

## **SOUTH JERSEY TRANSPORTATION PLANNING ORGANIZATION**

### **ITEM 2205-21: Approving the Selection of PCS for SJTPO Information Technology Systems and Network Support**

#### **PROPOSAL**

At its meeting on April 7, 2022, the Consultant Selection Committee consisting of SJTPO and SJTA staff unanimously recommended the selection of PCS of Moorestown, New Jersey, for SJTPO Information Technology Systems and Network Support services.

#### **BACKGROUND**

To enable SJTPO to retain Information Technology Systems and Network Support, the South Jersey Transportation Authority (SJTA), acting in its capacity as the Administrative Host for SJTPO, released a Request for Proposals for Information Technology Systems and Network Support services on March 1, 2022, using SJTA procurement guidelines. The Notice of Availability of Requests was advertised on Bid Express, The Press of Atlantic City, and The Courier Post.

Two (2) proposals were received and reviewed by the Consultant Selection Committee with PCS emerging as the top-ranked firm for SJTPO Information Technology Systems and Network Support services.

Collectively members of PCS have 30+ years of experience with public and government clients. PCS firm has a total of (160) full-time employees including Network Engineers, Solutions Engineers, Project Managers, Field Service Technicians, Telecommunication Auditing & Recovery Services, Sales, Marketing, and Customer Support with offices in Wilmington, Delaware, and Moorestown, Red Bank, and Vineland, New Jersey.

Fees for Information Technology Systems and Network Support will be paid from SJTPO's Operating/Direct Expenses in the FY 2023 UPWP, as Line Item 57040 IT Consulting for \$8,500. Costs for PCS include \$850 per month for unlimited remote and onsite support with additional out-of-scope charges outlined in the proposal.

**PCS Response to the SJTA AND SJTPO Request for Proposal**  
**Information Technology Systems & Network Support for the**  
**South Jersey Transportation Planning Organization**

**3.0 REQUIRED COMPONENTS OF THE PROPOSAL**

Firms interested in being considered for this opportunity shall provide, in sufficient detail, information summarizing the Firm's ability and experience in providing the services identified in this request for proposal. Firms interested in replying to this RFP must submit a response limited to twelve (12) pages. Respondents will be evaluated on the following:

**Experience of Firm**

The SJTA and SJTPO will evaluate the firm's experience to determine whether the organization contains sufficient expertise to carry out the duties of a SJTPO IT Consultant. Proposer shall:

- Describe, in detail, the level of services available from the firm;

**PCS Response** – PCS has been providing managed IT services to government and private sector clients for twenty year. In that time, PCS has earned many awards for record-setting growth. This growth demonstrates a high level of customer satisfaction with the work product delivered to our clients.

PCS employees a staff of over 160 full-time employees including Network Engineers, Solutions Engineers, Project Managers, Field Service Technicians, telecommunications auditing and recovery services, sales and marketing and Customer Support. PCS is headquartered in Moorestown, New Jersey and maintains satellite offices in Vineland, Cumberland County, New Jersey, Red Bank, New Jersey and Wilmington, Delaware.

PCS Corporate Headquarters  
Network Operations  
304 Harper Drive  
Suite 130  
Moorestown, NJ 08057

Chief Executive Officer – 1  
Chief Operations Officer – 1  
Director of IT Services - 1  
Client Chief Information Officers – 6

Critical Incident Response Team - 7  
Customer Service - 4  
Network Operations Management – 4  
Logistics/Procurement - 5  
Network Engineers – 2  
Project Team – 8  
Sales Team – 2  
Accounting Team - 2  
Marketing/Communications – 2  
Human Resources – 1  
Technical Service Manager – 1  
Technical Service Coordinators - 6  
Network Technicians/Field Service – 80  
Applications Development – 1

PCS – Vineland, NJ (includes employees assigned to Vineland Schools)  
1138 E Chestnut Ave, Suite 3B  
Vineland, NJ. 08360  
Chief Executive Officer – 1  
Customer Service - 2  
Network Engineers – 6  
Project Manager - 4  
Network Technicians – 17

PCS – Delaware  
818 North Market Street  
Wilmington, Delaware 19801  
President – 1  
Technical Service Coordinators - 2  
Network Engineers – 2  
Project Manager - 2  
Network Technicians – 7

PCS maintains weekday daily office hours of 8 a.m. to 5:30 p.m. PCS also has an On-Call staff to provide 24x7x365 emergency and weekend service on an as-needed basis.

- Provide qualifications for the firm;

**PCS Response** – PCS is highly qualified to act as IT Consultant to the SJTPO. Due to the size and diversity of the technical staff, PCS can allocate resources and expertise to the SJTPO for any potential technical requirement.

- Identify client references;

**PCS Response**

## **Reference List**

We believe that we offer the best IT service in the business. We also believe it is important for you to speak with our clients. To help in that process, below are a handful of names and numbers for you to contact to verify our claim that we are the best and that you will be more than pleased with our service.

### **Double H Plastics – David James Harp, Engineering Manager**

**215 674-4100**

This is a multi-site Fortune 500 manufacturing company with one plant operating 24/7. After a server failure which took down the Warminster facility we were brought to correct the issue and redesign their IT network. We now manage their complete IT infrastructure and have an onsite presence 40 a week. They have been a client since 2012.

### **Comar Plastics –Mike Ruggeri, CEO**

**(856) 507-5405**

An international supplier of plastic products for the pharmaceutical industry. Comar has offices in Buena, NJ and Puerto Rico. Comar has completely outsourced their entire IT infrastructure, hosting, and day to day support to PCS. Comar has been a client since 2002.

### **Haefele Flanagan – Angela McDonough, COO**

**(856) 533-3046**

A CPA firm based out of Maple Shade, NJ. We have supported and maintained their 6 servers and created a plan to completely virtualize their environment. We also created a redundant server configuration to eliminate any type of downtime for tax season. They have been a client since 2010.

### **Harriett's Energy Solutions – Bob Harriett, President**

**(609) 868-7699**

Harriett's has been in business since the 1920s. PCS converted their old VAC system (Vacuum tube system) to a modern day database application. PCS also installed electronic metering on their trucks and tied it into their infrastructure to reduce costs and improve efficiency. Additionally, PCS was able to review their telecommunications/ internet billings and find over a 15% savings for them. Harriett's has been a customer since 2001.

## **Cumberland County Improvement Authority (CCIA) – Jerry Velazquez**

**(856) 825-3700**

We assisted with the installation of a new phone system (Comcast hosted upgrade). We successfully migrated the email from POP3 to Microsoft Hosted 365 Exchange. We have rebuilt their domain. Resulting in a secure reliable domain. After all of the work performed, the CCIA decided that PCS would be the best fit for their organization and fully outsourced PCS for all of their technology needs. They have been a client since March of 2012.

## **DWK Life Sciences – Jeff Schempp, CEO (North America)**

**(609) 685-7922**

PCS provides a local IT Support presence for DWK's local operations in Cumberland County. Call center help desk services are provided, as well on-site support for area DWL facilities as needed. PCS services have helped reduce the cost of having full time IT staff.

## **Durand Inc. – Rosemary Smith, VP Human Resources**

**(856) 235-3540**

This is a multi-location organization. Durand Inc. helps individuals with Autism and Special Needs learn and grow. We brought in to modernize their network through visualization. We have become their virtual CIO. They have elected to use our 24/7 monitoring service and are on an unlimited managed service plan. They have been a client since the summer of 2014.

- Identify areas of special expertise.

### **PCS Response**

PCS has responded to the threat of cyber intrusions by adopting industry leading security procedures and products. PCS has also established a Critical Incident Response Team that responds to network intrusions and ransomware incidents across the country.

### **Key Personnel**

The SJTA AND SJTPO will evaluate whether the proposed project team contains sufficiently experienced personnel to perform the work required for an SJTPO IT Consultant. Proposer shall:

- Identify key staff who would be assigned to the project and describe their role on the Project;

PCS Account Leader/Project Manager – Mark Mosley – Mark has over 20 years of experience in the IT industry and has substantial working knowledge of Unix/Linux, Novell NetWare and Mac OS. Mark will act as the team leader and key contact for the SJTA AND SJTPO support team. In addition to managing the day-to-day provisioning of service, Mark will perform strategic planning for SJTA AND SJTPO's IT and business goals.

Solutions Engineer – Richard Martin – Rich has 20 years of experience supporting IT clients including a large school district and several manufacturing facilities. Rich will be one of the first responders for the SJTPO support team.

Systems Engineer – Tim Mills – Tim has over 15 years experience managing large, complex IT infrastructures in high profile secure environments. Tim helps lead the Vineland operations for engineering projects, including server deployments and cyber security improvements for PCS clients.

Technical Services Coordinator – Vineland Office – Eric Kizner – Eric has over 10 years of IT experience, and is currently the service coordinator for the PCS Vineland office managing 15-20 staff members.

Technical Services Manager – Chris Sikking – Chris provides leadership to the engineering team and is the key contact for all issues that require escalation support. Chris has over 15 years of experience in IT engineering and management.

- Provide a one page resume for each of the key staff illustrating overall experience in their areas of expertise; and

**PCS Response** – Resumes of the key staff members are attached.

- Describe the relevant experience of these key staff and their familiarity with Information Technology Systems.

**PCS Response** – Please see above descriptions.

## Technical Approach

The SJTA AND SJTPO will evaluate the technical merits of the proposal based on completeness, interrelationships of work elements, identification of key issues, and understanding of the role of an Information Technology Consultant. Proposers shall:

PCS Response -- PCS believes in the managed service approach to providing IT services. This approach leans heavily on the philosophy of preventing IT problems before they occur. PCS implements a host of tools and procedures to eliminate uncertainty with respect to IT resource performance and budget. PCS will develop a plan of action to deploy network, server and workstation probes to provide a system of monitoring and tracking to help guide the SJTA AND SJTPO in strategic planning for IT services for all of its' business units.

Describe, in general, how they envision the role of SJTA AND SJTPO IT Consultant;

PCS Response – The principle role of the IT Consultant is to advise the SJTA AND SJTPO on the technical matters identified in Section 2 – Scope of Services. PCS believes it will provide a fresh prospective to the SJTA AND SJTPO as a result of the varied and diverse experience of our IT staff. This fresh prospective has allowed PCS to win business from other providers by exposing “blind spots” that inevitably develop when an organization has employed the same consultant for a number of years. In fact, we have encountered fatal security flaws, failing backups and dysfunctional networks and systems that were detrimental to the client’s business functions. The services identified in the Scope of Services are repeated here with comments:

- Assist SJTA AND SJTPO technical staff in resolving routine problems with the Information Technology Infrastructure – PCS will endeavor to sufficiently document and track routine problems to identify patterns and chronic issues and provide solutions to prevent those issues going forward.
- Assist in migrating current SJTA AND SJTPO Servers to Virtualized Environment – PCS will conduct an initial inventory during the 4-week ramp up to prioritize this project based on factors such as condition of physical servers, mission critical systems, cost/benefit analysis and budget.
- Assist SJTA AND SJTPO staff with SJTA AND SJTPO Network Modifications and Additions – PCS will evaluate the network and traffic during the 4-week ramp up to develop an understanding of the networks strengths and limitations based upon business needs.
- Assist SJTA AND SJTPO staff and work with other SJTA AND SJTPO Information Technology Vendors on Information Technology Projects –

PCS will assist the SJTA AND SJTPO with Vendor Management and work cooperatively with other IT Vendors as needed on projects.

- Advising SJTA AND SJTPO on potential upgrades to keep the system current with state-of-the art technology – PCS will evaluate all installed servers, desktops, switches, routers and peripherals to determine performance and expected end-of-life.
- Advise and assist authority staff with respect to IT related disaster recovery initiatives – PCS will recommend periodic disaster recovery exercises to demonstrated the effectiveness (or non-effectiveness) of current DR plans and make recommendations for improvements as needed. This process includes periodic demonstrations of installed backup systems.
- Plan, Design and Implement new Information Technology Systems as requested by the Authority – PCS will provide the SJTA AND SJTPO with the planning, design elements and implementation resources needed for the deployment of new technology.

■ Demonstrate an understanding of the key issues and agencies involved in carrying out the duties of SJTA AND SJTPO IT Consultant on this project;

PCS Response – PCS is keenly aware of the SJTA AND SJTPO's role in maintaining the primary economic engine of the South Jersey area and the State of New Jersey – Tourism and the necessary role that transportation plays in making tourism successful in the State. PCS understands it will have to liaison with IT professionals at the New Jersey State Police, the State of New Jersey, the Federal Aviation Administration, the New Jersey Turnpike and Garden State Parkway, New Jersey Department of Transportation and the Transportation Security Agency.

The SJTA AND SJTPO will benefit from PCS' staff exposure to many different approaches to delivering IT solutions to clients. PCS will provide consulting services and staff functionality to all of the subject matters identified in the Scope of Services.

■ Propose a project management strategy, including utilization of dedicated staff;

PCS Response – PCS will work with the SJTA AND SJTPO technical staff and key stakeholders to develop an annual plan for the SJTA AND SJTPO's Technology budget identifying priorities and problem areas. As part of the 4-



week ramp up, PCS will provide training to the SJTA AND SJTPO technical staff on the use of the PCS CRM system – ConnectWise. Routine service requests will be handled via the ConnectWise ticketing system. More complex tasks will entail a complete project plan including a Scope of Work document, timelines, resources and budget. The PCS project manager will assume all or part of the project responsibilities as directed by the SJTA AND SJTPO. Performance evaluations for each project will be recommended by PCS as part of the QC/QA process.

Issue Management – PCS will endeavor to address any issues immediately with clients. The primary responsibility will rest with the PCS resource dedicated to the project and then the Project Manager.

All non-technical, service related matters will be addressed by PCS' Chief Operating Officer. These include billing, contract management and human resources.

Describe, in detail, how each technical area will be covered; and

PCS Response – PCS will assign resources based upon the expertise needed as to maximize the value of the PCS technical staff to the SJTA AND SJTPO. PCS follows the following approach to delivering managed IT services under contract.

1. Project identification and resource requirements
2. Determine the appropriate resource to staff the project in the most efficient manner based upon the complexity of the project.
3. Monitor and evaluate the progress of the project to determine the conformance to timelines and budget.
4. Provide complete documentation for the project to maximize the benefits to the SJTA AND SJTPO and the PCS staff to assist in support of the new technology going forward.
5. Project completion and evaluation to determine SJTA AND SJTPO's satisfaction with the project as it relates to benefits delivered versus benefits projected, timeliness and conformance to budget.

Describe the QA/QC process to be applied to this assignment.

PCS Response – PCS has invested substantially in a Customer Records Management platform known as ConnectWise. This platform provides many powerful tools to track performance against QA/QC metrics. One of the more significant and beneficial tools allows for immediate customer satisfaction surveys to provide feedback on task completion.

## Fee Proposal

Proposer shall submit a range of fees for this project that includes a listing of job titles, job descriptions and the corresponding range of rates of compensation. The loaded hourly rates for all personnel to be assigned and any markups on procured materials or other additional costs anticipated should be included in the fee proposal.

The SJTA AND SJTPO will manage the IT Consultant(s) contract(s) on a task order basis. Each discrete task order will require an individual fee estimate, and will be approved on a “not to exceed” basis.

PCS Response – The Fee Proposal is shown in the table below.

Description	Standard Business Hours Rate	After-Hours/Emergency Rate
<b>Standard Support</b>		
Unlimited Remote and On-Site Support (business hours)	\$850.00 / Month	Included
<b>Project Work or Out of Scope Items</b>		
<b>Solutions Engineer</b>		
The Solutions Engineer has 4+ years of industry experience and possess some higher level certifications and/or professional education associated with employed technologies. This individual can diagnose and resolve most network issues without supervision. This individual will also provide solutions design services for the project.	\$179.00/hour	\$268.50/hour
<b>Field Support Technician</b>		
The Field Support Technician has 3+ years of industry experience. These support technicians work under the direction of the Network Engineer and handle system implementations, troubleshooting, network administration and resolving user issues.	\$139.00/hour	\$208.50/hour
<b>Project Manager</b>		
The Project Manager will handle project resource planning, procurement assistance, timelines and project evaluations. The Project Manager will have over 15 years of industry experience.	\$159.00/hour	\$238.50/hour

# Chris Sikking

525 E Butler Ave • Vineland, NJ • (609) 501-6947 • csikking@helpmepcs.com

## Education

- Bachelor of Science, specializing in Information Security. Microsoft Certified Technology Specialists (MCTS), Microsoft Certified Professional (MCP), Microsoft Certified Systems Administrator (MCSA), Help Desk Analyst (HAD), and IBM Lotus Notes 8 Certifications.

## Experience

**PCS LLC** Vineland, NJ

Aug. 2014 – Current

### Technical Services Manager

Manages IT support staff ensuring the delivery and optimal performance of a wide variety of IT systems. Primary technical escalation point and solutions engineer. Successfully completed deployment projects ranging from single servers to a virtual infrastructure hosting over 600 virtual desktops using VMware Horizon and over 70 virtual servers using VMware vSphere. Deployed and monitored network infrastructures from the ground up including layer 2 and layer 3 switches, multiple VLANs, VPNs and SD-WAN implementations, and hardened perimeter firewalls

**Independent IT Contractor** Vineland, NJ

Jan. 2011 – Aug. 2014

Updated local restaurant's networking equipment, replaced unmanaged FastEthernet 10/100 switch based networks with managed gigabit switches. Deployed segmented wireless networks to provide WiFi connectivity for customers and secure communications for hand-held point of sale (POS) units. Negotiated IT contracts for local restaurants between restaurants and POS vendors. Reviewed proposed hardware configurations providing recommendations to ensure future growth and compatibility with existing technologies. Ensured appropriate hardware and software acquisition resulting in an average savings over thirty percent.

**McCormick & Co., Inc.** Hunt Valley, MD

Nov. 2008 – July 2010

### System Administrator /Desktop Technician

Daily duties included active directory administration including user and object creation, file permissions, Dynamic Host Configuration Protocol (DHCP), and Domain Name System (DNS) configuration and maintenance. Configured and maintained Blackberry Enterprise Server including policy enforcement, user creation and deletion, configurations, and troubleshooting. Provided level 2 IBM Lotus Notes 6 & 8 Client configuration and support. Remote Desktop and Virtual Private Network (VPN) support; Juniper VPN, and RSA Secure ID Server configuration/support. Trouble shot desktop related issues including Microsoft Office, SAP user maintenance, HP OpenView, and Cloud Printing configuration/support.

**ISS Solutions Langhorne**, PA

Nov. 2006 – July 2007

### Helpdesk Support Technician

# Eric Kizner

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## CONTACT

1772 Wynnewood Drive  
Vineland, NJ

**E-mail:** Eric.Kizner@gmail.com

**Phone:** (856) 383-6041

## TECHNICAL DISCIPLINES

- Operating Systems: Microsoft Windows 7, 8.1, 10, Windows Server 2008, 2012, 2016, Linux / Unix ( Ubuntu, Gentoo, Red Hat, Mac OS X, etc. )
- Server Roles: Active Directory, File and Print services, DHCP, DNS, IIS, Terminal Services
- Virtualization Solutions: VMware ESXi, vSphere, Microsoft Hyper-V
- Other: Office 365, MaaS 360, Microsoft Great Plains / NAV, QAD, IQMS, Sage, Quickbooks, Dell SonicWall, Cisco Meraki, HP Aruba, VPN, 3CX, Barracuda Backup and E-mail Security, GoToAssist, Kaseya, Connectwise, IBM AS/400

## WORK EXPERIENCE

### PCS

November 2018 — Present

#### Technical Services Coordinator (Managerial)

- Responsible for managing a team of IT Consultants.
- Assist Team Members with higher level escalation issues.
- Lead in IT projects and migrations.
- Perform scheduling for issues requiring on-site support.
- Responsible for Quoting and Procurement.
- Works closely with upper management to ensure the business goals of the team are met.

### PCS

April 2017 — November 2018

#### IT Consultant (Managed Service Provider)

- Provided application and infrastructure support to over seventy clients in a managed services environment.
- Installed, maintained, and migrated workstations and servers for clients.
- Assisted clients with both remote and on-site support.
- Worked closely with a team to ensure that tasks are prioritized and completed in a professional and timely manner.

### Education Dynamics

2012 — 2013

#### Desktop & Network Support Specialist

- Managed the company's Active Directory database as well as several servers responsible for local file sharing, system services configuration manager, smtp, and more.
- Successfully migrated the majority of the site's local servers to a Hyper-V solution.
- Assisted with the company's transition from a rented Microsoft Exchange solution to a internally hosted solution.
- Interfaced with co-workers and management to ensure that the site's desktop and networking operations ran smoothly.
- Responsible for maintaining and managing the sites network infrastructure on both the hardware and the software level.

## EDUCATION

### Master of Business Administration

2019 — 2021

LaSalle University

National Honor's Society Member

### Bachelor of Arts - Political Science

2006 — 2011

Temple University

# Mark Mosley

807 Chelsea Glenn Rd • Clarksboro, NJ • (609) 352-4137 • mmosley@helpmepcs.com

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## Education

### **Capella University – August 2011**

B.S. in Information Technology • GPA: 3.9/4.0

### **Computer Learning Center – June 1999**

Network Engineering and Management • GPA: 4.0/4.0  
Summa Cum Laude award recipient (highest honors)

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## IT Experience

### **PCS, LLC, Vineland, NJ.**

*President, Cumberland Region (Feb 2009 / Present)*

- Responsible for all operations for PCS branch office in Vineland, NJ including management and staffing of a technician workforce of 30 employees.
- Account Manager for major customer accounts in Southern New Jersey counties. Responsible for customer satisfaction and new client development.
- Perform customer IT infrastructure analysis, consulting, and provided project management.
- Work directly with customers to reduce IT overhead costs by an average of 25% by implementing cost savings solution, outsourced Help Desk, and Virtual CIO services.
- Provide second level support for technicians working in the field.
- Primary consultant for supporting Manufacturing customers with ERP systems and Red Hat Linux servers.

### **Comar, Inc. Buena, NJ.**

*Manager of Information Technology (Feb 2003 / Feb 2009)*

- Management of the daily operations of the entire Information Technology department including the help desk, MFG\PRO ERP system, computer equipment purchasing, and budget planning.
- Interface between departments and consultants to implement customizations to the MFG\PRO ERP system to improve business processes.
- Project management of all I.T. related projects, including ERP upgrades, network planning and design, server and desktop system upgrades.
- Management of help desk technicians, MFG\PRO programmers, and consultants.
- Implemented Help Desk system for tracking assets, work orders, and remote support.
- Earned "President's Award" in 2004 as recognition for significant improvements and accomplishments in the I.T. department.

### **Computer Sciences Corporation, Inc. Marlton, NJ.**

*Senior Network Administrator (Jan. 2001 / Feb. 2003)*

- Implemented and administered over 100 Cisco 3030 VPN devices at military sites for a distributed UNIX database used by all branches of the U.S. Military.
- Worked directly with military staff troubleshooting wide area network connectivity problems, including site firewalls and routers.
- Maintained network security by administering four Cisco Pix Firewalls, Intrusion Detection System, and performed internal network vulnerability assessments. Managed and monitored the local Ethernet network, including several Cisco routers and switches.
- Primary escalation contact for the System Administration group with Windows Server issues.

Consulted from 1998 – 2001 for companies such as American Express and General Electric.

Computer instructor for Computer Learning Center, Inc. 2000 - 2001

- ndows environment.

# Tim Mills

Mantua, NJ

856-285-4593 • tmills9105@gmail.com • linkedin.com/in/tmills9105/

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## IT Systems Engineer

*Top-performing IT professional with over 15 years of experience managing large, complex IT infrastructures in high profile and secure environments.*

### TECHNICAL PROFICIENCIES

**Technical:** Microsoft Windows Server, Mac OS, Linux, Active Directory, Microsoft 365, VMware vSphere, Hyper-V, Powershell & VBScript, MSSQL/MySQL, Nagios, Kaseya VSA, vSAN Technologies, Falconstor, NetApp, Duo Security, Veeam, Acronis, Unitrends

**Core:** Infrastructure design and implementation, Project Management, Change Control Management, Disaster Recovery Planning/Implementation, Enterprise Resource Planning (ERP), Cross-Team Collaboration, Interpersonal Skills

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## Professional Experience

**PCS**, Vineland, NJ

Systems Engineer (June 2020 – Present)

Plan, design, implement, and maintain high availability hardware and software solutions including VMware vSphere/Hyper-V hypervisors, Windows Server deployments, disaster recovery/backup solutions and more. Perform upgrades and migrations of high-availability production environments. Provide technical guidance to technicians with lesser experience. Implement solutions to improve clients' cyber security posture including implementation of multi factor authentication solutions and more. Recommend upgrades/enhancements to existing IT infrastructure.

**Surety Title Company**, Marlton, NJ

IT Manager (Oct 2011 – June 2020)

Efficiently manage Information Systems support team providing IT services to over 300 users across 28 office locations in the tri-state area, including recruiting and training new IT staff. Direct IT staff tasked with supporting multi-site remote IT systems and assist with ticket escalations. Ensure adherence to quality/compliance standards. Create and facilitate team training to fill crucial skill gaps and improve efficiencies.

**American Wood Finishing Institute**, Vineland, NJ

IT Support Manager (Jan 2007 – June 2011)

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## Education

Cumberland County College (2003-2005)  
**Network Management AAS - 3.96 GPA**

**SOUTH JERSEY TRANSPORTATION PLANNING ORGANIZATION**

**RESOLUTION 2205-21: Approving the Selection of PCS for SJTPO Information Technology Systems and Network Support**

**WHEREAS, The South Jersey Transportation Planning Organization (SJTPO) is the Metropolitan Planning Organization (MPO) designated under Federal Law for the southern region of New Jersey including Atlantic, Cape May, Cumberland, and Salem Counties; and**

**WHEREAS, the Fiscal Year 2023 SJTPO Unified Planning Work Program (UPWP) includes Federal Highway Administration planning funds for IT Consulting; and**

**WHEREAS, services of Information Technology Systems and Network Support do not constitute Engineering or Architectural Services pursuant to PL 92-582 of 1972, known as the "Brooks Act"; and**

**WHEREAS, acting in the capacity of Administrative Host, SJTA solicited proposals, on behalf of SJTPO, from qualified firms to provide Information Technology Systems and Network Support services, using the procurement procedures of the South Jersey Transportation Authority; and**

**WHEREAS, the Notice of Availability of Requests was advertised on Bid Express, in The Press of Atlantic City, and The Courier Post; and**

**WHEREAS, the Request for Proposal (RFP) announcement was also posted on the publicly accessible SJTPO website; and**

**WHEREAS, the Consultant Selection Committee consisting of SJTA and SJTPO staff reviewed two (2) proposals and recommend the selection of PCS of Moorestown, New Jersey; and**

**WHEREAS, SJTPO desires to enter into an Agreement with PCS of Moorestown, New Jersey for the provision of Information Technology Systems and Network Support services for a term of three (3) years with two (2) mutually agreeable one-year extensions in accordance with the fee schedules set forth in the proposal, on an as-needed task order basis with no minimum amount of guarantee of any work; and**

**WHEREAS, fees for IT Consulting will be paid from SJTPO's Operating/Direct Expenses in the FY 2023 UPWP, as Line Item 57040 IT Consulting for \$8,500; and**

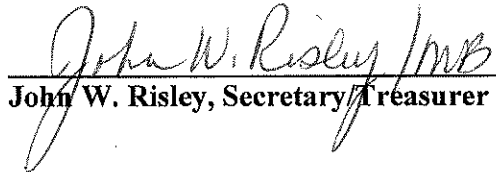
**NOW, THEREFORE, BE IT RESOLVED, that the Policy Board of the South Jersey Transportation Planning Organization hereby approves the selection of PCS of Moorestown, New Jersey to provide Information Technology Systems and Network Support services; and**

**BE IT FURTHER RESOLVED, that the Policy Board authorizes the Executive Director to execute the scope of work and cost modifications to the original contract amount, provided that funding is available and such modifications have been approved by the NJDOT, SJTA, and the SJTPO.**

**BE IT FURTHER RESOLVED, that the Policy Board requests that the South Jersey Transportation Authority execute the appropriate contractual arrangements with the consultant on behalf of the SJTPO.**

**Certification**

**I hereby certify that the foregoing is a correct and true copy of a resolution adopted by the Policy Board of the South Jersey Transportation Planning Organization at its meeting on May 23, 2022.**

  
**John W. Risley, Secretary/Treasurer**