



NOTICE TO PROVIDERS OF PROFESSIONAL SERVICES

(HRS 103D-304)

Issued Date: May 7th, 2024.

Vendor Submissions Due: Tuesday May 21, 2024, by 4:00 p.m.

Submitted By: Tri Nghiem

Title: President & CEO

Company: LINKOSYS

Address: 10612 Trask Avenue, Ste A, Garden Grove, CA 92843

Phone : (714) 655-8552

Email : tri.nghiem@linkosys.com

GSA Contract: 47QTCA21D004X

CMAS Number: 3-21-703902

1. Cover Transmittal Letter:

Mr. Robert Ewbank, Director of Information Technology
County of Hawaii: 25 Aupuni St, Hilo, Hawaii 96720
Email: iani.akau@hawaiicounty.gov
Phone: 808-932-2962

Mr. Victor Kandle, Assistant Director, Mass Transit Administrator
Email: heleonbus@hawaiicounty.gov
Phone: 808-961-8744

Subject: proposals to provide professional services HRS Sec. 103D-304 category TA. #7 – Programming Services (Public Transit App Development)

Dear Mr. Robert and Mr. Kandle,

We sincerely appreciate the opportunity to express our interest in providing professional services HRS Sec. 103D-304 category TA. #7 – Programming Services (Public Transit App Development). As an established information technology company headquartered in Southern California, our team comprises detail-oriented professionals with extensive expertise in large-scale applications. Our core competencies include web applications, mobile applications, digital information products (including design, video production, and marketing), artificial intelligence, blockchain, data analytics, cyber security, databases, project management, and ERP solutions.

Over the past eight years, we have successfully delivered information technology services across California, other U.S. states, and globally. Our experienced team members are prepared to contribute immediately, ensuring seamless integration and efficient service delivery. We firmly believe that clear communication, trust, and accountability form the bedrock of any successful partnership, leading to enhanced performance and productivity.

Thank you for considering our proposal. We look forward to the opportunity to collaborate with the county of Hawaii and contribute to its technological advancement.

Sincerely,

Tri Nghiem

Company: LINKOSYS

Title: President/CEO

Phone: (714) 655-8552

Email: tri.nghiem@linkosys.com

Website: www.Linkosys.com

Address: 10612 Trask Avenue, Ste A, Garden Grove, CA 92843

Mailing Address: 9581 Albacore Dr, Huntington Beach CA 92646

GSA Contract: 47QTCA21D004X

CMAS Number: 3-21-703902

2. Qualifications, Related Experience and References:

Company: LINKOSYS

Address: 10612 Trask Ave., Ste A Garden Grove, CA 92843

Phone : (714) 655-8552

Email : tri.nghiem@linkosys.com

Website: www.Linkosys.com

Cage Code : 8LFP6

DUNS: 44771419

GSA Contract: 47QTCA21D004X

CMAS Number: 3-21-703902A

Business Type: Small business

Business Size: 40

Linkosys is confident in our ability to provide the required services, drawing from our extensive experience and successful track record. Since our inception in 2016, we have consistently delivered high-quality solutions that align with your needs. Our steady and profitable growth over the past eighteen years reflects our unwavering commitment to excellence.

Recent Success: A notable achievement in our portfolio is our recent project for The City of Ha Noi Department of Tourism in Vietnam. In this engagement, we provided a comprehensive suite of services, including:

- Website Development
- Digital Information Products
- Video Production
- Layout Design
- Cybersecurity
- Social Media Network Assessment and Remediation

Thanks to our robust project management and technical teams, we successfully delivered all project requirements within the stipulated timeframe and budget. Our meticulous documentation complemented our technical work, ensuring a seamless transition for our client.

Proven Expertise in Ha Noi City, Viet Nam: Linkosys maintains a strong presence in Ha Noi, Viet Nam, where we consistently support diverse web-based applications. Notably, our work extends to Ha Noi's tourism system, catering to both local and international visitors and businesses.

We take pride in our accomplishments and eagerly anticipate future opportunities to assist our clients. Should you require additional information or have any questions, please feel free to reach out during your selection process.

3. References:

Contract Reference 1:

Customer: Dinh Law Firm

Project: Dinh Law Firm Web and Mobile Application design and development

Contact: Tony Dinh (President)

Phone: (281) 879-0447

Email: tony@dinhlawfirm.com

Dates of service: 10/10/2018 – present

Summary: Linkosys successfully developed a comprehensive online portal tailored to meet the diverse needs of the System Organization. This portal efficiently manages clients, sales, billings, and user interactions within the operating system.

Project Scope: Prototype Database and Web-Enabled Application Our contract aims to provide essential support to the Management Services team. Specifically, we are engaged in designing, developing, testing, and deploying a prototype database and web-enabled application. This application empowers users to seamlessly enter, manage, and generate reports. Key features include:

Data-Driven and Web-Enabled: The application leverages Commercial-Off-The-Shelf (COTS) web and database technologies, including SQL, .NET, Java, JavaScript, and Oracle.

User-Friendly Interface: Collaborating closely with our customer, we translated provided Use Cases into Microsoft .NET-based user interface screens. These screens access tables containing data derived from databases.

Secure Access: The application ensures secure access, allowing only authorized personnel via a stored identification and integrated password system.

Our commitment to excellence and close collaboration with the client resulted in a robust solution that enhances data management and reporting capabilities.

Contract Reference 2:

Customer: Eleganza Tiles, Inc.

Project: Web development and operational support

Contact: Michael Darmawan (President)

Phone: 714-224-1700

Email: Mike@eleganzatiles.com

Dates of service: 06/04/2018 – present

Summary: Linkosys provides IT services including the design and development of web and mobile applications, data migration and integration. Our team extracted and migrated data from various sources of systems such as flat files, xml files from databases, merged and manifested the data and loaded it into data warehouse. We built a data warehouse structure that can manage all types of heavy analytical queries load and business intelligence OBIEE reports which helped higher management to take tough decisions and achieve their goals and mission. Our team used Agile methodology, Oracle, ETL Informatica, OBIEE. Our team also utilized ITIL and CMMI methodologies to create documented, repeatable processes.

Contract Reference 3:

Customer: District of Columbia Government Office of the Chief Technology Officer

Address: 441 4th St. NW, Washington, DC 20001

Contact: Tehsin Faruk, Deputy Chief of Staff, tehsin.faruk@dc.gov, 202-834-5680.

Summary: Linkosys provided a Sr. Project Manager, a Sr. Business Analyst, an Engagement Manager, Solutions Architect and 2 Platform Engineers who completed the Phase One - PPM ServiceNow Implementation & Strategy

and Governance project on time, in scope and in budget. The primary objective satisfied was to design, configure, and implement ServiceNow Project Portfolio Management (PPM) in accordance with a District of Columbia ServiceNow Roadmap. The engagement was organized under five (5) milestones and focused specifically on configuring the ServiceNow Enterprise Information Technology Business Management (ITBM) module to achieve the district's short and long term ITBM goals.

Contract Reference 4:

Customer: Ha Noi City Department of Tourism

Address: 11B Cat Linh, Dong Da, Hanoi, Vietnam

Contact: Thu Van (Chief Information Officer)

Email: vanthu_sodl@hanoi.gov.vn

Phone: +84 243 733 9898

Dates of services: 01/04/2021 - Present.

Summary: Linkosys is actively involved in the design, development, maintenance, and support of web and mobile applications for the Ha Noi City Department of Tourism. Our comprehensive solutions provide visitors with reliable information about tourism in Ha Noi city.

Key Features of the Ha Noi City Department of Tourism Website:

Modern Solution: Our newly developed website offers a contemporary and user-friendly experience, attracting a significant number of visitors.

Effective Promotion: By leveraging this platform, the city efficiently promotes its tourism offerings and provides essential information to both local and international travelers.

Integrated Functionality:

- **Site Administration:** We have incorporated robust administrative tools for efficient management.
- **Functional Modules:** These modules enhance user interactions and streamline processes.
- **Utilities for Unit Users:** Administrators, travel service providers, and visitors all benefit from tailored utilities.

For detailed information, please explore the Ha Noi Tourism Department website:

<https://tourism.hanoi.gov.vn>

Contract Reference 5:

Customer: Nata

Address: Le Duc Tho Road, Nam Tu Liem District, Hanoi, Vietnam

Contact: Chi Nguyen (Chief Information Officer)

Email: chi.nguyen@nata.vn

Phone: +84 936883645

Dates of services: 01/05/2022 - Present.

Summary: Linkosys engaged in design, development and maintenance and support Nata web application. We delivered the project on time and on budget and the customer has been extremely satisfied with the results. We are continuing the partnership with the company.

Contract Reference 6:

Customer: Zimmer Biomet Japan

Address: Ryokuchi Station Building. 2-4-1, Terauchi, Toyonaka, Osaka, Japan

Contact : Phuong Nguyen (Sale manager)
Email: phuongnguyen@zimmerbiomet.com
Phone: +81 9018526868
Dates of services: 01/08/2022 - Present.

Summary: Linkosys provides IT services including the design and development of web and mobile applications, data migration and integration. We extracted and migrated data from various sources, merged, manifested their data, and loaded it into their data warehouse. We built a data warehouse structure that can manage all types of heavy analytical queries load and business intelligence OBIEE reports.

Contract Reference 7:

Customer: TJB Web Media
Address: 14 Beverly Rd, Piscataway, NJ 08854
Contact: David Butler
Phone: (732) 406-7821
Email: TJBWebMedia@gmail.com
Dates of services: 01/03/2023 - Present

Summary: Linkosys provides IT services and support including digital videos, web and mobile applications development and maintenance.

4. Personnel and Staffing:

NAME	ROLE	RESPONSIBILITIES, LICENSES & CERTIFICATES
Ken Nguyen	Project Manager/Lead Web Application Developer/ Communications Engineer	Primary point of contact overall project success and technical support, Key decision maker for all contract and staffing decisions Professional Certifications: •Oracle8i Introduction, Oracle Database: Application Development and Tuning, Oracle PL/SQL Programming, Oracle Form and Report, •ASP.NET and Web Forms, Introduction to XML, Web Development with ASP.NET, Multimedia Web Development
Tri Nghiem	Program/Project Manager	Primary point of contact is overall project success and technical support, Key decision maker for all contract and staffing decisions. Program/Project Manager/Scrum Master with over 18 years of experience successfully managing projects spanning a variety of industries (Web/Mobile Applications, Business Intelligence, ERP, Cloud Based) Professional Certifications: •Project Management Professional PMP, Project Management Institute •Certified Scrum Master, International Scrum Institute
Hoan Le	Enterprise IT Architect/Microsoft Certified Technology Specialist	Primary point of contact overall project success and technical support, Key decision maker for all contract and staffing decisions Professional Certifications: •Microsoft System Center Configuration Manager 2007 •EMC System Engineer Accreditation certification •Windows 2003 Active Directory Service Design •Windows 2003 Active Directory Service Administration

		<ul style="list-style-type: none"> •Windows 2003 Server •Windows 2003 Professional •Microsoft Internet Security and Acceleration 2000/2005 •Administration of Microsoft SQL 7.0 •Windows NT workstation 4.0 •Windows NT Server 4.0 •Windows NT Server 4.0 in Enterprise •System Management Server version 1.2/2.0 •Managing and Monitoring Internet Information Server 4.0 •Networking Essentials •Microsoft Operating System Platform (2008/2012/2016) •Windows Azure Cloud platform •UNIX Platform (HP & Solaris) •Ethernet, Token ring and FDDI to support NetWare, TCP/IP and IBM networking protocols •Configuration Management: Microsoft System Center Cloud-based platform, WhatsUp Gold, Tivoli (for Sun Solaris system), Operation Management Suite (OMS) •Business Application: SAP, Oracle, IBM Business Object. •Database system: Microsoft SQL Server (6.5/7.0 and 2000), Microsoft Access (97/2000/XP) •Internet Security: Internet Security and Acceleration Server 2000 •Office Suite: MS Office 97/2000/XP suite, CorelDraw 8.0 •Desktop implementation tool: Windows 2000 RIS, Symantec Ghost, BDD 2007 •Scripting tools: SMS Installer, Wise package Studio 3.1, WinInstaller •Helpdesk Applications: Heat for Windows, Support Magic, and Remedy •Electronic mail systems: Exchange Server 5.5/2000/2003, MS Outlook, Lotus cc:Mail •Intel-based platform (Dell/HP/IBM) •Enterprise Storage products (EMC, NetApp, IBM) •Enterprise Networking products (Cisco, Avaya, Juniper)
<p>Vivian Tuong-Van Le</p>	<p>Business Analyst/Software Quality Assurance</p>	<p>Over 23+ years of experience in the design, development and testing of software applications. Focus effort as Business Analyst / Software Quality Assurance. Familiar with all phases of the SDLC including requirements analysis, test planning, test execution and task management using both Waterfall and Agile development methodologies.</p> <p>Professional Certifications:</p> <ul style="list-style-type: none"> •CyberArk Privileged Access Management (PAM) Administration for Partners •EPM (SaaS) Administration for Partners •Introduction to CyberArk Privileged Access Management •Salesforce CRM Platform •PeopleSoft Human Capital Management (HCM) •CompTIA Security+ Certification Exam Preparation •Test & Evaluation Boot Camp (credit to DAU TST-102 course - Internal

		<p>Training)</p> <ul style="list-style-type: none"> •ITIL Certification v3 Foundation Level (Internal Training) •Fundamentals SOA & Service-Oriented Computing (Internal Training) •ICAgile Certified Professions – Fundamentals of Agile •IIST - Certified SW Test Professional by International Institute for Software Testing •Disciplined Software Testing Practices & Effective Test Management Practices •Requirements Management Project Briefing (WS 18) (Internal Training) •Software Configuration Management Project Briefing (Internal Training) •Peer Review Process and Facilitator – CMM Level 3 (Internal Training) •Software Engineering - CMM Level 3 (Internal Training) •Software Quality Assurance - CMM Level 2 / Level 3 (Internal Training) •40 hours of training in Hands-On Java Programming •32 hours of training in developing a Web Site •Peer Review Process and Facilitator – Capability Maturity Model (CMM) Level 3 •Software Engineering - CMM Level 3 •Software Quality Assurance - CMM Level 2 / Level 3
Hai M Tran	System Architect	<p>Active Directory Administration, with expertise in installation, configuration, and management of Active Directory services, including Group Policy, DNS, DHCP, AD replication, Trust, FSMO roles, and backup and disaster recovery.</p> <p>Professional Certifications:</p> <ul style="list-style-type: none"> • VMware Certified Professional (VCP) VI3 & vSphere 4 & 5 Xitotech Certified Engineer (SAN) • Microsoft Certified IT Professional (MCITP) – Enterprise Administrator • Microsoft Certified IT Professional (MCITP) – Enterprise Messaging Administrator Microsoft Certified System Engineer (MCSE) • Citrix Certified Administrator (CCA) • Citrix Certified Enterprise Administrator (CCEA) Datacore Certified Installation Engineer • Tarantella Certified Administrator for Canaverall IQ CompTIA A+ Security+
Conrad Bell	System Programmer	<p>Responsible for analyzing vulnerabilities and developing security controls, assessing the impact of changes on affected systems. Execute security hardening techniques through patching, updating, and deployment of Group Policy Objects (GPO)</p> <p>Professional Certifications:</p> <ul style="list-style-type: none"> • Active Directory Federation Services (AD FS)

		<ul style="list-style-type: none"> • Certified Information Systems Security Professional (CISSP) - 2019 • CompTIA Advanced Security Practitioner (CASP+) - 2018 • Microsoft Certified Solutions Associate (MCSA Server 2008) - 2014 • Completed MCP 70-410 Installing and Configuring Windows Server 2012 - 2013
Jason Stumbaugh	Windows Systems Administrator	<ul style="list-style-type: none"> • Team leads of Operations and Maintenance supporting: Windows Server 2008, 2012, 2016, Microsoft Azure, AWS, VMware, and Security Compliance <p>Professional Certifications:</p> <ul style="list-style-type: none"> • Certified Information Systems Security Professional (CISSP) • Microsoft Certified Solution Expert (MCSE): Infrastructure • Cybersecurity Management and Policy Bachelor's Degree UMGC
Chris Magana	Systems Analyst	<p>Subject Matter Expert with Windows Server 2008-2019, Microsoft Azure, VMware, Security Compliance, Active Directory (AD), Group Policy, and the deploying of operating systems over a network</p> <p>Professional Certification:</p> <ul style="list-style-type: none"> • Advance Cyber Security Certificate (2017) • Associates of Arts in Information Technology and Security (2016) • Information Assurance/ Security • Information Assurance and Security Certificate (2016) • The National Society of Collegiate Scholars (present) • A+ CompTIA Certified (2012) • IT Networking and Cisco Routing (2008) • CompTia Security + (2007)
Tuan Anh Hoang	Artificial Intelligence Consultant	<p>Lecturer & Researcher (RMIT University)</p> <ul style="list-style-type: none"> • Awarded VinIF research grant 2020 as co-PI • Co-authored research proposals that get funded for more than e 2M • Published more than 20 papers in top-tier conferences and journals that have been cited for more than 500 times
Man Phuong Dong	Sr Full Stack Developer	Sr Full Stack Developer with more than 12 years of experience creating scalable web apps with a range of technologies. with proficiency in Vue, Angular, React, Node.js, Express.js, Java, and C#, .Net Core, as well as front-end and back-end development.
Phong Nghiem	Lead Web Application Developer	<p>Develop the website (Coding).</p> <p>Perform source code review and correct bug fixes (if any)</p>
Vu Van Ly	UI/UX Designer	<p>Understanding and documenting user specifications and translating to developers.</p> <p>Create UI/UX Design prototype and ensure client satisfaction</p>
Vincent Le	Web Application Developer	<p>Develop the website (Coding).</p> <p>Perform source code review and correct bug fixes (if any)</p> <p>AWARDS:</p> <p>Collective Ingenuity Award 2023</p> <p>Multiple Passionate Service Awards 2021-2022</p>

Hoang Tien Anh	Tester	<ul style="list-style-type: none"> •Develop test cases/checklist and prioritize testing activities •Execute all test cases and report defects, define severity and priority for each defect •Carry out regression testing when changes are made to fix defects •ensuring that software products meet the required quality standards, adhere to specifications, and provide a positive user experience improving software quality, and enhancing customer satisfaction.
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5. Emergency Response / On Call Breakdown:

Project Point of Contact: Ken Nguyen/Project Manager

Phone: (732) 595-6266

Email: Ken.Nguyen@linkosys.com

Qualifications: Mr. Ken Nguyen is a proactive, ambitious, and driven professional with over 15 years of experience in information technology system planning, design, and implementation. His expertise extends to website design and development within enterprise environments:

- **Mobile Device Management (MDM) Program:** As a project manager at World Software Corporation, Mr. Nguyen successfully led the planning, design, and implementation of an MDM Solution for multiple local government agencies in Glen Rock, New Jersey.
- **Web Portal and Mobile Application Development:** He also served as the lead point of contact (POC) for a team of technologists responsible for developing web portals and mobile applications for various local government agencies across the state of New Jersey.
- **Microsoft Endpoint Configuration Manager (MECM):** Mr. Nguyen provided project management expertise for the design and planning of MECM for the city of New Jersey.

His commitment to excellence, strong interpersonal skills, and ability to work independently in deadline-driven environments make him an asset for any project.

Project Point of Contact: Hoan Le, Lead Solution Architect/Program Director

Phone: (703) 625-1535

Email: Hoan.Le@linkosys.com

Qualifications: Mr. Hoan Le is a proactive, ambitious, and driven professional with over three decades of experience in information technology system planning, design, and implementation. His expertise extends to website design and development within enterprise environments:

- **Mobile Device Management (MDM) Program:** As the Director of Programs at World Software Corporation, Mr. Le successfully led the planning, design, and implementation of an MDM Solution for multiple local government agencies in the Commonwealth of Virginia.
- **Web Portal and Mobile Application Development:** He also served as the lead point of contact (POC) for a team of technologists responsible for developing web portals and mobile applications for various local government agencies across the state of Virginia.
- **Microsoft Endpoint Configuration Manager (MECM):** Mr. Le provided program management expertise for the design and planning of MECM for Virginia’s Fairfax County Government.

His commitment to excellence, strong interpersonal skills, and ability to work closely with government staff make him an asset for any project.

Project Point of Contact: Felix Uy, Vice President / Account Executive

Phone: (714) 981-5648

Email: Felix.Uy@linkosys.com

Qualifications: Mr. Felix Uy is a proactive, ambitious, and self-driven professional with over three decades of experience in information technology system planning, design, and implementation. His expertise extends to website design and development within enterprise environments:

- **Mobile Device Management (MDM) Program:** As the Program Director at First American Title Company, Mr. Uy successfully led the planning, design, and implementation of an MDM Solution for multiple local government agencies.
- **Web Portal and Mobile Application Development:** He also served as the lead point of contact (POC) for a team of technologists responsible for developing web portals and mobile applications for various local government agencies.
- **Microsoft Endpoint Configuration Manager (MECM):** Mr. Uy provided program management expertise for the design and planning of MECM across multiple projects.

His commitment to excellence, strong interpersonal skills, and ability to collaborate closely with staff make him an asset for any project.