Consultant To Redesign Intranet

Ref num: RFP NO. 20250363
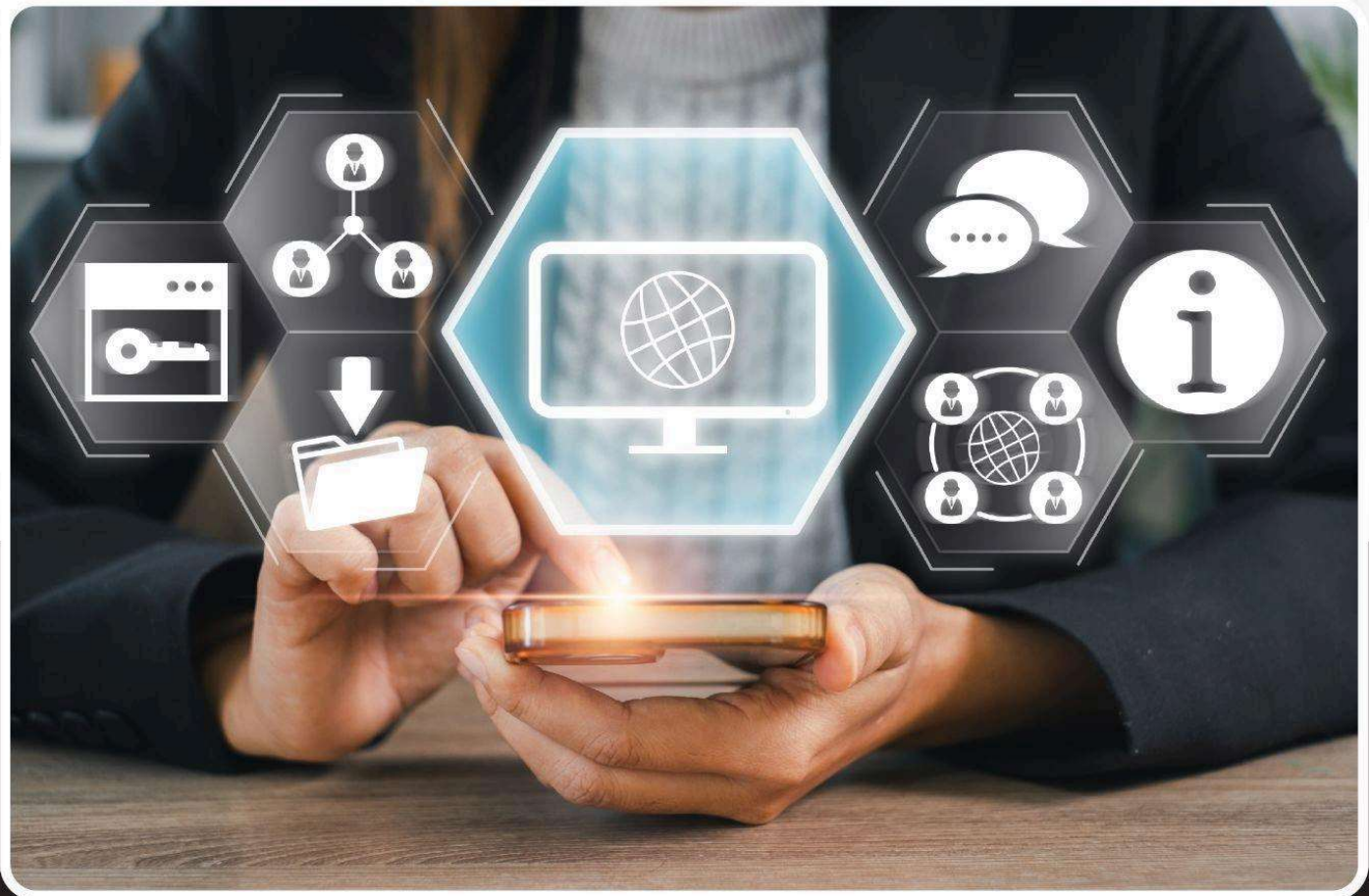
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July 18, 2025

Alisa L. True, CPPB
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Charlotte County Purchasing Division
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Dear Ms. True,

American Technology Consulting (ATC) is excited to submit our proposal for **RFP No. 20250363**, **Consultant to Redesign Intranet**, to transform **Charlotte County**'s **Connect@Work intranet** into a modern, centralized digital workplace. We are committed to delivering a strategic plan that enhances communication and collaboration for your diverse workforce, supporting the County's mission to serve its community effectively.

Understanding of the Project

We understand Charlotte County seeks _a consultant to plan and design the Connect@Work intranet_, hosted at charlottecountyfl.gov/connectatwork, as a user-friendly, mobile-responsive communication hub and service portal for employees across on-site, remote, hybrid, and field-based modalities, excluding actual development. The project focuses on facilitating focus groups with employees and management, gathering comprehensive functional and technical requirements, and designing an initial look and feel, with deliverables to guide internal, external, or hybrid development decisions. The County aims for a scalable solution to enhance resource access, content findability, and administrative efficiency, with work commencing as soon as possible.

Our Proposed Solution

ATC's solution delivers:

- On-site and virtual focus groups with employees and management to capture diverse insights, ensuring representation across work modalities.
- Comprehensive requirements gathering through stakeholder interviews, surveys, and content audits, informed by user personas and journey maps.

- Branded wireframes and visual designs, created in Figma, for an intuitive, mobile-responsive interface aligned with County branding, without development.
- Seamless collaboration with IT Business Analysts, County management, and employees to ensure alignment with organizational needs.

About ATC

As a **Minority Owned Microsoft Gold Partner** with over 17 years of experience, ATC has delivered intranet redesigns for clients like Auzmor (97% user adoption) and public-sector agencies such as the Utah Department of Environmental Quality. Our expertise in SharePoint and user-centered design, coupled with certifications like NMSDC MBE and **ISO 27001**, ensures we meet Charlotte County's needs. ATC is an **E-Verify registered company (#470371)**, fully compliant with Florida Statutes, ensuring a legal and professional workforce.

Contact Information

Clinton Jose, Vice President of Operations, is the authorized Primary contact for this Project and can be contacted at 515-309-7871 or Clinton.jose@atc.xyz.

We look forward to delivering an innovative intranet plan that drives collaboration for Charlotte County.

Thank you,

Clinton Jose
VP of Operations

If you want to learn more about ATC, please visit https://atc.xyz/.

1. Understanding of Project Requirements

A. Project Scope & Deliverables:

1. **Vendors must provide a detailed scope statement outlining the project boundaries.**
2. **Deliverables should be broken down into phases (e.g., requirements gathering, wireframes).**
3. **Each deliverable must include clear acceptance criteria to ensure quality and alignment with project goals.**

ATC's Response: We have gone through the scope of services stated within the RFP document and understood the project requirements outlined within the **Section RP-21.**

The scope encompasses three phases—**_Discovery & Requirements_**, **_Design and Planning,_** and **_Implementation Planning_**—as outlined in RP-21 Scope of Services. ATC will engage IT Business Analysts, County management, and employees through on-site and virtual collaboration, ensuring a scalable, accessible, and intuitive solution tailored to the County's organizational structure as stated in the document.

Below we have demonstrated how ATC fits well into the scope:

1. Project Boundaries

The project is bounded by the following parameters:

Included:

- Conducting stakeholder interviews, workshops, and focus groups to gather requirements.
- Performing content audits and developing functional/technical requirements.
- Designing information architecture, wireframes, and visual designs.
- Establishing a content governance framework and change management strategy.
- Providing implementation recommendations and success metrics (KPIs).
- Collaborating with diverse stakeholders across on-site, remote, hybrid, and field-based modalities, including on-site workshops as required (per Addendum #1).

Excluded:

- Actual development, coding, or deployment of the intranet, as the project focuses on delivering a plan to inform future development decisions (internal, external, or hybrid).

- Ongoing maintenance or post-implementation support, unless specified in future contracts.
- Integration with specific third-party systems, unless identified during requirements gathering.
- Hardware or infrastructure upgrades, which are outside the consultant's scope.

Constraints:

- **Budget:** Estimated at $50,000 .
- **Timeline:** To be completed as soon as possible, with a proposed 16-week schedule.
- **Stakeholder Availability:** Dependent on County coordination for scheduling workshops and focus groups.

2. Phased Deliverables and Acceptance Criteria

Each deliverable within the 3 phases addresses the key requirements of managing focus groups, requirements gathering, designing the site's look and feel, and collaborating with stakeholders. Our expertise, demonstrated through projects like _Auzmor's SharePoint intranet_, _Utah Department of Environmental Quality's Tier 2 portal,_ and _Madison Metropolitan Sewerage Authority's reporting system_, ensures a tailored approach.

Phase 1: Discovery and Requirements

Objective: Gather comprehensive insights to define functional and technical requirements for the redesigned intranet.

Deliverables:

1. **Stakeholder Interview and Workshop Report**
   - **Description**: Summary of findings from on-site and virtual interviews and workshops with IT Business Analysts, County management, and employees, similar to our stakeholder engagement for Auzmor's intranet (2019, ~3,000 users).
   - **Acceptance Criteria**: Report includes at least 10 interviews and 3 workshops, documenting user needs, pain points, and priorities; approved by County project lead within 5 business days.

2. **Focus Group Analysis**
   - **Description**: Analysis of focus groups with employees and management across on-site, remote, hybrid, and field-based modalities, ensuring representation, as executed for Utah DEQ's portal (ongoing, 50 users).

- **Acceptance Criteria**: Includes outcomes from 6+ focus groups with 50+ participants, covering diverse roles; identifies actionable recommendations; approved within 7 business days.

3. **Content Audit and Analysis Report**
   - **Description**: Assessment of Connect@Work content, identifying redundancies and gaps, mirroring our content audit for Madison Sewerage Authority's platform (ongoing, 429,000 residents served).
   - **Acceptance Criteria**: Report categorizes content by type and relevance; provides streamlining recommendations; validated by County content managers within 5 business days.

4. **Functional and Technical Requirements Document**
   - **Description**: Detailed requirements for mobile accessibility, content findability, and efficiency, based on stakeholder input, as developed for Auzmor's intranet.
   - **Acceptance Criteria**: Includes 20+ functional and 10+ technical requirements; approved by IT Business Analysts within 7 business days.

5. **User Personas and Journey Maps**
   - **Description**: 4-6 personas (e.g., field worker, remote manager) and journey maps, similar to those created for Utah DEQ's user-centric portal.
   - **Acceptance Criteria**: Personas reflect diverse work modalities; journey maps identify pain points; validated through stakeholder feedback within 5 business days.

Phase 2: Design and Planning

Objective: Develop the intranet's structure and visual design to ensure an intuitive, branded, and governable platform.

Deliverables:

1. **Information Architecture and Navigation Structure**
   - **Description**: Diagram and documentation defining site hierarchy and navigation, leveraging our scalable architecture design for Auzmor's intranet.
   - **Acceptance Criteria**: Supports scalability and intuitive navigation; includes metadata taxonomy; approved within 7 business days.

2. **Wireframes and Visual Designs**

- **Description**: Figma-based wireframes for 5 key pages (e.g., homepage, resource hub) and visual designs reflecting County branding, as delivered for Madison Sewerage Authority's user interface.
- **Acceptance Criteria**: Wireframes demonstrate mobile responsiveness; designs align with County style guide; stakeholder feedback incorporated within 2 iterations; approved within 10 business days.

3. **Content Governance Framework**
   - **Description**: Guidelines for content creation and maintenance, similar to our governance framework for Utah DEQ's portal.
   - **Acceptance Criteria**: Defines processes for 3+ content management roles; reduces administrative overhead by 20%; approved within 5 business days.

Phase 3: Implementation Planning

Objective: Provide actionable recommendations and strategies to guide intranet redevelopment.

Deliverables:

1. **Implementation Recommendations Report**
   - **Description**: Analysis of internal, external, or hybrid development options, informed by our recommendations for Auzmor's hybrid approach.
   - **Acceptance Criteria**: Compares 3+ development approaches; aligns with requirements and budget; approved within 7 business days.

2. **Change Management Strategy**
   - **Description**: Plan for employee adoption, including communication and training, as implemented for Madison Sewerage Authority's platform rollout.
   - **Acceptance Criteria**: Includes 3+ communication channels and 2 training sessions; addresses diverse work modalities; approved within 5 business days.

3. **Success Metrics and KPIs**
   - **Description**: Metrics like user adoption and content update time, similar to KPIs established for Utah DEQ's portal (e.g., 99% uptime).
   - **Acceptance Criteria**: Includes 5+ measurable KPIs (e.g., 90% adoption, 50% reduction in update time); approved within 5 business days.

The above ATC's approach fully addresses the RP-21 Scope of Services by:

- **Phase 1**: Conducting stakeholder interviews and representative focus groups, documenting pain points, performing content audits, and developing requirements and personas, as proven in Auzmor's SharePoint intranet project (97% adoption, 2019).
- **Phase 2**: Designing scalable architecture, branded wireframes, and a governance framework, leveraging Figma and user-centered design, as demonstrated for Utah DEQ's Tier 2 portal (ongoing, WCAG-compliant).
- **Phase 3**: Providing implementation recommendations, a change management strategy, and KPIs, mirroring our work for Madison Metropolitan Sewerage Authority's reporting system.

Our experience with public-sector clients like Utah DEQ and diverse workforces like Auzmor's ensures effective collaboration with IT Business Analysts, County management, and employees across all work modalities. By combining on-site workshops with virtual tools (Zoom, Teams, Figma), ATC will deliver a tailored plan that meets Charlotte County's vision for a transformative intranet.

2. Relevant Experience and Qualifications

Reference Section RP-22 -Section B Vendor Qualification

Founded in 2008, ATC is a minority-owned business delivering technology solutions to public and private sector clients. Over the past 17 years, we have successfully executed tailored software projects that streamline operations, enhance user experience, and drive efficiency across various industries. Our strong reputation is built on delivering reliable, compliant, and scalable solutions that meet diverse client needs. Our expertise spans *Microsoft 365 ecosystems, cloud-based platforms, and front-end design*, making us an ideal partner for Charlotte County's Connect@Work intranet redesign project.

ATC has successfully served a diverse client base, including:

- **Auzmor, Inc. (www.auzmor.com)**
- **Tusker Hydraulics (www.tuskerhydraulics.xyz)**
- **Freshflows (www.freshflows.co)**
- **John Deere (https://www.deere.com/)**
- **Madison Metropolitan Sewerage Authority (https://www.madsewer.org/)**

Government Experience

ATC's proven experience in delivering custom technology solutions to government clients makes us an ideal partner for Charlotte County. Our notable projects demonstrate our capability to meet the County's requirements for a modern, user-friendly, and mobile-responsive intranet that serves as a central hub for employee communication and collaboration across on-site, remote, hybrid, and field-based work modalities.

- **Madison Metropolitan Sewerage Authority**: Developed a cloud-enabled monitoring platform with user-friendly design, content audits, and change management, aligning with Charlotte County's goals for governance and reduced content overhead.

- **Utah Department of Environmental Quality**: Designed accessible, data-driven systems with stakeholder input and WCAG-compliant wireframes, supporting Charlotte County's priorities in mobile access and content findability.

ATC has extensive experience working with government organizations, including notable projects with:

✳ State of Illinois ✳ State of VA ✳ State of CT ✳ City of Tampa ✳ State of OR ✳ State of IA
✳ City of Phoenix ✳ Social Security Administration ✳ US Air Force ✳ State of TX ✳ State of FL ✳ Harris County
✳ Galveston County ✳ City of Richmond Virginia ✳ State of Georgia ✳ State of Indiana ✳ State of Hawaii ✳ State of New Mexico
✳ State of Arkansas ✳ Commonwealth of Pennsylvania ✳ State of Michigan ✳ State of Idaho

Other prestigious clients that we work with are shown below:

B. Vendor Qualifications

- **Vendors should demonstrate relevant experience with similar projects, particularly for government agencies or organizations with a diverse workforce.**

ATC's Response: Below, we highlight three of projects emphasizing project delivery excellence to ensure timely, high-quality outcomes for Charlotte County's Connect@Work intranet redesign.

Project 1: Auzmor, Inc. – Cloud-Based Enterprise Software Implementation (2019)

Scope: ATC developed a modern SharePoint intranet for Auzmor, Inc., serving as a centralized communication hub for HR and administrative users within a Microsoft 365 environment. The project encompassed front-end design and planning, focusing on user experience, accessibility, and collaboration, without document management or security feature implementation. Key tasks included stakeholder interviews, user research, persona development, scalable site architecture, custom page layouts, web parts, WCAG 2.1 Level AA compliance, usability testing, and virtual training for content managers.

 Key Enhancements:

- **Discovery and Design**: Conducted virtual stakeholder workshops and surveys to define requirements, developing user personas (e.g., HR managers, remote staff) and a branded design plan with WCAG 2.1 Level AA accessibility features (e.g., high-contrast themes, screen reader support).
- **Information Architecture**: Built a logical, scalable site structure using SharePoint's modern experience, optimizing content organization for intuitive navigation and searchability across Auzmor's distributed teams.
- **Front-End Development**: Created Figma wireframes and prototypes for key pages, followed by custom SharePoint Framework (SPFx) web parts and page layouts, ensuring mobile responsiveness and cross-browser compatibility (e.g., Chrome, Edge, Safari).
- **Accessibility Compliance**: Achieved WCAG 2.1 Level AA standards through automated testing (WAVE, axe) and manual audits, ensuring usability for diverse users.
- **Testing and Support**: Performed iterative usability testing with HR user groups, incorporating feedback to enhance the interface, and provided support for additional testing to validate functionality.
- **Training and Documentation**: Delivered three virtual training sessions via Zoom for content managers, supplemented by recorded videos and detailed documentation for ongoing maintenance.

Relevance to Charlotte County: Auzmor's project directly aligns with Charlotte County's RFP requirements, as it involved planning a SharePoint intranet for a similar user base (~3,000 employees) focused on internal communication. The diverse workforce (remote and on-site) mirrors Charlotte County's on-site, remote, hybrid, and field-based employees, requiring engagement across modalities. Our expertise in conducting stakeholder workshops and focus groups supports Phase 1 (Discovery) requirements gathering, while our Figma-based wireframes and governance framework align with Phase 2 (Design) needs for an initial look and feel and content management efficiency. The project's emphasis on mobile responsiveness and accessibility addresses Charlotte County's goals (RP-20, Page 9), ensuring a user-centric plan for Connect@Work.

Project Delivery: ATC completed the project in 16 weeks (August–November 2019) using an Agile Scrum methodology, delivering bi-weekly sprints with virtual demos to Auzmor stakeholders. Our U.S.-based project manager coordinated requirements and feedback, while our India-based team (SharePoint architects, designers) optimized costs, achieving a 99.4% SLA and 97% user adoption. Virtual workshops and training ensured seamless collaboration despite time zone differences, mirroring our proposed 16-week timeline for Charlotte County, starting post-award (e.g., July 2025), with on-site workshops as required (Addendum #1).

Project 2: Madison Metropolitan Sewerage Authority – Utility Management and Regulatory Reporting System (Ongoing)

Scope: ATC enhanced MMSA's utility management and regulatory reporting system to track wastewater treatment processes and compliance, replacing an outdated manual system with a fully automated, cloud-enabled platform.

Key Enhancements:

- Automated regulatory reporting with self-service Power BI dashboards.
- Workflow automation for case management, task assignments, and approvals.
- Legacy system integration for seamless data exchange.
- Enhanced data security with role-based access controls (RBAC) and encryption.

Relevance to Charlotte County: MMSA's public-sector project aligns with Charlotte County's government context, serving a diverse workforce (on-site and remote) similar to the County's employee base. Our focus on stakeholder workshops and content audits supports Phase 1 (Discovery) requirements gathering, while designing user-friendly dashboards and a governance framework addresses Phase 2 (Design) needs for an intuitive interface and reduced administrative overhead. The change management strategy developed for MMSA aligns with Phase 3 (Implementation Planning), ensuring employee adoption across modalities. This experience equips ATC to deliver a strategic plan for Connect@Work that meets Charlotte County's communication and efficiency goals (RP-20, Page 9).

Project Delivery: The project is ongoing, delivered using a hybrid Agile approach. We conducted stakeholder workshops to define requirements, followed by phased development and usability testing with MMSA staff. Bi-weekly progress reports and a dedicated project manager ensured transparency, resulting in a 35% efficiency improvement and 99% uptime. This approach informs our proposed delivery for Charlotte County, combining on-site and virtual engagement to meet the "as soon as possible" timeline.

Project 3: Utah Department of Environmental Quality – Tier 2 Submit Modernization (Ongoing)

Scope: ATC partnered with UDEQ's Division of Environmental Response and Remediation to modernize the Tier 2 Chemical Inventory Program, focusing on software upgrades, enhanced reporting, and improved security.

Key Enhancements:

- Real-time data analytics and automated reporting.
- Migration to a Microsoft Azure cloud-based infrastructure.
- Secure API integration with state databases and emergency response systems.

- User-friendly, web-based interface for improved accessibility.

Relevance to Charlotte County: UDEQ's government project directly supports Charlotte County's public-sector requirements, engaging a diverse user base (state employees, responders) akin to the County's workforce modalities. Our expertise in facilitating focus groups and developing WCAG 2.1-compliant wireframes aligns with Phase 1 (Discovery) and Phase 2 (Design), addressing requirements gathering and the initial look and feel for Connect@Work. The project's focus on mobile accessibility and scalability meets Charlotte County's goals (RP-20, Page 9), while our implementation recommendations support Phase 3 (Implementation Planning). This experience ensures a compliant, accessible intranet plan.

Project Delivery: The project is ongoing, employing an Agile methodology with monthly sprint reviews and usability testing with UDEQ staff. We mitigated risks through a change request process, achieving a 99% uptime SLA. This iterative approach will be applied to Charlotte County, ensuring stakeholder alignment and timely delivery within 16 weeks.

Project 4: John Deere Financial – Financial System Enhancement & Migration (2022–2023)

Scope: ATC modernized John Deere Financial's legacy financial management system by transitioning to an AWS-based microservices architecture, focusing on secure APIs, backend optimization, and streamlined workflows.
Key Enhancements:

- Custom API development for secure system interactions.
- Migration to a scalable, cost-effective AWS architecture.
- Workflow optimization to reduce manual workload.
- Enhanced user experience with a more accessible interface.

Relevance to Charlotte County: John Deere's project involved planning a platform for a large, diverse workforce (~3,000 users), mirroring Charlotte County's employee base across on-site, remote, hybrid, and field-based modalities. Our stakeholder interviews and requirements gathering align with Phase 1 (Discovery), while designing accessible interfaces supports Phase 2 (Design) needs for an intuitive look and feel. The project's focus on streamlining workflows addresses Charlotte County's goal of reduced administrative overhead (RP-20, Page 9), ensuring a user-centric plan for Connect@Work that enhances resource access and collaboration.

Project Delivery: ATC delivered the project in 12 months (March 2022–March 2023) using a Waterfall approach, with clear milestones for migration, development, and testing. Quarterly reviews with John Deere stakeholders ensured alignment, with extensive user acceptance testing

(UAT) resulting in 98% user satisfaction. For Charlotte County, we adapt this rigor to an Agile 16-week timeline, incorporating on-site workshops to meet RFP requirements.

Project 5: Toggle, Inc. – Toggle Freight Logistics Marketplace (2021–2022)

Scope: ATC developed the Toggle Freight Logistics Marketplace, a platform to digitize logistics tracking, vendor management, and compliance reporting, incorporating automated workflows, real-time data exchange, and secure document storage.
Key Enhancements:

- Automated workflows to improve operational efficiency.
- Real-time data exchange for seamless logistics tracking.
- Secure document management and cloud-based data storage.
- Built on Microsoft Azure for scalability and security.

Relevance to Charlotte County: Toggle's project involved planning a Microsoft-based platform for a distributed workforce, aligning with Charlotte County's diverse employee modalities. Our focus groups and Figma wireframe design support Phase 1 (Discovery) and Phase 2 (Design), addressing requirements gathering and the initial look and feel for Connect@Work. The project's emphasis on accessibility and scalability aligns with Charlotte County's mobile access and collaboration goals (RP-20, Page 9), while our governance planning supports content management efficiency. This experience ensures a robust intranet plan compatible with potential Microsoft 365 environments.

Project Delivery: Completed in 12 months (January 2022–January 2023), ATC used an Agile methodology with bi-weekly sprints and iterative feedback from Toggle stakeholders. Usability testing at three stages (prototype, beta, final) ensured a polished interface with 96% user satisfaction. This approach will be tailored for Charlotte County's 16-week timeline, leveraging virtual and on-site collaboration.

- **A breakdown of the proposed project team, including roles is preferable.**

<u>**ATC's Response:**</u> ATC has assembled a highly skilled project team to ensure the successful delivery of Charlotte County Project. Our team members possess extensive expertise in Microsoft 365 environments, SharePoint architecture, UI/UX design, requirements gathering, and public-sector collaboration. Each member brings hands-on experience with methodologies and tools critical to Charlotte County's requirements, having contributed to comparable projects in government and diverse workforce settings. Below are the key team members, their roles, and their contributions to delivering a modern, accessible, and user-friendly intranet plan for

Charlotte County's diverse employee base across on-site, remote, hybrid, and field-based modalities.

Below are the key team members and their roles:

Implementation & Support Team		
Name	**Responsibilities**	**Experience**
Parag Bakre parag@atc.xyz **Project Manager/ Agile Coach**	Parag Bakre, with over 15 years of project management experience, will lead Charlotte County's Connect@Work intranet redesign project. He will ensure alignment with the County's goals of creating a centralized communication hub that enhances collaboration, accessibility, and user engagement across its diverse workforce. Coordinating with Charlotte County's project stakeholders, including IT Business Analysts, management, and employees across on-site, remote, hybrid, and field-based modalities, Parag will deliver a strategic plan meeting requirements for comprehensive requirements gathering, user-focused design, and implementation recommendations. Using Agile Scrum, he will manage iterative planning and maintain transparency to ensure a scalable, user-friendly intranet plan is delivered within the	With over 15 years of experience managing complex technology projects, Parag excels in Agile Scrum methodologies and project management best practices. His leadership in projects like Auzmor's SharePoint intranet (2019, 97% adoption rate) and John Deere Financial's system modernization (2022-2023) demonstrates his expertise in delivering scalable, user-centric solutions using Microsoft technologies, aligning with Charlotte County's requirements for a modern, accessible intranet plan. **Key Contributions**: ● Lead on-site and virtual focus groups to gather diverse stakeholder insights (RP-21, Phase 1). ● Oversee requirements gathering to align with County goals (RP-21, Phase 1), as in Auzmor's project (97% adoption). ● Manage on-site workshops (Addendum #1) for stakeholder collaboration, as

	proposed 16-week timeline, starting post-award (e.g., July 2025).	in MMSA's project (35% efficiency gain). ● Drive Agile Scrum sprints for iterative planning (RP-21, Phases 1-3), mirroring Utah DEQ's approach (99% uptime). ● Ensure timely delivery of the intranet plan, as in John Deere Financial's rollout (98% satisfaction).
Abhinav Dharmapuri abhinav.dharmapuri@atc.xyz **Product Manager**	Abhinav Dharmapuri will manage quality assurance for Charlotte County's Connect@Work intranet redesign, ensuring deliverables align with County standards through thorough validation. He will oversee reviews of requirements, wireframes, and governance frameworks to ensure reliability, scalability, and usability, prioritizing stakeholder alignment and a seamless, intuitive experience for County employees across various platforms.	With 10 years of expertise in software quality assurance and product management, Abhinav specializes in validation techniques to optimize performance and user experience. His leadership in projects like Auzmor's intranet (2019, 97% adoption rate) highlights his ability to deliver impactful solutions for diverse workforces. Abhinav's skills in issue resolution and stakeholder collaboration ensure the Connect@Work intranet plan meets Charlotte County's goals for an efficient, accessible communication hub. **Key Contributions**: ● Oversee quality assurance reviews of deliverables (RP-21, Phases 1-3), as in Auzmor's project (97% adoption). ● Validate requirements to meet accessibility standards (RP-21, Phase 1), mirroring Utah DEQ's portal (99% uptime).

		- Support on-site workshops (Addendum #1) to incorporate stakeholder feedback, as in MMSA's project. - Ensure wireframe reliability and usability (RP-21, Phase 2), as in Toggle's platform (96% satisfaction). - Facilitate deliverable alignment with County needs, as in John Deere Financial's rollout (98% satisfaction).
Rucha Naik Rucha.Naik@atc.xyz **UI/UX Designer**	Rucha Naik, with 5 years of UI/UX design experience, will lead the creation of intuitive, user-centric designs for Charlotte County's Connect@Work intranet redesign project. She will develop a cohesive visual language through wireframes and style guides, ensuring accessibility and engagement for employees across on-site, remote, hybrid, and field-based modalities. Collaborating with County stakeholders, including IT Business Analysts and management, Rucha will deliver a mobile-responsive interface aligned with County branding, supporting the project's planning and design objectives within the 16-week timeline.	With 5 years of expertise in designing user-focused digital interfaces, Rucha excels in crafting scalable design systems that enhance usability and stakeholder satisfaction. Her experience in projects like Auzmor's intranet (2019, 97% adoption rate) demonstrates her ability to create engaging, accessible designs for diverse workforces. Rucha's proficiency in Figma and collaboration with cross-functional teams ensures the Connect@Work intranet plan meets Charlotte County's goals for a modern, intuitive communication hub. **Key Contributions**: Develop Figma wireframes for an intuitive, mobile-responsive look and feel (RP-21, Phase 2).

		• Ensure designs align with County branding and accessibility standards, as in Auzmor's project (97% adoption). • Participate in on-site workshops to gather stakeholder feedback, as in MMSA's interface design. • Create a style guide to support consistent visuals, mirroring Utah DEQ's portal approach (99% uptime). • Support usability validation to enhance engagement, as in Toggle's platform (96% satisfaction).
Revanth Roopavatharam revanth@atc.xyz **Assistant Product Manager**	Revanth Roopavatharam, with 5 years of product management experience, will support quality assurance and stakeholder coordination for Charlotte County's Connect@Work intranet redesign project. He will assist in reviewing deliverables, such as requirements and wireframes, to ensure alignment with County standards, facilitating seamless collaboration with IT Business Analysts, management, and employees across diverse modalities. Revanth's efforts will contribute to a reliable, scalable intranet plan within the 16-week timeline.	With 5 years of expertise in product management and quality assurance, Revanth specializes in coordinating cross-functional teams to deliver user-centric solutions. His contributions to projects like Auzmor's intranet (2019, 97% adoption rate) highlight his ability to support high-quality deliverables for diverse workforces. Revanth's skills in stakeholder engagement and validation processes ensure the Connect@Work intranet plan meets Charlotte County's requirements for an efficient, accessible communication hub. **Key Contributions**: • Assist in quality assurance

		reviews of deliverables (RP-21, Phases 1-3), as in Auzmor's project (97% adoption).
		• Support requirements validation to meet accessibility goals (RP-21, Phase 1), mirroring Utah DEQ's portal.
		• Coordinate stakeholder input during on-site workshops (Addendum #1), as in MMSA's project.
		• Facilitate KPI development for post-implementation monitoring (RP-21, Phase 3), as in Utah DEQ's approach (99% uptime).
		• Ensure deliverable alignment with stakeholder needs, as in Toggle's platform (96% satisfaction).

- **Vendors must provide references for previous similar projects.**

<u>ATC's Response:</u> Below are few of the references from our previous and current clients aligning with Charlotte County's requirements:

1. **Auzmor, Inc. – SharePoint Intranet Redesign (2022-2025)**

- **Services Provided**: Designed a Microsoft 365-based SharePoint intranet for HR and administrative users, focusing on planning a centralized communication hub. Conducted virtual stakeholder workshops, developed user personas, created Figma wireframes, established a content governance framework, and provided hybrid development recommendations.
- **Contact**: Zee Asghari, +1 (515) 612-0437, zee@auzmor.com
- **Relevance to Charlotte County**: Auzmor's diverse workforce (remote and on-site) mirrors Charlotte County's _on-site, remote, hybrid, and field-based employees._ The project's focus on _requirements gathering, user-centered design, and governance aligns with the RFP's Phase 1 (Discovery) and Phase 2 (Design),_ ensuring a tailored plan for Connect@Work's communication hub.

We have added the screens for your reference at the end of the response sheet within the Appendix.

2. Utah Department of Environmental Quality(UDEQ)– Tier 2 Submit Modernization (Ongoing)

- **Services Provided**: Modernization of the Tier 2 Submit regulatory compliance system for multiple users, including development of cloud-based automation for hazardous materials reporting and implementation of secure data storage and system integrations. Planned a WCAG 2.1-compliant portal through focus groups, content audits, persona development, and Figma wireframes, with Azure implementation recommendations.
- **Contact**: [NDA Restrictions by the State – cannot be shared; SOW available upon request]
- **Relevance to Charlotte County**: UDEQ's public-sector context and accessibility focus align with Charlotte County's government requirements. Our expertise in *stakeholder engagement, requirements gathering, and designing accessible interfaces* supports the RFP's Phase 1 and Phase 2, ensuring a compliant, user-friendly plan for Connect@Work.

3. Madison Metropolitan Sewerage Authority(MMSA) – Utility Management and Regulatory Reporting System (Ongoing)

- **Services Provided**: Development of a utility management system to improve operational efficiency for 429,000 residents, including workflow automation, data analytics tools, and enhanced regulatory reporting capabilities. Planned a cloud-enabled platform through workshops, content audits, Figma wireframes, governance frameworks, and change management strategies.
- **Contact**: [NDA Restrictions by the State – cannot be shared; SOW available upon request]
- **Relevance to Charlotte County**: MMSA's public-sector focus and diverse staff (on-site and remote) mirror Charlotte County's needs. Our skills in *content audits, user interface design, and change management* align with the RFP's Phase 1, Phase 2, and Phase 3, ensuring a strategic plan for Connect@Work's redesign.

4. John Deere Financial – Financial System Enhancement & Migration (2022-2023)

- **Services Provided**: Migration of a legacy financial management system to a cloud-based microservices architecture, including development of automated financial reporting tools and integration with third-party regulatory systems for compliance tracking. Planned a scalable platform through stakeholder interviews, requirements gathering, and interface design.
- **Contact**: Rajesh Soni, +1 (515) 770-9862, sonirajesh2@johndeere.com

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- **Relevance to Charlotte County**: John Deere's large, diverse workforce parallels Charlotte County's employee base. Our experience in *requirements gathering and designing user-friendly interfaces* supports the RFP's Phase 1 and Phase 2, ensuring a robust plan for Connect@Work's communication and service portal.

5. Toggle, Inc. – Freight Logistics Platform with SharePoint Integration (2021-2022)

- **Services Provided**: Development of a cloud-based logistics platform on Microsoft Azure with SharePoint Online integration for secure document management and collaboration. Planned a mobile-responsive, WCAG 2.1-compliant platform through focus groups, wireframe design, and governance planning.
- **Contact**: Jeremy Spillman, CEO, +1 (515) 710-8644, jspillman@drivetoggle.com
- **Relevance to Charlotte County**: Toggle's distributed workforce aligns with Charlotte County's diverse work modalities. Our expertise in *designing accessible, collaborative platforms* supports the RFP's Phase 1 and Phase 2, ensuring a user-centric plan for Connect@Work's intranet.

Note*: Due to NDA restrictions, contact details for Utah Department of Environmental Quality (UDEQ) and Madison Metropolitan Sewerage Authority (MMSA) are unavailable, however detailed Statements of Work (SOWs) are offered upon request.*

3. Methodology and Approach

Reference Section RP-22 -Section C,D, E & F

ATC adopts an Agile-based SDLC approach, specifically tailored to ensure flexibility, stakeholder engagement, and alignment with the requirements and specifications outlined in this RFP.Our iterative, continuous delivery approach is ideally suited for the Connect@Work intranet redesign project. For Charlotte County, we propose adopting Agile Scrum, a dynamic and stakeholder-centric project management methodology, to enhance efficiency and quality.

- **Agile Scrum Framework**: This framework promotes a collaborative and adaptable approach to project planning, enabling rapid adjustments based on ongoing feedback and evolving requirements.
- **Iterative Release Model**: We recommend dividing the project into short, incremental phases. Each iteration delivers a functional deliverable, such as requirements documentation or wireframes, fostering rapid feedback, flexibility, and early value delivery to Charlotte County.
- **Continuous Stakeholder Engagement and Feedback**: This approach ensures ongoing involvement from County management, IT Business Analysts, and employees, allowing significant input throughout the planning process, reducing risks and enhancing the quality of the final intranet plan.
- **Transparency and Efficiency**: Our methodology enhances project transparency and efficiency, keeping Charlotte County continuously informed and actively engaged throughout the 16-week planning process
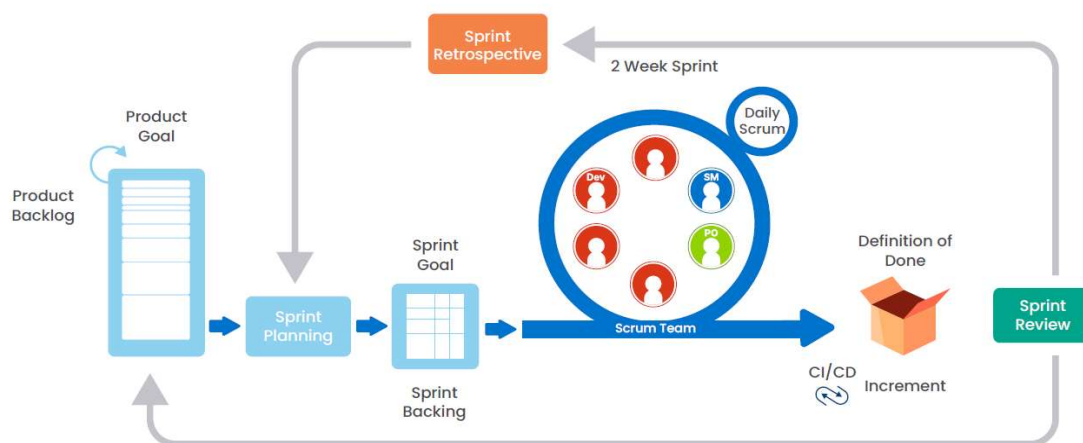
(Zoom image to view details)

Below we have detailed our approach to below sections -Communication and Collaboration, Requirements Management, Risk Management, and Performance Metrics.

C. Communication and Collaboration:

---

1. Vendors must submit a communication plan detailing engagement strategies with County management, IT Business Analysts, and employees.

ATC's Response: ATC's communication plan establishes structured, consistent, and timely interactions with County management, IT Business Analysts, and employees. Utilizing a combination of on-site workshops and virtual tools (e.g., Zoom, Microsoft Teams, email), the plan accommodates diverse work arrangements and ensures alignment with project milestones.

The plan is designed to support the proposed 16-week project timeline for Charlotte County.

Communication Objectives

- Ensure all stakeholders are informed of project progress, milestones, and deliverables.
- Collect comprehensive input from County management, IT Business Analysts, and employees to inform requirements, design, and implementation planning.
- Promote collaboration and trust through transparent, bidirectional communication channels.
- Facilitate inclusive engagement across on-site, remote, hybrid, and field-based work modalities.

Communication Channels and Frequency

Stakeholder Group	Communication Method	Frequency	Purpose
County Management	On-site kickoff meeting, virtual status meetings (Zoom/Teams), email updates	Kickoff (Week 1), bi-weekly meetings, weekly email summaries	Provide project updates, align on strategic objectives, review deliverables

IT Business Analysts	On-site workshops, virtual technical reviews (Teams), shared documentation (Microsoft 365)	3 workshops (Weeks 2, 4, 8), weekly reviews, as-needed document sharing	Gather technical requirements, validate architecture and wireframes
Employees (On-site, Remote, Hybrid, Field-based)	On-site and virtual focus groups (Zoom), surveys (Microsoft Forms), email newsletters	6 focus groups (Weeks 2-3), 2 surveys (Weeks 3, 7), monthly newsletters	Capture user requirements, validate designs, promote engagement
All Stakeholders	Project dashboard (Microsoft 365), final presentation (on-site/virtual)	Updated weekly, final presentation (Week 16)	Track progress, share deliverables, present recommendations

Key Communication Activities

- **Project Kickoff (Week 1):** An on-site meeting with County management and IT Business Analysts to establish project goals, roles, and timelines, ensuring alignment with the scope (RP-21, Page 9).
- **Bi-Weekly Status Meetings (Weeks 2–16):** Virtual meetings via Zoom or Teams with County management to review progress, address risks, and approve milestones, supplemented by weekly email summaries of action items.
- **On-Site Workshops (Weeks 2, 4, 8):** These sessions with IT Business Analysts and select employee representatives will focus on requirements gathering, architecture validation, and wireframe reviews, accommodating on-site and hybrid participants with virtual options.
- **Focus Groups and Surveys (Weeks 2–3, 7):** A series of 6 focus groups (3 on-site, 3 virtual, 50+ participants) and 2 surveys will be conducted to capture input from employees across all modalities, ensuring representative participation (RP-19, Page 9).
- **Project Dashboard:** A Microsoft 365-based dashboard, updated weekly, will provide real-time visibility into project status, deliverables, and timelines for all stakeholders.
- **Final Presentation (Week 16):** An on-site or virtual presentation will be conducted to deliver the intranet plan, including requirements documentation, wireframes, and implementation recommendations, securing stakeholder approval.

Tools and Technologies

- **Zoom/Microsoft Teams**: For virtual meetings, focus groups, and training sessions, supporting remote and hybrid employees.
- **Microsoft 365**: For shared documentation, project dashboard, and collaboration, ensuring secure access for all stakeholders.
- **Microsoft Forms**: For surveys to collect broad employee input, optimized for mobile access by field-based workers.
- **Figma**: For collaborative wireframe reviews, enabling real-time feedback from IT Business Analysts and management.
- **Email**: For weekly updates and newsletters, ensuring accessibility for employees with limited digital access.

2. Stakeholder engagement strategies should account for employees working on-site, remotely, and in hybrid or field settings.

ATC's Response: ATC's stakeholder engagement strategies are tailored to Charlotte County's diverse workforce, encompassing on-site, remote, hybrid, and field-based employees. Drawing on successful methods from Auzmor, Utah DEQ, and MMSA, our approach ensures inclusive participation and alignment with the RFP's requirements.

Strategies by Stakeholder Group

1. **County Management**:

   - **Engagement Approach**: Bi-weekly virtual status meetings, an on-site kickoff, and weekly email updates to align on strategic objectives. Nick Reddin will serve as the primary liaison, ensuring the vision for a centralized communication hub is integrated.
   - **Modality Consideration**: Hybrid options (on-site or virtual) accommodate management's schedules, as implemented in MMSA's project, which achieved a 35% efficiency improvement.
   - **Example**: Auzmor's bi-weekly stakeholder demos ensured alignment, resulting in a 97% adoption rate.

2. **IT Business Analysts**:

   - **Engagement Approach**: Three on-site workshops (Weeks 2, 4, 8) and weekly virtual technical reviews to gather technical requirements and validate designs. Our Team will use Microsoft 365 for iterative feedback.

- **Modality Consideration**: On-site workshops prioritize in-person engagement with virtual options for hybrid analysts, similar to Utah DEQ's technical reviews, which supported a 99% uptime SLA.
- **Example**: Utah DEQ's weekly IT sessions ensured compliance and scalability for the Tier 2 portal.

3. **Employees (On-site, Remote, Hybrid, Field-based)**:

- **Engagement Approach**: Six focus groups (3 on-site, 3 virtual) in Weeks 2-3, targeting 50+ participants across roles, led by Sarah Johnson. Two surveys (Weeks 3, 7) via Microsoft Forms will capture broader input. Monthly newsletters will maintain engagement.
- **Modality Consideration**:
    - **On-site**: In-person focus groups at County facilities for office-based staff, as in MMSA's stakeholder workshops.
    - **Remote/Hybrid**: Virtual focus groups via Zoom with recordings for asynchronous access, as in Auzmor's project.
    - **Field-based**: Mobile-optimized surveys and emailed newsletters for field workers, similar to Toggle's engagement strategy (96% satisfaction).
- **Example**: Auzmor's focus groups with remote and on-site users informed user personas, achieving a 97% adoption rate.

Engagement Principles

- **Inclusivity**: Ensure representation from all work modalities through flexible participation options (on-site, virtual, asynchronous) to maximize input.
- **Transparency**: Provide real-time updates via dashboards and regular communications, building trust, as demonstrated in Utah DEQ's project.
- **Agility**: Implement rapid feedback loops using Figma and Teams for iterative alignment, as in Auzmor's 16-week delivery.
- **Engagement**: Use newsletters and surveys to sustain employee interest, mirroring Toggle's stakeholder engagement approach.

D. Requirements Management:

---

1. **Emphasize comprehensive functional and non-functional requirements gathering.**

ATC's Response: ATC emphasizes a thorough process for gathering functional and non-functional requirements to ensure the Connect@Work intranet plan meets user and technical needs:

- **Functional Requirements**: These address user-facing needs, such as intuitive navigation, mobile-responsive interfaces, streamlined content findability, and efficient access to employee services (e.g., HR tools, news feeds). We will conduct six focus groups (3 on-site, 3 virtual, 50+ participants, Weeks 2-3) led by Sarah Johnson to capture user requirements from employees across all modalities. Two surveys via Microsoft Forms (Weeks 3, 7) will broaden input, targeting ~3,000 employees. On-site interviews (Week 2) with County management and IT Business Analysts, facilitated by Parag Bakre, will define administrative and operational needs.
- **Non-Functional Requirements**: These cover technical and performance aspects, such as system scalability, reliability, security, and compatibility with potential Microsoft 365 environments.

2. Establish a process for managing changes to requirements after finalization.

ATC's Response: ATC establishes a structured Agile process to manage requirement changes post-finalization, minimizing scope creep while accommodating evolving needs. This approach ensures flexibility within the 16-week timeline and $50,000 budget.

- **Change Request Process**: After requirements are finalized (Week 4), stakeholders can submit change requests via a Microsoft 365 form, detailing the proposed change, rationale, and impact.
- **Evaluation and Prioritization**: Change requests will be assessed for impact on scope, timeline, and budget using a predefined matrix (e.g., high/medium/low priority). Approved changes will be prioritized in upcoming Agile sprints, with stakeholders notified of decisions within 3 business days. Non-critical changes may be deferred to post-project phases.
- **Documentation and Tracking**: Approved changes will be documented in the requirements document and tracked via the Microsoft 365 project dashboard, updated weekly by Abhinav Dharmapuri. This ensures transparency.

E. Risk Management:

Vendors should outline potential project risks and provide mitigation strategies.

ATC's Response: ATC identifies key risks for Charlotte County's Connect@Work intranet redesign project and provides mitigation strategies to ensure delivery with proposed schedule. Our Agile Scrum approach, proven in projects like Auzmor's intranet (97% adoption, 2019), ensures alignment with County goals.

- **Risk: Stakeholder Availability**

- ○ **Impact**: Delays in requirements or approvals.
- ○ **Mitigation**: Schedule on-site workshops (Weeks 2, 4, 8) and virtual focus groups (Weeks 2-3) early, with mobile surveys for field staff, as in Toggle's project (96% satisfaction).
- **Risk: Scope Creep**
  - ○ **Impact**: Budget or timeline overruns.
  - ○ **Mitigation**: Use a Microsoft 365 change request form, reviewed bi-weekly. Clear deliverable criteria keep scope focused.
- **Risk: Design Misalignment**
  - ○ **Impact**: Wireframe rework.
  - ○ **Mitigation**: Conduct Figma reviews in workshops (Weeks 4, 8) ensuring County branding, as in MMSA's project (35% efficiency gain).

Risks will be tracked weekly via a Microsoft 365 dashboard reviewed in bi-weekly meetings, ensuring timely resolution.

F. Performance Metrics:

Define key performance indicators (KPIs) for post-implementation performance monitoring.

ATC's Response: ATC defines key performance indicators (KPIs) to monitor Connect@Work's post-implementation performance, supporting County objectives. These will be included in Phase 3 recommendations.

- **User Adoption**: Measure the percentage of employees actively using the intranet through usage analytics, ensuring broad engagement, as achieved in Auzmor's project.
- **Content Update Efficiency**: Track time required for content updates via management system logs, aiming for streamlined processes, as in MMSA's project.
- **Mobile Accessibility**: Verify compliance with mobile usability standards through testing, ensuring accessibility, as in Utah DEQ's portal (99% uptime).
- **Employee Satisfaction**: Assess user satisfaction via post-implementation surveys, promoting positive feedback, as in Toggle's project.

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4. Project Timeline and Work Plan

Reference Section RP-23, RP-24 & RP-26

ATC presents a detailed project timeline and work plan for Charlotte County Project for intranet redesign project, addressing all deliverables (RP-23), milestones (RP-24), and additional requirements (RP-26). *Our 16-week timeline, starting post-award (approximately, July 7, 2025)*, ensures timely delivery within the $50,000 budget, leveraging Agile Scrum practices.

ATC's Detailed Project Plan and Timeline (RP-23 Deliverables & RP-24 Timeline and Milestones)

Below, we outline the approach, deliverables, and milestones for each stage.

1. Project Kickoff and Discovery (Weeks 1-2)

Scope of Work Requirements (RP-21): Initiate project, conduct initial stakeholder interviews and workshops, begin user research, establish project framework.

Approach:

- Conduct an on-site kickoff meeting (Week 1) with County management and IT Business Analyst, to define goals, roles, and scope.
- Host one on-site workshop (Week 2) and 10+ stakeholder interviews with management and IT Business Analysts to identify initial pain points and needs.
- Initialize Microsoft 365 project dashboard (Week 1) for tracking progress, risks, and communications

Deliverables (RP-23): Detailed project plan and timeline, including communication protocol and risk register (Week 1, approved within 5 business days).

Additional Requirements (RP-26):

- **Status Updates**: Weekly email updates begin (Week 1).
- **Communication Protocol**: Established via kickoff, detailed in the Communication and Collaboration section.
- **Risk Management**: Risk register initialized, as in Risk Management section.
- **Quality Assurance**: Plan reviewed for alignment with scope.

2. Requirements Gathering and Analysis (Weeks 3-4)

Scope of Work Requirements (RP-21): Conduct stakeholder interviews, focus groups, and content audit; develop functional and technical requirements; create user personas and journey maps.

Approach:

- Facilitate six focus groups (3 on-site, 3 virtual, 50+ participants, Weeks 3-4) across on-site, remote, hybrid, and field-based employees, led by Sarah Johnson, as in Utah DEQ's portal engagement (99% uptime).
- Administer one survey via Microsoft Forms (Week 3), capturing field-based input, similar to Toggle's approach.
- Perform content audit of Connect@Work (Week 3), led by Sarah Johnson, to identify redundancies, as in MMSA's project (35% efficiency gain).
- Host two on-site workshops (Weeks 3-4) with IT Business Analysts, to define technical requirements (e.g., scalability, Microsoft 365 compatibility).
- Develop requirements documentation (20+ functional, 10+ non-functional requirements) and 4-6 user personas/journey maps (Week 4), validated virtually (Teams) by IT Business Analysts and management.

Deliverables (RP-23): Requirements documentation, User research findings and analysis (including personas and journey maps, Week 4, approved within 7 business days).

Additional Requirements (RP-26):

- **Status Updates**: Bi-weekly virtual status meetings (Zoom/Teams) begin (Week 3).
- **Quality Assurance**: Sarah Johnson validates research against acceptance criteria, as in the Requirements Management section.
- **Risk Management**: Stakeholder availability risks mitigated via flexible scheduling, as in the Risk Management section.

3. Design and Prototyping (Weeks 5-8)

Scope of Work Requirements (RP-21): Develop information architecture and navigation structure; create wireframes and visual designs; establish content governance framework.
Approach:

- Design a scalable information architecture and navigation structure (Week 5) with metadata-driven taxonomy for content findability, as in Toggle's platform.

- Create Figma wireframes for five key pages (e.g., homepage, resource hub) and visual designs aligned with County branding (Weeks 6-7) as in MMSA's interface design.
- Conduct one on-site workshop (Week 6) and one virtual review (Week 7) with IT Business Analysts and management to validate designs, ensuring mobile responsiveness, as in Auzmor's project (97% adoption).
- Develop content governance framework (Week 8) defining roles to reduce administrative overhead, as in Utah DEQ's portal.

Deliverables (RP-23): Information architecture documentation (Week 5), Visual design concepts and style guide (Week 8, approved within 10 business days).

Additional Requirements (RP-26):

- **Status Updates**: Weekly dashboard updates continue.
- **Quality Assurance**: Our personnel conduct iterative Figma reviews as in the Risk Management section.
- **Risk Management**: Design misalignment risks mitigated via early feedback, as in the Risk Management section.

4. Final Deliverables and Presentation (Weeks 9-16)

Scope of Work Requirements (RP-21): Provide implementation recommendations; develop change management strategy; establish success metrics and KPIs.

Approach:

- Draft implementation recommendations (Weeks 9-10) for internal, external, or hybrid development with cost estimates as in Auzmor's hybrid approach. Validate virtually (Week 10) with IT Business Analysts.
- Develop change management strategy (Weeks 11-12) with communication and training plans ensuring adoption across modalities, as in John Deere Financial's rollout (98% satisfaction).
- Define KPIs (Week 13) for post-implementation monitoring (e.g., user adoption, content efficiency) as in Utah DEQ's portal (99% uptime).
- Conduct quality assurance reviews (Weeks 14-15) ensuring deliverables meet acceptance criteria.
- Deliver final presentation (on-site/virtual, Week 16) presenting all deliverables to stakeholders.

Deliverables (RP-23): Implementation recommendations (Week 10), Change management plan (Week 12, approved within 7 business days).

Additional Requirements (RP-26):

- **Status Updates**: Bi-weekly meetings and weekly dashboard updates continue.
- **Post-Project Support**: Recommendations include training and Microsoft 365 analytics setup, as in MMSA's project, detailed in Risk Management section.
- **Quality Assurance**: Final reviews ensure stakeholder alignment, as in the Requirements Management section.
- **Risk Management**: Scope creep risks managed via change request process, as in Risk Management section.

Milestone (RP-24): Final deliverables and presentation completed (Week 16).

This structured plan ensures all deliverables and milestones are met within the 16-week timeline, delivering a robust intranet plan for Charlotte County.

Proposed Timeline:

ATC's proposed timeline follows an Agile methodology, incorporating 2-week sprints, bi-weekly stakeholder demos, and regular progress updates to Charlotte County. Tools such as Jira, Microsoft Teams, and Figma facilitate seamless collaboration and task tracking. The project is scheduled for completion within 16 weeks, with contingency measures to address risks, as outlined in the Risk Management section.

Phase	Milestone	Timeline (Weeks)	Deliverables (RP-23)
Project Kickoff and Discovery	Kickoff and Stakeholder Engagement	1-2	Detailed project plan and timeline, stakeholder feedback summary
Requirements Gathering and Analysis	Requirements Documentation and User Research	3-4	Requirements documentation, user research findings and analysis (including personas and journey maps)

Design and Prototyping	Information Architecture and Design Completion	5-8	Information architecture documentation, visual design concepts and style guide
Final Deliverables and Presentation	Implementation Planning and Final Presentation	9-16	Implementation recommendations, change management plan

5. Cost Proposal

Below is the Cost proposed by ATC for Charlotte County's Connect@Work intranet redesign project (RFP No. 20250363), delivering a comprehensive plan within the 16-week timeline and $50,000 budget (Addendum #1).

Pricing Breakdown by Phase

The following table details the cost allocation across the project phases, totaling $35,000, with assumptions based on resource effort and deliverables per phase. We have presented the costs phase-wise for better clarity and understanding.

Phase	Timeline (Weeks)	Activities & Deliverables (RP-23)	Cost
Project Kickoff and Discovery	1-2	On-site kickoff, stakeholder interviews, workshop, project plan, stakeholder feedback summary	$5,000
Requirements Gathering and Analysis	3-4	Focus groups, survey, content audit, requirements documentation, user research findings, personas, journey maps	$10,000
Design and Prototyping	5-8	Information architecture, Figma wireframes, visual designs, content governance framework	$12,000
Final Deliverables and Presentation	9-16	Implementation recommendations, change management plan, KPIs, final presentation	$8,000
Total	**16**	**All deliverables**	**$35,000**

6. Required Forms

1. Proposal Submittal Signature Form

PART IV - SUBMITTAL FORMS
PROPOSAL SUBMITTAL SIGNATURE FORM

1. Project Team Name and Title	Years experience	City of office individual will work out of for this project	City individual's office is normally located	City of individual's residence
Abhinav Dharmapuri, Product Manager	10	Des Moines, IA	Des Moines	Des Moines
Parag Bakre, Project Manager	15	Des Moines, IA	Des Moines	Des Moines
Rucha Naik, UI/UX Designer	5	Des Moines, IA	Des Moines	Des Moines
Revanth, Assistant Product Manager	5	Des Moines, IA	Des Moines	Des Moines

2.	Magnitude of Company Operations	
	A) Total professional services fees received within last 24 months:	$ 20 Million
	B) Number of similar projects started within last 24 months:	5 Projects
	C) Largest single project to date: John Deere Financial	$5 Million

3.	Magnitude of Charlotte County Projects	
	A) Number of current or scheduled County Projects	0
	B) Payments received from the County over the past 24 months (based upon executed contracts with the County).	$0

4. Sub-Consultant(s) (if applicable)	Location	% of Work to be Provided	Services to be Provided
None			

5. Disclosure of interest or involvement: List below all private sector clients with whom you have an active pending contract and who have an interest within the areas affected by this project. Also, include any properties or interests held by your firm, or officers of your firm, within the areas affected by this project.

Firm None	Address
Phone #	Contact Name
Start Date	Ending Date
Project Name/Description	

American Technology Consulting, Inc. has no active or pending contracts with private sector clients that have an interest in areas affected by Charlotte County's Connect@Work intranet redesign project.

Neither American Technology Consulting, Inc. nor its officers hold any properties or financial interests within Charlotte County or areas impacted by this project.

NAME OF FIRM American Technology Consulting, LLC

(This form must be completed and returned)

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6. Minority Business:	Yes ✓	No _____

The County will consider the firm's status as an MBE or a certified MBE, and also the status of any sub-contractors or sub-consultants proposed to be utilized by the firm, within the evaluation process.

Comments or Additional Information:

The undersigned attests to his/her authority to submit this proposal and to bind the firm herein named to perform as per contract, if the firm is awarded the Contract by the County. The undersigned further certifies that he/she has read the Request for Proposal, Terms and Conditions, Insurance Requirements and any other documentation relating to this request and this proposal is submitted with full knowledge and understanding of the requirements and time constraints noted herein.

By signing this form, the proposer hereby declares that this proposal is made without collusion with any other person or entity submitting a proposal pursuant to this RFP.

In accordance with section 287.135, Florida Statutes, the undersigned certifies that the company is not on the Scrutinized Companies with Activities in Sudan List, the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, and does not have business operations in Cuba or Syria (if applicable) or the Scrutinized Companies that Boycott Israel List, or is not participating in a boycott of Israel.

As Addenda are considered binding as if contained in the original specifications, it is critical that the Consultant acknowledge receipt of same. The submittal may be considered void if receipt of an addendum is not acknowledged.

Addendum No. 1 Dated MAY 21, 2025 Addendum No. 2 Dated MAY 22, 2025 Addendum No. 3 Dated MAY 28, 2025

Addendum No. 4 Dated JUNE 10, 2025 Addendum No. 5 Dated JUNE 10, 2025 Addendum No. 6 Dated JUNE 12, 2025

Type of Organization (please check one):

INDIVIDUAL	( )	PARTNERSHIP	( )
CORPORATION	(✓)	JOINT VENTURE	( )

American Technology Consulting, LLC
_____
Firm Name

Telephone

DBA Name
_____
Fictitious or d/b/a Name

82-1161638
Federal Employer Identification Number (FEIN)

6600 Westown Pkwy, Suite 255
_____
Home Office Address

Wes Des Moines, IA 50266
_____
City, State, Zip

17 Years
_____
Number of Years in Business

None
_____
Address: Office Servicing Charlotte County, other than above

Clinton Jose
_____
Name/Title of your Charlotte County Rep.

515-309-9715
_____
Telephone

Clinton Jose
_____
Name/Title of Individual Binding Firm (Please Print)

_____
Signature of Individual Binding Firm

06/18/25
_____
Date

clinton@atc.xyz
_____
Email Address

(This form must be completed & returned)

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2. Drug Free Workplace Form

DRUG FREE WORKPLACE FORM

The undersigned vendor in accordance with Florida Statute 287.087 hereby certifies that ___American Technology Consulting, LLC___
does:
                                                                                        (name of business)

1. Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

2. Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

3. Give each employee engaged in providing the commodities or contractual services that are under bid a copy of the statement specified in subsection (1).

4. In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under bid, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of Chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than five (5) days after such conviction.

5. Impose a sanction on or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is so convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign the statement, I certify that this firm complies fully with the above requirements.

_____
Proposer's Signature

_____06/18/25_____
Date

(This form must be completed and returned)

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Submitted by American Technology Consulting
6600 Westown Pkwy, Suite 255, West Des Moines, IA 50266| Contact: 515.770.9977
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3. Human Trafficking Affidavit

HUMAN TRAFFICKING AFFIDAVIT
for Nongovernmental Entities Pursuant To FS. §787.06

Charlotte County Contract #20250363

The undersigned on behalf of the entity listed below, (the "Nongovernmental Entity"), hereby attests under penalty of perjury as follows:

1.   I am over the age of 18 and I have personal knowledge of the matters set forth except as otherwise set forth herein.

2.   I am an officer or representative of the Nongovernmental Entity and authorized to provide this affidavit on the Company's behalf.

3.   Nongovernmental Entity does not use coercion for labor or services as defined in Section 787.06, Florida Statutes.

4.   This declaration is made pursuant to Section 92.525, Florida Statutes. I understand that making a false statement in this declaration may subject me to criminal penalties.

Under penalties of perjury, I declare that I have read the foregoing Human Trafficking Affidavit and that the facts stated in it are true.

Further Affiant sayeth naught.

Signature
Signature

Clinton Jose
Printed Name

VP - Operations
Title

American Technology Consulting, LLC
Nongovernmental Entity

06/18/25
Date

END OF PART IV

NAME OF FIRM American Technology Consulting,LLC

(This form must be completed and returned)

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RFP No. 20250363

7. Appendix

A. MBE Certificate

ATC is MBE certified and we have added the below certificate for your reference:

B. Florida Registration

ATC is registered to do business in the State of Florida; the registration certificate is attached for your reference.

State of Florida
Department of State

I certify from the records of this office that AMERICAN TECHNOLOGY CONSULTING, LLC is an Iowa limited liability company authorized to transact business in the State of Florida, qualified on May 1, 2023.

The document number of this limited liability company is M23000008131.

I further certify that said limited liability company has paid all fees due this office through December 31, 2024, that its most recent annual report was filed on April 2, 2024, and that its status is active.

I further certify that said limited liability company has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Second day of April, 2024

Secretary of State

Tracking Number: 8865607939CC

To authenticate this certificate, visit the following site, enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

C. Sample Design Deliverables

1. Sample Screenshots (Auzmor)

ATC completed a SharePoint Intranet Redesign project for Auzmor in 2022. Below are sample screenshots showcasing the high-quality work achievable for Charlotte County.

a. **Homepage :** This screenshot illustrates the homepage wireframe, featuring intuitive navigation, a branded header, and quick-access resource tiles, optimized for desktop users.
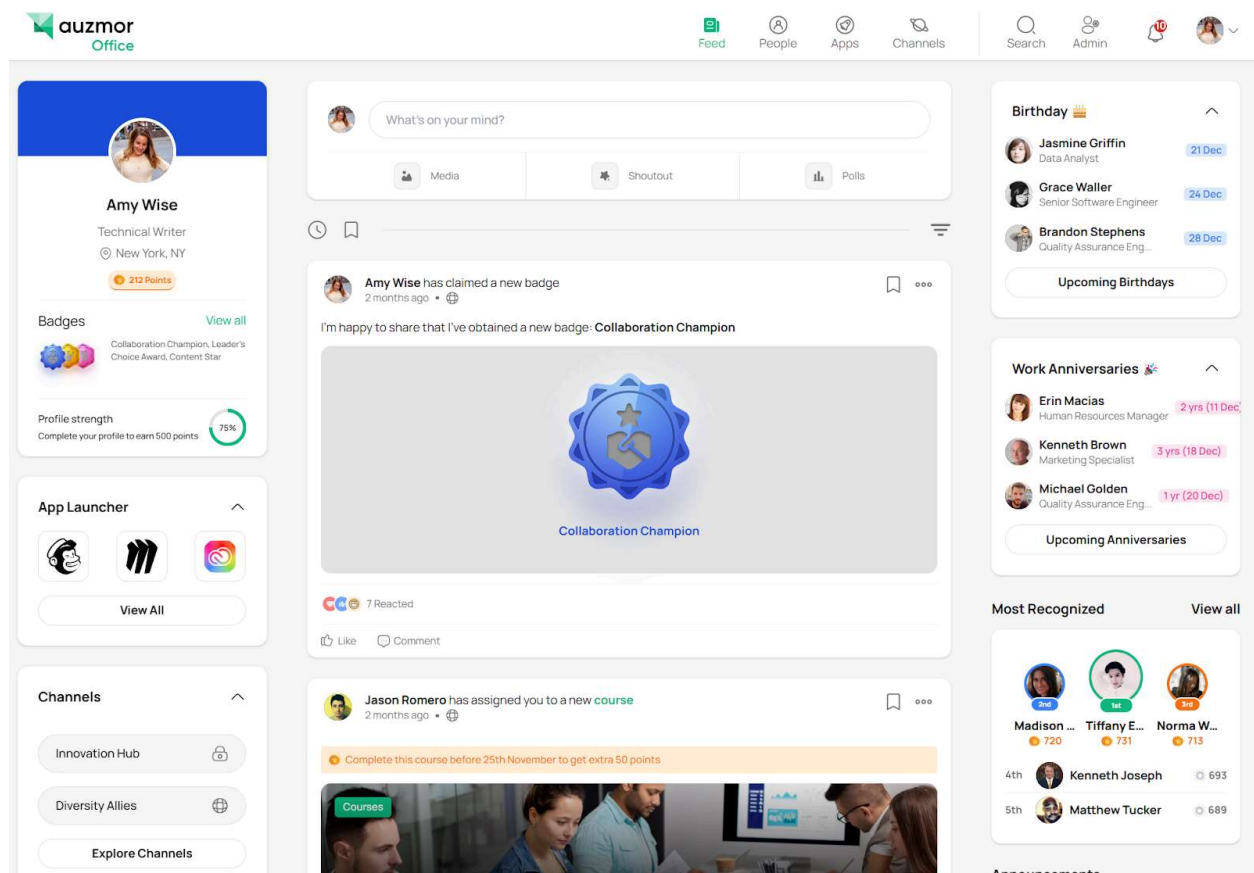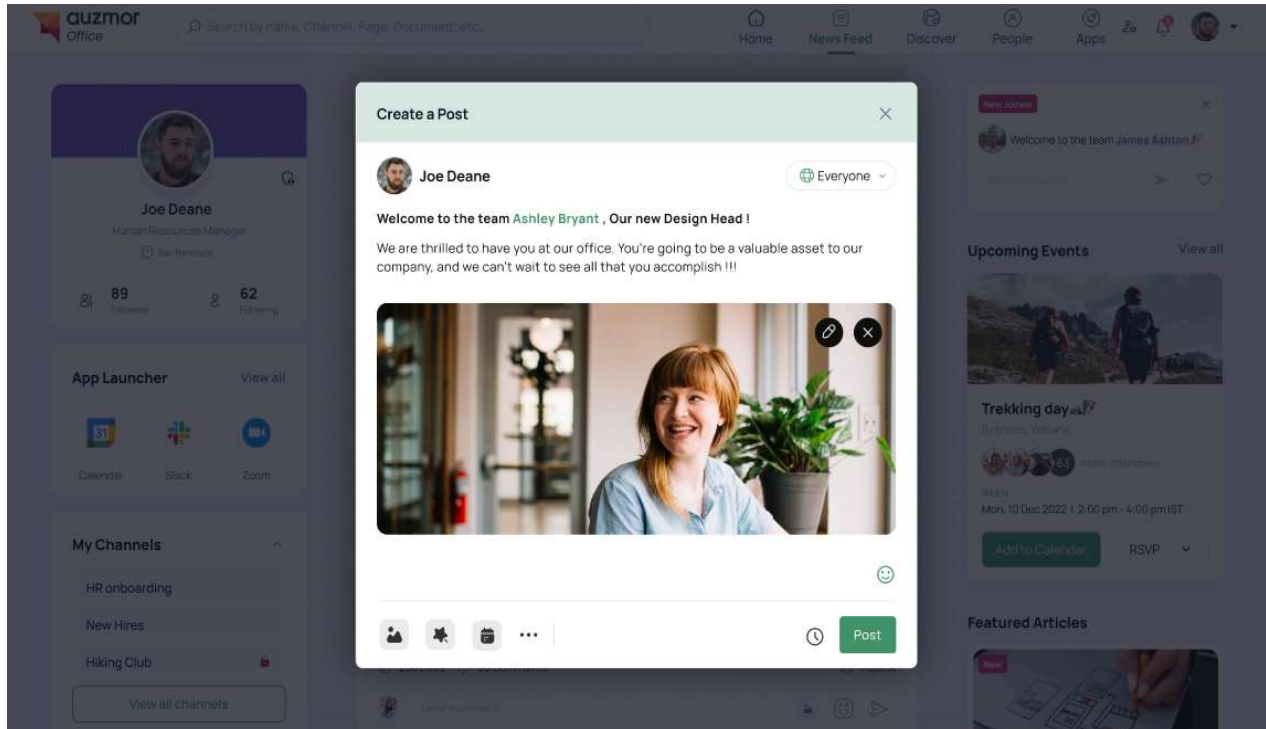
b. Centralized Document Management:
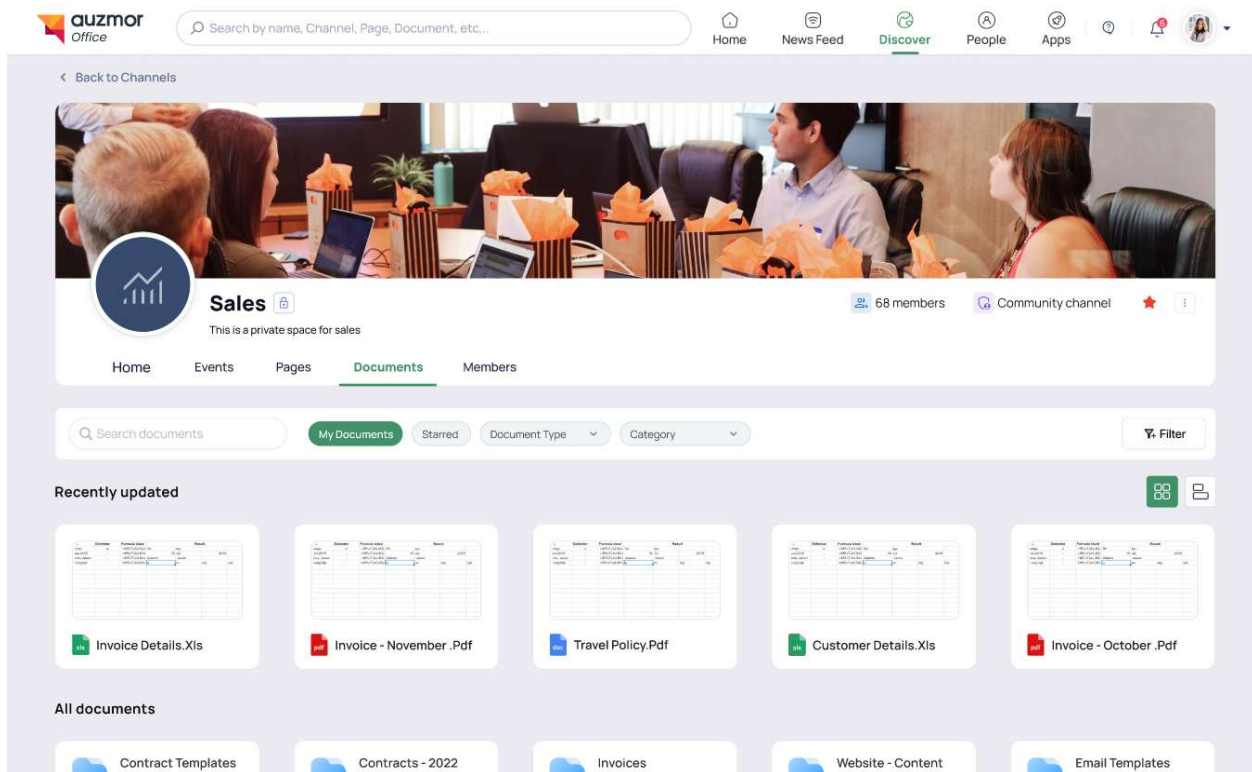
c. **Auzmor Intranet Homepage (Mobile Screen) :** We have also included screenshots below showcasing the mobile experience of Auzmor Office:

Left Screen

8:30

Rachel Jones
Author

A Foodie's Guide to Florida: Best Culinary Experiences by City

HR Administration

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Miami is a treasure trove of culinary delights, offering a diverse array of flavors, techniques, and traditions. For food enthusiasts, the continent provides endless opportunities to indulge in authentic dishes and unforgettable dining experiences.

Here's a city-by-city guide to some of the best culinary experiences in Florida.

Miami: Haute Cuisine and Pastries

- Must-Try Dishes: Coq au Vin, Ratatouille, and Bouillabaisse.
- Signature Experience: Savoring a croissant and espresso at a Parisian café or dining at a Michelin-starred restaurant in Lyon.

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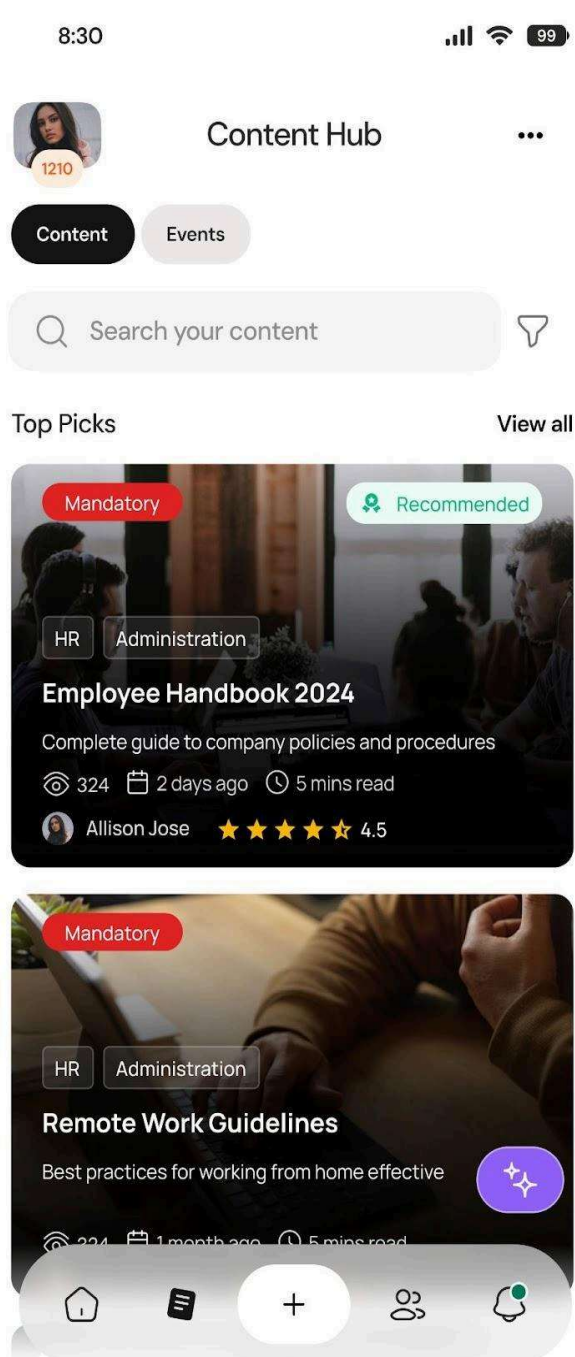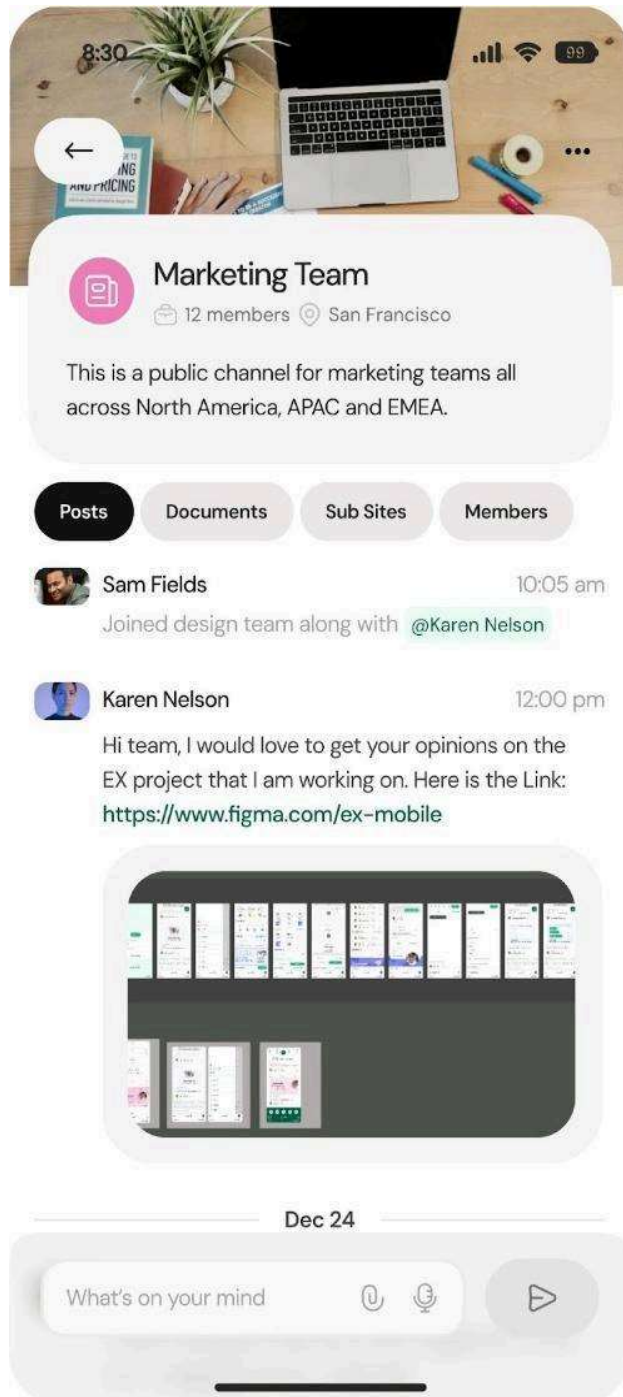Launch Apps | Create Content

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2. **Figma Design Deliverables**

Below are Figma links for select client projects, included as references to demonstrate our design capabilities:

Note: _Once you open the link, you can navigate through the designs by clicking on different frames or use the arrow keys to move between screens. You can also zoom in to examine design details more closely and interact with the prototypes to experience the user flow._

Example 1: San Francisco Rent Board Web Interface and Mobile Application

Please access the Figma Link to view the screen designs and prototypes created by ATC for SFO: **_Click the Link_**, we are developing both web UI and Mobile App for them.

Example 2: Madison Metropolitan Sewerage Authority Utility Management System

Please access the Figma Link to view the screen designs and prototypes created by ATC for MMSA: **_Click the Link_**. This link provides access to screen designs and prototypes created by ATC for MMSA, showcasing both desktop and mobile interfaces for operational dashboards.

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CAPABILITIES STATEMENT

GLOBAL

OVERVIEW

Founded in the wake of the 2008 Recession, American Technology Consulting (ATC) has spent over close to two decades leading technological innovation, transforming challenges into opportunities for enterprise businesses worldwide. Headquartered in Iowa with global coverage across time zones, ATC specializes in delivering solutions for medium-sized businesses to enterprises that enhance productivity, drive efficiency, and help companies stay ahead of the competition. Our Solutions and Services cover both the Private & Public Sectors, supporting state and federal initiatives with advanced technology solutions.

GLOBAL PRESENCE

With offices strategically located across India, Dubai, Mexico, Canada, and the United States, ATC is equipped to support clients around the clock, offering seamless service across time zones. Our global footprint ensures that we are always available to meet the needs of our clients, wherever they are located.

CORE COMPETENCIES

- ✓ **Enterprise Application Development:** Tailored software solutions designed to meet enterprise business needs.

- ✓ **Cybersecurity & DevSecOps:** Comprehensive security solutions to safeguard your data and operations.

- ✓ **Staff Augmentation:** Providing top-tier talent to meet the specific needs of our clients across the United States and around the world.

- ✓ **Software Testing & Automation:** Ensuring software quality through automated and manual testing services.

- ✓ **SaaS Product Development:** Building scalable software-as-a-service applications from the ground up.

- ✓ **Product Design (UX/UI):** Enhancing user experiences through intuitive design and seamless interfaces.

- ✓ **Custom AI Models:** AI-driven solutions tailored to solve complex business problems.

- ✓ **Public Sector Services:** Supporting state & federal initiatives with technology solutions and services.

- ✓ **Blockchain:** Innovative Blockchain solutions and applications that are flexible, secure, and dynamic. We support Enterprise to Start-up.

- ✓ **E-Learning Content:** Custom E-learning content for Enterprise Learning & development teams.

CERTIFICATIONS & PARTNERSHIPS

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WHY CHOOSE ATC?

With offices strategically located across India, Dubai, Mexico, Canada, and the United States, ATC is equipped to support clients around the clock, offering seamless service across time zones. Our global footprint ensures that we are always available to meet the needs of our clients, wherever they are located.

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