendor	
		Router Management	
9	Remote access support	SSL VPN	
		Remote Desktop Connection (Utilizing Microsoft Terminal Service Technology)	
10	Hardware break/fix support	Equipment furnished by Vendor	
		Equipment Furnished by Customer	
11	Customer Solution Deployment / Miscellaneous	Security and Policy Models	
		Data Archiving, Backup, and Clean-Up	
		Service Level Agreement	

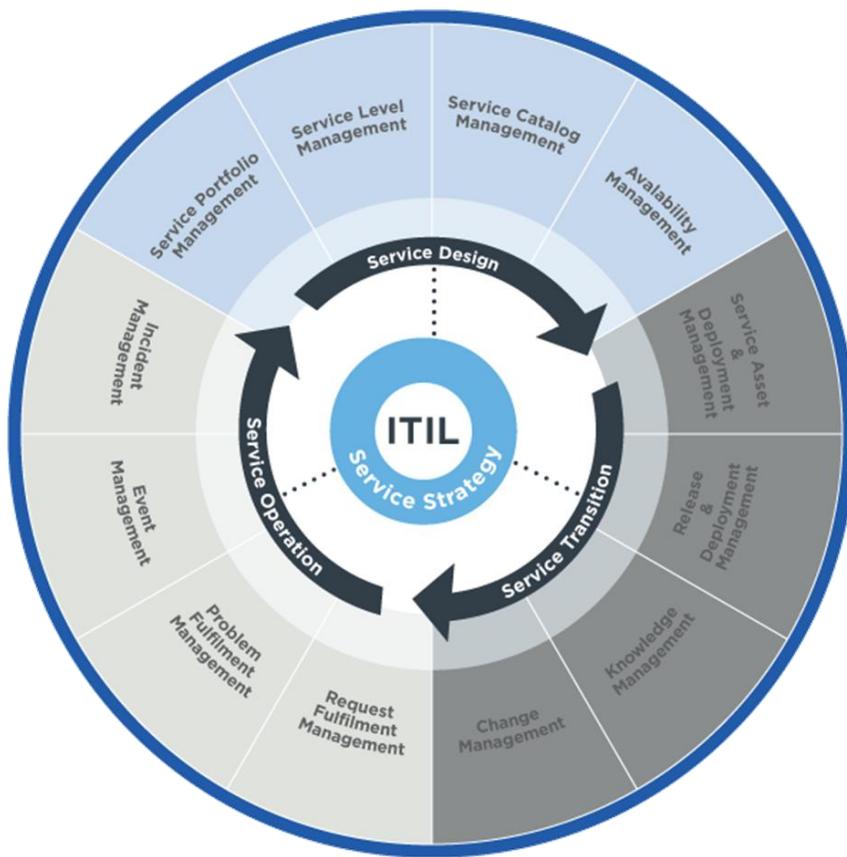
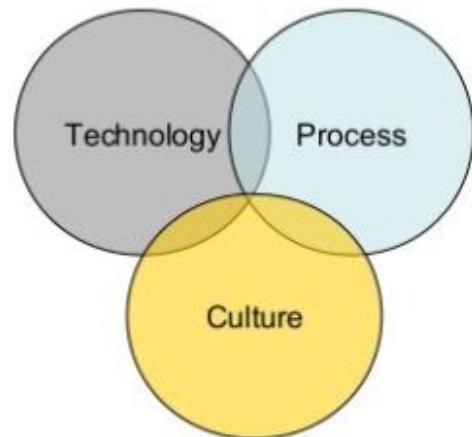
5.3.2 Adhoc Activities

No.	Service Area	Service Components
1	Management of servers, workstations, switches, VP and LAN	Active Directory Design and Implementation
2	Management of DNS, messaging/email and mobile devices	Migrating mailboxes (if needed)
3	Management of security	
4	Data backup and Disaster Recovery	
5	Help Desk support	
6	Software management and support	Migrating Applications to the Vendor Platform
7	Network monitoring and management	
8	Management of high-speed Internet access	
9	Remote access support	
10	Hardware break/fix support	
11	Customer Solution Deployment	User, Workstation, and Laptop Deployment
		Security and Policy Models
		Cabling, Demarcation Extensions, and Computer Room Setup
		Circuit and Network Equipment Installation
		Server and Application Installation and Migration
		Phased Deployments and Pre/Post Deployment Support

5.3.3 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 City of Brigantine with comprehensive infrastructure support, Maestro offers the ITIL Service Strategy as indicated in this section. The ITIL Service Strategy helps us first examine the City'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.

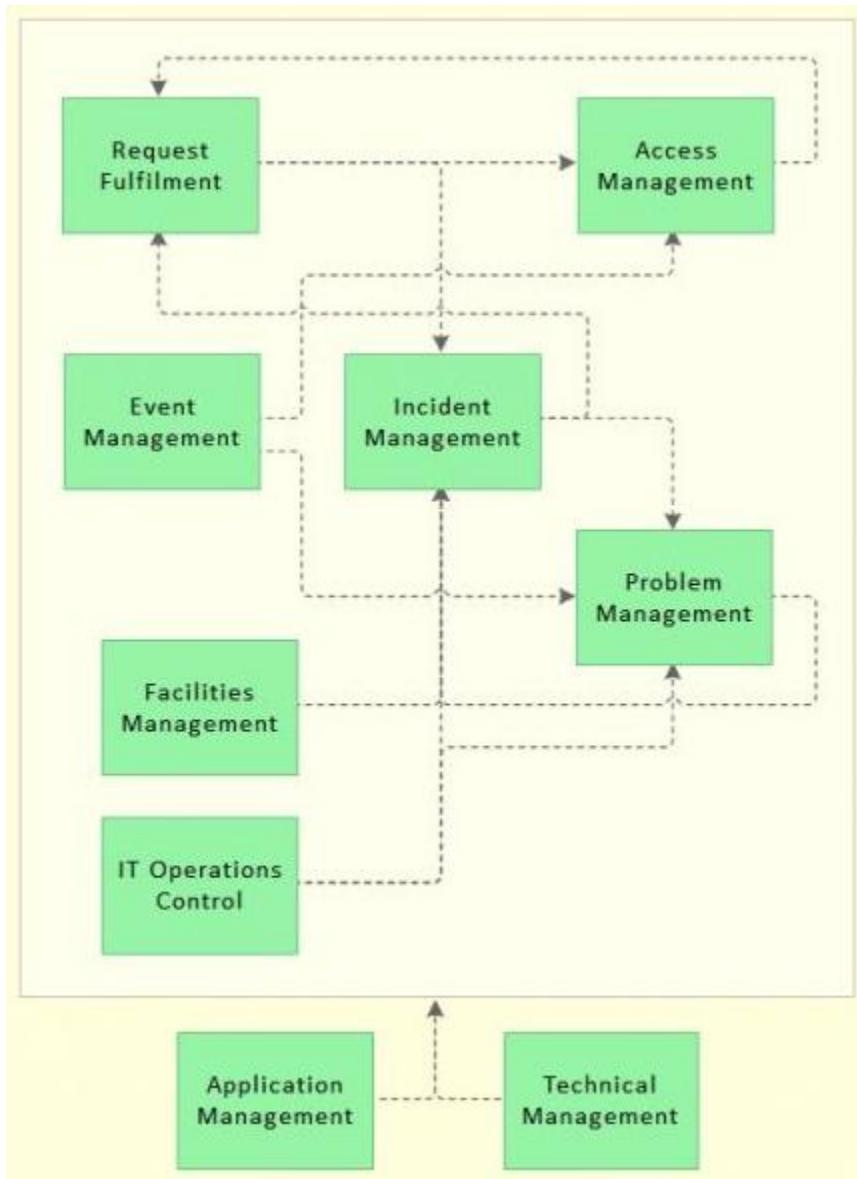


Every single event and ticket will be treated with care to ensure that the issue is addressed without delay, whether it is a hardware failure, power cord, network connection, operating system, driver, loose cable or user-education.

Maestro conducted a survey of 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 process indicated in the following process flow

diagram on the next page.



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 City of Brigantine, 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

Each resource working for the City on behalf of Maestro would treat their function as part of the common goal to help the City succeed. Each functional resource will understand their '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 strikes a perfect balance between finding the cause and remedying the situation, work like a commando – alert, precise and with quiet determination to finish the job well.

Maestro resources are trained to serve its client 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

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 2AM about a system being down	What applications, departments, devices, and functions are impacted because of it
What are 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 Roles and Responsibilities

6.1.1 Maestro Technologies

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

6.1.2 City of Brigantine

The City of Brigantine shall provide Maestro's engineers/consultants, with access to all the requirements, necessary documentation, stakeholders, infrastructure and 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.

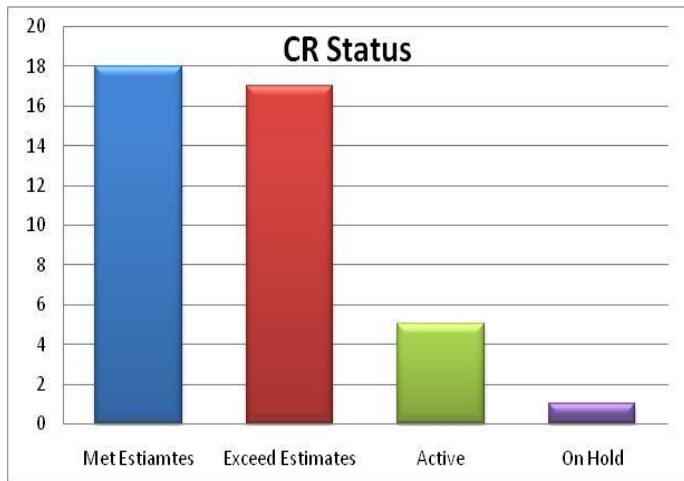
7 Compliance, Governance, and Reporting

The reports mentioned in the previous section are shown below as part of our regular commitment to share progress on an on-going basis and delivering on promises 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.

Information Technology Consulting and Management Services for the City of Brigantine
Maestro Technologies, Inc. Response

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

CR Status:



Efforts Distribution:



Maestro Performance:



Feedback on Delivery:



Budget Tracking:



8 Maestro's Past Performances and References

Maestro Technologies Inc. has over 20 years of IT Infrastructure and Managed Services experience. With a portfolio of over 50 completed projects since 2015, we have a strong history of implementing technology solutions across many domains, in which we have provided similar services to the neighboring counties/cities in New Jersey and across the nation.

For more information on Maestro's past performance and our experience relative to the City's engagement, please see references and their contacts below.

8.1.1 City of Trenton, NJ

Location:	319 E State Street, Trenton, NJ 08608
Contact:	Colin Cherry
Email:	ccherry@trentonnj.org
Phone:	(609) 989-3532
Project Title:	Technical and Network Support Services
Start Date:	October 1, 2020
Completion Date:	March 31, 2024

Maestro provided Network Infrastructure and IT support and maintenance services. The engagement entailed incident management, day-to-day network, security, desktop, cloud and server infrastructure maintenance, support, and application management via on-site 7x24 help-desk support. In addition to support and maintenance activities, Maestro also coordinated multiple app and data migrations for the City, including a migration from a citywide on-premises SharePoint deployment to a cloud solution and the migration of the Police Department from an on-prem to a cloud-based deployment of Microsoft 365. Maestro also executed access management tasks, managing user permissions and device allocations as part of onboarding and offboarding.

8.1.2 County of Westchester

Location:	148 Martine Avenue White Plains, NY 10601
Contact:	Aji Palappillil, Development Manager
Email:	aip2@westchestergov.com
Phone:	(914) 995-3854
Project Title:	Information Technology Professional Consulting Services
Start Date:	January 1, 2014
Completion Date:	Ongoing

The Westchester County's DoIT embraces a wide range of technologies and supports multiple operating systems, software and architectures within a multiple vendor environment. The County's DoIT is responsible for development, implementation, and support of computer systems for all County departments. These systems support the daily business processes and mission critical functions of the County. Maestro supports Westchester County DoIT by providing professional services in designing, implementation, and programming services for County related projects.

8.1.3 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
Start Date:	January 2012
Completion Date:	Ongoing

In an effort 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 providing supplemental support to in-house IT staff. Project entails incident management, day-to-day network, desktop and server infrastructure maintenance, support, and application management via 7x24 help-desk support.

8.1.4 Regulatory Data Corporation (RDC)

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
Start Date:	January 16, 2018
Completion Date:	Ongoing

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

8.1.5 Cerberus Capital Management (CTS)

Location:	875 Third Avenue, New York, NY 10022
Contact:	Michael Aguilina, CTO
Email:	maguilina@cerberus.com
Project Title:	Information Technology Management and Support Svcs
Start Date:	December 9, 2018
Completion Date:	Ongoing

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.

In addition, Maestro has been awarded a contract to provide IT Consulting services to the following municipalities:

- **County of Warren, New Jersey**
- **Borough of Dunellen, New Jersey**
- **Housing Authority of the City of Camden, New Jersey**
- **New Castle County, Delaware**

9 Appendix

- | | | |
|------|-------------|---|
| 9.1 | Appendix A. | Stocker Disclosure Certification |
| 9.2 | Appendix B. | Affidavit of Non-Collusion |
| 9.3 | Appendix C. | Required Evidence EEO/Affirmative Action |
| 9.4 | Appendix D. | Proposal Cost Form |
| 9.5 | Appendix E. | Disclosure of Investment Activities in Iran |
| 9.6 | Appendix F. | Business Registration Certificate |
| 9.7 | Appendix G. | Ownership Disclosure Form |
| 9.8 | Appendix H. | Business Entity Disclosure Certification |
| 9.9 | Appendix I. | Resumes of Key Personnel |
| 9.10 | Appendix J. | Maestro Certifications |

CITY OF BRIGANTINE
RFP DOCUMENT SUBMISSION CHECKLIST

Required
With
Response

Read, Signed
and Submitted
(Respondent's initials)

A. FAILURE TO SUBMIT ANY OF THESE ITEMS IS MANDATORY CAUSE FOR REJECTION OF RFP

- | | |
|---|----|
| <input checked="" type="checkbox"/> Stocker Disclosure Certification | ii |
| <input checked="" type="checkbox"/> Affidavit of Non-Collusion, properly notarized | ii |
| <input checked="" type="checkbox"/> Required Evidence EEO/Affirmative Action Regulations Questionnaire
Submit Copy of State Certificate of Employee Information Report | ii |
| <input checked="" type="checkbox"/> Proposal Cost Form / Signature Page | ii |
| <input checked="" type="checkbox"/> Acknowledgement of Receipt of Addenda (To be completed if Addenda is issued) | ii |
| (NO ADENDA ISSUED) ii | |
| <input checked="" type="checkbox"/> Disclosure of Investment Activities in Iran – Submit with bid response | ii |
| <input type="checkbox"/> Other: | ii |

B. MANDATORY ITEMS, REQUIRED NO LATER THAN TIME PERIOD INDICATED

- | | |
|---|----|
| <input checked="" type="checkbox"/> Business Registration Certificate – Bidder – Prefer with Bid Response
Required by Law Prior to Award of Contract | ii |
| <input checked="" type="checkbox"/> License(s) or Certificates Required by the Specifications – RFP Response | ii |
| <input checked="" type="checkbox"/> Certificates of the Required Insurance Naming Brigantine Additionally Insured
Required Prior to Award of Contract | ii |
| <input checked="" type="checkbox"/> Evidence of Medical Malpractice or Professional Liability Insurance:
Supply Certificate Prior to Award of Contract | ii |

C. FAILURE TO SUBMIT ANY OF THESE ITEMS AT TIME OF RFP MAY BE CAUSE FOR REJECTION

- | | |
|--|----|
| <input checked="" type="checkbox"/> Qualification Statement | ii |
| <input checked="" type="checkbox"/> Key Personnel Information | ii |
| <input checked="" type="checkbox"/> Three (3) references for similar projects | ii |
| <input checked="" type="checkbox"/> CD or USB Flash Drive with PDF of RFP along w/printed Copies
CD or USB Flash Drive must be labeled with respondent's name | ii |

D. READ ONLY

Americans with Disability Act of 1990 Language

ii

This checklist is provided for bidder's use in assuring compliance with required documentation; however, it does not include all specifications requirements and does not relieve the respondent bidder of the need to read and comply with the specifications.

Name of Respondent: MAESTRO TECHNOLOGIES INC. Date: 9/23/2025

By Authorized Representative:

Signature: Irene Incencio

Print Name & Title: IRENE INOCENCIO, DIRECTOR OF GOVERNMENT SALES Phone: 908-458-8601

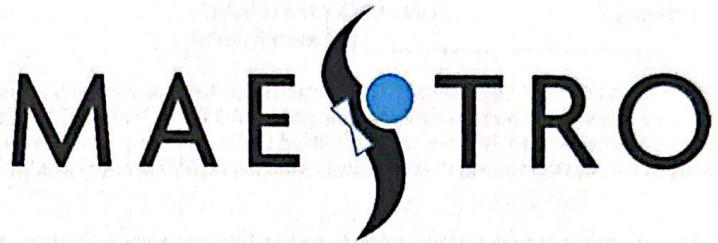


Appendix A. Stocker Disclosure Certification

Request for Proposals: Information Technology Consulting and Management Services for the City of Brigantine

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com



Appendix A. Stocker Disclosure Certification

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www.maestro.com

**CITY OF BRIGANTINE
OWNERSHIP DISCLOSURE FORM**

LEGAL NAME OF BIDDER: MAESTRO TECHNOLOGIES INC.

Check the box that represents the type of business organization:

- | | | |
|---|--|--|
| <input type="checkbox"/> Partnership | <input checked="" type="checkbox"/> Corporation | <input type="checkbox"/> Sole Proprietorship |
| <input type="checkbox"/> Limited Partnership | <input type="checkbox"/> Limited Liability Corporation | <input type="checkbox"/> Limited Liability Partnership |
| <input type="checkbox"/> Subchapter S Corporation | <input type="checkbox"/> Other, Please List _____ | |

The list below contains the names and addresses of all stockholders who own ten (10%) percent or more of the above company's stock, and if there are **NO STOCKHOLDERS OF 10% OR MORE**, simply check the second box below. If one or more such stockholders or partner is itself a corporation or partnership, the stockholders holding 10% or more of that corporation's stock, or the individual partners owning 10% of that corporation's stock, or the individual partners owning 10% or greater interest in that partnership, as the case may be, must also be listed.

The disclosure shall be continued until names and addresses of every person who is a non-corporate stockholder, or individual partner, exceeding the 10% ownership criteria established in this act, has been listed, in full compliance with Chapter 33 of the New Jersey Public Laws of 1977.

BIDDERS/RESPONDENTS MUST CHECK THE APPROPRIATE BOX:

- I certify that the list below contains the names and addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.
- I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Publicly Traded - For publicly traded entities to comply with N.J.S.A. 52:25-24.2 they may submit the name and address of each publicly traded entity, and the name and address of each person holding 10% or more beneficial interest in the publicly traded entity as of the last annual filing with the Security Exchange Commission (SEC), or foreign equivalent

Submit here the Website (URL) providing the last annual Security Exchange Commission (SEC) filing, or foreign equivalent:

N/A

Stockholder Name SUSHEEL BATHLA

Address 1 W STATE STREET, 2ND FLOOR, TRENTON, NJ 08608

Percentage of Ownership 100 %

Stockholder Name _____

Address _____

Percentage of Ownership _____ %

Stockholder Name _____

Address _____

Percentage of Ownership _____ %

(Note: Attach additional pages if necessary)

9/23/2025

(Date)

Irene Inocencio
(Respondent/Respondent Authorized Signature)

IRENE INOCENCIO
(Print name of authorized signatory)

DIRECTOR - GOVERNMENT SALES
(Title)



Appendix B. Affidavit of Non-Collusion

Request for Proposals: Information Technology Consulting and Management Services for the City of Brigantine

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com

**CITY OF BRIGANTINE
NON-COLLUSION AFFIDAVIT
(N.J.S.A. 52:34-15)**

State of NEW JERSEY County of SOMERSET ss: _____

I, SUSHEEL BATHLA residing in WATCHUNG, NEW JERSEY
(Name of Affiant) (Name of Municipality)

in the County of SOMERSET and State of NEW JERSEY of full
age, being duly sworn according to law on my oath depose and say that:

I am CEO/PRESIDENT of the firm of MAESTRO TECHNOLOGIES INC.,
(Title or Position) (Name of Firm/Company)
the Bidder/Respondent making this Proposal for the Bid/RFP entitled INFORMATION TECHNOLOGY CONSULTING & MANAGEMENT SERVICES,
(Title of Proposal)

and that I executed the said Proposal with full authority to do so; that said Bidder/Respondent has not, directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above-named project; and that all statements contained in said Proposal and in this affidavit

are true and correct, and made with full knowledge that the City of Brigantine relies upon the truth of the statements contained in said Proposal and in the statements contained in this affidavit in awarding the contract. I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

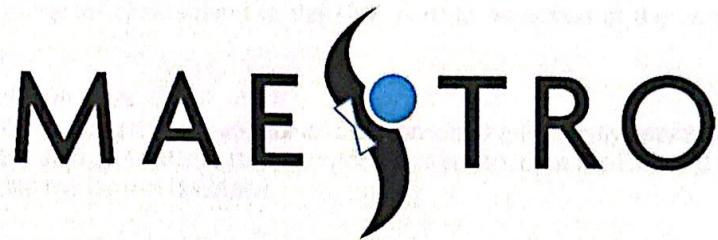
MAESTRO TECHNOLOGIES INC.
(Name of Firm/Company)


(Signature of Affiant)

SUSHEEL BATHLA
(Type or Print Name of Affiant)

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





Appendix C. Required Evidence EEO/Affirmative Action

Request for Proposals: Information Technology Consulting and Management Services for the City of Brigantine

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street · 2nd Floor · Trenton, NJ 08608 · P: 908.458.8600 · F: 732.902.6755
www.maestro.com

CITY OF BRIGANTINE
EEO/AFFIRMATIVE ACTION COMPLIANCE NOTICE
N.J.S.A. 10:5-31 and N.J.A.C. 17:27
GOODS, PROFESSIONAL SERVICE AND GENERAL SERVICE CONTRACTS

All successful bidders are required to submit evidence of appropriate affirmative action compliance to the City and Division of Public Contracts Equal Employment Opportunity Compliance. During a review, Division representatives will review the city files to determine whether the affirmative action evidence has been submitted by the vendor/contractor. Specifically, each vendor/contractor shall submit to the City, prior to execution of the contract, one of the following documents:

Goods and General Service Vendors

1. Letter of Federal Approval indicating that the vendor is under an existing Federally approved or sanctioned affirmative action program. A copy of the approval letter is to be provided by the vendor to the City and the Division. This approval letter is valid for one year from the date of issuance.

Do you have a federally approved or sanctioned EEO/AA program?
If yes, please submit a photocopy of such approval.

Yes No

2. A Certificate of Employee Information Report (hereafter "Certificate"), issued in accordance with N.J.A.C. 17:27-1.1 et seq. The vendor must provide a copy of the Certificate to the City as evidence of its compliance with the regulations. The Certificate represents the review and approval of the vendor's Employee Information Report, Form AA-302 by the Division. The period of validity of the Certificate is indicated on its face. Certificates must be renewed prior to their expiration date in order to remain valid.

Do you have a State Certificate of Employee Information Report Approval?
If yes, please submit a photo copy of such approval.

Yes No

3. The successful vendor shall complete an Initial Employee Report, Form AA-302 and submit it to the Division with \$150.00 Fee and forward a copy of the Form to the City. Upon submission and review by the Division, this report shall constitute evidence of compliance with the regulations. Prior to execution of the contract, the EEO/AA evidence must be submitted.

The successful vendor may obtain the Affirmative Action Employee Information Report (AA302) on the Division website www.state.nj.us/treasury/contract_compliance.

The successful vendor(s) must submit the AA302 Report to the Division of Public Contracts Equal Employment Opportunity Compliance, with a copy to Public Agency.

The undersigned vendor certifies that he/she is aware of the commitment to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27 and agrees to furnish the required forms of evidence.

The undersigned vendor further understands that his/her bid shall be rejected as non-responsive if said contractor fails to comply with the requirements of N.J.S.A. 10:5-31 and N.J.A.C. 17:27.

Company: MAESTRO TECHNOLOGIES INC.

Title: DIRECTOR - GOVERNMENT SALES

Print Name: IRENE INOCENCIO

Signature: Irene Inocencio

Date: 9/23/2025

**CITY OF BRIGANTINE
EXHIBIT A**

MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
N.J.S.A. 10:5-36 et seq. (P.L. 1975, C. 127) and N.J.A.C. 17:27 et seq.
Goods, Professional Service and General Service Contracts

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Except with respect to affectional or sexual orientation and gender identity or expression, the contractor will ensure that equal employment opportunity is afforded to such applicants in recruitment and employment, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex. Such equal employment opportunity shall include, but not be limited to the following: employment, upgrading, demotion, or transfer; recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this nondiscrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisements for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex.

The contractor or subcontractor will send to each labor union, with which it has a collective bargaining agreement, a notice, to be provided by the agency contracting officer advising the labor union of the contractor's commitments under this chapter and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to N.J.S.A.10:5-31 et seq. as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to make good faith efforts to meet targeted city employment goals established in accordance with N.J.A.C. 17:27-5.2.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies including, but not limited to, employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the State of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

In conforming with the targeted employment goals, the contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and layoff to ensure that all such actions are taken without regard to age, race, creed, color, national origin, ancestry, marital status, affectional or sexual orientation, gender identity or expression, disability, nationality or sex, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

CITY OF BRIGANTINE
MANDATORY EQUAL EMPLOYMENT OPPORTUNITY LANGUAGE
(CONTINUED)

The contractor shall submit to the public agency, after notification of award but prior to execution of a goods and services contract, one of the following three documents:

Letter of Federal Affirmative Action Plan Approval;

Certificate of Employee Information Report; and

Employee Information Report Form AA302

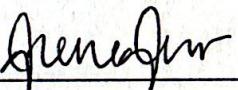
The contractor and its subcontractors shall furnish such reports or other documents to the Division of Purchase & Property, CCAU, EEO Monitoring Program as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Division of Purchase & Property, CCAU, EEO Monitoring Program for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code at N.J.A.C. 17:27.

Submitted by: MAESTRO TECHNOLOGIES INC.

(Name of the Firm)

Name: IRENE INOCENCIO

(Please print or Type)

Signature: 

Title: DIRECTOR - GOVERNMENT SALES

Dated: 9/23/2025

Certification 61638

**CERTIFICATE OF EMPLOYEE INFORMATION REPORT
INITIAL**

This is to certify that the contractor listed below has submitted an Employee Information Report pursuant to N.J.A.C. 17:27-1.1 et. seq. and the State Treasurer has approved said report. This approval will remain in effect for the period of

15-SEP-2019 to 15-SEP-2026



MAESTRO TECHNOLOGIES, INC.
1 WEST STATE STREET, 2ND FLOOR
TRENTON NJ 08608



Elizabeth M. Muoio

ELIZABETH MAHER MUOIO

State Treasurer

STATE OF NEW JERSEY

Division of Purchase & Property
Contract Compliance Audit Unit
EEO Monitoring Program

EMPLOYEE INFORMATION REPORT

IMPORTANT-READ INSTRUCTIONS CAREFULLY BEFORE COMPLETING FORM. FAILURE TO PROPERLY COMPLETE THE ENTIRE FORM AND TO SUBMIT THE REQUIRED \$150.00 FEE MAY DELAY ISSUANCE OF YOUR CERTIFICATE. DO NOT SUBMIT EEO-1 REPORT FOR SECTION B, ITEM 11. For Instructions on completing the form, go to: http://www.state.nj.us/treasury/contract_compliance/pdf/aa302ne.pdf

SECTION A - COMPANY IDENTIFICATION

1. FED. NO. OR SOCIAL SECURITY 73-1673091	2. TYPE OF BUSINESS <input type="checkbox"/> 1. MFG <input checked="" type="checkbox"/> 2. SERVICE <input type="checkbox"/> 3. WHOLESALE <input type="checkbox"/> 4. RETAIL <input type="checkbox"/> 5. OTHER	3. TOTAL NO. EMPLOYEES IN THE ENTIRE COMPANY 39
--	---	--

4. COMPANY NAME Maestro Technologies, Inc.	5. STREET 1 West State Street, 2nd Floor	CITY Trenton	COUNTY Mercer	STATE NJ	ZIP CODE 08608
6. NAME OF PARENT OR AFFILIATED COMPANY (IF NONE, SO INDICATE)			CITY	STATE	ZIP CODE

NONE

7. CHECK ONE: IS THE COMPANY: SINGLE-ESTABLISHMENT EMPLOYER MULTI-ESTABLISHMENT EMPLOYER

8. IF MULTI-ESTABLISHMENT EMPLOYER, STATE THE NUMBER OF ESTABLISHMENTS IN NJ

9. TOTAL NUMBER OF EMPLOYEES AT ESTABLISHMENT WHICH HAS BEEN AWARDED THE CONTRACT

10. PUBLIC AGENCY AWARDING CONTRACT

CITY OF TRENTON	TRENTON	COUNTY MERCER	STATE NJ	ZIP CODE 08608
-----------------	---------	------------------	-------------	-------------------

Official Use Only	DATE RECEIVED	INAUG DATE	ASSIGNED CERTIFICATION NUMBER
-------------------	---------------	------------	-------------------------------

SECTION B - EMPLOYMENT DATA

11. Report all permanent, temporary and part-time employees ON YOUR OWN PAYROLL. Enter the appropriate figures on all lines and in all columns. Where there are no employees in a particular category, enter a zero. Include ALL employees, not just those in minority/non-minority categories, in columns 1, 2, & 3. DO NOT SUBMIT AN EEO-1 REPORT.

JOB CATEGORIES	ALL EMPLOYEES			PERMANENT MINORITY/NON-MINORITY EMPLOYER BREAKDOWN									
	COL. 1 TOTAL (Col. 2 & 3)	COL. 2 MALE	COL. 3 FEMALE	MALE					FEMALE				
				BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.	BLACK	HISPANIC	AMER. INDIAN	ASIAN	NON MIN.
Officials/ Managers	4	2	2	0	0	0	2	0	0	0	0	2	2
Professionals	16	10	6	0	0	0	8	2	0	0	0	6	0
Technicians	3	3	0	0	1	0	0	2	0	0	0	0	0
Sales Workers	3	1	2	0	0	0	0	1	2	0	0	0	0
Office & Clerical	11	5	6	1	0	0	0	5	2	0	0	2	2
Craftworkers (Skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Operatives (Semi-skilled)	0	0	0	0	0	0	0	0	0	0	0	0	0
Laborers (Unskilled)	2	2	0	1	0	0	0	1	0	0	0	0	0
Service Workers	0	0	0	0	0	0	0	0	0	0	0	0	0
TOTAL	39	23	16	2	1	0	10	10	4	0	0	10	2
Total employment From previous Report (if any)	0	0	0	0	0	0	0	0	0	0	0	0	0
Temporary & Part-Time Employees	The data below shall NOT be included in the figures for the appropriate categories above.												
	6	2	4	1	0	0	0	1	3	0	0	0	1

12. HOW WAS INFORMATION AS TO RACE OR ETHNIC GROUP IN SECTION B OBTAINED?
 1. Visual Survey 2. Employment Record 3. Other (Specify)

14. IS THIS THE FIRST
Employee Information
Report Submitted?

15. IF NO, DATE LAST
REPORT SUBMITTED
MO. DAY. YEAR

13. DATES OF PAYROLL PERIOD USED

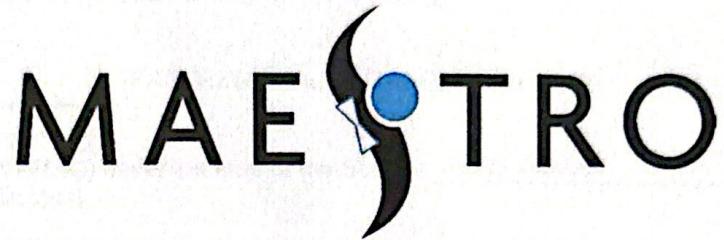
From: 4/29/2019 To: 5/12/2019

1. YES 2. NO

SECTION C - SIGNATURE AND IDENTIFICATION

16. NAME OF PERSON COMPLETING FORM (Print or Type) IRENE INOCENCIO	SIGNATURE	TITLE HR MANAGER	DATE MO DAY YEAR 5 30 2019
---	-----------	---------------------	--

17. ADDRESS NO. & STREET 1 WEST STATE ST, 2ND FLOOR	CITY TRENTON	COUNTY MERCER	STATE NJ	ZIP CODE 08608	PHONE (AREA CODE, NO. EXTENSION) 908 - 458 - 8601
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Appendix D. Proposal Cost Form

**Request for Proposals:
Information Technology Consulting and
Management Services for the City of Brigantine**

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com

**CITY OF BRIGANTINE
PROPOSAL COST FORM / SIGNATURE PAGE**

The undersigned declares that he/she has read the Notice, Instructions, Affidavits and Scope of Services attached, that he/she has determined the conditions affecting the proposal and agrees, if this proposal is accepted, to furnish and deliver services per the attached schedule of fees for the following:

PROFESSIONAL AND LEGAL SERVICES

(Corporate)

The undersigned is a (Partnership) under the laws of the State of NEW JERSEY having
(Individual)

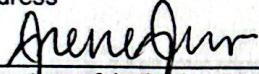
Its principal office at 1 W STATE STREET, 2ND FLOOR, TRENTON, NJ 08608

MAESTRO TECHNOLOGIES INC.

Company

1 W STATE STREET, 2ND FLOOR

Address



Signature of Authorized Agent

908-458-8601

Telephone Number

732-902-6755

Fax Number

73-1673091

Federal I.D. # or Social Security #

TRENTON, NEW JERSEY 08608

IRENE INOCENCIO

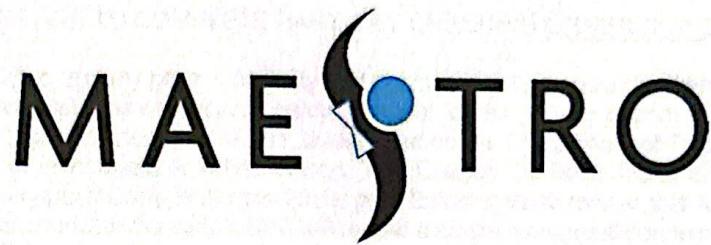
Type or Print Name

9/23/2025

Date

IRENE@MAESTRO.COM

Email Address



Appendix E. Disclosure of Investment Activities in Iran

Request for Proposals: Information Technology Consulting and Management Services for the City of Brigantine

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com

**CITY OF BRIGANTINE
DISCLOSURE OF INVESTMENT ACTIVITIES IN IRAN**

Bidder: MAESTRO TECHNOLOGIES INC.

PART 1: CERTIFICATION

BIDDERS ARE TO COMPLETE PART 1 BY CHECKING EITHER BOX BELOW

Pursuant to Public Law 2012, c. 25, any person or entity that submits a bid proposal or otherwise proposes to enter into or renew a contract must complete the certification below to attest, under penalty of perjury, that neither the person or entity, nor any of its parents, subsidiaries, or affiliates, is identified on the Department of Treasury's Chapter 25 list as a person or entity engaging in investment activities in Iran. The Chapter 25 list is found on the Division's website at <http://www.state.nj.us/treasury/purchase/pdf/Chapter25List.pdf>. Bidders must review this list prior to completing the below certification. Failure to complete the certification will render a bidder's proposal nonresponsive. If the Director finds a person or entity to be in violation of law, that they shall take action as may be appropriate and provided by law, rule or contract, including but not limited to, imposing sanctions, seeking compliance, recovering damages, declaring the party in default and seeking debarment or suspension of the party.

CHECK THE APPROPRIATE BOX

I certify, pursuant to Public Law 2012, c. 25, that neither the bidder listed above nor any of the bidder's parents, subsidiaries, or affiliates is listed on the New Jersey Department of the Treasury's list of entities determined to be engaged in prohibited activities in Iran pursuant to P. L. 2012, c. 25 ("Chapter 25 List"). I further certify that I am the person listed above, or I am an officer or representative of the entity listed above and am authorized to make this certification on its behalf. I will skip Part 2 and sign and complete the Certification below.

OR

I am unable to certify as above because the bidder and/or one or more of its parents, subsidiaries, or affiliates is listed on the Department's Chapter 25 list. I will provide a detailed, accurate and precise description of the activities in Part 2 below and sign and complete the Certification below. Failure to provide such will result in the proposal being rendered as nonresponsive and appropriate penalties, fines and/or sanctions will be assessed as provided by law.

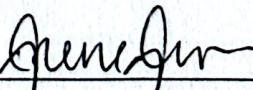
PART 2 – ADDITIONAL INFORMATION

PLEASE PROVIDE FURTHER INFORMATION RELATED TO INVESTMENT ACTIVITIES IN IRAN. You must provide a detailed, accurate and precise description of the activities of the bidding person/entity, or one of its parents, subsidiaries or affiliates, engaging in the investment activities in Iran on additional sheets provided by you.

PART 3: CERTIFICATION

I, being duly sworn upon my oath, hereby represent and state that the foregoing information and any attachments thereto to the best of my knowledge are true and complete. I attest that I am authorized to execute this certification on behalf of the above-referenced person or entity. I acknowledge that the State of New Jersey is relying on the information contained herein and thereby acknowledge that I am under a continuing obligation from the date of this certification through the completion of any contracts with the State to notify the State in writing of any changes to the answers of information contained herein. I acknowledge that I am aware that it is a criminal offense to make a false statement or misrepresentation in this certification, and if I do so, I recognize that I am subject to criminal prosecution under the law and that it will also constitute a material breach of my agreement(s) with the City of Brigantine and that the City at its option may declare any contract(s) resulting from this certification void and unenforceable.

Full Name (Print): IRENE INOCENCIO

Signature: 

Title: DIRECTOR - GOVERNMENT SALES

Date: 9/23/2025



Appendix F. Business Registration Certificate

**Request for Proposals:
Information Technology Consulting and
Management Services for the City of Brigantine**

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com

06/08/18

Taxpayer Identification# 731-673-091/000

Dear Business Representative:

Congratulations! You are now registered with the New Jersey Division of Revenue.

Use the Taxpayer Identification Number listed above on all correspondence with the Divisions of Revenue and Taxation, as well as with the Department of Labor (if the business is subject to unemployment withholdings). Your tax returns and payments will be filed under this number, and you will be able to access information about your account by referencing it.

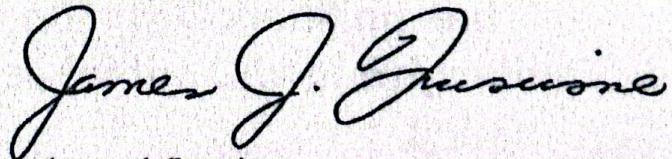
Additionally, please note that State law requires all contractors and subcontractors with Public agencies to provide proof of their registration with the Division of Revenue. The law also amended Section 92 of the Casino Control Act, which deals with the casino service industry.

We have attached a Proof of Registration Certificate for your use. To comply with the law, if you are currently under contract or entering into a contract with a State agency, you must provide a copy of the certificate to the contracting agency.

If you have any questions or require more information, feel free to call our Registration Hotline at (609)292-9292.

I wish you continued success in your business endeavors.

Sincerely,



James J. Fruscone
Director
New Jersey Division of Revenue

STATE OF NEW JERSEY

BUSINESS REGISTRATION CERTIFICATE

DEPARTMENT OF TREASURY/
DIVISION OF REVENUE
PO BOX 252
TRENTON, NJ 08646-0252

TAXPAYER NAME:

MAESTRO TECHNOLOGIES, INC.

ADDRESS:

1 WEST STATE ST 2ND FLOOR
TRENTON NJ 08608

EFFECTIVE DATE:

03/26/10

TRADE NAME:

SEQUENCE NUMBER:

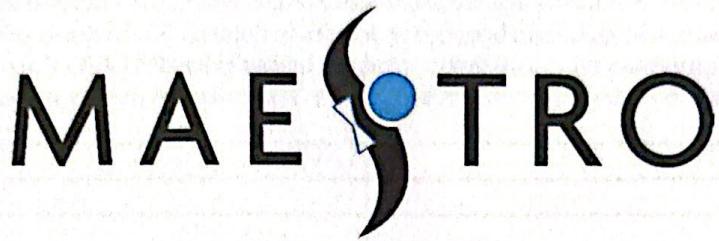
1016324

ISSUANCE DATE:

06/08/18



James J. Fruscone
Director
New Jersey Division of Revenue



Appendix G. Ownership Disclosure Form

Request for Proposals: Information Technology Consulting and Management Services for the City of Brigantine

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com

BUSINESS ENTITY DISCLOSURE CERTIFICATION
FOR NON-FAIR AND OPEN CONTRACTS
Required Pursuant To N.J.S.A. 19:44A-20.8
CITY OF BRIGANTINE

Part I – Vendor Affirmation

The undersigned, being authorized and knowledgeable of the circumstances, does hereby certify that the <name of business entity> has not made and will not make any reportable contributions pursuant to N.J.S.A. 19:44A-1 et seq. that, pursuant to P.L. 2004, c. 19 would bar the award of this contract in the one year period preceding (date of award scheduled for approval of the contract by the governing body) to any of the following named candidate committee, joint candidates committee; or political party committee representing the elected officials of the <name of entity of elected officials> as defined pursuant to N.J.S.A. 19:44A-3(p), (q) and (r).

N/A	

Part II – Ownership Disclosure Certification

I certify that the list below contains the names and home addresses of all owners holding 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business entity:

Partnership Corporation Sole Proprietorship Subchapter S Corporation
 Limited Partnership Limited Liability Corporation Limited Liability Partnership

Name of Stock or Shareholder	Home Address
SUSHEEL BATHLA	172 DEER RUN WATCHUNG, NJ 07069

Part 3 – Signature and Attestation:

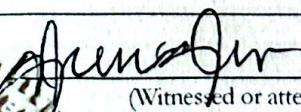
The undersigned is fully aware that if I have misrepresented in whole or part this affirmation and certification, I and/or the business entity, will be liable for any penalty permitted under law.

Name of Business Entity: MAESTRO TECHNOLOGIES INC.

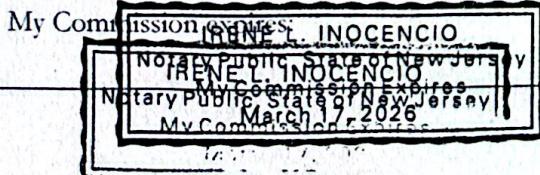
Signature of Affiant: Irene Inocencio Title: CEO/PRESIDENT

Printed Name of Affiant : SUSHEEL BATHLA Date: 9/23/2025

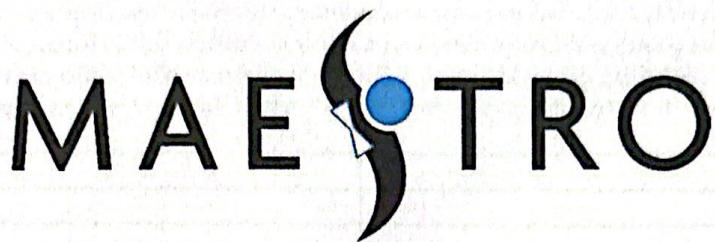
Subscribed and sworn before me this 23 day of
SEPTEMBER, 2025.

IRENE INOCENCIO

(Witnessed or attested by)



(Seal)



Appendix H. Business Entity Disclosure Certification

**Request for Proposals:
Information Technology Consulting and
Management Services for the City of Brigantine**

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com

**BUSINESS ENTITY DISCLOSURE CERTIFICATION
FOR NON-FAIR AND OPEN CONTRACTS**
Required Pursuant To N.J.S.A. 19:44A-20.8
CITY OF BRIGANTINE

Part I – Vendor Affirmation

The undersigned, being authorized and knowledgeable of the circumstances, does hereby certify that the *<name of business entity>* has not made and will not make any reportable contributions pursuant to N.J.S.A. 19:44A-1 et seq. that, pursuant to P.L. 2004, c. 19 would bar the award of this contract in the one year period preceding (*date of award scheduled for approval of the contract by the governing body*) to any of the following named candidate committee, joint candidates committee; or political party committee representing the elected officials of the *<name of entity of elected officials>* as defined pursuant to N.J.S.A. 19:44A-3(p), (q) and (r).

Part II – Ownership Disclosure Certification

I certify that the list below contains the names and home addresses of all owners holding 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business entity:

Partnership Corporation Sole Proprietorship Subchapter S Corporation
 Limited Partnership Limited Liability Corporation Limited Liability Partnership

Part 3 – Signature and Attestation:

The undersigned is fully aware that if I have misrepresented in whole or part this affirmation and certification, I and/or the business entity, will be liable for any penalty permitted under law.

Name of Business Entity: MAESTRO TECHNOLOGIES INC

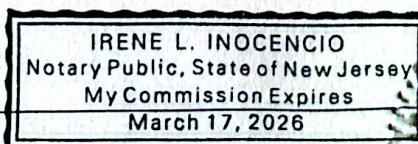
Name of Business Entity: MAESTRO TECHNOLOGIES INC.
Signature of Affiant: Title: CEO/PRESIDENT

Printed Name of Affiant : SUSHEEL BATHLA

Title: SECRET

Subscribed and sworn before me this 23 day of
SEPTEMBER 2025

My Commission expires:



Irene Inocencio · IRENE INOCENCIO

(Witnessed or attested by)

18 (Seqd)



Appendix I. Resumes of Key Personnel

Request for Proposals: Information Technology Consulting and Management Services for the City of Brigantine

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com

Executive Profile

Leadership Business Enabler

Fiscal Discipline

Executive Relationship

Account Management

Vision, Strategy & Execution

Action Orientation

International Experience

Organizational Transformations

Entrepreneurial

Expansive IT Knowledge

Innovative Solutions

Process & Performance Improvement

Systems & Operations Management

ITIL V3 Framework

Application Delivery

Product Development

Program Management

IT Risk Management

Outsourcing / Offshoring

Technology business leader for top tier financial institutions and IT consulting firms.

Leveraging sound business practices in conjunction with practical IT knowledge that consistently delivers outstanding results enabling businesses to achieve their objectives to grow market share, drive revenues, lower operating cost and improve profitability.

Develops critical relationships with Executives to align business and technology initiatives.
Working at executive levels of organizations comes naturally to develop trusted relationships while seeking to understand the client's business objectives, competitive landscape and key challenges. Collaborates with all levels of an organization to develop both strategic and tactical "win-win" outcomes.

Creating value and taking vision to reality.

Combining the distinctive background of a commercial service provider and as customer of complex business services brings the innate ability to quickly assess customers' needs, evaluate options, design services and leverage the broadest set of assets to create optimal solutions that deliver superior service to clients and their customers.

Corporate problem solver for high profile organization and technology challenges.

Repeatedly relied upon by senior management to quickly lead troubled organizations or programs to sound footing. Results are achieved through decisive leadership, assessment of organizational capabilities, processes analysis, financials controls, staff and technology evaluation. Enlisting both abstract and analytical skills provides the ability to break down complexity, challenge status quo, keeping track of multiple streams of activities, attention to details, synthesis of disparate data and creating concrete plans and actions.

Chronology

Maestro Technologies, Inc., New York

2009 – Present

Managing Director

Leadership in Enterprise Big Data Solutions Architecture and IT technologies. Awards recipient for business, technology leadership. Maestro listed in Inc.500 fastest growing companies for 3 years. Company was awarded a multi-year multi-million contract by Financial Institutions, created an outsourcing engagement to manage and deliver application and infrastructure services, developed new business opportunities, created value added services for Investment Banks while improving client relationship, revenues and profit margins.

JPMorgan Chase, New York

1992 – 2009

Sr. Vice President – IT Services, Operations

Function reported to C-Level Management delivering multi-tiered IT services and large scale technology merger integration activity, directed strategic sourcing engagements, implemented off shore delivery capabilities, developed corporate wide IT program management competency, executed complex application delivery programs for Global Technology Infrastructure and provide IT leadership for the Investment Banking and Retail Lending businesses.

Lehman Brothers, New York

1990 – 1992

Vice President, Systems Analyst – Fixed Income Technology

Created automation for Lehman Brothers' Emerging Markets trading desk and supported business applications, server, network and client-server project activities. Improved service delivery functions through service metrics and IT delivery process and implemented, financial controls and reporting.

SUNY, Buffalo, New York

1988 – 1990

Master of Science in Computer Engineering

GNDU, Amritsar, India

1983 – 1987

Bachelors of Technology in Electronics

MARVIN LOUIS-JEAN

609-227-3443 | louisjem@kean.edu | 16 Allison Avenue, Ewing, NJ 08638

Education – Kean University

Expected Graduation: May 2021

- Bachelor of Science, Information Technology, Cyber Security minor

Relevant Tech Coursework:

- IT Project Management
- IT Computer Security
- IT Database Systems

Skills Summary:

- Languages: JavaScript, C++, HTML
- Applications: Microsoft Office, Photoshop, SketchUp, Notepad,
- Operating Systems: Windows, Mac OS
- Received Certification in CISCO IT and Networking Essentials Course- 2016
"Very efficient at describing the internal components of a computer, assemble a computer system, install an operating system, and troubleshoot using system tools and diagnostic software"

Work Experience:

Logistics Plus Inc (Reference number (609) 346 8673)

2020

249 Thomas McGovern Dr, Jersey City, NJ 07305

- Handled all Computer related services for the company
- Created a fully operational company website
- Created and managed an invoice tracker for clients

Information Technology/Software Engineering Intern

2019-2020

TDM Business Toole Suite

- Lead the intern IT department
- Convert code from Visual Basic to Java
- Designing, developing and implementing Java components to support business requirements.
- Developing solutions according to written specifications and/or oral instructions
- Participating in weekly conference calls to discuss independent progress

Senior-level expert with 20+ years of experience delivering on-site network management and support services across diverse industries. Presents programs and solutions to drive growth. Provides supplemental and total management support for IT systems, including establishing and maintaining networks and servers. Strong aptitude for identifying new technologies and solutions to support client needs.

Work History

2015-11

Lead Network Engineer

Gibson Technology Solutions, South Orange, NJ

- On-site support contract with the City of Trenton.
- Provide Level 2 and Level 3 support for all City locations.
- Support includes advanced desktop support in Windows 7/10, networking support and configuration utilizing Cisco and Huawei networking equipment, and supporting multiple applications utilized by the different City departments.
- Manage the City server environment utilizing Windows Server 2008/2012/2016, MS Exchange environment, and Linux file systems.
- Maintain firewall and VPN environment utilizing WatchGuard and Barracuda hardware.
- Monitor server and network outages using Zabbix as well as virus and security threats utilizing Vipre and CryptoPrevent.
- On-site Exchange server migration to Office 365 Applied Communication Sciences.

2012-05 -

Sr. Systems Engineer

2015-10

Basking Ridge, NJ

- Provide support in installation, configuration and usability of the desktop computers, peripherals and the software/hardware systems.
- Check all computers, laptops, printers, communication devices and other equipment installed in the organization to provide technical support to the staff members and ensure its smooth functioning.

**ROBERT J.
HONEY III**
Information
Technology

Contact

Address

Hamilton, NJ, 08690

Phone

609.433.3677

E-mail

roberthoney@optonline.net

LinkedIn

<http://www.linkedin.com/in/robertjhoney>

Skills

Active Directory



Backup



Cabling



Hardware



Network and Systems



IT Project Management



Exchange server



Mail



Office



- Email Migration Project – Migrated 1,000+ clients from Novell GroupWise to Microsoft Exchange 2007 environment.
- Built and maintained the IT Test Lab, consisting of Windows servers and desktops utilized for software testing and training.
- Monitored and administered the tape backup and restore environment for over 130 servers, as well as 11 remote servers at 4 different RBC locations.
- Documented functionality processes and procedures for future reference and training.
- Assist in daily tasks for Cisco switches which included activating and deactivating network ports, setting port speeds, as well as running CAT5e and CAT6 cabling within data closets.
- Configured business software / hardware in accordance with client needs and company standards for validation.
- Install and maintain anti-virus software on all servers and desktops ensuring .DAT files were updated weekly to ensure the most current level of security was present.
- Efficiently updated, tested and patched Intel based servers using automated distributed software (Bigfix).
- Quickly responded to issues from users and monitoring team with resolutions via automated tracking system resulting in minimized downtime.
- Participated in disaster recovery exercises including equipment failover.

Education

1996-08 -
1997-04

Studies focused in Desktop Support, IT Project Management, Network and Systems Administration, and Data Center Support.: Systems Administration

Chubb Institute of Technology - Parsippany, New Jersey

Additional Information



Appendix J. Maestro Certifications

Request for Proposals: Information Technology Consulting and Management Services for the City of Brigantine

Prepared for:
The City of Brigantine
Department of Purchasing
1417 West Brigantine Avenue
Brigantine, NJ 08203

1 West State Street • 2nd Floor • Trenton, NJ 08608 • P: 908.458.8600 • F: 732.902.6755
www.maestro.com



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

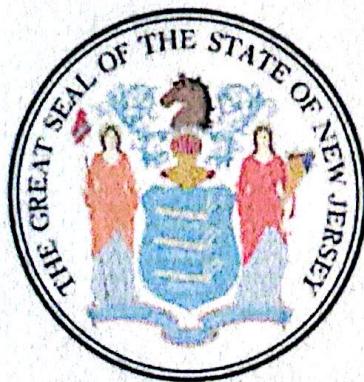
under the

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.



THIS CERTIFIES THAT

Maestro Technologies, Inc.

* Nationally certified by the: **NEW YORK & NEW JERSEY MINORITY SUPPLIER DEVELOPMENT COUNCIL**

* NAICS Code(s): 541511; 541512; 541519; 541612; 611420; 611710; 611430; 561320; 561330

* Description of their product/services as defined by the North American Industry Classification System (NAICS)

01/05/2023

Issued Date

NY04725

Certificate Number

01/05/2024

Expiration Date

A handwritten signature in black ink, appearing to read "Ying McGuire".

Ying McGuire
NMSDC CEO and President

A handwritten signature in blue ink, appearing to read "Terrence Clark".

Terrence Clark, President & CEO

By using your password (NMSDC issued only), authorized users may log into NMSDC Central to view the entire profile: <http://nmsdc.org>

Certify, Develop, Connect, Advocate.

* MBEs certified by an Affiliate of the National Minority Supplier Development Council, Inc.®