

# Washington State Department of Revenue (DOR)

**REQUEST FOR PROPOSALS – FRAUD ANALYST**  
**Solicitation number: DOR-WR K2104**

## **INFOJINI, INC. RESPONSE**

Proposal Due Date: November 04, 2022, at 4:00 PM PT



**Submitted by:** Infojini, Inc  
**Address:** 10015, Old Columbia Road,  
Suite B215, Columbia, MD 21046  
**Contact:** Sandeep Harjani  
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**Submitted To:** Casey Walker  
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## Section II, subsection 11. A. EXECUTIVE SUMMARY

✚ *Bidder Name, FEIN, UBI, address, phone, and representative’s name and contact information.*

**Infojini, Inc. Response:**

<b>Bidder Name</b>	Infojini, Inc.
<b>FEIN</b>	20-4624920
<b>UBI</b>	603525288
<b>Address</b>	10015, Old Columbia Road, Suite B215, Columbia, MD 21046
<b>Phone</b>	443-257-0086
<b>Representative’s Name and Contact Information</b>	Name: Sandeep Harjani Phone: 443-257-0086 Email: statebids@infojiniconsulting.com

✚ *Date Bidder is available to start work, if selected.*

**Infojini, Inc. Response:** Infojini proposed resources will be readily available to perform the services.

*Brief description of the company.*

**Infojini, Inc. Response:** Founded in 2006, **Infojini Inc.** (Infojini) is a Maryland based certified **Minority Business Enterprise** and a leading strategic staffing services provider in the United States, with **16+ years** of demonstrated industry experience and unparalleled capability of serving to governmental agencies including (**Local, State**) of all levels (**Citywide, Countywide, and State-wide**) as well as commercial enterprise business firm(s).

We are an **ISO 9001, 20000-1 & 27001 Certified, and Maryland Dept. of Transportation** certified Minority business firm with headquarters in Columbia, Maryland with regional offices in *Chicago, Illinois, Missouri, Texas, Virginia, New Jersey, New York, Washington, Indiana, Minnesota, North Carolina, Illinois, Michigan, California, Kansas, Pennsylvania, Ohio, Massachusetts, and Georgia.* Since the commencement of operations, Infojini continues to maintain a healthy business relationship with clients in more than **42** states across the United States and is currently holding more than **150** staffing services contracts.

Infojini specializes in delivering qualified talent for **IT, Healthcare, Accounting and Financial, Scientific, Professional, Procurement, General Services** requirements and has been adding value with our streamlined processes to reduce the **Staffing Delivery Time, Bulk Hiring, Performance Metric & Measurement, Reduce and Control Operating Cost** to our customers’ recruitment initiatives as a trusted staffing partner for their short-term; long-term projects; contract to hire and direct hire arrangements that Infojini serves nation-wide. Infojini has **16+** years of extensive experience in providing Temporary Staffing services to various government and commercial clients across various verticals such as IT, Education, Engineering,

**About Infojini, Inc.**

**Our Strengths:**

- *150+ dedicated recruiters with a specialized industry focus.*
- *Access to 2 million+ Resumes in our internal database Ceipal and Jobdiva*
- *Database of 10,000+ Prescreened Candidates.*

**Experience:**

- *16+ Years’ Experience Providing Staffing Services.*
- *150+ Staffing contracts*
- *30+ State-Wide Staffing Contracts.*
- *More than 8,000 placements.*

**Nationwide Presence:**

*Strong presence as a Staffing services provider all over the nation including the State of Washington*

**Financial Stability**

*Over \$100M revenue since inception*  
**Line of Credit for \$1,500,000 from Bank of America (ML)**



Transportation, Healthcare, Housing, Pharmaceuticals, Telecom, and Government sectors. We possess unparalleled competencies across these verticals to provide trained professional resources equipped with the right knowledge and skills to deliver high-quality solutions.

Infojini’s team has a proven track record of providing qualified resources at various locations across the State of Washington and delivering Business Analysis services both in person and remotely using a variety of tools. We proactively recruit and maintain a full pipeline of preferably local qualified candidates who are readily available to start work on contracts. Our work focuses on identifying, cultivating, and matching candidates to our clients’ projects and opportunities. Infojini has a pool of over 500+ professionals as used by the **Washington State Department of Revenue (DOR)**. Our employees and contractors are currently providing services at the State of Maryland agencies such as *Washington State Department of Licensing, Seattle Public Schools, Washington Administrative Office of Courts, NC DHHS, NC DOT, SC Department of Corrections, SC Department of Social Services, TX Department of Transportation, NC DOT* and various other clients across the United States. Our resources across the country help us as a business continuity strategy in situations of COVID-19 as they help us to work on the deliverables even if the local resources are unavailable. **Infojini ranks in the top 5 percent of vendors in all its government contracts and is 2<sup>nd</sup> in a pool of over 200 vendors for the State of Washington IT Supplemental Staff Contract.** While our national experience can be leveraged, the importance of local context is a critical element of what our team brings. We have worked with WA DOR and multiple WA agencies and their stakeholders on several mission critical projects over the last Ten years. As such, we understand firsthand the new reality that most WA projects require interagency collaboration, project governance, and an ability to engage stakeholders and consensus across the Washington State Department of Revenue.

The recruiters at Infojini are highly knowledgeable regarding the Washington region and carry an extensive experience of catering to the staffing needs of public sector clients in the State of Washington. We have successfully placed over **5000+ Consultants** for short term and long-term contracts. Infojini Inc. has access to a pool of over **100,000+ qualified** resources across the United States that have experience working on similar technical environment to that of the DOR. We have built a pool of **500+ experienced and certified resources** in and around the State of Washington who have experience working with various state and government clients.

Our rationale to provide stellar performance to the Washington State Department of Revenue throughout the life of the contract is based on our **five success components** mentioned below:

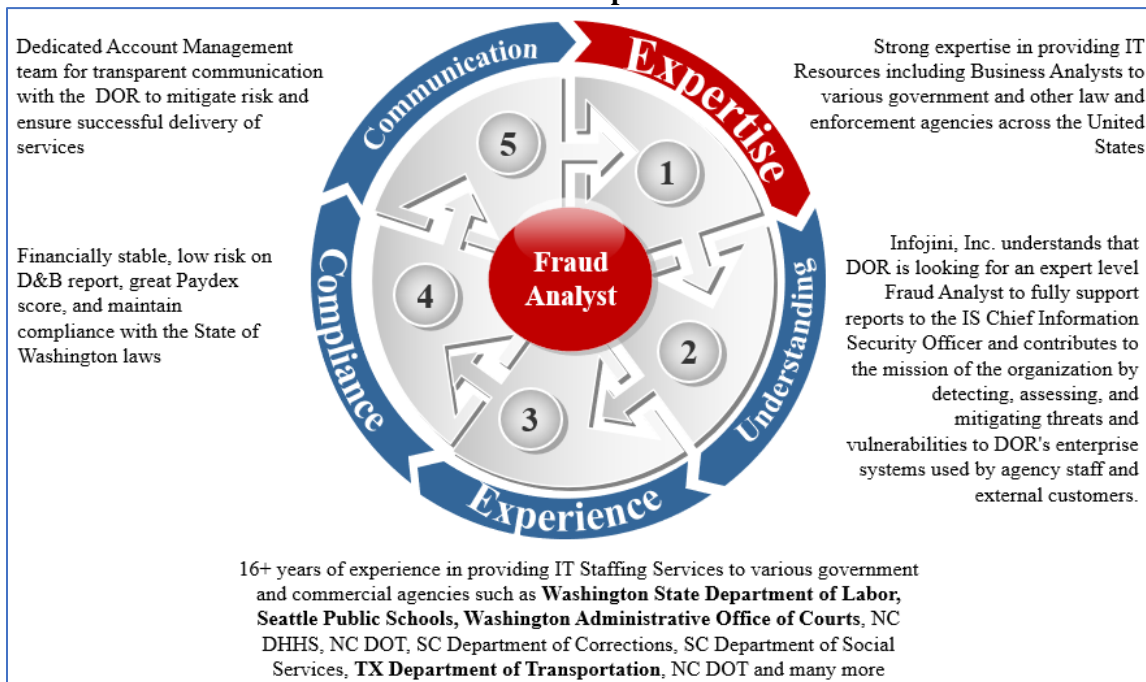


Figure 1: Infojini, Inc. Five Success Components

Infojini accepts all the terms and conditions mentioned in RFP, and we also don't make any exception from the requirements & Contract document of the RFP.

**Description of Bidder's experience and history providing Fraud Analyst services for large complex information technology projects.**

**Infojini, Inc. Response:** Infojini has provided Business Analysts with Fraud Detection experience to various government and commercial agencies across the United States. Below is the list of Infojini clients:

Washington State Administrative Office of the Courts	Washington State Liquor and Cannabis Board
Port of Seattle	Washington Health Benefit Exchange
Pacific Northwest National Laboratory	Washington State Department of Licensing
King County Department of Public Défense	Washington - King County
Seattle Public Schools	Washington State Department of Health
North Carolina Department of Health and Human Services	South Carolina Department of Health and Human Services
South Carolina Department of Corrections	South Carolina Department of Transportation
Maryland Department of Transportation	North Carolina Department of Transportation
North Carolina	Texas Department of Transportation
TX DART	Maryland Transit Administration
South Carolina Department of Social Services	Mass DOT - Trial Court, MA
Texas Department of Agriculture	South Carolina Department of Administration

Infojini has successfully placed Business Analysts to some of the local government agencies such as the *Washington State Department of Licensing, Seattle Public Schools, Washington Administrative Office of Courts, NC DHHS, NC DOT, SC Department of Corrections, SC Department of Social Services, TX Department of Transportation, NC DOT, State of Maryland, Maryland State Dept. of Education, Howard County, State of Missouri, State of IL, State of Ohio, State of NY, New York City Housing Authority, State of CA, Judicial Council of California, State of NC, State of VA, State of KS, State of Massachusetts, State of South Carolina, State of ND, and the State of FL.* The following projects depicts our experience in providing Business Analysis services to our clients:

Client Name	Services Provided
Washington State Department of Licensing	<p>Infojini team performed the following services for the Department of Licensing:</p> <ul style="list-style-type: none"> <li>Assessed eServices, user feedback, identified gaps in chatbot knowledge, maintained, created, and programming complex technical responses into plain-talked language for the public.</li> <li>Created e-Learning training curriculum, updated eServices user guides, created new content for DOL that meets accessibility standards, and assisted with the creation of instructional computer-based training (CBTs) or videos on how to navigate the online services.</li> </ul>
Seattle Public Schools	<p>Infojini provided Business Analysis Support Services to Seattle Public Schools, the largest K-12 school system in Washington state. The roles and responsibilities are as follows:</p> <ul style="list-style-type: none"> <li>Providing expertise in process design and ServiceNow configuration, development, and administration.</li> <li>Partnering on projects and activities involving business analyst expertise with Student Information System or other platforms and programs.</li> </ul>

	<ul style="list-style-type: none"> <li>• Collaborating with internal customers, vendors, and business partners to define, analyze, and document requirements for new ServiceNow processes or improvements to current processes.</li> <li>• Documenting detailed current and future state processes with a focus on incremental PMO maturity, system workflows, and requirement details.</li> <li>• Developing procedures, manuals, and other documentation for the ServiceNow systems developed based on the requirements collected.</li> <li>• Understanding both the business and technical aspects of the ServiceNow platform modules.</li> <li>• Facilitating meetings, discussions, trainings, and other activities needed for ServiceNow projects.</li> </ul>
<p>SC Department of Health and Human Services (SCDHHS)</p>	<p>Assisted SC DHHS in creating and maintaining technical documentation such as desk procedure manuals, run books and product owner documentation. Infojini performed the following services:</p> <ul style="list-style-type: none"> <li>• Worked with technical staff and business stakeholders in order to create deliverables and artifacts.</li> <li>• Organized and wrote supporting technical and project documents.</li> <li>• Revised documents as information systems and services changed.</li> <li>• Organized and maintained a document repository of all documents and artifacts.</li> <li>• Assisted in the design, development, implementation and maturation of SCDHHS documents, processes, and artifacts.</li> <li>• Utilized Microsoft Office software suite, and other products as needed to document ITS processes and procedures.</li> <li>• Collaborated with agency leadership, business partners and other parties to provide recommendations on business and technical documentation.</li> </ul>
<p>Texas Department of Agriculture (TDA)</p>	<p>Infojini performed the following services:</p> <ul style="list-style-type: none"> <li>• Loaded the ending General Ledger (GL) balances from the Uniform Statewide Accounting System (USAS) into Centralized Accounting, Payroll &amp; Personnel System (CAPPS) Financials as the beginning GL balances for FY 2020.</li> <li>• Advised TDA on the level of detail or chartfields to load from USAS to (CAPPS) Financials.</li> <li>• Closed FY 2020 and roll GL balances to FY2021. We wrote procedures for year-end close and rollover.</li> <li>• Evaluated statewide GL and Trial Balance reports to see if they meet TDA's needs or build Business Object reports to meet TDA's needs.</li> <li>• Fixed some Business Object budget reports that the Comptroller of Public Accounts (CPA) developed for TDA, but that have errors in the data being reported.</li> <li>• Worked with TDA staff to reconcile USAS and CAPPS activity on a monthly basis in the most efficient manner.</li> <li>• Wrote procedures for CAPPS month end close process.</li> <li>• Worked independently and in coordination with TDA staff as assigned, to perform a variety of complicated tasks with a wide degree of creativity and latitude.</li> </ul>

<p>NC Department of Health and Human Services</p>	<p>We supported NC DHHS with business process and requirements gathering for various Departmental Information Technology systems within the Medicaid Enterprise. We were responsible for the development and documentation regarding various Departmental Information Technology systems for the primary business functions for Medicaid.</p>
<p>Maryland Department of Transportation Maryland Transit Administration (MDOT MTA)</p>	<p>Infojini assisted in collecting and analyzing requirements for a web browser-based proof of COVID-19 vaccination and COVID-19 test results for the Maryland Department of Transportation Maryland Transit Administration. Infojini performed the following services:</p> <ul style="list-style-type: none"> <li>• Gather, document, and analyze requirements for a web browser-based proof of COVID-19 vaccination and COVID-19 test results.</li> <li>• Present system designs for user approval at formal reviews, test software, interpret software test results, recommend solutions for unsatisfactory test results.</li> </ul>
<p>NC Department of Information Technology (DIT)</p>	<p>Provided Business Analysis services to the North Carolina Information Technology (DIT) to support the planning and implementation of the NC FAST Project 9. Through the NCFast Program, we assisted the development and implementation of North Carolina Families Accessing Services through Technology (NC FAST) for child services project.</p>
<p>SC Departments of Social Services (DSS)</p>	<p>Provided Business Analysis and Testing Services to the South Carolina Department of Social Services. We assisted DSS in the certification process of the Child Support Enforcement System (CSES) that provided comprehensive support to the operation of South Carolina’s Child Support Enforcement (CSE) program as well as completed the development and implementation of the Family Court Case Management System (FCCMS) for the Clerks of Court.</p>
<p>South Carolina Department of Transportation (DOT)</p>	<p>Infojini performed the following services:</p> <ul style="list-style-type: none"> <li>• Read and extracted data from road plans, made decisions based on mathematical research of historical maps, road plans and DOT’s documents.</li> <li>• We were in charge of the following: <ul style="list-style-type: none"> <li>○ Researching requests for deletions.</li> <li>○ Additions or re-designation of Local Roads.</li> <li>○ Preparation of Electronic Posting Advice documents.</li> <li>○ Revising route documents and DOT maps.</li> <li>○ Updating the Roadway Information Management System's (RIMS) Road Inventory Database.</li> </ul> </li> <li>• Performed the task of scanning the DOT’s Posting Advice documents and updating the ProjectWise database.</li> </ul>

***+ Name, title, and signature of person with authority to enter into a Contract on behalf of the Bidder.***

**Infojini, Inc. Response:**

<p><b>Name</b></p>	<p>Sandeep Harjani</p>
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<b>Title</b>	President
<b>Signature</b>	



## Section II, subsection 11. B. BIDDER REFERENCES

DOR requires the Bidder to provide three (3) references from clients who engaged Bidder specific to Fraud Analyst services and/or similar work. References must include the following, in order listed:

- Organization Name; and
- Organization Website Address; and
- Contact Name and Title; and
- Contract Phone Number; and
- Contact Email Address; and
- Name and Brief Description of the Project(s).

### References# 1

<b>Organization Name</b>	Integrated Technology Solutions and Services Inc
<b>Organization Website Address</b>	<a href="http://www.itssicorp.com">www.itssicorp.com</a>
<b>Contact Name and Title</b>	Shweta Kukreja / President
<b>Contact Email Address</b>	itssi@itssicorp.com
<b>Name and Brief Description of the Project(s)</b>	Provided IT Developers, Application Developers and Business Analysts for multiple projects

### References# 2

<b>Organization Name</b>	Texas Department of Transportation (TxDOT)
<b>Organization Website Address</b>	<a href="https://www.txdot.gov/">https://www.txdot.gov/</a>
<b>Contact Name and Title</b>	Yolanda Turk / Contract Administration Manager
<b>Contact Email Address</b>	yolanda.turk@txdot.gov
<b>Name and Brief Description of the Project(s)</b>	Over the last 3 years we have provided over 20 IT resources including Business Analysts to various projects at the Texas Department of Transportation.

### References# 3

<b>Organization Name</b>	Synergy Systems and Services Inc
<b>Organization Website Address</b>	<a href="https://www.sss-inc.com/">https://www.sss-inc.com/</a>
<b>Contact Name and Title</b>	Abhay Nigam
<b>Contact Email Address</b>	abhay@sss-inc.com
<b>Name and Brief Description of the Project(s)</b>	Provided a team of IT Business Analysts for multiple projects

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## Section II, subsection 11. C. COST

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<b>S.No.</b>	<b>Candidate Name</b>	<b>Hourly Rate</b>
<b>1</b>	Adrian Morris	\$95.00
<b>2</b>	Andrea Benitez	\$80.00

## Section II, subsection 11. D. PROPOSED CONSULTANT QUALIFICATIONS

*Proposed Consultant Qualifications which include the following information stated in a concise manner and formatted to facilitate review of the material:*

- *Name; and*
- *Number of years of experience providing Professional Expert Level Fraud Analyst services for a high dollar, multi-year system implementation projects, noting the number of those years were for government projects; and*
- *Education; and*
- *Certifications, including year received; and*

<b>Name</b>	<b>Adrian Morris</b>
<b>Number of years of experience providing Professional Expert Level Fraud Analyst services for a high dollar, multi-year system implementation projects, noting the number of those years were for government projects</b>	10+ years of experience providing Professional Expert Level Fraud Analyst services
<b>Education</b>	<ul style="list-style-type: none"> <li>• The University of Alabama at Birmingham Bachelor of Science (Criminal Justice)</li> </ul>
<b>Certifications, including year received</b>	<ul style="list-style-type: none"> <li>• Advanced Diploma with honors John L Leflore High School – Mobile</li> </ul>

<b>Name</b>	<b>Andrea Benitez</b>
<b>Number of years of experience providing Professional Expert Level Fraud Analyst services for a high dollar, multi-year system implementation projects, noting the number of those years were for government projects</b>	11+ years of experience providing Professional Expert Level Fraud Analyst services
<b>Education</b>	<ul style="list-style-type: none"> <li>• Bachelor of Finance &amp; International Relations, San Martin University, Bogotá, Colombia</li> <li>• Diploma, Leadership &amp; Management Skills Bogotá Chamber of Commerce, Bogotá</li> <li>• Diploma, Investigation Techniques National Education Corporation, Bogotá, Colombia</li> <li>• Diploma, Criminal Investigation, Manuela Beltran University, Bogotá, Colombia</li> </ul>
<b>Certifications, including year received</b>	<ul style="list-style-type: none"> <li>• Certified Fraud Examiner (in progress)</li> <li>• Association of Certified Fraud Examiners</li> <li>• Course, Non-Confrontational Interviewing Techniques, Wicklander-Zulawski &amp; Associates, Bogotá, Colombia</li> <li>• Member of the Association of Certified Fraud</li> </ul>

	Examiners.
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- *List three (3) projects proposed staff provided Professional Expert Level Fraud Analyst services for, including the following information:*
  - *Project Name; and*
  - *Project Objective; and*
  - *Project Start and End Dates; and*
  - *Describe proposed staff role and responsibilities on each project, the length of the engagement, and if the proposed staff completed the engagement; and*
  - *Project Budget; and*
  - *Summary of qualifications, to include knowledge of Fraud Analyst services, management, and supervisory responsibilities.*

**Candidate 1: Adrian Morris**

Project 1	
<b>Project Name</b>	MRA1 (Much Required Attention)
<b>Project Objective</b>	To develop teams to review previously created claims to determine if the claim was created and decided correctly and according to Federal Compliance and guidelines
<b>Project Start and End Dates</b>	February/2022 - September/2022
<b>Describe proposed staff role and responsibilities on each project, the length of the engagement, and if the proposed staff completed the engagement</b>	Review each claim submitted for reconsideration to determine if the claim was initially created correctly by the customer service agent, to determine if the claim was investigated and decided correctly by the original processing agent
<b>Project Budget</b>	10% of allotted team hours to include over time
<b>Summary of qualifications, to include knowledge of Fraud Analyst services, management, and supervisory responsibilities.</b>	Minimal quality errors ( 3 errors in 6 months not to exceed 5 errors in a 12 month rolling year), consistently meet and exceed production goals, previous quality control experience
Project 2	
<b>Project Name</b>	Chargeback Recovery
<b>Project Objective</b>	To identify Chargeback errors with submitted chargebacks within 24 hours before loss can occur
<b>Project Start and End Dates</b>	May/2018 - May/2019
<b>Describe proposed staff role and responsibilities on each project, the length of the engagement, and if the proposed staff completed the engagement</b>	To investigate any rejected Chargebacks, determine why chargebacks were rejected, reprocess and resubmit chargebacks manually to ensure no loss to the company, to ensure that correct chargebacks are being submitted for all Non-Fraud claims, monitor chargebacks for representment opportunities



<b>Project Budget</b>	N/A
<b>Summary of qualifications, to include knowledge of Fraud Analyst services, management, and supervisory responsibilities.</b>	Agent must not have more than a 2% chargeback rejection rate, agent must be trained in all skill sets, agent must be qualified to be a Subject Matter Expert for all skill sets, agent must consistently meet and exceed all metric goals for a 12 month rolling period
<b>Project 3</b>	
<b>Project Name</b>	Special Project Pin Evaluation
<b>Project Objective</b>	To re-evaluate paid debit card pin-based claims to determine if claims that were paid should have been denied and evaluate possible company loss
<b>Project Start and End Dates</b>	August/2019 - April/2020
<b>Describe proposed staff role and responsibilities on each project, the length of the engagement, and if the proposed staff completed the engagement</b>	To re-evaluate and investigate Debit Card Pin based claims to determine if original processing agents were paying aims without conducting an adequate investigation, claims that should be denied the agent will report the total dollar amount of the claim to a database to determine the possible loss to the company
<b>Project Budget</b>	N/A
<b>Summary of qualifications, to include knowledge of Fraud Analyst services, management, and supervisory responsibilities.</b>	Must be a level 4 Analyst, must be recommended by your immediate manager, must be recommended by a site leader, must have previous experience as a Subject Matter Expert (SME), must have adequate knowledge of policy and compliance for Debit Card Pin Base Claims

**Candidate 2: Andrea Benitez**

<b>Project 1</b>	
<b>Project Name</b>	Manager Review (Associated with Peraton)
<b>Project Objective</b>	Conduct an assessment of the Analysts' work to ensure compliance with the quality standards established by the Social Security Administration (SSA).
<b>Project Start and End Dates</b>	June - September 2022
<b>Describe proposed staff role and responsibilities on each project, the length of the engagement, and if the proposed staff completed the engagement</b>	Assessing an average of 70 cases per day, of the team's work, reviewing proper procedures, systems and language, how to make corrections, attending meetings with the SSA customer and leads, providing status of the project, providing feedback to the analysts and making suggestions, maintaining updated databases of each case.
<b>Project Budget</b>	N/A
<b>Summary of qualifications, to include knowledge of Fraud Analyst services, management, and supervisory responsibilities.</b>	Strong analytic skills, performing autonomously, and as a supportive team player, excellent verbal and written communication skills, ability to prepare management reports and associated metrics, ability to understand and monitor fraud trends and be able to present to upper management, ability to use anti-fraud tools, to adapt to new technologies and learn additional skills.
<b>Project 2</b>	
<b>Project Name</b>	Training package (Associated with Peraton)
<b>Project Objective</b>	Create a training package for a case type to be used by the Analysts.
<b>Project Start and End Dates</b>	February - April 2022
<b>Describe proposed staff role and responsibilities on each project, the length of the engagement, and if the proposed staff completed the engagement</b>	The review of SSA policies, systems and cases, attending meetings with the SSA customer, attending working sessions, designing a training presentation and suggested language.
<b>Project Budget</b>	N/A
<b>Summary of qualifications, to include knowledge of Fraud Analyst services, management, and supervisory responsibilities.</b>	Strong analytic skills, performing autonomously, and as a supportive team player, excellent verbal and written communication skills, ability to prepare management reports and associated metrics, ability to understand and monitor fraud trends and be able to present to upper management, ability to use anti-fraud tools, to adapt to new technologies and learn additional skills.
<b>Project 3</b>	

<b>Project Name</b>	Fraud scheme (Associated with the U.S. Embassy, Bogota, Colombia)
<b>Project Objective</b>	Conduct a fraud scheme investigation
<b>Project Start and End Dates</b>	October 2018 - December 2019
<b>Describe proposed staff role and responsibilities on each project, the length of the engagement, and if the proposed staff completed the engagement</b>	Working on an investigation of a document vendor that assisted individuals in filling out visa applications, providing fraudulent documentation and coaching them to obtain the U.S. visa, using analysis skills, Consular systems, anti-fraud tools and public databases to identify common fraud indicators, reviewing countless of associated cases, documenting the findings required by the Officers to take appropriate actions and open a criminal investigation.
<b>Project Budget</b>	N/A
<b>Summary of qualifications, to include knowledge of Fraud Analyst services, management, and supervisory responsibilities.</b>	Ability to apply investigative procedures and methods to cases involving citizenship claims, immigration fraud, and benefit fraud, understanding of U.S. immigration laws, regulations and policies, knowledge of Colombian documents and legal system, ability to apply keen intellectual skills to obtain and develop evidence for evaluating cases, exercise initiative, resourcefulness, and judgment, strong analysis, written and communication skills, and ability to work with minimal supervision.

**Resume 1: Adrian Morris**

**Summary Qualifications**

- **10+ years of experience in the field of fraud investigation of customer accounts for debit/credit card fraud, ACH, check fraud, online fraud, wire transfer fraud, friendly fraud, participant fraud, high dollar fraud, generating and processing non-fraud claims,** account take over, cedars claims, processing hard holds on customer accounts, reset customer online name as well as password, submitting and processing charge back disputes with Visa, submitting and processing Visa exceptions, representments, elder abuse, Suspicious Activity Reporting (SAR)
- **10+ years of experience in Regulation E compliance as well as E Commerce**
- **10+ years of experience meeting and exceeding monthly metrics**
- **10+ years as a Subject Matter Expert for new hire training classes** as well as agent upskilled training classes
- **5 + years of experience in agent call auditing and quality monitoring for new hires as well as experienced agents**
- **5 + years of experience with claim denial report auditing and processing**
- **5 + years of experience with agent call coaching**
- **5 + years of experience in the resolution of customer escalations and complains**
- **5 + years of project management skills in the field of Visa updates and Customer Authentication**
- Excellent communication skills speaking with customers to gather and determine fraud/non fraud claim identity and if dispute rights exist.
- **Proficient in Microsoft Office.**
- Ability to execute in a fast paced, high demand, environment while balancing multiple priorities.
- Ability to navigate multiple computer screens while working on the phone.
- Excellent verbal, written, and interpersonal communication skills.
- Experience assessing and meeting the needs of customers.
- Customer service focus with the ability to listen to customer needs and execute immediate claim decisioning and solution.
- Excellent computer skills including the ability to navigate multiple windows, applications, and utilize search tools to find information
- Solid creative and strategic thinking skills
- Advanced analytical skills with high attention to detail and accuracy
- Experience meeting high production and quality standards in a fast paced, development and production support environment

**Education & Certifications**

- Advanced Diploma with honors John L Leflore High School – Mobile
- The University of Alabama at Birmingham Bachelor of Science (Criminal Justice)

**Chronological Order Work Experience**

**Bank of America** **08/2021 - Currently**  
**Sr. Fraud Analyst Specialist/ Project Manager of Fraud Reconsideration**

**Responsibilities:**

- Manage employees while monitoring production and quality.
- Initiate coaching for improvement sessions with entire team of associates as well as individual 1 on 1 coaching sessions for team members claim work.
- Ensure department metrics are being met by departmental associates as well as individual team



<p>members.</p> <ul style="list-style-type: none"> <li>• Monitor attendance tracking</li> <li>• Initiate and process accountability measures for team members in the department</li> <li>• Initiate weekly update meetings as well as give direction for best practices for policy changes.</li> <li>• Teach and train department team members on policy expectations as well as quality errors.</li> </ul>	
<p><b>Key Bank</b></p> <p><b>Senior Fraud Specialist</b></p> <p><b>02/2021 - 08/2021</b></p> <p><u><b>Responsibilities:</b></u></p> <ul style="list-style-type: none"> <li>• Process all claims for immediate claim resolution according to Regulation E compliance</li> <li>• <b>Process fraud and non-fraud chargebacks</b></li> <li>• <b>Processing all claims including debit card, credit card, ACH, online fraud claims, E Commerce, pin base claims, account to account transfer claims, non-fraud, money movement claims</b></li> <li>• Teaching, training and mentoring new hires as well as seasoned agents Process claim denial reports</li> <li>• Quality call monitoring as well as coaching for improvement</li> <li>• Customer complaint resolution as well as customer complaint de-escalation</li> <li>• Hard hold placement as well as full customer personal and business account investigation</li> </ul>	
<p><b>Wells Fargo</b></p> <p><b>Fraud and Claims Operations Analyst 4</b></p> <p><b>02/2016 – 09/2020</b></p> <p><u><b>Responsibilities:</b></u></p> <ul style="list-style-type: none"> <li>• <b>Generate fraud/non fraud debit card, ACH, check fraud, cedars, online, wire fraud claims according to customer needs.</b></li> <li>• Investigate and process claims immediately with a full claim resolution according to company policies and guidelines.</li> <li>• Facilitate new hire training as well as agent upskill training as a subject matter expert.</li> <li>• Process visa charge backs, exceptions as well as representments.</li> <li>• Advise customers of claim resolution.</li> <li>• Facilitate weekly team meetings advising agents of recent departmental updates and assist team members with their performance metrics and career development.</li> <li>• Evaluate and implement departmental performance standards.</li> <li>• Research and resolve moderate to complex account discrepancies minimizing loss to customer and bank.</li> <li>• Answer inbound and outbound customer calls and claim inquiries while developing and implementing standardized work processes across the department.</li> <li>• Consistently maintain performance metrics and participate and/or manage related departmental projects.</li> </ul>	
<p><b>Wal-Mart</b></p> <p><b>Fraud Specialist/ Asset Protection Manager</b></p> <p><b>12/2012-01/2016</b></p> <p><u><b>Responsibilities:</b></u></p> <ul style="list-style-type: none"> <li>• Conduct Vendor investigations and audits.</li> <li>• Facilitate new hire, safety and team meetings communicating updates to ensure compliance.</li> <li>• Identify and implement solutions for internal shrinkage.</li> <li>• Facilitate fund raising events.</li> <li>• Motivate others to reach desired performance goals by consistently through coaching and mentoring.</li> </ul>	

- Ensure staffing and coverage of Asset Protection Associates.
- **Investigate all internal and external fraud as well as theft.**
- **Investigate video footage to determine source of theft or fraud.**
- **Facilitate check fraud training among Asset Protection Associates, Assistant Managers, Store Manager, Cash Office employees as well as Customer service and Money Center Employees.**
- Assist local Law Enforcement, FBI and Secret Service with ongoing investigations.
- Interview and interrogate internal and external subjects to determine theft history and trends.
- Adhere to all court dates as well as testify to factual evidence of facts in a court of law.
- Complete detailed depositions of criminal events and obtain arrest warrants for external and internal criminal subjects.
- Conduct weekly shrinkage audits of Pharmacy, Hazardous Waste Materials as well as entire store.
- Facilitate and organize Law Enforcement Personnel for special events.

**Lafarge Aggregate Company North America  
Safety Manager**

**12/2009-09/2012**

**Responsibilities:**

- To properly administer annual safety training.
- Conduct research to evaluate safety level of products.
- Provide safety inspections report accidental safety findings by deadline.
- Identify and assess issues, make quick decisions, and implement solutions to ensure compliance.
- To properly administer annual safety training to all Birmingham employees according to OSHA/MSHA compliance and regulation.
- Maintain all daily, weekly and monthly safety inspections and reports of multi-unit Birmingham area according to OSHA/MSHA compliance and company policy.
- To record, document and email results to immediate management in a timely manner.
- Complete all annually required OSHA reports.
- To manage and coordinate annual OSHA training for employees.
- Review FROI, set up and conduct post injury calls with employees.
- To Conduct daily yard checks to ensure employee safety in accordance with OSHA compliance and regulations.
- To ensure all drivers conducted daily brake, lighting and full vehicle inspections.
- Quality Control Specialist.
- To take daily samples and conduct tests of environmental as well as aggregate materials.
- To record and enter test results into PC.
- To keep daily records of water usages and water truck usage.
- To operate scales and process aggregate inventory.
- To process all deliveries and billing invoices.

**Sears  
Loss Prevention Assistant Manager**

**05/2002 – 06/2005**

**Responsibilities:**

- To write detailed depositions/reports for all prosecuted cases.
- To interview dishonest associates.
- To apprehend and detain shoplifting suspects.
- Responsible for making, printing, and posting weekly schedules.
- Responsible for safety team and employee safety training.
- To investigate all internal and external theft.

**Regions Bank  
Senior Check Fraud Analyst**

**11/1999-05/2002**

**Responsibilities:**

- **Investigate physical checks for possible fraudulent findings.**
- Document all investigation activities and prepare written reports of investigation findings.
- **To analyse financial data for possible fraudulent activities.**
- **Responsible for maintaining accurate, details related to fraudulent account activity.**
- Interview witnesses/suspects and take statements
- To complete all work, emails, and report activity of all accounts by daily deadline of 5oclock
- **Received cross training in fraud departments including check kiting, deposit fraud and garnishments and levies**

## Resume 2: Andrea Benitez

### Summary Qualifications

- **Accomplished, highly knowledgeable Fraud Investigator with 13-year portfolio of success managing fraud investigations and prevention functions, including over 10 years of immigration and consular related duties. Seeking a new, challenging role in the field of expertise.**
- Active Public Trust Clearance.
- Recognized with Customer Service Award, Meritorious Honor Awards, Leadership Awards, Franklin Awards, and Eagle Awards.
- Finely honed leadership, relationship-building, decision-making, communication, analytical, and problem-solving skills.
- Proven ability to communicate and collaborate effectively with professionals and governmental officials at all levels.
- **Dedicated to identifying and leveraging opportunities to drive improvements across all areas of fraud investigations.**
- **Instrumental in investigating numerous large-scale sophisticated fraud schemes that resulted in criminal prosecution.**
- Adept at prioritizing, multi-tasking, and managing concurrent projects in fast-paced work environments.
- Equal ability to perform autonomously, as a team leader, and as a supportive team player.
- **Technically proficient in MS Word, Excel, PowerPoint, Outlook, Proprietary Software.**
- Skilled in training, motivating, and leading high-performance teams.
- Bilingual communicator; fluent in English & Spanish

### Education & Certifications

- Bachelor of Finance & International Relations, San Martin University, Bogotá, Colombia
- Diploma, Leadership & Management Skills Bogotá Chamber of Commerce, Bogotá, Colombia
- Diploma, Investigation Techniques National Education Corporation, Bogotá, Colombia
- Diploma, Criminal Investigation, Manuela Beltran University, Bogotá, Colombia
- Course, Non-Confrontational Interviewing Techniques, Wicklander-Zulawski & Associates, Bogotá, Colombia
- **Certified Fraud Examiner (in progress)**
- **Association of Certified Fraud Examiners**
- **Member of the Association of Certified Fraud Examiners.**

### Technical Skills

- **Fraud Investigations**
- **Fraud Prevention**
- Immigration Law & Visa Operations
- Passport Examinations Human Trafficking
- Report Writing
- Project Management
- File & Record Maintenance



- Team Leadership
- Training Facilitation
- Crisis Management
- Customer Service

**Chronological Order Work Experience**

**PERATON, Woodlawn, Maryland, US** **Mar 2021-Sep 2022**  
**Security Fraud Investigator**

**Responsibilities:**

- Provided support to the Social Security Administration (SSA) in building and improving the Re-engineered Comprehensive Integrity Review Process (RCIRP) and the SAS Case Management tool used to conduct case reviews.
- Worked on a high number of cases of different types and complexity which included analyzing alerts and the associated cases to make a determination on the specific alert, reviewing transactions in multiple systems as well as other sources **to identify fraud and documenting case analysis and closure in the case tool.**
- Worked on the assessment of the Analysts' work, provided guidance and feedback to Analysts and closed their cases in the case tool.
- Trained other team members and created training materials detailing the process for reviewing cases.
- Participated in meetings and events representing the customer and Peraton.
- Supported customer to create and update processes, procedures and standard practices implemented to certify reviews.
- Worked in clearing the backlog of large number of cases.
- Worked on various projects which consisted of conducting a second review of cases that led SSA to close numerous cases.
- Participated in working and POD meetings engaging in case related discussions, providing advice on training materials and how to work through new case types.
- Provided input on training models as appropriate.
- Performed other tasks as assigned to include technical writing, reporting and metrics.

**NORTHROP GRUMMAN/PERATON Woodlawn, Maryland, US** **Aug 2020-Mar 2021**  
**Fraud Analyst Investigator**

**Responsibilities:**

- Provided support to the Social Security Administration (SSA) in building and improving the Re-engineered Comprehensive Integrity Review Process (RCIRP) and the SAS Case Management tool used to conduct case reviews.
- **Used the RCIRP system and other SSA systems to analyze alerts and the associated cases, reviewed transactions in multiple systems as well as input from other sources to identify fraud and documented case analysis and closure in the case tool.**
- **Communicated with internal and external sources related to potentially fraudulent activity.**
- Worked on a high number of cases of different types and complexity.
- Provided guidance to other team members in the review of their cases.
- Participated in meetings and events representing the customer and Northrop Grumman/Peraton.
- Performed other tasks as assigned to include technical writing, reporting and metrics.

**EMBASSY OF THE UNITED STATES, Bogotá, Colombia** **2009-Feb Aug 2020**  
**Fraud Investigator** **2016-2020**

**Responsibilities:**

Charged with conducting fraud prevention investigations in support of the U.S. Embassy's Bogotá Consular Section, by means of:

- In person interviews and telephone interviews, contacts with local Colombian officials, searches on various Consular systems, social media, and public and private databases. Analyzed Lexis Nexis reports reviewing personal identifiable information, civil status records, background records, address histories and other miscellaneous information required for investigations. Conducted analysis of documents by verifying their legitimacy using prior professional knowledge, on-line searches, or any other available tools. Developed and executed strategies to identify possible involvement of organized crime rings in migration schemes and criminal activity. Worked closely with Migration Colombia, the Colombian National Police, the Colombian Central Office of Registrars, the Colombian Airline Security Officials, the Department of Homeland Security offices, banking and business executives, and local informants.
- **Investigated 10 sophisticated fraud schemes that linked each of them to more than 200 cases and ended in criminal prosecution; investigated large number of anonymous tips, and other non-immigrant, immigrant, and American citizen cases.**
- **Conducted average of 5 site visits and outreach per year throughout Colombia to gather information for the Fraud Prevention Unit (FPU) investigations, promoted transparency of Visa process, assisted in notarial services, and assisted in prison visits.**
- **Designed and delivered training sessions for consular officers regarding Colombian work and professional activities, fraud schemes, and how to identify fraud indicators during Visa interview and adjudication process.**
- Provided training, guidance, and instructions to new FPU employees and local employed non-immigrant Visa staff on office procedures and investigative techniques and tools.
- Recognized with Customer Service Award and 2 Meritorious Honor Awards.

**Fraud Investigator Assistant**

**2015-2016**

**Responsibilities:**

- **Performed fraud prevention assessments on possible migration schemes and criminal activity through personal interviews, correspondence, telephone inquiries, and contacts with local Colombian officials. Prepared Visa revocation letters, maintained database of Visa revocations, monitored public fraud email account, served as Unit timekeeper, processed travel arrangements and travel vouchers, coordinated fraud interviews, managed procurement requests and invoice payments, and processed representations vouchers through Financial Management Office.**
- **Reviewed and analyzed I-275 reports (turn-arounds applicants), identified fraud indicators, fraud schemes, and associated cases, and suggested additional action as required.**
- Utilized comprehensive knowledge of social and economic issues affecting migration and legal and political factors governing international travel **to detect fraud.**
- **Kept appropriate case files with special focus on activities of organized fraud rings.**
- **Identified and acted on major fraud scheme investigations, groups, and other types of investigations.**
- Honored with Franklin Award, Eagle Award, and Certificate of Commendation.

**Fraud Investigative Specialist**

**2012-2015**

**Responsibilities:**

- Delivered exemplary administrative and investigative support to FPU. Maintained office files, monitored incoming correspondence, updated FPU contacts, coordinated appointments, conducted

investigations, and managed special projects.

- **Assisted in fraud prevention investigations regarding non-immigrant Visa**, immigrant Visa, and American citizen services cases, drafted investigation reports, provided support on investigations of individuals identified in snitch letters & phone calls, **and supported major fraud scheme investigations.**
- Documented lost & stolen passports with US Visas, supported 2C/3B Officer in revocations and Naddis requests database.
- **Maintained forensic library of fraudulent documents; updated FPU library with information useful for investigations and assisted in facilitating training presentations on fraud prevention topics.**
- Responded to Colombian Courts and Colombian Law Enforcement requests for information; prepared diplomatic notes to respond to Foreign Affairs Ministry requests for information.
- Conducted site visits across Colombia to promote transparency of Visa process, verify information submitted by Visa applicants, and open new channels of communications with contacts.
- Recognized with 3 Eagle Awards.

**Fraud Administrative**

**2009-2012**

**Responsibilities:**

- Managed general clerical and administrative tasks; assisted Chief, Deputy, and Investigators on special projects and investigations. Maintained files, databases, and records.
- **Organized physical and electronic FPU library containing reference materials and exemplars of legitimate and fraudulent documents.**
- Vetted 10 maritime companies applying for registration in Crew Visa program; verified legitimacy of crew Visa applicants that were ultimately hired.
- Assisted in investigations of large number of groups that applied for non-immigrant Visas through Group Visa program.
- Received 2 Certificates of Appreciation, 3 Leadership Awards, and 1 Franklin Award.

**Early Career History:**

- Administrative Assistant, GRUPO EMPRESARIAL FARMACEUTICO, Bogotá, Colombia, 2004-2007, 2008
- **Tax Technician Intern**, KPMG, Short Hills, New Jersey, US, 2007-2008

## Section II, subsection 11. E. PROPOSED STAFF REFERENCES

Please include the following, in the order listed:

- Organization Name; and
- Organization Website Address; and
- Contact Name and Title; and
- Contract Phone Number; and
- Contact Email Address; and
- Name and Brief Description of the Project(s); and

### Candidate 1 Adrian Morris References

#### *Reference # 1*

<b>Organization Name</b>	Wells Fargo
<b>Organization Website Address</b>	<a href="http://www.wellsfargo.com">www.wellsfargo.com</a>
<b>Contact Name and Title</b>	Rasunda Tyler/ Fraud and Claims Operations Manager
<b>Contract Phone Number</b>	205.452.9080
<b>Contact Email Address</b>	<a href="mailto:Rashunda.tyler@yahoo.com">Rashunda.tyler@yahoo.com</a>
<b>Name and Brief Description of the Project(s)</b>	Generate Fraud and Non-Fraud Claims, process claims for immediate claim resolution, teach train and mentor new hires, meet and exceed all metric goals, de-escalate customer complaints, conduct immediate claim resolution resulting from claim investigation, process Chargebacks and representments, conduct quality call monitoring of new hires, provide coaching for improvement, process claims for multiple skill sets according to company policy and compliance, assist with writing and developing company compliance and policy for all skill sets to include ACH/ATM/Pin/Online/Account To Account

#### *Reference # 2*

<b>Organization Name</b>	Wal-Mart
<b>Organization Website Address</b>	<a href="http://www.walmart.com">www.walmart.com</a>
<b>Contact Name and Title</b>	Dusayo/Store Lead
<b>Contract Phone Number</b>	205.746.6366
<b>Contact Email Address</b>	<a href="mailto:dusayo34@yahoo.com">dusayo34@yahoo.com</a>
<b>Name and Brief Description of the Project(s)</b>	Manage Asset Protection Staff, provide Check Fraud Training for store management, manage multi units simultaneously, conduct weekly compliance Pharmacy audits, investigate internal and external theft, manage theft fraud ring investigations, write detailed depositions, sign arrest warrants, testify in court, investigate workman's compensation fraud, assist FBI/Secret Service as well as local authorities in investigations, interrogate witnesses using Wicklander-Zulawski Witness Interrogation Training techniques



**Reference # 3**

<b>Organization Name</b>	Bank of America
<b>Organization Website Address</b>	<a href="http://www.bofa.com">www.bofa.com</a>
<b>Contact Name and Title</b>	Tony Davis/Project Manager of Prepaid Claims Resolution and Reconsideration
<b>Contract Phone Number</b>	214.868.4399
<b>Contact Email Address</b>	<a href="mailto:Tony.davis2117@hotmail.com">Tony.davis2117@hotmail.com</a>
<b>Name and Brief Description of the Project(s)</b>	Manage team of agents, ensuring that agents are meeting and exceeding production and quality metric goals, monitor attendance, conduct work allocation, develop and implement new projects, conduct staff quality and production meetings, coach agent for improvement, conduct 1 on 1 with associates to discuss performance, dismissal and termination of associates

**Candidate 2 Andrea Benitez References:**

**Reference # 1**

<b>Organization Name</b>	Peraton
<b>Organization Website Address</b>	<a href="https://www.peraton.com/">https://www.peraton.com/</a>
<b>Contact Name and Title</b>	Eric Asare-Budu / Deputy Project Manager
<b>Contract Phone Number</b>	804.767.9911
<b>Contact Email Address</b>	<a href="mailto:asare.budueric@gmail.com">asare.budueric@gmail.com</a>
<b>Name and Brief Description of the Project(s)</b>	<p>Social Security Administration (SSA) ITSSC RCIRP (Re-engineered Comprehensive Integrity Review Process).</p> <p>The RCIRP is an integrity review process created to identify transactions that may indicate abuse or fraudulent activity involving SSA employees or the public. It upholds security program integrity via seamless administrative and security workflow operations, as informed by continual examination and analyses of people, processes, and technical data. Peraton provides analysis support in the working of RCIRP cases, as well as in building and improving the RCIRP and the SAS Case Management tool used to conduct case reviews.</p>

**Reference # 2**

<b>Organization Name</b>	Embassy of the United States, Colombia
<b>Organization Website Address</b>	<a href="https://co.usembassy.gov/">https://co.usembassy.gov/</a>
<b>Contact Name and Title</b>	Anita Lyssikatos / Organized Crime and Counternarcotics Chief
<b>Contract Phone Number</b>	(+57) 310.570.9166

<b>Contact Email Address</b>	<a href="mailto:lyssikatosa@state.gov">lyssikatosa@state.gov</a>
<b>Name and Brief Description of the Project(s)</b>	<p>Fraud Prevention Unit (FPU) of the U.S. Embassy's Bogota Consular Section.</p> <p>FPU safeguards U.S. borders by detecting and stopping fraud in applications for U.S. passports, Consular Reports of Birth Abroad, immigrant visas and non-immigrant visas. The investigations performed by FPU will primarily focus on analysis of facts to support fraud determinations made by officers that can affect whether an applicant is entitled to U.S. citizenship or will receive a permanent visa ineligibility. Included in the scope of work are detailed investigations into fraudulent documents, alien smuggling, imposters, visa counterfeiters, visa mills, and visa tampering schemes. FPU also conducts site visits and outreach throughout Colombia to gather information for the investigations, promote transparency of the visa process and assist other Units of the Consular Section.</p>

**Reference # 3**

<b>Organization Name</b>	Embassy of the United States, Colombia
<b>Organization Website Address</b>	<a href="https://co.usembassy.gov/">https://co.usembassy.gov/</a>
<b>Contact Name and Title</b>	Sandra Fonseca / Senior Fraud Investigator Supervisor
<b>Contract Phone Number</b>	(+57) 313.272.7609
<b>Contact Email Address</b>	<a href="mailto:fonsecas@state.gov">fonsecas@state.gov</a>
<b>Name and Brief Description of the Project(s)</b>	<p>Fraud Prevention Unit (FPU) of the U.S. Embassy's Bogota Consular Section.</p> <p>FPU safeguards U.S. borders by detecting and stopping fraud in applications for U.S. passports, Consular Reports of Birth Abroad, immigrant visas and non-immigrant visas. The investigations performed by FPU will primarily focus on analysis of facts to support fraud determinations made by officers that can affect whether an applicant is entitled to U.S. citizenship or will receive a permanent visa ineligibility. Included in the scope of work are detailed investigations into fraudulent documents, alien smuggling, imposters, visa counterfeiters, visa mills, and visa tampering schemes. FPU also conducts site visits and outreach throughout Colombia to gather information for the investigations, promote transparency of the visa process and assist other Units of the Consular Section.</p>

## Section II, subsection 11. F. CERTIFICATION AND ASSURANCES.

*Bidder must include the signed Certifications and Assurances form Attachment B with the Bidder Response.*

### ATTACHMENT B: CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

I/we declare that all answers and statements made in the proposal are true and correct.

1. The prices and cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
2. The attached proposal is a firm offer for a period of ninety (90) days following receipt, and it may be accepted by the Washington State Department of Revenue (DOR) without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the ninety (90)-day period.
3. In preparing this proposal, I/we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have described them in full detail on a separate page attached to this document.
4. I/we understand that DOR will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of DOR, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
5. Unless otherwise required by law, the prices and cost data which have been submitted have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other Proposer or to any competitor.
6. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
7. No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
8. I/we grant DOR the right to contact references and others, who may have pertinent information regarding our ability to perform the services requested in this Work Request (WR).

We (circle one) **are / are not** submitting proposed Contract exceptions. If Contract exceptions are being submitted, I/we have attached them to this form.

**On behalf of the Bidder submitting this proposal, my name below attests to the accuracy of the above statement. We are submitting a scanned signature of this form with our proposal.**



Signature of Bidder

President

11/03/2022

Title:

Date

*Washington State Department of Revenue  
Work Request DOR-WR-K2104 for Fraud Analyst  
Attachment B - Certification and Assurances*

## Section II, subsection 11. G. BIDDER CERTIFICATION EXECUTIVE ORDER 18-03 WORKERS' RIGHTS FORM.

*Bidder must include the following information provided below, be signed by Bidder and attached to their Proposal. A copy of the Bidder Certification Regarding Worker's Rights Certification form attached hereto as Attachment D.*

- *Solicitation No.: DOR-WR-K2104; and*
- *Printed Bidder Name; and*
- *Printed name of the person signing the certification form; and*
- *Title: Title or Position of the person signing the certification form; and*
- *Place: City and State where the certification form signed.*

### ATTACHMENT D WORKERS' RIGHTS CERTIFICATION

I hereby certify, on behalf of the firm identified below, as follows (check one):


**NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.** This firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

**MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.** This firm requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

FIRM NAME: Infojini, Inc.  
Name of Contractor/Bidder – Print full legal entity name of firm

By:   
Signature of authorized person

Sandeep Harjani  
Print Name of person making certifications for firm

Title: President  
Title of person signing certificate

Place: Columbia, MD  
Print city and state where signed

Date: 11/03/2022

## Section II, subsection 11. H. BIDDER CERTIFICATION WAGE THEFT PREVENTION FORM.

### ATTACHMENT C - CONTRACTOR CERTIFICATION

#### WAGE THEFT PREVENTION – RESPONSIBLE BIDDER CRITERIA

##### WASHINGTON STATE GOODS & SERVICES CONTRACTS

Prior to awarding a contract, agencies are required to determine that a bidder is a 'responsible bidder.' See RCW 39.26.160(2) & (4). Pursuant to legislative enactment in 2017, the responsible bidder criteria include a contractor certification that the contractor has not willfully violated Washington's wage laws. See Chap. 258, 2017 Laws (enacting SSB 5301).

Solicitation No.: **Work Request DOR-WR-K104 for Fraud Analyst**

I/we hereby certify, on behalf of the firm identified below, as follows (check one):

**NO WAGE VIOLATIONS.** This firm has NOT been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries (LNI) or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), any provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced procurement solicitation date.

OR

**VIOLATIONS OF WAGE LAWS.** This firm has been determined by a final and binding citation, and notice of assessment issued by the Washington Department of Labor and Industries (LNI) or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), a provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced procurement solicitation date.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

FIRM NAME: INFOJINI, INC.  
Name of Contractor/Bidder – Print full legal entity name of firm

By: 

Signature of authorized person

Sandeep Harjani  
Print Name of person making certifications for firm

Title: President  
Title of person signing certificate

Place: Columbia, MD  
Print city and state where signed

Date: 11/03/2022

Washington State Department of Revenue

Work Request DOR-WR-K2104 for Fraud Analyst

Attachment C – Wage Theft Protection



## Section II, subsection 11. I. COVID 19 VACCINATION REQUIREMENT FORM.

*Bidder must include the following information provided below, by signing the Bidder and attached to their Proposal. A copy of the Bidder COVID 19 Vaccination Requirement hereto as Attachment F.*

- *Solicitation No.: DOR -WR-K2104; and*
- *Solicitation Date; and*
- *Printed Bidder Name; and*
- *Printed name of the person signing the certification form; and*
- *Title: Title or Position of the person signing the certification form; and*
- *Place: City and State where the certification form signed*

### Attachment F

#### Contractor Certification

##### Proclamation 21-14 - COVID-19 Vaccination Certification

*To reduce the spread of COVID-19, Washington state Governor Jay Inslee, pursuant to emergency powers authorized in [RCW 43.06.220](#), issued [Proclamation 21-14 – COVID-19 Vaccination Requirement](#) (dated August 9, 2021), as amended by [Proclamation 21-14.1 – COVID-19 Vaccination Requirement](#) (dated August 20, 2021) and as may be amended thereafter. The Proclamation requires contractors who have goods, services, or public works contracts with a Washington state agency to ensure that their personnel (including subcontractors) who perform contract activities on-site comply with the COVID-19 vaccination requirements, unless exempted as prescribed by the Proclamation.*

**Department of Revenue (“DOR”) Contract Number: K2104**

I hereby certify, on behalf of the firm identified below, as follows (check one):

**CONTRACTOR HAS A COVID-19 CONTRACTOR VACCINATION VERIFICATION PLAN THAT COMPLIES WITH THE VACCINATION PROCLAMATION.** Contractor:

1. Has reviewed and understands Contractor’s obligations as set forth in [Proclamation 21-14 – COVID-19 Vaccination Requirement](#) (dated August 9, 2021), as amended by [Proclamation 21-14.1 – COVID-19 Vaccination Requirement](#) (dated August 20, 2021);
2. Has developed a COVID-19 Vaccination Verification Plan for Contractor’s personnel (including subcontractors) that complies with the above-referenced Proclamation;
3. Has obtained a copy or visually observed proof of full vaccination against COVID-19 for Contractor personnel (including subcontractors) who are subject to the vaccination requirement in the above-referenced Proclamation;
4. Complies with the requirements for granting disability and religious accommodations for Contractor personnel (including subcontractors) who are subject to the vaccination requirement in the above-referenced Proclamation;
5. Has operational procedures in place to ensure that any contract activities that occur in person and on-site at DOR premises (other than only for a short period of time during a given day and where any moments of close proximity to others on-site will be fleeting – e.g., a few minutes for deliveries) that are performed by Contractor personnel (including subcontractors) will be performed by personnel who are fully vaccinated or properly exempted as required by the above-referenced Proclamation;
6. Has operational procedures in place to enable Contractor personnel (including subcontractors) who perform contract activities on-site and at DOR premises to provide compliance documentation that such personnel are in compliance with the above-referenced Proclamation;



Attachment F  
Contractor Certification  
Proclamation 21-14 - COVID-19 Vaccination Certification  
Page 2


7. Will provide to DOR, upon request, Contractor's COVID-19 Vaccination Verification Plan and related records, except as prohibited by law, and will cooperate with any investigation or inquiry pertaining to the same.

OR

- CONTRACTOR DOES NOT HAVE A COVID-19 CONTRACTOR VACCINATION VERIFICATION PLAN.*  
Contractor does not have a current COVID-19 Contractor Vaccination Verification Plan and is not able to develop and provide a COVID-19 Contractor Vaccination Verification Plan to ensure that Contractor's personnel (including subcontractors) meet the COVID-19 vaccination requirements as set forth in the above-referenced Proclamation and provide the same to DOR within twenty-four (24) hours of such designation. [Note: Compliance with the Proclamation is mandatory.]

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Firm Name: Infojini, Inc.  
Name of Contractor – Print full legal entity name of firm

By:   
Signature of authorized person

Sandeep Harjani  
Print Name of person making certifications for firm

Title: President  
Title of person signing certificate

Place: Columbia, MD  
Print city and state where signed

Date: 11/03/2022

**Return to Procurement & Contracts Manager**  
**Department of Revenue**  
[LoriG@dor.wa.gov](mailto:LoriG@dor.wa.gov)  
**Post Office Box 47462**  
**Olympia, WA 98504**

**Failure to submit may result in contract termination.**

**ATTACHMENT A:  
Bidder Profile**

Bidder must provide all requested information in the space provided next to each numbered section below.

Many of the questions require information if you answer “yes”. Please provide your response in the space provided unless otherwise directed to submit on a separate page (note: the spaces provided can expand to allow for more text to be typed in if necessary). If you are directed to provide answers on a separate page, please identify the question and corresponding number that you are responding to, and attach that document to this Attachment A.

**COMPANY INFORMATION:**

(a)	Firm Legal Name*	Infojini, Inc.	
	Street Address	10015, Old Columbia Road, Suite B215	
	Mailing Address:		
	Delivery Address	10015, Old Columbia Road, Suite B215, Columbia, MD 21046	
	City, State, ZIP	Columbia, MD 21046	

\***Legal Name:** Many companies use a “Doing Business As” name or a nickname in their daily business. However, the State requires the legal name of your company as it is legally registered in the State of Washington or the state in which your company was registered. This should include the type of entity – Inc., LLC, LP, etc.

(b)	DBA (if any)	NA	
	Telephone Number(s)		
	Area Code: 443	Number: 257-0086	Extension:
	Area Code:	Number:	Extension:

(c)	A list identifying which parties of the organization have the authority to sign contracts/amendments on behalf of the Bidder’s entity.
	Sandeep Harjani, President

(d)	Names, addresses, e-mail addresses and telephone numbers of the sole proprietor, partners, or principal officers as appropriate to the organization		
	Name & Title: Sandeep Harjani, President		
	Address: 10015, Old Columbia Road, Suite B215, Columbia, MD 21046		
	Email Address: statebids@infojiniconsulting.com		
	Telephone Number		
	Area Code: 443	Number: 257-0086	Extension:

(e)	Primary Contact Person for Questions/Contract Negotiations, including address if different than above		
	Name & Title:		
	Address:		
	Email Address:		
	Telephone Number for Contact Person		
	Area Code:	Number:	Extension:

(i)	WA State UBI	603525288	
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(j)	Statewide Vendor Number (SWV)	SWV0165655	
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Bidder must be registered with the Washington State Office of Financial Management as a statewide vendor. Vendors cannot be paid until they have a SWV number. **If no current SWV number**, affirm that your organization will obtain a SWV number within ten (10) days of executing contract.  YES  NO

(k)	Federal Tax Identification Number	20-4624920
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**MANDATORY QUALIFICATIONS**

(a)	Bidder is properly licensed to do business in the state of Washington.	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
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(b)	Bidder is registered in Washington Electronic Business Solutions (WEBS)?	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
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**TERMINATION FOR DEFAULT**

(a)	Has Bidder had a state contract terminated for default within the last five years?	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
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If yes, submit on a separate sheet of paper the full details surrounding the breach and default.

**CONFIDENTIALITY**


(a)	Are there any pages in the Proposal that the Bidder has marked as "Confidential" or "Proprietary"	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
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If yes, any information in the Proposal that the Bidder desires to claim as proprietary and exempt from disclosure under the provisions of Chapter 42.56 must be clearly designated. Each page containing information claimed to be exempt from disclosure must be clearly identified by the word "Privileged" or "Confidential" printed on the lower right-hand corner of the page.

Additionally, Bidder must include a separate piece of paper attached to this **Attachment A**, indicating the pages that have been marked "Confidential" and the particular exception from disclosure upon which the Bidder is making the claim. Failure to follow these rules waives Bidders claim.

**AUTHORIZED SIGNATURES:**

*By signing below, you hereby certify that you are an authorized representative of your firm/company and empowered to negotiate, enter into, and execute, in the name and on behalf of your firm/company, any agreements or documents associated with this RFP and to bind your firm/company to the obligations stipulated therein.*

Signature ( <b>Individual must be authorized to Bind the Organization</b> )	
Signature: 	Date: 11/03/2022
Print Name: Sandeep Harjani	

**ATTACHMENT B: CERTIFICATIONS AND ASSURANCES**

I/we make the following certifications and assurances as a required element of the proposal to which it is attached, understanding that the truthfulness of the facts affirmed here and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contract:

I/we declare that all answers and statements made in the proposal are true and correct.

1. The prices and cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.
2. The attached proposal is a firm offer for a period of ninety (90) days following receipt, and it may be accepted by the Washington State Department of Revenue (DOR) without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the ninety (90)-day period.
3. In preparing this proposal, I/we have not been assisted by any current or former employee of the state of Washington whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official, public capacity. If there are exceptions to these assurances, I/we have described them in full detail on a separate page attached to this document.
4. I/we understand that DOR will not reimburse me/us for any costs incurred in the preparation of this proposal. All proposals become the property of DOR, and I/we claim no proprietary right to the ideas, writings, items, or samples, unless so stated in this proposal.
5. Unless otherwise required by law, the prices and cost data which have been submitted have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other Proposer or to any competitor.
6. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached sample contract and general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
7. No attempt has been made or will be made by the Proposer to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.
8. I/we grant DOR the right to contact references and others, who may have pertinent information regarding our ability to perform the services requested in this Work Request (WR).

We (circle one) **are / are not** submitting proposed Contract exceptions. If Contract exceptions are being submitted, I/we have attached them to this form.

**On behalf of the Bidder submitting this proposal, my name below attests to the accuracy of the above statement. We are submitting a scanned signature of this form with our proposal.**



\_\_\_\_\_  
Signature of Bidder

\_\_\_\_\_  
President

\_\_\_\_\_  
11/03/2022

Title:

Date

**Washington State Department of Revenue  
Work Request DOR-WR-K2104 for Fraud Analyst  
Attachment B - Certification and Assurances**

**ATTACHMENT C - CONTRACTOR CERTIFICATION**

**WAGE THEFT PREVENTION – RESPONSIBLE BIDDER CRITERIA**

**WASHINGTON STATE GOODS & SERVICES CONTRACTS**

*Prior to awarding a contract, agencies are required to determine that a bidder is a 'responsible bidder.' See RCW 39.26.160(2) & (4). Pursuant to legislative enactment in 2017, the responsible bidder criteria include a contractor certification that the contractor has not willfully violated Washington's wage laws. See Chap. 258, 2017 Laws (enacting SSB 5301).*

Solicitation No.: **Work Request DOR-WR-K104 for Fraud Analyst**

I/we hereby certify, on behalf of the firm identified below, as follows (check one):


**NO WAGE VIOLATIONS.** This firm has NOT been determined by a final and binding citation and notice of assessment issued by the Washington Department of Labor and Industries (LNI) or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), any provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced procurement solicitation date.

OR

**VIOLATIONS OF WAGE LAWS.** This firm has been determined by a final and binding citation, and notice of assessment issued by the Washington Department of Labor and Industries (LNI) or through a civil judgment entered by a court of limited or general jurisdiction to have willfully violated, as defined in [RCW 49.48.082](#), a provision of RCW chapters [49.46](#), [49.48](#), or [49.52](#) within three (3) years prior to the date of the above-referenced procurement solicitation date.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

FIRM NAME: INFOJINI, INC.  
Name of Contractor/Bidder – Print full legal entity name of firm

By:   
\_\_\_\_\_  
Signature of authorized person

Sandeep Harjani  
Print Name of person making certifications for firm

Title: President  
Title of person signing certificate

Place: Columbia, MD  
Print city and state where signed

Date: 11/03/2022



**ATTACHMENT D  
WORKERS' RIGHTS CERTIFICATION**

I hereby certify, on behalf of the firm identified below, as follows (check one):


**NO MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.** This firm does NOT require its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

OR

**MANDATORY INDIVIDUAL ARBITRATION CLAUSES AND CLASS OR COLLECTIVE ACTION WAIVERS FOR EMPLOYEES.** This firm requires its employees, as a condition of employment, to sign or agree to mandatory individual arbitration clauses or class or collective action waivers.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

FIRM NAME: Infojini, Inc.  
Name of Contractor/Bidder – Print full legal entity name of firm

By:   
Signature of authorized person

Sandeep Harjani  
Print Name of person making certifications for firm

Title: President  
Title of person signing certificate

Place: Columbia, MD  
Print city and state where signed

Date: 11/03/2022

## Attachment E -- Reference Submission Form

Bidder to complete and return the following reference information forms with response:

It is bidder's responsibility to make sure the information provided herein is accurate, and that the reference will be responsive to Washington State Department of Revenue's (DOR) inquiry.

<b>Referral 1:</b>		
Bidder's (your) Name: <u>Infojini, Inc</u>		
<b>Note: submission of this form constitutes permission for DOR to contact the reference indicated.</b>		
Name reference: corporation/agency	Name of person to provide referral	Email of person to provide referral
Texas Department of Transportation (TxDOT)	Yolanda Turk	<a href="mailto:Yolanda.Turk@txdot.gov">Yolanda.Turk@txdot.gov</a>
Identify nature of services Provided	Date the services were provided:	Full costs for services provided:
Over the last 3 years we have provided over 20 IT resources including Business Analysts to various projects at the Texas Department of Transportation.	Feb 2020 – Present	\$500,000

<b>Referral 2:</b>		
Bidder's (your) Name: <u>Infojini, Inc</u>		
<b>Note: submission of this form constitutes permission for DOR to contact the reference indicated.</b>		
Name reference: corporation/agency	Name of person to provide referral	Email of person to provide referral
Integrated Technology Solutions and Services Inc	Shweta Kukreja	<a href="mailto:itssi@itssicorp.com">itssi@itssicorp.com</a>
Identify nature of services Provided	Date the services were provided:	Full costs for services provided:
Provided Software Developers, Application Developers and Business Analysts for multiple projects	Dec 2018 - Present	\$400,000

<b>Referral 3:</b>		
Bidder's (your) Name: <u>Infojini, Inc</u>		
<b>Note: submission of this form constitutes permission for DOR to contact the reference indicated.</b>		
Name reference: corporation/agency	Name of person to provide referral	Email of person to provide referral
Judicial Council of California	Robin Harris	<a href="mailto:Robin.Harris@jud.ca.gov">Robin.Harris@jud.ca.gov</a>
Identify nature of services Provided	Date the services were provided:	Full costs for services provided:

Provided various IT Staffing personnel for various mission critical projects such as Business Analyst, Project Manager, Application Developer, and many more	July 2017 – Dec 2020	\$3M
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<b>Referral 4:</b>		
Bidder's (your) Name: <u>Infojini, Inc.</u>		
<b>Note: submission of this form constitutes permission for DOR to contact the reference indicated.</b>		
Name reference: corporation/agency	Name of person to provide referral	Email of person to provide referral
Synergy Systems and Services Inc	Abhay Nigam	<a href="mailto:abhay@sss-inc.com">abhay@sss-inc.com</a>
Identify nature of services Provided	Date the services were provided:	Full costs for services provided:
Provided a team of IT Analysts for multiple projects	Oct 2018 - Present	\$650,000

<b>Referral 5:</b>		
Bidder's (your) Name: <u>Infojini, Inc.</u>		
<b>Note: submission of this form constitutes permission for DOR to contact the reference indicated.</b>		
Name reference: corporation/agency	Name of person to provide referral	Email of person to provide referral
Washington Administrative Office of Courts	Sriram Jayarama	<a href="mailto:Sriram.jayarama@courts.wa.gov">Sriram.jayarama@courts.wa.gov</a>
Identify nature of services Provided	Date the services were provided:	Full costs for services provided:
Provided .Net Developers, IT Application Developers, Quality Analysts and Business Analysts for multiple projects	Aug 2015 – July 2018	\$175,000

Washington State Department of Revenue

Work Request DOR-WR-K2104 for Fraud Analyst

Attachment E - References

## Attachment F

### Contractor Certification

#### Proclamation 21-14 - COVID-19 Vaccination Certification

To reduce the spread of COVID-19, Washington state Governor Jay Inslee, pursuant to emergency powers authorized in [RCW 43.06.220](#), issued [Proclamation 21-14 – COVID-19 Vaccination Requirement](#) (dated August 9, 2021), as amended by [Proclamation 21-14.1 – COVID-19 Vaccination Requirement](#) (dated August 20, 2021) and as may be amended thereafter. The Proclamation requires contractors who have goods, services, or public works contracts with a Washington state agency to ensure that their personnel (including subcontractors) who perform contract activities on-site comply with the COVID-19 vaccination requirements, unless exempted as prescribed by the Proclamation.

**Department of Revenue (“DOR”) Contract Number: K2104**

I hereby certify, on behalf of the firm identified below, as follows (check one):

*CONTRACTOR HAS A COVID-19 CONTRACTOR VACCINATION VERIFICATION PLAN THAT COMPLIES WITH THE VACCINATION PROCLAMATION.* Contractor:

1. Has reviewed and understands Contractor’s obligations as set forth in [Proclamation 21-14 – COVID-19 Vaccination Requirement](#) (dated August 9, 2021), as amended by [Proclamation 21-14.1 – COVID-19 Vaccination Requirement](#) (dated August 20, 2021);
2. Has developed a COVID-19 Vaccination Verification Plan for Contractor’s personnel (including subcontractors) that complies with the above-referenced Proclamation;
3. Has obtained a copy or visually observed proof of full vaccination against COVID-19 for Contractor personnel (including subcontractors) who are subject to the vaccination requirement in the above-referenced Proclamation;
4. Complies with the requirements for granting disability and religious accommodations for Contractor personnel (including subcontractors) who are subject to the vaccination requirement in the above-referenced Proclamation;
5. Has operational procedures in place to ensure that any contract activities that occur in person and on-site at DOR premises (other than only for a short period of time during a given day and where any moments of close proximity to others on-site will be fleeting – e.g., a few minutes for deliveries) that are performed by Contractor personnel (including subcontractors) will be performed by personnel who are fully vaccinated or properly exempted as required by the above-referenced Proclamation;
6. Has operational procedures in place to enable Contractor personnel (including subcontractors) who perform contract activities on-site and at DOR premises to provide compliance documentation that such personnel are in compliance with the above-referenced Proclamation;


7. Will provide to DOR, upon request, Contractor's COVID-19 Vaccination Verification Plan and related records, except as prohibited by law, and will cooperate with any investigation or inquiry pertaining to the same.

OR

- CONTRACTOR DOES NOT HAVE A COVID-19 CONTRACTOR VACCINATION VERIFICATION PLAN.* Contractor does not have a current COVID-19 Contractor Vaccination Verification Plan and is not able to develop and provide a COVID-19 Contractor Vaccination Verification Plan to ensure that Contractor's personnel (including subcontractors) meet the COVID-19 vaccination requirements as set forth in the above-referenced Proclamation and provide the same to DOR within twenty-four (24) hours of such designation. [Note: Compliance with the Proclamation is mandatory.]

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Firm Name: Infojini, Inc.  
Name of Contractor – Print full legal entity name of firm

By:   
\_\_\_\_\_  
Signature of authorized person

Sandeep Harjani  
Print Name of person making certifications for firm

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**Return to Procurement & Contracts Manager  
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**Failure to submit may result in contract termination.**