

# Cover Letter

**Proposed By:**

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## Technical Capability

BENNETT ADELSON<sup>SM</sup>



# Technical Capability

## Table of Contents

- FIRM’S CAPABILITY ..... 2
  - Service Delivery Function ..... 2
  - Leadership & Organizational Structure ..... 3
  - Recruiting Function ..... 3
  - Training and Development ..... 3
  - Project Management Office ..... 3
  - Back Office Function ..... 3
  
- TECHNICAL CAPABILITY ..... 4
  - Security-first Approach..... 4
  - Application Innovation ..... 5
  - Cloud Infrastructure Engineering ..... 5
  - Security & Compliance..... 5
  - IT Operations as a Service ..... 6
  - Data Platform Modernization ..... 6
  - Adoption & Change Management ..... 6

# Technical Capability

## FIRM'S CAPABILITY

Bennett Adelson Professional Services (BA) is a Cloud Solution Services firm with twenty-two (22) years of experience in delivering custom solutions in complex IT environments for commercial and state and local entities.

Bennett Adelson's management has experience successfully growing and managing consultancies with a national footprint from twenty (20) to over three hundred (300) professionals. The key functions and business processes as described below are in place to hire, support and retain the requisite agile and dispersed workforce.

### Service Delivery Function

BA's service delivery team is led by Practice Directors who are recognized leaders in technology. The Practice Directors are responsible for the management and development of BA's diverse group of consulting personnel and serve as their primary point of interface with the firm. With current technologies and customer requirements, much of BA's work is performed remotely and as a result, BA's consulting team is, and can be geographically dispersed.

The service delivery team provides a wide range of cloud-based services as highlighted in Figure A below. A similar set of services have been delivered customers for on-premises and hybrid environments as well:

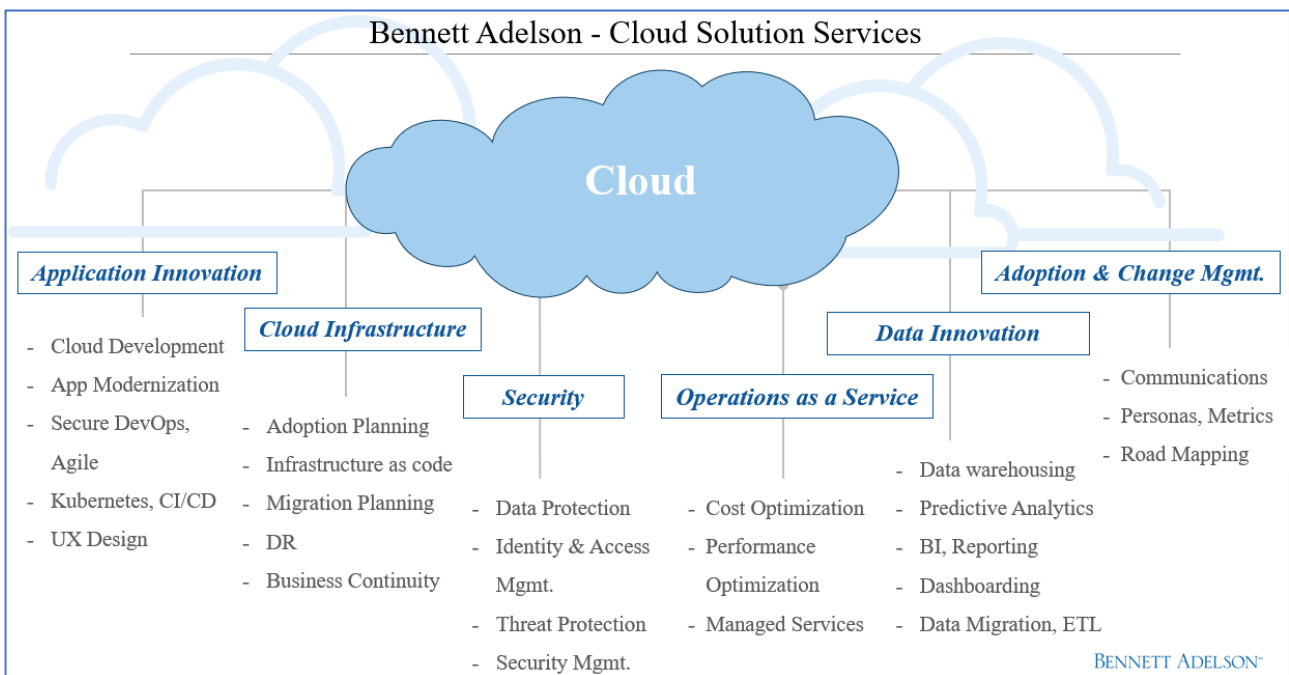


Figure A

# Technical Capability

## Leadership & Organizational Structure

The management team of Bennett Adelson has a long, successful history of IT consulting leadership. The executive leadership team, as well as the account management, recruiting and service delivery functions average over 20 years of experience in technology consulting with a variety of firms servicing clients in multiple industries, nationwide. Bennett Adelson maintains a corporate structure that allows the firm to rapidly respond to clients' needs on a national basis.

## Recruiting Function

BA maintains an internal recruiting function, with a national candidate database built over 22 years consisting of more than 7,000 IT professionals in varying technical specialty areas. The recruiting function maintains a "warm" pipeline of candidates in the major technology areas serviced by BA. This enables BA to react swiftly to resource needs identified with new projects.

## Training and Development

Over the life of the firm's 22-year existence, Bennett Adelson has helped numerous clients in on-premise, hybrid and cloud environments. To ensure the proper skill level as IT solutions continue their transformation to the cloud, BA is invested in a senior management position responsible for providing mentorship, education and skills development to the firm's service delivery team on cloud related solutions.

## Project Management Office

To ensure proper oversight of projects managed by Bennett Adelson, and to oversee the quality process for all engagements, BA has an established Project Management Office (PMO). This function provides subject matter expertise in matters of project management, including activities such as project reporting, budget tracking and engagement quality assurance. BA's PMO has a role in all projects performed by BA service delivery professionals.

## Back Office Function

Bennett Adelson maintains a robust set of back office applications to support the time reporting, billing and accounting functions. Consulting personnel report time utilizing Microsoft web-based technology and provide weekly project status reports that detail the activities of each week, and those planned for the subsequent week. Status reports allow the client to review progress on a weekly basis, and address questions and issues in a timely fashion.

Expenses are reported and tracked via SAP's Concur application. Concur provides a web-based tool for expense reporting and receipt imaging; providing for timely, accurate and well documented tracking of project related expenses.

# Technical Capability

## TECHNICAL CAPABILITY

Bennett Adelson Professional Services (BA) provides the following Cloud Solution services to security and compliance centric entities in the government and commercial verticals.

1. Application Innovation
2. Cloud Infrastructure Engineering
3. Security & Compliance
4. IT Operations as a Service
5. Data Platform Modernization
6. Adoption & Change Management

Since our inception in 1996 we have focused on architecting and delivering custom software solutions utilizing enterprise technologies with a security first approach. Our deliverables include software development processes and best practice guidance, solution architecture, user experience design, agile development, and setup of automated continuous integration & continuous deployment pipelines. Early success allowed us to expand our offerings to include Data & BI, Advanced Infrastructure, and Modern Workplace solutions.

In 2009 we incorporated Cloud platform into our solutions to offer our customers scale, elasticity, and speed to market. During this time, we have delivered PaaS and IaaS solutions featuring secure coding practices, containerization, CI/CD with Jenkins, infrastructure as code, and cloud managed services for support and upkeep.

We have delivered services for local, national, and international companies and governments, including Amazon, Brooks Running, Nordson, State of Michigan and the City of Phoenix.

### Security-first Approach

Security at all levels of the project is key to our Cloud Solution services, and we adhere to the following practices throughout:

- Infrastructure and Security are both implemented as code. Spinning up new environments as well as running full audits against them is fully automated and painless (relatively) to repeat as needed.
- Security requirements and acceptance criteria are specified at every stage of planning and story creation.
- Unit tests that specifically execute STRIDE threats are written and executed as part of every check-in. As with other unit tests, they are written before the code as part of the requirements
- IDE tools such as DevSkim (Yasca), SonarQube, Microsoft Code Analysis (FxCop), and LINT are used to monitor code as it is written to enforce policies such as using correct cryptography libraries/algorithms, ensuring that no secured information exists in code (e.g. that secrets are used in Kubernetes), and that all connections to external resources/services are secured using TLS and authenticated through managed identities.

# Technical Capability

- Data transferred to/from external sources is protected at the message level (e.g. WS-Security, AS2/4) and should ensure confidentiality and non-repudiation.
- Static analysis is run on code in the check-in/testing chain, and failures are counted as a broken build. Results are stored in a SARIF repository so that they can be reviewed by all members of product team
- Code is written to use the least privilege required in whatever context/environment it executes. This is tested as part of the code-elevation pipeline
- Checked-in code follows DRY/SOLID principles as verified by automated testing and regular code reviews
- Data at rest is protected. Encrypted SQL is used for long term storage and encrypted byte arrays or a SecureString-type class are used for short term storage of sensitive information. Passwords/credentials are never stored internally. An opaque handle to credentials stored outside of the process (e.g. Azure KeyVault) is used.
- Instrumentation, including threat monitoring, is included at every stage of the delivery cycle and not tacked on at the end to provide “more details”.
- Infrastructure and security reviews are as much a part of every retrospective as application code. Lessons should be learned early and implemented continuously

## Application Innovation

BA's Application Innovation team has experience leading agile teams with a diverse technology mix to modernize on-premises enterprise systems and migrate to commercial cloud platforms. This team has skills to assist in roles such as DevSecOps Engineer, Container Hardening Engineer, UX Designer, and Application Developer. Services are offered in the following categories:

- Cloud Development
- App Modernization
- Secure DevOps, CI/CD, Agile
- UX Design

## Cloud Infrastructure Engineering

This team architects, provisions, and engineers cloud infrastructure for initiatives such as App Modernization, Data Center Migrations, Business Continuity/Disaster Recovery, and Data & AI solutions. This team has skills to assist in roles such as Cloud Architect, Platform Engineer, and Network Engineer.

- Cloud Adoption Strategy
- Planning and Readiness
- Platform and Resource Governance
- CI/CD and Infrastructure as Code

## Security & Compliance

This team provides the following security and compliance services. The team has skills to assist in roles such as Reliability Engineer, and Container Hardening Engineer.

# Technical Capability

- Data Protection
- Identity & Access Management
- Threat Protection
- Security Management

## IT Operations as a Service

The IT Operations as a Service team at BA provides a full range of managed services such as Advisory, Architecture, Security, Monitoring, and Break fix. This team has skills to assist in roles such as IT Dev Support and IT Operations. Services include:

- Cost Optimization
- Performance Optimization
- Managed Services
- Monitoring

## Data Platform Modernization

This team delivers Database, Analytics, Modeling, and Visualization solutions. The team has skills to assist in roles such as Data Architects, Data Engineers, and Data Analysts.

- Data Warehousing
- Predictive Analytics
- Machine Learning and Deep Learning
- BI, Reporting & Dashboarding
- Data Migration, ETL

## Adoption & Change Management

BA's adoption and change management team helps customers realize value of their technology investments. The team utilizes white glove services, onboarding planning, communication management, training, and creation of centers of excellence to deliver meaningful impact to efficiency and productivity. This team has skills to assist in roles such as Project Management, and Forward Deploy Engineer.

- Program & Project Management
- Communications
- Personas
- Metrics
- Road Mapping