



RFP # C000540- IES System Integrator Master Service Agreements

Attachment 25-Litigation

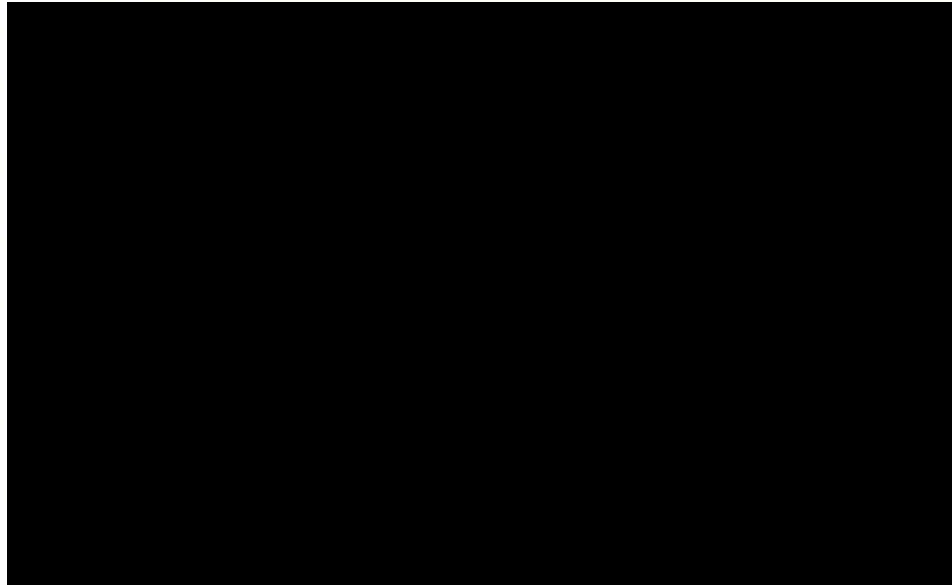
February 2, 2020

Mrs. Ward
Contract Management Specialist
Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Dear Mrs. Ward:

RE: RFP C000540 IES System Integrator

In accordance with Attachment 25 – FOIL and Litigation Disclosure, GDIT submits the following list of legal proceedings or investigations concerning the Firm over the last five (5) years, including the nature and outcome of any lawsuit if litigation is complete.



Contracts Administrator Advisor
CSRA State and Local Solutions LLC,
a General Dynamics Information Technology company

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"Confidential & Proprietary"

(The contents of this entire document are considered to be GDIT "Confidential & Proprietary Information," and should not be disclosed to any unofficial party)

February 6, 2020

NYS Office of Information Technology Services ("ITS")
Procurement and Contract Support Unit
Attention: Best Value Team, Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

TRADE SECRETS

**Subject: NYS Public Officer's Law Section 89(5), 87(D) Protection for GDIT's Proposal(s)
Submission for ITS RFP # C000540 IES System Integrator Master Service Agreements**

In accordance with Section 3.8 (DISCLOSURE OF PROPOSAL CONTENTS – FREEDOM OF INFORMATION LAW ("FOIL"))[1./], of the Office of Information Technology Services RFP # C000540 IES System Integrator Master Service Agreements, GDIT provides the following listing of proprietary material it believes is exempt from disclosure pursuant to the NYS Trade Secrets laws.

1. / 3.8 DISCLOSURE OF PROPOSAL CONTENTS – FREEDOM OF INFORMATION LAW ("FOIL")

All materials submitted by a Bidder in response to the RFP shall become the property of ITS and may be returned to the Bidder at the sole discretion of ITS.

Disclosure by ITS of items related to this RFP shall be permitted consistent with the laws of the State of New York and specifically the NYS Freedom of Information Law (FOIL) contained in Section 87 of the NYS Public Officers Law. ITS shall take reasonable steps to protect from public disclosure any records or portions thereof relating to this Contract that are otherwise exempt from disclosure under that statute. Information constituting trade secrets or critical infrastructure information, for purposes of FOIL, must be clearly marked and identified as such by the Contractor upon submission to ITS.

If the Contractor intends to request an exemption from disclosure under FOIL for trade secret materials or critical infrastructure information, the Contractor shall, at the time of submission, request the exemption in writing and provide an explanation of: (i) why the disclosure of the identified information would cause substantial injury to the competitive position of the Contractor; or (ii) why the information constitutes critical infrastructure information which should be exempted from disclosure pursuant to §87(2) of FOIL. Acceptance of the identified information by ITS does not constitute a determination that the information is exempt from disclosure under FOIL. Determinations as to whether the materials or information may be withheld from disclosure will be made in accordance with FOIL at the time a request for such information is received by ITS. Contractor represents and warrants that it understands that

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requests to exempt the entirety of Contractor's materials from disclosure under FOIL has generally not been found to be meritorious.

I. Recommended FOIL Redaction Summary

In accordance with standard FOIL practice, GDIT has conducted a line-by-line review of its proposals, and objects to the release of certain portions of the proposal content considered “Trade Secret(s)”, noted by the “blackened” redactions within the proposal documents accompanying this submission.

We believe the foregoing information is exempt from release because it constitutes GDIT sensitive proprietary “Company Business Information”, hereinafter referred to as “CBI”. All designated “CBI” is “confidential” and “proprietary”, and considered “Trade Secret(s)”. GDIT’s “CBI” or “Trade Secret(s)” consists of commercial, pricing, technical information or data, the disclosure of which will likely: (i) cause substantial injury to GDIT’s competitive position or (ii) give a competitor a potential or actual competitive advantage over GDIT. The “CBI” information, as discussed in detail below, should be withheld from disclosure due to the protection afforded pursuant NYS Trade Secrets - Section 87(d).

The “CBI” is not readily available to the public and provided to the government in confidence. Any disclosure of the “Trade Secret(s)” information would cause substantial injury to GDIT’s competitive position.

The material considered to be Trade Secrets, include the following:

Volume 1 - Administrative Proposal (65 pages)

- a. Federal Employer Identification Number “FEIN” / Page 1, 29, 33, 35;
- b. GDIT Personnel Names and identifying information / Pages 5-6, 10-12, 14, 16-19, 27, 29-31, 47, 51, 54, 56;
- c. EEO Staffing Plan / Page 21;
- d. M/WBE Utilization Plan / Page 23-25;
- e. Subcontractors / Page 28;
- f. Vendor Responsibility Questionnaire / Pages 36-45;
- g. SDVOB Utilization Plan / Pages 53-54;
- h. Litigation Disclosure / Pages 56;

Volume 2 - Technical Proposal (201 Pages)

- i. Federal Employer Identification Number “FEIN” / Page 1 (Cover Page);
- j. GDIT Personnel Names and identifying information / Pages 8-10;
- k. Number of NYS staff, GDIT process / Pages 10, 12, 13, 22;
- l. Effort, Skills and Processes / Page 11;
- m. Labor Skills and IES Categories / Page 12;
- n. GDIT Proprietary Solution / Page 14;
- o. Past Performance / Pages 17-21;
- p. Integration Experience and GDIT Proprietary Solution / Pages 22-33;
- q. GDIT Proprietary Strategies / Pages 33-41;
- r. Engagement Executive / Pages 42-46;
- s. Bidder Experience / Pages 48-146;

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- t. Project Staffing and Experience / Pages 147-148;
- u. Subcontractors / Page 149;
- v. Organization Capacity, Skills Development / Pages 149-163;
- w. Bidders References / Pages 167-199;

Volume 3 - Financial Proposal (9 Pages)

- x. Federal Employer Identification Number “FEIN” / Page 1 (Cover Page);
- y. GDIT Personnel Names and identifying information / Pages 5-6;
- z. Labor Rates / Pages 7-8.

The “CBI” information contained within GDIT’s proposal submission was submitted to “ITS” with all pages of the document appropriately marked with a confidential restrictive use and non-disclosure legend. The information, as discussed in detail below, should be withheld from disclosure due to the protection afforded Trade Secrets pursuant to NYS Public Officers Law, Section 87(2)(d).

II. Trade Secrets Analysis - Section 87(d)

The FOIL permits an agency to deny access to records or portions thereof that are trade secrets or are submitted to an agency by a commercial enterprise or derived from information obtained from a commercial enterprise and which if disclosed would cause substantial injury to the competitive position of the subject enterprise. N.Y. Pub. Off. Law § 87(2)(d) (McKinney Supp. 1993).

The concept and parameters of what might constitute a “trade secret” were discussed in Kewanee Oil Co. v. Bicron Corp., which was decided by the United States Supreme Court in 1973 (416 U.S. 470). Central to the issue was a definition of “trade secret” upon which reliance is often based. Specifically, the Court cited the Restatement of Torts, section 757, comment b (1939), which states that:

“[a] trade secret may consist of any formula, pattern, device or compilation of information which is used in one’s business, and which gives him an opportunity to obtain an advantage over competitors who do not know or use it. It may be a formula for a chemical compound, a process of manufacturing, treating or preserving materials, a pattern for a machine or other device, or a list of customers” (id. at 474, 475).

In its review of the definition, the Court stated that “[T]he subject of a trade secret must be secret, and must not be of public knowledge or of a general knowledge in the trade or business” (id.). The phrase “trade secret” is more extensively defined in 104 NY Jur. 2d 234 to mean:

“...a formula, process, device or compilation of information used in one’s business which confers a competitive advantage over those in similar businesses who do not know it or use it. A trade secret, like any other secret, is something known to only one or a few and kept from the general public, and not susceptible to general knowledge. Six factors are to be considered in determining whether a trade secret exists: (1) the extent to which the information is known outside the business; (2) the extent to which it is known by a business’ employees and others involved in the business; (3) the extent

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of measures taken by a business to guard the secrecy of the information; (4) the value of the information to a business and to its competitors; (5) the amount of effort or money expended by a business in developing the information; and (6) the ease or difficulty with which the information could be properly acquired or duplicated by others. If there has been a voluntary disclosure by the plaintiff, or if the facts pertaining to the matter are a subject of general knowledge in the trade, then any property right has evaporated.”

In this case, the protected “CBI” (“redacted”) material constitutes a trade secret pursuant to Section 87 of the Public Officers Law, as well as the decision in Matter of Encore College Bookstores, Inc. v. Auxiliary Services Corporation of the State University of New York at Farmingdale, 87 N.Y.2d 410 (1995). The New York Court of Appeals considered what constitutes trade secret material, holding that the trade secret exemption in the Public Officers Law Section 87(2)(d) is triggered when public disclosure of the trade material would “*cause substantial harm to the competitive position of the person from whom the information was obtained.*” The Court determined that the party seeking trade secret protection need not establish actual competitive harm; “rather, actual competition and the likelihood of substantial competitive injury is all that need be shown.” In determining whether substantial harm exists, the Court determined that the existence of substantial competitive harm depends on the “commercial value of the requested information to competitors and the cost of acquiring it through other means.” The Court concluded, “where FOIA disclosure is the sole means by which competitors can obtain the requested information, the inquiry ends here.” See: Encore College Bookstores, Inc. v. Auxiliary Services Corporation of the State University of New York at Farmingdale, 87 N.Y.2d 410 (1995).

The protected “CBI” material falls within the judicial definition of trade secret material, because any such disclosure of the “redacted” information would cause significant and substantial injury to GDIT.

III. GDIT Corporate Policy is to Protect “Company Sensitive Information”

It is the policy of GDIT to protect “Company Sensitive Information” (referred to as “CBI” or “Trade Secrets”) used in business operations and to comply with all applicable laws and customer requirements. To accomplish this goal, GDIT maintains a corporate policy to ensure that employees of GDIT and its managed entities take appropriate measures to protect the interests of GDIT when proprietary or sensitive information is released to, received from, or exchanged with other parties. Company Sensitive Information is disclosed only to internal and external persons who have a clear need-to-know and who are under a duty to keep such information confidential. This policy applies to all GDIT employees, divisions, business areas, functional areas, and managed affiliates (collectively referred to as “GDIT”) and all consultants, sales representatives, and third party supplied personnel (“representatives”), unless otherwise expressly noted.

GDIT Policy defines “Company Sensitive Information” and “Confidential” as follows:

“Company Sensitive Information” is defined as all unclassified, confidential or proprietary company information, records, data and documents (in any medium)

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that are relevant to the business operations of GDIT and that GDIT determines should not be freely disclosed to the public. Examples of Company Sensitive Information include, but are not limited to: planning, marketing, budget and cost/financial data; inter- and intra-company records of contractual negotiations and commitments; internal-only memoranda or emails; ethics program information and data; investigations; emergency action plans; inventions, technical data and know-how; company-owned software and corresponding source/object code; and sensitive proprietary photographs of business facilities, products or operations.

“Confidential” information is defined as including the terms “confidential information,” “proprietary information,” or “sensitive information” and refers to any information that the discloser (whether owner or licensee) of the information does not make available to others without restrictions on its use or disclosure. These are broad terms and include, but are not limited to, software (in any form, including documentation therefore), system designs, pricing, cost and financial data, company phone directories, personnel data, technical information, business plans, product development plans, know-how, past performance information, customer information and identities, models, and marketing plans.

See: GDIT Policy, LEG-POL-G-8 Protection of GDIT Sensitive Information.

GDIT employees exercise strict adherence to these policies. GDIT personnel followed internal policies covering the handling and procedures for protecting sensitive material from being placed in the public domain. These policies instruct employees on how to place appropriate legends on company proprietary information contained in various media; require that disclosure within the company be restricted to those who need to know such information; restrict release to third parties except under an agreement that provides appropriate protection for such information; require that proprietary information be stored in a locked desk, office, or cabinet; and generally control the use, storage, transmission, and disposal of such information. With respect to proprietary data concerning a contract and modifications, distribution of both hard copies and electronic copies is limited to the finance and business operations organization.

If a competitor acquired this “CBI” information, it would put GDIT at an unfair “competitive disadvantage”, resulting in significant competitive harm. Other contractor’s (GDIT’s competitors) could simply attempt to replicate GDIT’s unique solution and underbid GDIT on current and/or future opportunities with ITS and other agencies for similar types of work. Because of the likely potential for other contractors to gain a “competitive advantage” over GDIT it is not only logical, but mandatory, that GDIT ensure that proper safeguards are in place to guarantee the “CBI” is kept “private” and protected against any public dissemination.

Utilizing corporate policy, personnel training and education, GDIT is committed toward keeping “private” its sensitive company proprietary information.

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IV. All “Trade Secret” (“CBI”) information contained in the Proposal(s) are not available in any other Public Sources and is of a type customarily held in confidence (“private”) by GDIT

GDIT personnel follow internal policy and procedures protecting sensitive material from being placed in the public domain. GDIT’s Legal Guidelines seek to maximize “CBI” protection afforded by NY Public Officers Law Section 87(d). GDIT interprets the term “Confidential and Trade Secret Information” to include GDIT confidential and proprietary Information, which is commercial, pricing, technical information or data, the disclosure of which will likely: (i) cause substantial injury to GDIT’s competitive position or (ii) give a competitor a potential or actual competitive advantage over GDIT. Any information satisfying either prong requires GDIT personnel to take reasonable measures to protect it as a secret.

The designated “CBI” information contained in the FOIL responsive contract material has customarily available to the public as part of a joint proposal effort, and is subject to a nondisclosure and confidentiality agreement. Internally, the distribution of this type of information is limited only to those employees working on the project who have a clear need-to-know. GDIT personnel followed internal policy covering the handling and procedures for protecting sensitive material from being placed in the public domain.

The CBI in question is not available to the public. The CBI is not published in GDIT’s marketing literature, available on its web site, or otherwise distributed in any manner outside limited official corporate channels.

V. RFP # C000540 Proposal Submission - “Notice of Restrictions”

The information contained within GDIT’s RFP proposal submission was submitted to “ITS” with the document appropriately marked with a confidential restrictive use, Trade Secrets, and non-disclosure legend. The GDIT response included the following:

The descriptive materials and related information in this proposal contain information that is confidential and proprietary to GDIT and constitutes a trade secret(s). Any unauthorized disclosure of the information would cause substantial injury to GDIT’s competitive position and should be exempt from disclosure under the Freedom of Information Law. This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government’s right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction are contained in sheets with the following legend: “Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.”

The information, as discussed in detail below, should be withheld from disclosure due to the protection afforded Trade Secrets pursuant to NYS Public Officers Law, Section 87(2)(d).

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VI. GDIT's Unique Solution

As noted in the proposal submission, GDIT has years of experience in government and healthcare system integration efforts with direct applicability to meet the requirements of ITS RFP # C000540. GDIT has been continuously supporting both Federal and various State agencies in these types of effort. GDIT brings the organizational scale, corporate reach back, thought leadership, innovation-focused culture, and partnerships needed to deliver talented staff, process governance, and optimized systems to meet the critical needs of large scale integration efforts. GDIT's NYS staff are supported with reach-back to a combined workforce of over 26,000 professionals, to offer a broad portfolio of IT solutions and professional services, with the capabilities to solve the most complex mission solutions to include systems integration, cloud, DevSecOps, managed service delivery, enterprise IT, cybersecurity, data conversion and analytics, hardware and software installation, enterprise business services, application development, and emerging technology.

GDIT's solution has been perfected over years of successfully providing customers these types of services. A competitor would save significant time and costs if they were able to obtain any part of the GDIT solution through the FOIA or FOIL, and duplicate the business solution process. This would enable any contractor to compete against GDIT in this market space without the significant years of development and costs associated with perfecting their own solution.

The disclosure of the identity of any teammates or subcontractors would give our competitors direct knowledge of those firms and sectors we consider capable and qualified for superior performance under the existing contract. Any contractor seeking to compete against GDIT for similar work with ITS or any other agency would have the ability to retain the services of those vendors we consider acceptable, and therefore gain insight to GDIT's performance methods. Such actions by our competitors would also remove the vendor from our consideration for future procurements. This would result in significant cost and time to GDIT to assess other vendors during our qualification process. The arbitrary breach of our corporate confidentiality would significantly harm GDIT's existing, and future relationships with our teammates and subcontractors.

The redacted "Trade Secret(s)" reflects integral parts of GDIT's solution which is considered unique and proprietary. This information describes the GDIT approach and methodology toward providing a robust ITS solution ensuring the highest level of technological applications, most competitive pricing, and aggressive performance and security considerations. This information involving GDIT's unique process and approach cannot be readily duplicated by our competition.

The EEO Staffing, M/WBE Utilization and SDVOB Utilization Plans, Vendor Responsibility Questionnaire, Litigation Disclosure statements contain sensitive GDIT information that is considered proprietary and Trade Secrets.

The rates submitted in the Financial Volume (Attachment 19) are unique to the activities within the scope of work solicited under the IES program. The rates are for labor but include the requisite potential costs for unspecified facilities and travel and a management position to be fully appropriately burdened in accordance with the requirements of the solicitation. Moreover, these labor rates are specific to the geographic localities in the area in which the solicited work is to be performed.

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The past performance sections (Project Engagement) provide detailed descriptions of the GDIT approach and proprietary solution for each respective contract requirement. These sections detail GDIT's successful methodology including experience in the areas of integration (design, development and implementation), SW development, mitigation strategy, budget, infrastructure technology, risk management and staffing resources.

The identity of key GDIT personnel, such as the Principal Contract Administrator (or other Key Personnel) overseeing the contract administration to ITS, has significant commercial value to competitors. Disclosure of their identity would make them attractive and vulnerable to raiding by our competitors interested in bidding on this future ITS opportunity or similar opportunities at other agencies or institutions. GDIT contends the disclosure of the identities of any of its employees without permission or legal justification would violate their individual privacy interest, and cause substantial injury to GDIT's competitive position.

VII. Substantial Injury to GDIT's Competitive Position

Disclosure of any of the redacted "CBI" or "Trade Secret(s)" information would cause GDIT substantial injury to its competitive position. Specifically, the protected material consists of GDIT's proprietary business process and methodology to provide ITS a robust and secure solution. If this information is made public it would allow our competitors to duplicate the process and compete directly against GDIT during any future opportunity at ITS or other state agencies, without expending significant time, cost and other resources.

VIII. Conclusion

GDIT appreciates the opportunity to present its comments concerning protecting from disclosure the "Trade Secrets" or "CBI" contained in its proposal response to ITS RFP # C000540. GDIT trusts that no information claimed to be confidential and proprietary ("Trade Secret(s)") by General Dynamics will be released to any FOIL requester until this matter is either resolved by negotiation of the parties or by court order. We request a minimum of ten (10) days notification of any proposed release of information which General Dynamics has identified as subject to FOIL Exemption, so we may pursue administrative or judicial options as may be appropriate.

General Dynamics appreciates your cooperation in this matter and we look forward to working with you to appropriately respond to any FOIL request.

1.19 Attachment 26 - Sexual Harassment Prevention Certification [4.7]



**RFP #C000540 IES System Integrator Master Service Agreements
ATTACHMENT 26 – Sexual Harassment Prevention Certification**

State Finance Law §139-L requires bidders on state procurements to certify that they have a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment training (that meets the Department of Labor's model policy and training standards) to all its employees.

Bids that do not contain the certification will not be considered for award; provided however, that if the bidder cannot make the certification, the bidder may provide a signed statement with their bid detailing the reasons why the certification cannot be made.

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies its own organization, under penalty of perjury, that the bidder has and has implemented a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to all of its employees. Such policy shall, at a minimum, meet the requirements of section two hundred one-g of the labor law.

Bidder Certification:

By my signature below, I certify that I am a duly authorized signatory of the Bidder with the ability to legally bind the Bidder. I further certify that Bidder adheres to State Finance Law §139-L.

Signature: _____ Date: 01/30/2020

Printed Name: _____

Title: Contracts Administrator Advisor

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology company

Bidder Address: 3150 Fairview Park Drive, Falls Church, VA 22042



Request for Proposal (RFP) No. C000540

February 6, 2020

Volume 3: Financial Proposal

New York State (NYS) Office of Information Technology Services (ITS) Integrated Eligibility System (IES) System Integrator Master Service Agreements

Submitted To:

NYS Office of Information Technology Services
Procurement and Contract Support Unit
Attention: Best Value Team, Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Submitted By:

CSRA State and Local Solutions LLC, a General
Dynamics Information Technology Company
3150 Fairview Park Drive
Falls Church, VA 22042
Telephone: (703) 995-8700
<http://www.gdit.com>
FEIN: [REDACTED]
NYS Vendor ID No.: 1100154950

Disclosure Statement:

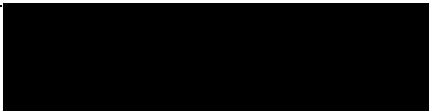

The descriptive materials and related information in this proposal contain information that is confidential and proprietary to GDIT and constitutes a trade secret(s). Any unauthorized disclosure of the information would cause substantial injury to GDIT's competitive position and should be exempt from disclosure under the Freedom of Information Law. This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction are contained in sheets with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

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1.0 Offer [4.6]

1.1 Attachment 1 – Proposal Checklist [4.5.1]

Checklist Item	Page #
Financial Proposal	
<input checked="" type="checkbox"/> Number of Financial Proposals submitted (1 original hard copy) and USB flash drive (2) — <i>Submitted 1 Original Hard Copy and 3 USB Flash Drives (to include 1 USB with Redacted Volume 3: Financial Proposal)</i>	N/A
<input checked="" type="checkbox"/> Attachment 7, Completed, Signed, and Notarized Firm Offer Letter and Conflict of Interest Disclosure	4
<input checked="" type="checkbox"/> Attachment 19, Financial Proposal Workbook	7
I certify, with my signature below, that all required and requested information listed above is completed and included in this bid submission.	
Authorized Signature: 	Date: February 6, 2020
Print Name and Title:  Proposal Manager	
Company represented: CSRA State and Local Solutions LLC, a General Dynamics Information Technology Company	

1.2 Attachment 7 – Firm Offer Letter of Conflict of Interest Disclosure [4.5.2]



RFP # C000540- IES System Integrator Master Service Agreements

Attachment 7- Firm Offer Letter

February 2, 2020

Mrs. Ward
Contract Management Specialist
Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Dear Mrs. Ward:

RE: RFP C000540 IES System Integrator

Firm Offer to the State of New York and Conflict of Interest Disclosure

CSRA State and Local Solutions LLC, a General Dynamics Information Technology company (GDIT) hereby submits this firm and binding offer to the State of New York in response to New York State Request for Proposals (RFP) # C000540 IES System Integrator Master Service Agreement, by the New York State Office of Information Technology Services. The Proposal hereby submitted by **GDIT** meets or exceeds all terms, conditions and requirements set forth in the above-referenced RFP. This formal offer will remain firm and non-revocable for a minimum period of 180 days from the date proposals are due to be received by the State, or until a Contract is approved by the NYS Comptroller and executed by the State.

GDIT's complete offer is set forth in three, separately bound volumes as follows:

Technical Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Financial Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Administrative Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

GDIT hereby affirms that the solution proposed by the Bidder in the Proposal meets or exceeds the service level requirements set forth in the above-referenced RFP, including referenced attachments.

GDIT hereby affirms that, at the time of Proposal submission, Bidder knows of no factors existing at time of Proposal submission or which are anticipated to arise during the procurement or Contract term, which

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GDIT

RFP # C000540- IES System Integrator Master Service Agreements

Attachment 7- Firm Offer Letter

would constitute a potential conflict of interest in successfully meeting the contractual obligations set forth in the above-referenced RFP and the Proposal hereby submitted, including but not limited to:

1. No potential for conflict of interest on the part of the Bidder or any due to prior, current, or proposed contracts, engagements, or affiliations; and
2. No potential conflicts in the sequence or timing of the proposed award under this RFP # C000540 relative to the timeframe for service delivery, or personnel or financial resource commitments of Bidder or to other projects.

To comply with the Vendor Responsibility Requirements outlined in Appendix C, Section 48 of the above-referenced RFP, #C000540 IES System Integrator Master Service Agreement, hereby affirms that (enter an "X" in the appropriate box):

- X An on-line Vendor Responsibility Questionnaire has been updated or created within the last six months, at the Office of the State Comptroller's website:

<https://portal.osc.state.ny.us/wps/portal>

A hard copy Vendor Responsibility Questionnaire is included with this Proposal and is dated within the last six months.

A Vendor Responsibility Questionnaire is not required due to an exempt status. Exemptions include governmental agencies, public authorities, public colleges and universities, public benefit corporations, and Indian Nations.

By signing, the undersigned individual affirms and represents that he has the legal authority and capacity to sign and make this offer on behalf of, and has signed using that authority to legally bind GDIT to the offer, and possesses the legal capacity to act on behalf of Bidder to execute a Contract with the State of New York. The aforementioned legal authority and capacity of the undersigned individual is affirmed by the enclosed Delegation of Authority to Execute Agreements of GDIT.

Signature

Contracts Administrator Advisor
CSRA State and Local Solutions LLC,
a General Dynamics Information Technology company

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RFP # C000540- IES System Integrator Master Service Agreements

Attachment 7- Firm Offer Letter

CORPORATE ACKNOWLEDGMENT

STATE OF New York }
COUNTY OF Albany }
On the 2nd day of February in the year 2019, before me
personally came: [REDACTED], to me known, who,
[REDACTED] they reside(s) in _____; that he/she/they is (are)
Contract Administrator Advisor (the President or other officer or director or attorney in fact
duly appointed) of CSRA State and Local Solutions LLC, a General Dynamics Information Technology
company, the corporation described in and which executed the above instrument; and that he/she/they signed
his/her/their name(s) thereto by authority of the board of directors of said corporation.
Dorothy E. Piroha
Signature and Office of Person Taking Acknowledgment

DOROTHY E PIROHA

NOTARY PUBLIC-STATE OF NEW YORK

PARTNERSHIP ACKNOWLEDGMENT

No. 01P16298624

STATE OF _____ }
COUNTY OF _____ }
On the _____ day of _____ in the year 200____, before me personally came:
_____ to me known, who, being by me duly sworn, did depose and say
that he reside(s) in _____; that he is
_____ (the General/Managing Partner or other officer or attorney
in fact duly appointed) of _____, the partnership described in said
instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf
of the partnership for the purposes set forth therein; and that, pursuant to that authority, he executed the foregoing
instrument in the name and on behalf of said partnership as the act and deed of said partnership.

Signature and Office of Person Taking Acknowledgment

INDIVIDUAL ACKNOWLEDGEMENT

STATE OF _____ }
COUNTY OF _____ }
On the _____ day of _____ in the year 20____, before me personally
appeared: _____, known to me to be the person
who executed the foregoing instrument, who, being duly sworn by me did depose and say that he resides at
_____, Town of _____,
County of _____, State of _____; and that he executed the foregoing
instrument in his/her name and on his/her own behalf.

Notary Public

GDIT

1.3 Attachment 19 – Financial Proposal

1.3.1 Certification Statement

GDIT certifies that the proposed, not-to-exceed hourly rates provided in Attachment 19 Pricing Schedule for Albany and New York City cover all services required in this RFP.

1.3.2 Pricing Schedule Albany

Job Title	Job Level	Not-To-Exceed Hourly Rates Lot 1	Not-To-Exceed Hourly Rates Lot 2	Not-To-Exceed Hourly Rates Lot 3	Not-To-Exceed Hourly Rates Lot 4
Business Analyst	Level I				
Business Analyst	Level II				
Business Analyst	Level III				
Architect	Level I				
Architect	Level II				
Architect	Level III				
Developer	Level I				
Developer	Level II				
Developer	Level III				
Project Manager	Level I				
Project Manager	Level II				
Project Manager	Level III				
Security Analyst	Level I				
Security Analyst	Level II				
Security Analyst	Level III				
Specialist	Level I				
Specialist	Level II				
Specialist	Level III				
Tester	Level I				
Tester	Level II				
Tester	Level III				
Trainer	Level I				
Trainer	Level II				
Trainer	Level III				

1.3.3 Pricing Schedule NYC

Job Title	Job Level	Not-To-Exceed Hourly Rates Lot 1	Not-To-Exceed Hourly Rates Lot 2	Not-To-Exceed Hourly Rates Lot 3	Not-To-Exceed Hourly Rates Lot 4
Business Analyst	Level I				
Business Analyst	Level II				
Business Analyst	Level III				
Architect	Level I				
Architect	Level II				
Architect	Level III				
Developer	Level I				
Developer	Level II				
Developer	Level III				
Project Manager	Level I				
Project Manager	Level II				
Project Manager	Level III				
Security Analyst	Level I				
Security Analyst	Level II				
Security Analyst	Level III				
Specialist	Level I				
Specialist	Level II				
Specialist	Level III				
Tester	Level I				
Tester	Level II				
Tester	Level III				
Trainer	Level I				
Trainer	Level II				
Trainer	Level III				

1.3.4 Assumption

The rates submitted in Attachment 19 are unique to the activities within the scope of work solicited under the IES program. The rates are for labor but include the requisite potential costs for unspecified facilities and travel and a management position to be fully and appropriately burdened in accordance with the requirements of the solicitation. Moreover, these labor rates are specific to the geographic localities in the areas in which the solicited work is to be performed. Given the foregoing, GDIT maintains that the Most Favorable Terms clause contained in Appendix C is not applicable to the pricing in its proposal for the IES program.



Request for Proposal (RFP) No. C000540

February 6, 2020

Volume 2 : Technical Proposal

New York State (NYS)

Office of Information Technology Services (ITS)

Integrated Eligibility System (IES)

System Integrator Master Service Agreements

Submitted To:

NYS Office of Information Technology Services
Procurement and Contract Support Unit
Attention: Best Value Team, Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Submitted By:

CSRA State and Local Solutions LLC, a General
Dynamics Information Technology Company
3150 Fairview Park Drive
Falls Church, VA 22042
Telephone: (703) 995-8700
<http://www.gdit.com>
FEIN: [REDACTED]
NYS Vendor ID No.: 1100154950

Disclosure Statement:

The descriptive materials and related information in this proposal contain information that is confidential and proprietary to GDIT and constitutes a trade secret(s). Any unauthorized disclosure of the information would cause substantial injury to GDIT's competitive position and should be exempt from disclosure under the Freedom of Information Law. This proposal includes data that shall not be disclosed outside the Government and shall not be duplicated, used, or disclosed—in whole or in part—for any purpose other than to evaluate this proposal. If, however, a contract is awarded to this offeror as a result of—or in connection with—the submission of this data, the Government shall have the right to duplicate, use, or disclose the data to the extent provided in the resulting contract. This restriction does not limit the Government's right to use information contained in this data if it is obtained from another source without restriction. The data subject to the restriction are contained in sheets with the following legend: "Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

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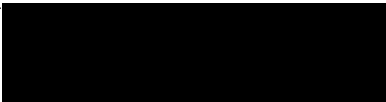

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1.0 Offer [4.5]

1.1 Attachment 1 – Proposal Checklist [4.5.1]

Checklist Item	Page #
Administrative Proposal	
Technical Proposal	
<input checked="" type="checkbox"/> Number of Technical Proposals submitted (1 Original hard copy) and USB flash drive (2) — <i>Submitted 1 Original Hard Copy and 3 USB Flash Drives (to include 1 USB with Redacted Volume 2: Technical Proposal)</i>	N/A
<u>Each Technical Proposal should include:</u>	
<input checked="" type="checkbox"/> Table of Contents	2
<input checked="" type="checkbox"/> Attachment 1, Completed and Signed Proposal Checklist	6
<input checked="" type="checkbox"/> Attachment 7, Firm Offer Letter and Conflict of Interest Disclosure	7
<input checked="" type="checkbox"/> Attachment 16 – Technical Proposal Forms	10
<input checked="" type="checkbox"/> Attachment 17 – Key Subcontractor Information	164
<input checked="" type="checkbox"/> Attachment 18 – Bidder References	166
I certify, with my signature below, that all required and requested information listed above is completed and included in this bid submission.	
Authorized Signature: 	Date: February 6, 2020
Print Name and Title:  Proposal Manager	
Company represented: CSRA State and Local Solutions LLC, a General Dynamics Information Technology Company	

1.2 Attachment 7 – Firm Offer Letter and Conflict of Interest Disclosure [4.5.2]



RFP # C000540- IES System Integrator Master Service Agreements

Attachment 7- Firm Offer Letter

February 2, 2020

Mrs. Ward
Contract Management Specialist
Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Dear Mrs. Ward:

RE: RFP C000540 IES System Integrator

Firm Offer to the State of New York and Conflict of Interest Disclosure

CSRA State and Local Solutions LLC, a General Dynamics Information Technology company (GDIT) hereby submits this firm and binding offer to the State of New York in response to New York State Request for Proposals (RFP) # C000540 IES System Integrator Master Service Agreement, by the New York State Office of Information Technology Services. The Proposal hereby submitted by **GDIT** meets or exceeds all terms, conditions and requirements set forth in the above-referenced RFP. This formal offer will remain firm and non-revocable for a minimum period of 180 days from the date proposals are due to be received by the State, or until a Contract is approved by the NYS Comptroller and executed by the State.

GDIT's complete offer is set forth in three, separately bound volumes as follows:

Technical Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Financial Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Administrative Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

GDIT hereby affirms that the solution proposed by the Bidder in the Proposal meets or exceeds the service level requirements set forth in the above-referenced RFP, including referenced attachments.

GDIT hereby affirms that, at the time of Proposal submission, Bidder knows of no factors existing at time of Proposal submission or which are anticipated to arise during the procurement or Contract term, which

GENERAL DYNAMICS INFORMATION TECHNOLOGY | 3150 FAIRVIEW PARK DRIVE, FALLS CHURCH, VA 22042 | GDIT.COM

GDIT

RFP # C000540- IES System Integrator Master Service Agreements Attachment 7- Firm Offer Letter
would constitute a potential conflict of interest in successfully meeting the contractual obligations set forth
in the above-referenced RFP and the Proposal hereby submitted, including but not limited to:

1. No potential for conflict of interest on the part of the Bidder or any due to prior, current, or proposed contracts, engagements, or affiliations; and
2. No potential conflicts in the sequence or timing of the proposed award under this RFP # C000540 relative to the timeframe for service delivery, or personnel or financial resource commitments of Bidder or to other projects.

To comply with the Vendor Responsibility Requirements outlined in Appendix C, Section 48 of the above-referenced RFP, #C000540 IES System Integrator Master Service Agreement. hereby affirms that (enter an "X" in the appropriate box):


- ☒ An on-line Vendor Responsibility Questionnaire has been updated or created within the last six months, at the Office of the State Comptroller's website:

<https://portal.osc.state.ny.us/wps/portal>

A hard copy Vendor Responsibility Questionnaire is included with this Proposal and is dated within the last six months.

A Vendor Responsibility Questionnaire is not required due to an exempt status. Exemptions include governmental agencies, public authorities, public colleges and universities, public benefit corporations, and Indian Nations.

By signing, the undersigned individual affirms and represents that he has the legal authority and capacity to sign and make this offer on behalf of, and has signed using that authority to legally bind **GDIT** to the offer, and possesses the legal capacity to act on behalf of Bidder to execute a Contract with the State of New York. The aforementioned legal authority and capacity of the undersigned individual is affirmed by the enclosed Delegation of Authority to Execute Agreements of **GDIT**.


Contracts Administrator Advisor
CSRA State and Local Solutions LLC,
a General Dynamics Information Technology company

2.0 Attachment 16 – Technical Proposal Forms [4.5]

2.1 Attachment 16, Part 1 – Organizational Overview (Executive Summary) [4.5.3]

GDIT combines our past experience with the latest emerging technologies to deliver value, reduce risk, and facilitate system integration activities spanning each of the four IES lots.

The State of New York requires system integration services to support the overall mission, vision, and business objectives of NYS ITS to provide a scalable, intuitive, and integrated eligibility system to serve New York residents.

2.1.1 Organization [4.5.3 (1)]

Figure 1 identifies the company offices and senior officer responsible.

Figure 1: Team GDIT Organization Data.

Organization/POC	Address/Contact Information	
Main Office	GDIT, Inc. 3150 Fairview Park Drive Falls Church, VA 22042	
Branch Offices	CSRA State and Local Solutions LLC, A General Dynamics Information Technology Company 327 Columbia Turnpike Rensselaer, New York 12144	CSRA State and Local Solutions LLC, A General Dynamics Information Technology Company 150 Broadway Albany, New York 12204
Account Senior Officer Responsible	[REDACTED]	

STRENGTHS

- 30+ years working with New York State
- NYSOH and eMedNY experience provides familiarity with New York State methodologies, tools, and technologies
- [REDACTED] NYS staff with ability to quickly ramp-up team and support jobs in NYS

2.1.2 Lots Proposed [4.5.3 (2)]

GDIT is qualified to provide services NYS ITS may procure under all IES program lots:

- Lot #1 – Eligibility, Enrollment, and Case Management
- Lot #2 – Reports and Analytics
- Lot #3 – Financial and Provider (Vendor) Management
- Lot #4 – Fair Hearings.

2.1.3 Requirements Scope, Understanding, and Approach [4.5.3 (3), 4.5.3 (3) (1)]

Multiple vendors working in a shared environment on design, development, integration (DDI), and testing, each with their own tools, technologies, and methodologies, make it extremely hard for the state to properly schedule and manage system integration services. It is imperative that the state awards work to contractors with experience in DDI, testing, and help desk support and that adopts and adapts to the state's preferred tools, technologies, and methodologies while warranting the work performed. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

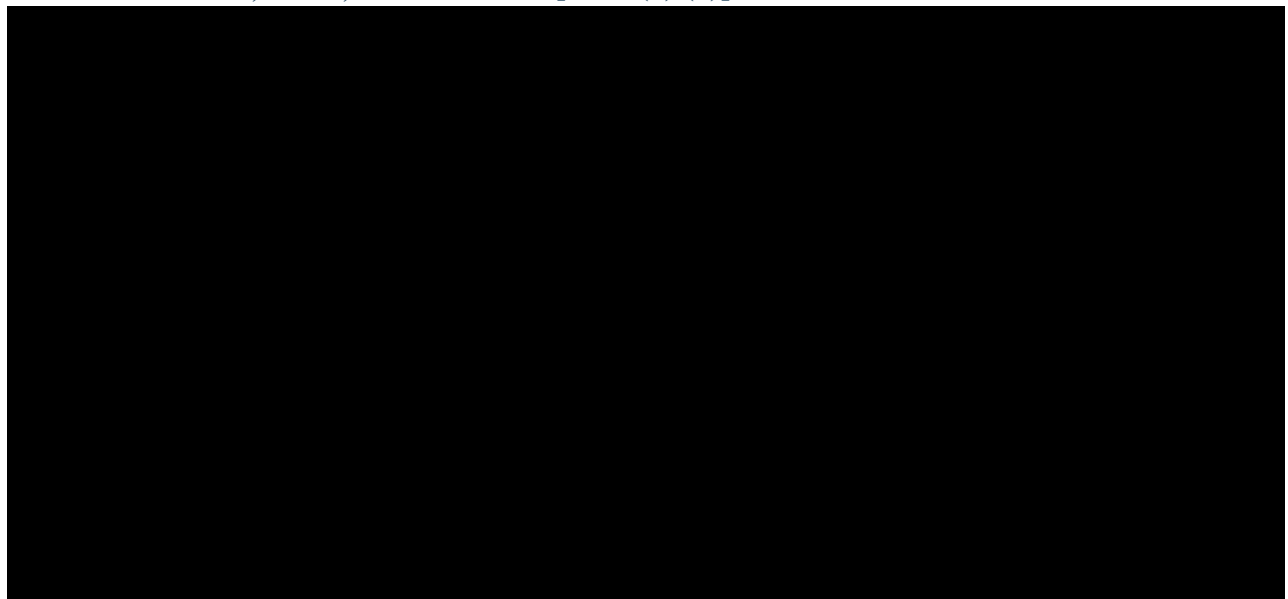
[REDACTED]

[REDACTED]

Figure 2: GDIT provides a wide variety of system integration services.



2.1.3.1 Effort, Skills, and Processes [4.5.3 (3) (2)]



2.1.4 Corporate Business History [4.5.3 (4)]

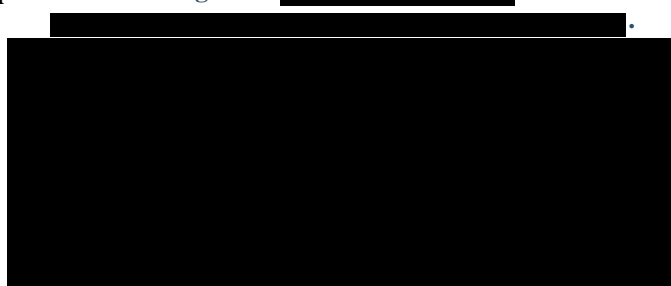
GDIT, Inc. is a wholly owned subsidiary of General Dynamics Corporation, a Fortune 100 company. GDIT leverages the past performance and capabilities of CSRA State and Local Solutions, LLC, a managed affiliate of GDIT and a wholly owned subsidiary of General Dynamics Corporation. GDIT and CSRA are hereinafter referred to collectively as “GDIT.” In 2015 CSRA Inc. was formed when Computer Sciences Corporation (CSC) combined its government services unit, Computer Sciences Government Services (CSGov) with SRA. On April 3, 2018, General Dynamics Corporation (General Dynamics) acquired CSRA Inc. and its subsidiaries, including CSRA LLC, SRA International, Inc. and NES Associates, LLC. As a result of the acquisition, CSRA LLC currently operates as a wholly owned subsidiary of SRA International, Inc. and a fully managed affiliate of General Dynamics Information Technology, Inc. (“GDIT”). CSRA LLC consists of multiple wholly owned subsidiaries, including CSRA State and Local Solutions LLC. This means that although GDIT, CSRA LLC, SRA International, Inc. and CSRA State and Local Solutions LLC continue to exist as separate legal entities, GDIT, CSRA LLC and SRA International, Inc. are legally affiliates by sharing common ownership by General Dynamics Corporation that operate as integrated companies with shared management

and resources. CSRA State and Local Solutions LLC, as a subsidiary of CSRA LLC, likewise shares the same management team, company policies and, processes, facilities, equipment and support staff. This is consistent with the companies' Cost Accounting Standards Board (CASB) disclosure statements, which allow the companies seamlessly to access resources as part of the GDIT business unit within each other.

From a practical perspective, the companies within the GDIT business unit operate in a fully integrated manner and affiliation with any operating entity does not restrict assignment to contracts or types of services delivered. Given these collaborative relationships within GDIT, the resources and expertise of GDIT and its managed affiliates contributes to the execution of this opportunity.

As a trusted systems integrator for more than 50 years, GDIT provides information technology (IT), systems engineering, professional services, and simulation and training to customers in the defense, federal civilian government, health, homeland security, intelligence, state and local government, and commercial sectors. Headquartered in Virginia, with major offices worldwide, the company delivers IT enterprise solutions, manages large-scale, mission-critical IT projects, and provides mission support services. GDIT currently has [REDACTED] employees with [REDACTED] employees in New York.

Figure 3:



2.1.5 Activities Responding to a Tier II Assignment [4.5.3 (5)]

Program deliverables and requirements clarification sessions are scheduled to start within the Kickoff phase of each Tier II Assignment as the GDIT Team is preparing to meet with NYS ITS. **Figure 4** outlines activities for Pre-Contract, Kickoff, and Execution periods. Some of these activities may overlap timeframes.

Figure 4: Task Activities Timeframe.

Time Period	Activities
Pre-Contract	Secure facilities; Initiate relocation, travel, and recruiting; Incorporate ITS onboarding and off boarding procedures into existing process; Finalize contract
Kickoff	Kick-off IES meeting; Meet and greet with State; Meet and greet with other vendors; Stakeholder identification and community engagement; Open facility; Start requirement clarification sessions; Begin establishing and documenting program guidelines; Complete HSD Security and HIPAA on Key staff and SMEs; Start building system environments
Execution	Start delivering program documents; Continue requirement clarification sessions; Continue building system environments; Continue onboarding staffing as needed per the project plan

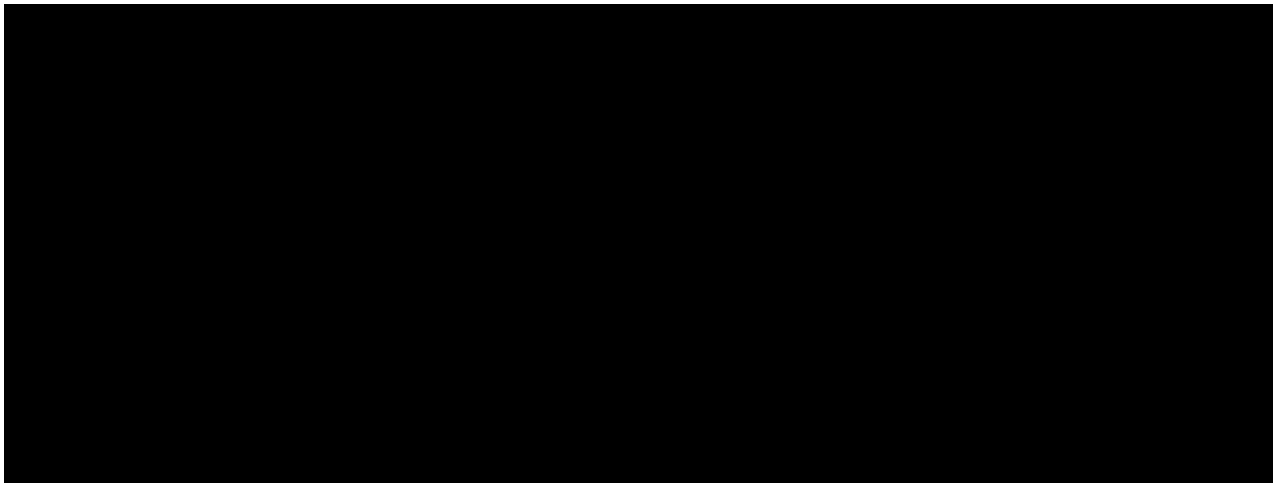
2.1.6 Implementation Approach [4.5.3 (6)]

GDIT agrees to maintain an adequate organizational structure and resources sufficient to discharge its contractual responsibilities, provide for normal, day-to-day communications and maintain a contractor sole point of contact, substitute any employee whose continued presence would be detrimental to the success of the State's effort, and cooperate with the State's staff, advisors, and any other contractors and/or subcontractors. GDIT leverages the success of past experience on such programs as the North Carolina Department of Health and Human Services (NC DHHS), New Medicaid Management Information System (MMIS) and approaches system integration efforts with an innovative approach that maintains a focus on user experience, quality, risk reduction, and continuous improvement.

2.1.6.1 Maintaining an Adequate Organizational Structure [4.5.3 (6) a]

GDIT is committed to keeping jobs in the NYS capital region and currently has [REDACTED] staff in the New York region devoted to NYS programs. This pool of resources provides an established base from which to leverage domain and technical knowledge and serve as a beacon to recruit and attract additional staff to support our growing programs. Our Albany-based staff are supported with reach-back to a combined workforce of over [REDACTED] professionals to offer a broad portfolio of IT solutions and professional services with the capabilities to provide the most complex mission solutions to include systems integration, cloud, DevSecOps, managed service delivery, enterprise IT, cybersecurity, data analytics, enterprise business services, application development, and emerging technology.

2.1.6.1.1 Monitoring, Contract Activities and Deliverables [4.5.3 (6) a]



2.1.6.1.2 Invoicing and Billing [4.5.3 (6) a]

Mutually agreed upon approval timeframes and criteria are used to plan invoice submission in a timely manner. GDIT adheres to integrated project status reporting procedures and reports performance metric data to all stakeholders, as directed by ITS. GDIT collects and processes workload data monthly and converts it into a form suitable for final reporting. Upon completion of the monthly invoice cycle, GDIT prepares and delivers the workload data to ITS for review and approval. The GDIT Finance and Accounting (F&A) organization supports all accounting and billing functions through project control office (PCO) staff. The PCO staff closely supports all program-related cost and analyses and has immediate access to GDIT's corporate accounting (Payroll, Accounts Payable, Accounts Receivable, and Billing) organization and support resources.

2.1.6.1.3 Personnel Issues [4.5.3 (6) a]

By maintaining an adequate organizational structure, GDIT is able to be proactive and responsive to any projected or realized personnel issues. GDIT has a number of policies and procedures that provide direction in the handling of personnel issues. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

2.1.6.2 Day-to-Day Communications [4.5.3 (6) b]

Our success is directly related to the effective flow of our internal and external communications. Thus, our approach incorporates multiple communication push and pull mechanisms, including telephone calls, emails, meetings, reviews, and our [REDACTED] Through these mechanisms, we facilitate team performance, establish priorities, provide daily focus, order, and control, and drive technical expertise and innovation into the customer mission. Our Communications Management Plan, developed by the Engagement Executive and Site Project Lead during pre-award, identifies stakeholders, communication preferences, and the upward and downward flows of GDIT team, customer, and stakeholders communications. With the core of the GDIT team based in Albany, NY, our management and leads work on-site and is visible and accessible to ITS staff, customers, and stakeholders, encouraging both formal and informal communication. Our team regularly engages in impromptu discussions that promote greater understanding and allow our staff to gain a more comprehensive vision of the customer's objectives.

2.1.6.3 Employee Substitution [4.5.3 (6) c]

GDIT works closely with the State to remove and replace any personnel that are deemed to be detrimental to the success of a Tier II assignment. Upon removal, GDIT provides the replacement staff with additional resources, coordination, support, and advice to overcome challenges associated with the situation. Should an issue ever arise where GDIT removes an individual for this reason, we strive to replace the individual with a person of equal or better qualifications.

2.1.6.4 Cooperation with State's Staff, Advisors, and Contractors [4.5.3 (6) d]

GDIT's approach emphasizes communication, collaboration, and integration among development teams to identify operational considerations early and promptly address any impediments to alignment within a multi-vendor environment. Collaboration with state staff, advisors, and contractors is accomplished by establishing clear lines of communication and designating a single point of contact resulting in timely, structured reporting that is necessary to alignment. Our frameworks, based on industry standards, allow seamless integration of multi-vendor teams using common processes and tools to promote teamwork. These frameworks maintain clear lines of responsibility among the vendors providing visibility and transparency and facilitating alignment with the master schedule.

2.2 Attachment 16, Part 2 - Minimum Bidder Qualification [4.5.4]

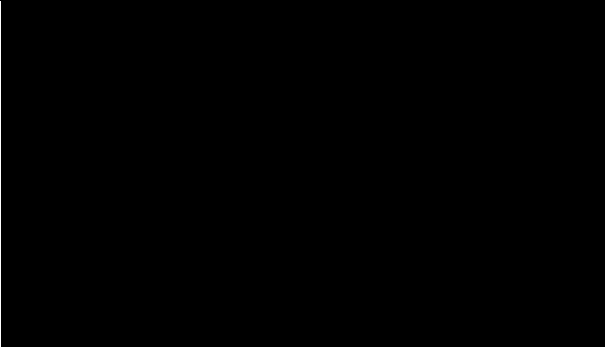
General Dynamics Information Technology, Inc. is a wholly owned subsidiary of General Dynamics Corporation, a Fortune 100 company. GDIT leverages the past performance and capabilities of CSRA State and Local Solutions, LLC, a managed affiliate of GDIT and a wholly owned subsidiary of General Dynamics Corporation. GDIT and CSRA are hereinafter referred to collectively as “GDIT.”

In 2015 CSRA Inc. was formed when Computer Sciences Corporation (CSC) combined its government services unit, Computer Sciences Government Services (CSGov) with SRA. On April 3, 2018, General Dynamics Corporation (General Dynamics) acquired CSRA Inc. and its subsidiaries, including CSRA LLC, SRA International, Inc. and NES Associates, LLC. As a result of the acquisition, CSRA LLC currently operates as a wholly owned subsidiary of SRA International, Inc. and a fully managed affiliate of General Dynamics Information Technology, Inc. (“GDIT”). CSRA LLC consists of multiple wholly owned subsidiaries, including CSRA State and Local Solutions LLC. This means that although GDIT, CSRA LLC, SRA International, Inc. and CSRA State and Local Solutions LLC continue to exist as separate legal entities, GDIT, CSRA LLC and SRA International, Inc. are legally affiliates by sharing common ownership by General Dynamics Corporation that operate as integrated companies with shared management and resources. CSRA State and Local Solutions LLC, as a subsidiary of CSRA LLC, likewise shares the same management team, company policies and, processes, facilities, equipment and support staff. This is consistent with the companies’ Cost Accounting Standards Board (CASB) disclosure statements, which allow the companies seamlessly to access resources as part of the GDIT business unit within each other.

From a practical perspective, the companies within the GDIT business unit operate in a fully integrated manner and affiliation with any operating entity does not restrict assignment to contracts or types of services delivered. Given these collaborative relationships within GDIT, the resources and expertise of GDIT and its managed affiliates contribute to the execution of this opportunity.

2.2.1 Overall Minimum Bidder Qualifications – Table 1 [4.5.4]

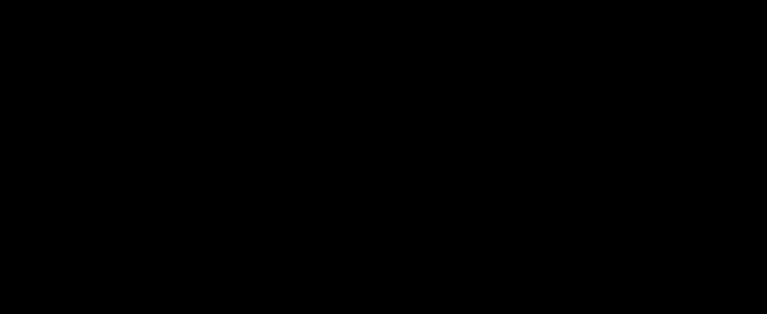
Table 1 Project Engagement	
Minimum Bidder Qualifications	
Qualification 1: The Bidder, at time of bid submission and throughout the term of the Contract, must be authorized to conduct business in New York State, or has filed an application for authority to do business in New York State with the New York State Secretary of State at the time of bid submission. Such application must be approved prior to Contract Award.	
The Bidder certifies that it is authorized to conduct business in the State of New York. (If the answer is “Yes,” skip the next two items regarding this Qualification 1.)	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
If the Bidder is not currently authorized to conduct business in the State of New York, has the Bidder filed an application for authority to do business in New York State with the New York State Secretary of State prior to the date of its bid submission?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If the answer to the above question is “Yes,” please provide the date the Bidder filed its application for authority to do business in New York State with the New York State Secretary of State.	
Qualification 2: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a project(s) subject to and under the following conditions: <ul style="list-style-type: none"> the project(s) included multiple prime contractors working simultaneously on software development in a shared system environment; the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution for the project(s); and in providing such software development services, the Bidder was required to adhere to the software development lifecycle (SDLC) as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform. 	

<p>The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a project(s) subject to and under the following conditions:</p> <ul style="list-style-type: none"> the project(s) included multiple prime contractors working simultaneously on software development in a shared system environment; the Bidder was responsible for providing software development services, which include/included design, development, and implementation, inclusive of testing and defect resolution, for the project(s); and in providing such software development services, the Bidder was required to adhere to the software development lifecycle (SDLC) as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform. 	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Project Engagement # and Name:</p>	<p>Project Engagement #: HHSI236201600006C Project Engagement Name: Resource and Patient Management System (RPMS) – Software Engineering Support Services (SESS)</p>
<p>Client Name(s):</p>	<p>Indian Health Service (IHS)</p>
<p>Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):</p>	<p>08/2016 thru 02/2022</p>
<p>Client Contact Name and Title:</p>	
<p>Phone Number:</p>	
<p>Email:</p>	
<p>Alternate Client Contact Name and Title:</p>	
<p>Phone Number:</p>	
<p>Email:</p>	

2.2.2 Lot 1 Minimum Bidder Qualifications - Table 2 [4.5.4]

Table 2 Lot #1 - Eligibility, Enrollment, and/or Case Management Project Engagement	
Minimum Bidder Qualifications	
<p>Lot 1 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on an eligibility, enrollment, and/or case management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project and the software solution developed was used by and met both common and differing needs of multiple business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP).</p> <p>*The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.</p>	
<p>The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on an eligibility, enrollment, and/or case management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project and the software solution developed was used by and met both common and differing needs of multiple business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP).</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><u>Project Engagement # and Name:</u></p>	<p>Project Engagement #: C014305 Project Name: New York State Medicaid Management Information System (eMedNY)</p>
<p>Client Name(s):</p>	<p>New York State Department of Health (NYS DOH)</p>
<p>Client Contact Name and Title:</p>	
<p>Phone Number:</p>	
<p>Email:</p>	
<p>Alternate Client Contact Name and Title:</p>	
<p>Phone Number:</p>	
<p>Email:</p>	
<p>Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):</p>	

2.2.3 Lot 2 Minimum Bidder Qualifications - Table 3 [4.5.4]

Table 3 Lot #2 - Reports and Analytics Project Engagement	
Minimum Bidder Qualifications	
<p>Lot 2 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a reports and analytics IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.</p> <p>*The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.</p>	
<p>The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a reports and analytics IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p><u>Project Engagement # and Name:</u></p>	<p>Project Engagement #: HHSI236201600006C; Project Engagement Name: Resource and Patient Management System (RPMS) – Software Engineering Support Services (SESS)</p>
<p>Client Name(s):</p>	<p>Indian Health Service (IHS)</p>
<p>Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):</p>	<p>08/2016 thru 02/2022</p>
<p>Client Contact Name and Title:</p>	
<p>Phone Number:</p>	
<p>Email:</p>	
<p>Alternate Client Contact Name and Title:</p>	
<p>Phone Number:</p>	
<p>Email:</p>	

2.2.4 Lot 3 Minimum Bidder Qualifications - Table 4 [4.5.4]

Table 4 Lot #3 - Financial Management and Provider Management Project Engagement	
Minimum Bidder Qualifications	
<p>Lot 3 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a financial management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.</p> <p>*The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.</p>	
<p>The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a financial management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Project Engagement # and Name:</p>	
<p>Client Name(s):</p>	
<p>Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):</p>	
<p>Client Contact Name and Title:</p>	
<p>Phone #:</p>	
<p>Email:</p>	
<p>Alternate Client Contact Name and Title:</p>	
<p>Phone #:</p>	
<p>Email:</p>	

2.2.5 Lot 4 Minimum Bidder Qualifications - Table 5 [4.5.4]

Table 5 Lot #4 – Fair Hearings Project Engagement	
Minimum Bidder Qualifications	
<p>Lot 4 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a public sector fair hearings or appeals IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.</p> <p>*The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.</p>	
<p>The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a public sector fair hearings or appeals IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
Project Engagement # and Name:	Project Engagement #: 30-DHHS-1228-08-R; Project Engagement Name: North Carolina Replacement Medicaid Management Information System (MMIS)
Client Name(s):	North Carolina, Department of Health and Human Services (DHHS)
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	01/2009 thru 06/2022 plus two, 1-year options
Client Contact Name and Title:	
Phone Number:	
Email:	
Alternate Client Contact Name and Title:	
Phone Number:	
Email:	

2.3 Attachment 16, Part 3 - Project Overview [4.5.5]

GDIT combines our past experience with the latest emerging technologies to deliver value, reduce risk, and facilitate system integration activities at both the state and federal level.

The State of New York (NYS) requires system integration services to support the overall mission, vision, and business objectives of NYS ITS to provide a scalable, intuitive, and integrated eligibility system to serve New York residents as they use OTDA, OCFS, and DOH services. The system integration activities span a wide array of tools and technologies and require a system integrator with the right combination of past experience, proven processes, and the ability to seamlessly integrate themselves into the NYS ITS frameworks, methodologies, and tools.

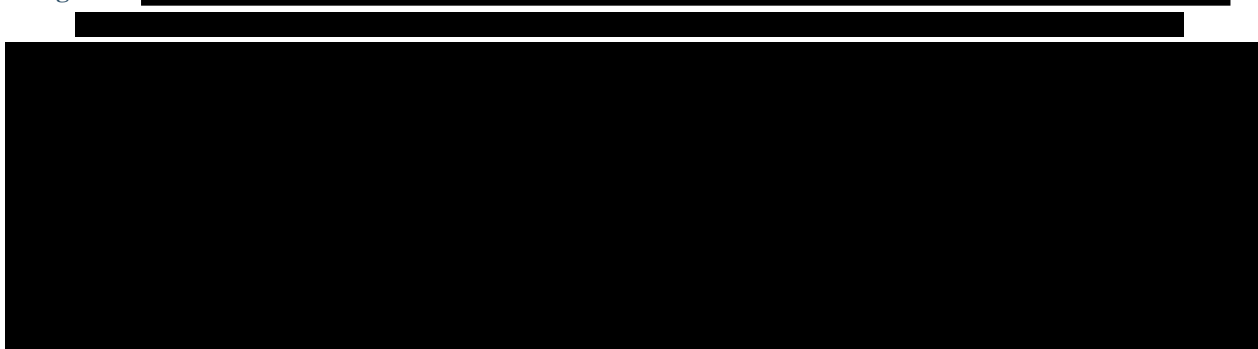
STRENGTHS
<ul style="list-style-type: none"> • 30+ years working with New York State • NYSOH and eMedNY experience provides familiarity with New York State methodologies, tools, and technologies • [REDACTED] • [REDACTED] • [REDACTED] • Proven experience and success spanning each of the IES lots • Flexible and adaptable frameworks and toolsets that reduce risk, increase efficiency, and leverage existing customer investments

Technology solutions are integrated to meet NYS ITS's complex program requirements related to eligibility, enrollment, and case management; reporting and analytics to support program management and operations; financial and vendor management; and fair hearings/appeals. These solutions support decision making and facilitate collaboration between internal and external customers. The system integrator must incorporate changes and prepare, involve, and integrate the user community, multiple vendors, and other stakeholders into the overall integration process. Integration provides a unified flow to NYS residents, regardless of agency entry point, where the varying complexity of needs is managed in an efficient and cohesive manner. Successful system integration activities require collaboration and communication within internal teams as well as with NYS leadership and stakeholders. Contractors with the experience, capability, and partnerships to provide expert, technology-agnostic support and the ability to provide thought leadership, functional support, operational support, and consulting services represent low-risk and high-value options to support the IES.

2.3.1 Systems Integration Services [4.5.5]

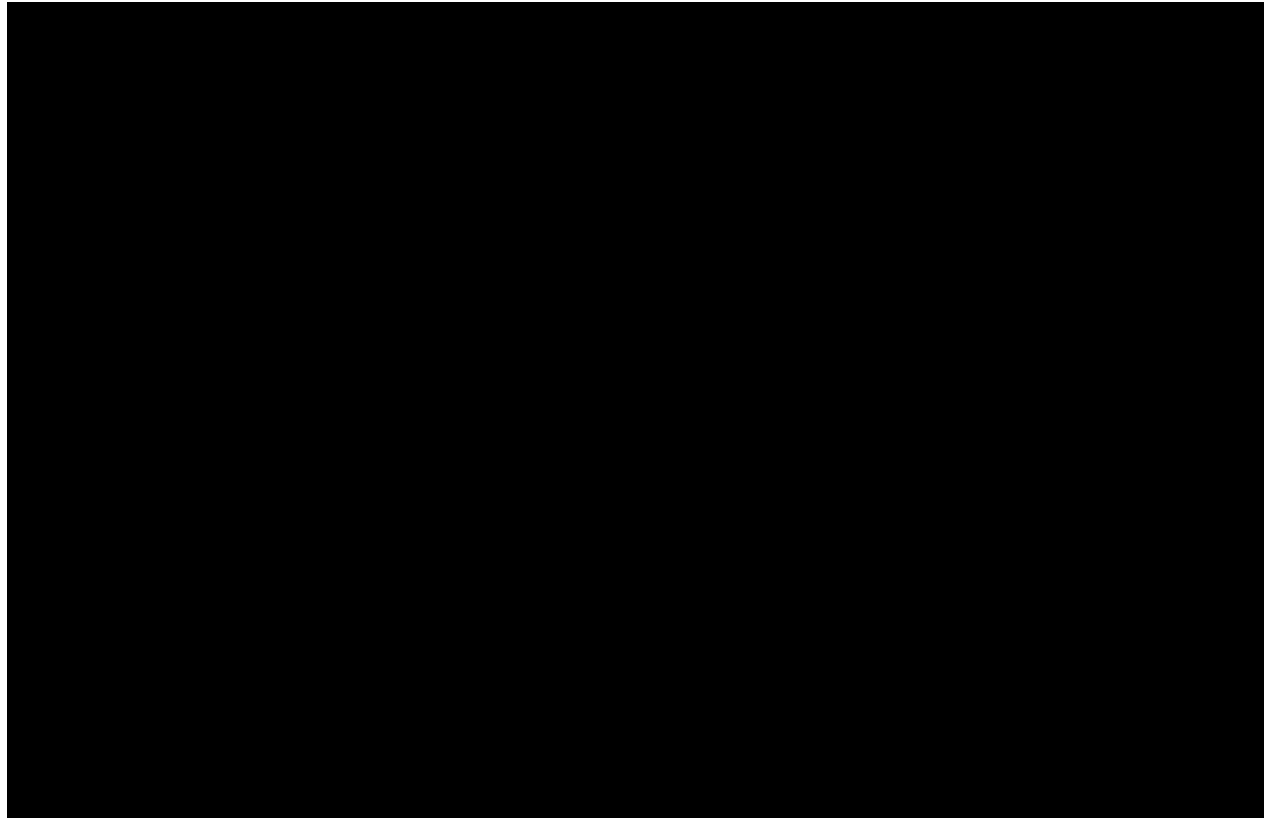
GDIT has experience supporting government healthcare agencies in the integration of value-added technologies through the execution of standards-based project management combined with human-centered design (HCD). Recent experience includes Centers for Medicare & Medicaid Services (CMS) and other state and local government agencies. **Figure 5** provides a recent summary including years of experience and relevance to the IES lots. Additional details can be found in Section 2.3.4.

Figure 5: [REDACTED]



Agency	Experience	Lot 1	Lot 2	Lot 3	Lot 4

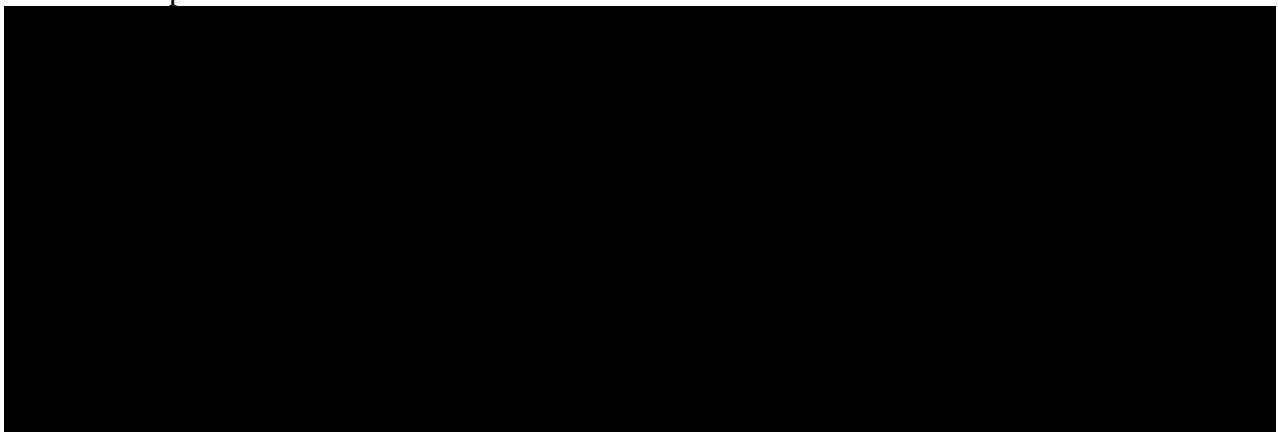
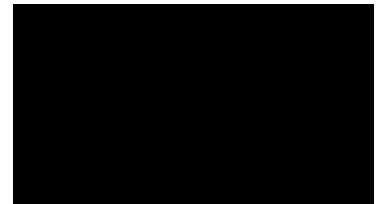
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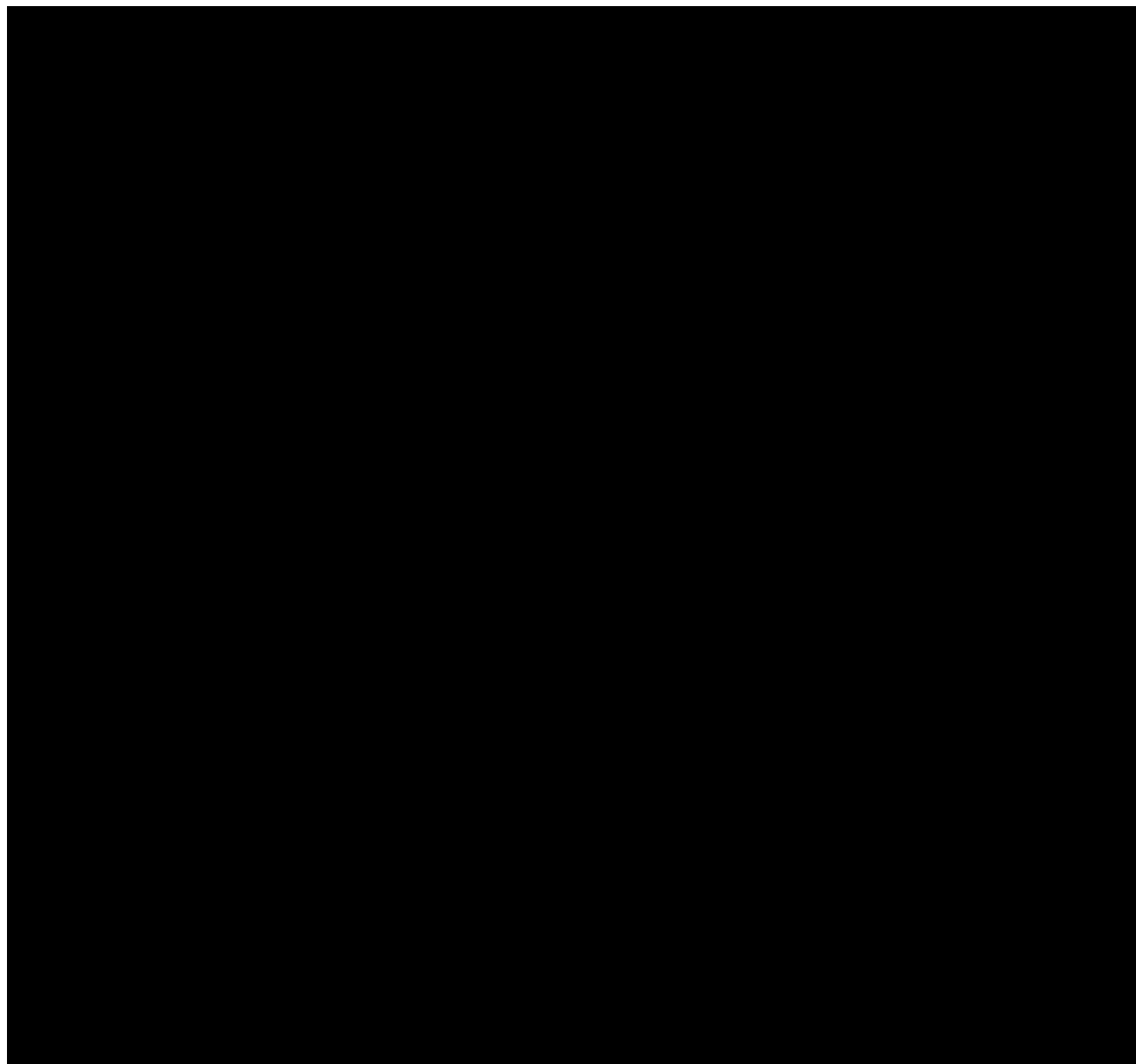


Our approach centers on frequent communication, collaboration, and integration into multi-vendor environments to identify operational considerations early and promptly address impediments. Our team focuses on what the end users require and how the solution supports their mission. We leverage existing NYS ITS services while also identifying new or emerging technologies and solutions that deliver efficient and effective service.

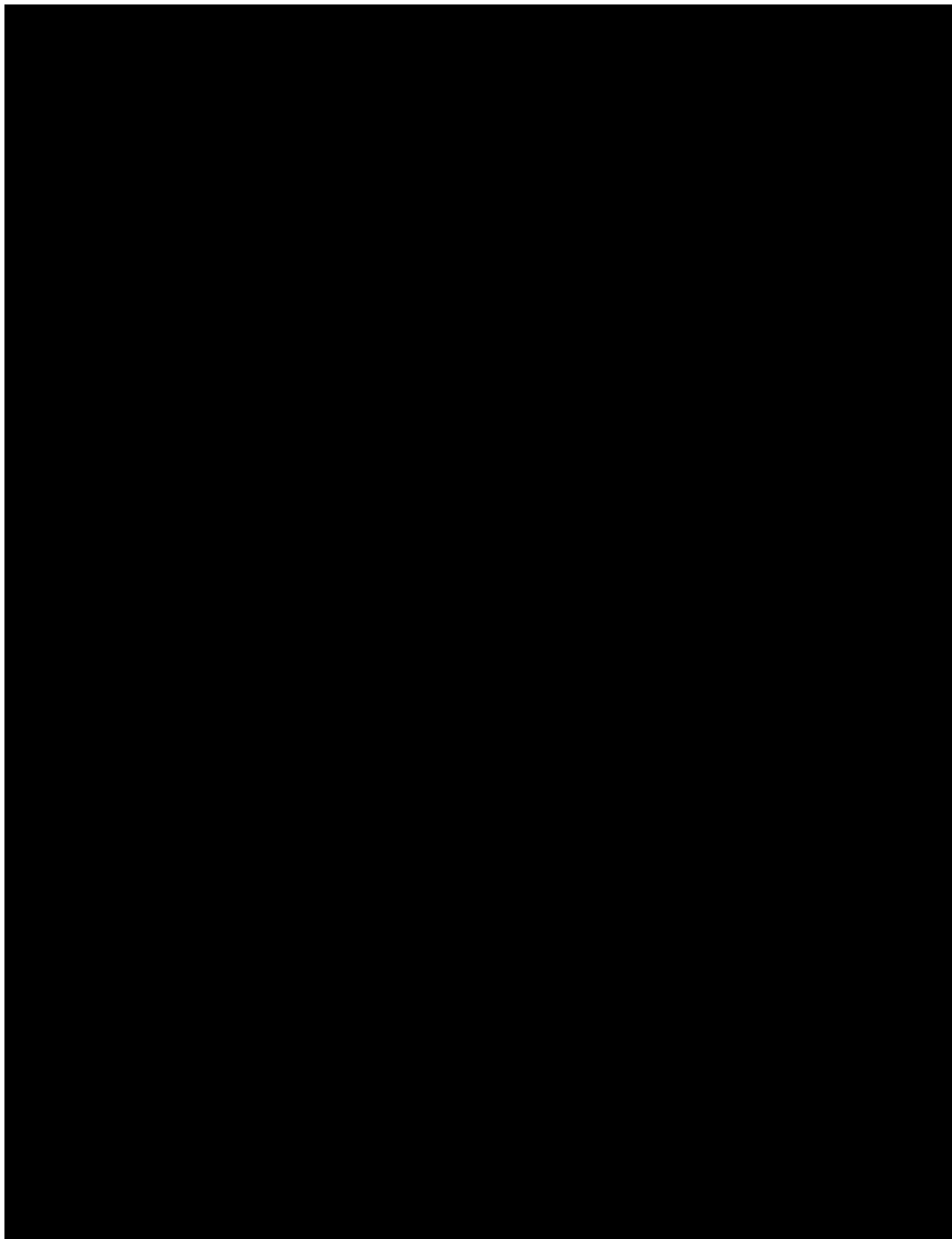
- ***Multi-disciplined resources using adaptable, proven, standards-based processes:***

GDIT's Project Management Institute (PMI)-compliant management approach follows industry standards and best practices incorporating PMBoK processes, CMMI, and ISO 9001 quality management standards. Our government programs use several different frameworks and methodologies based on customer preference and need.

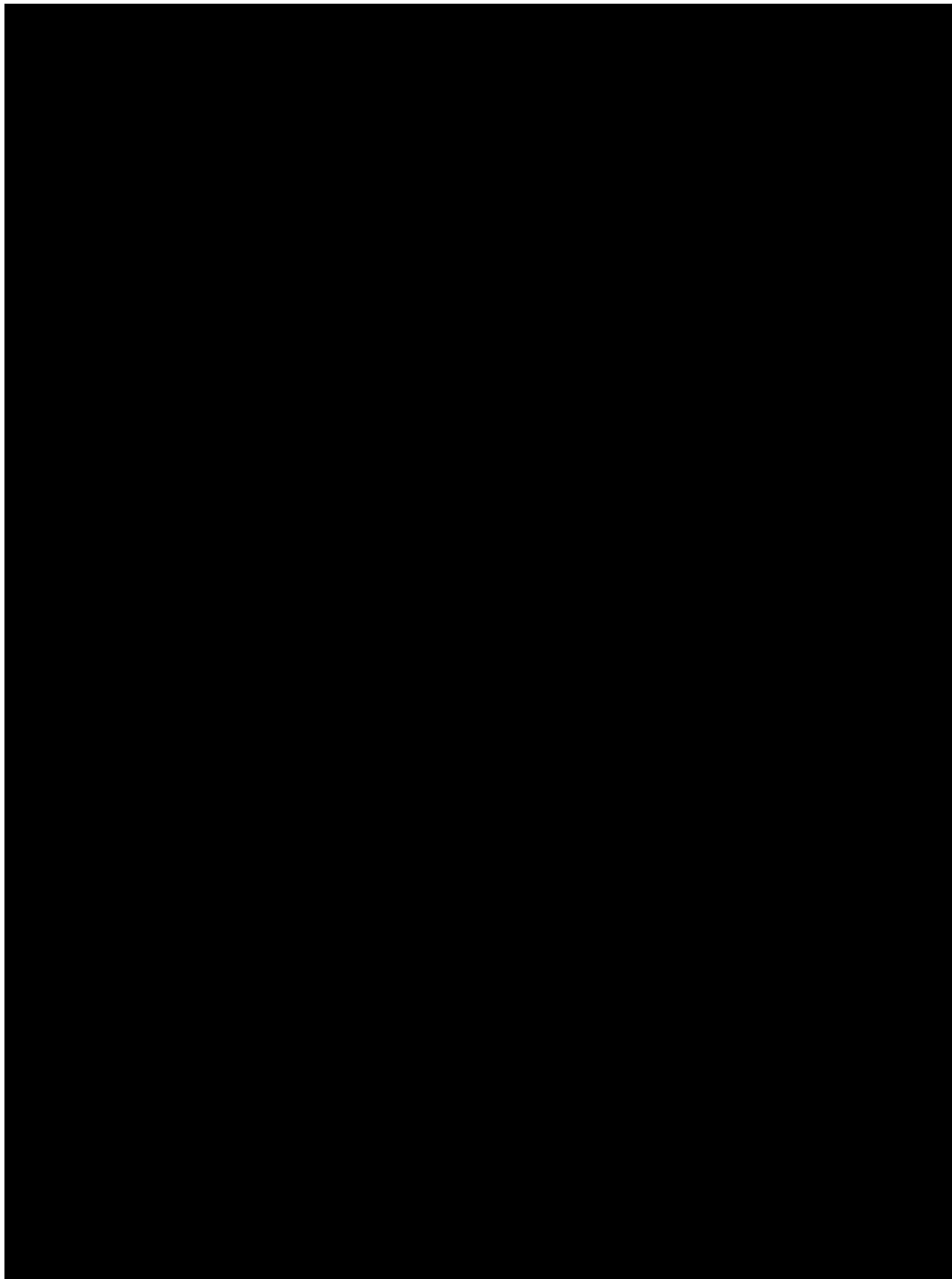


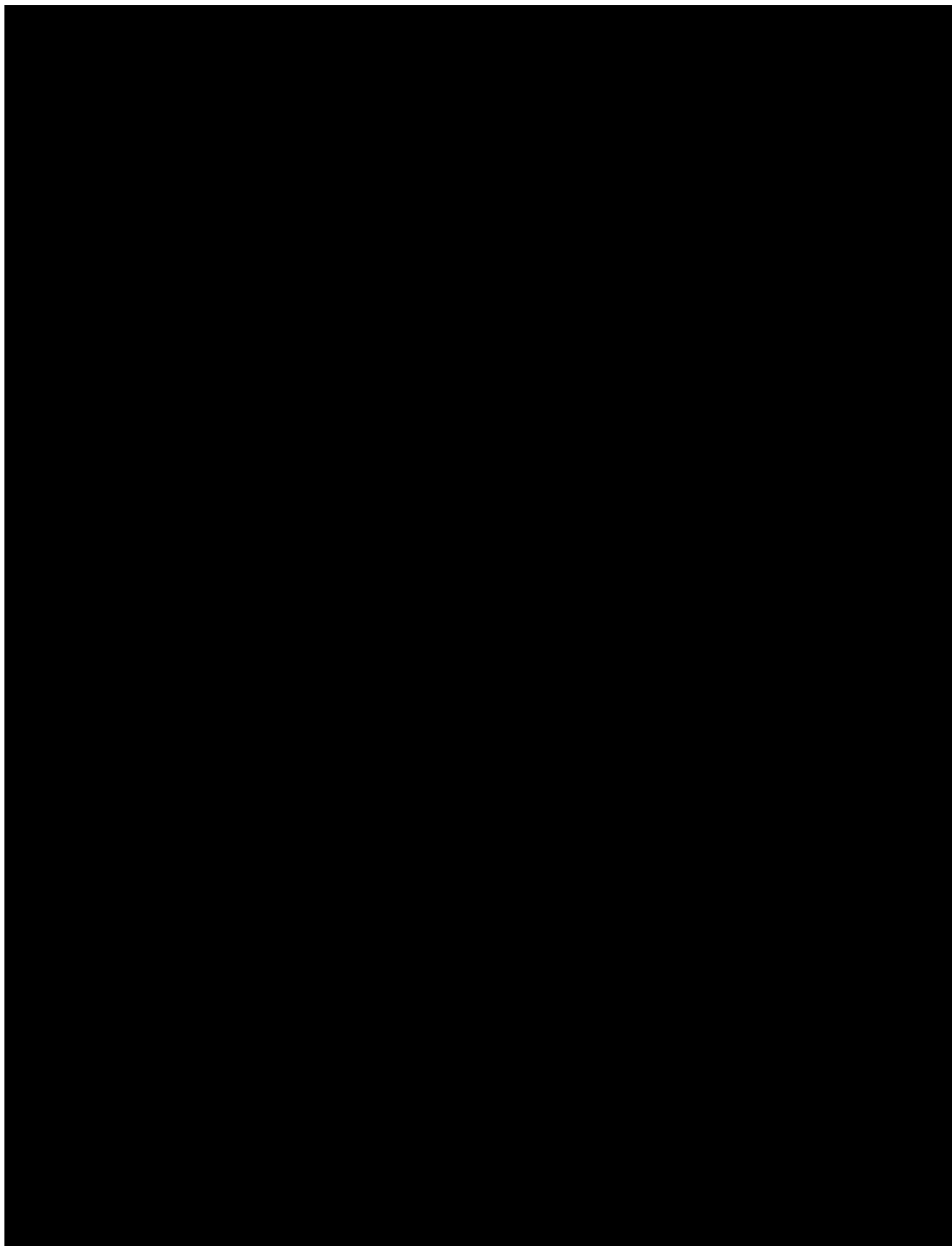


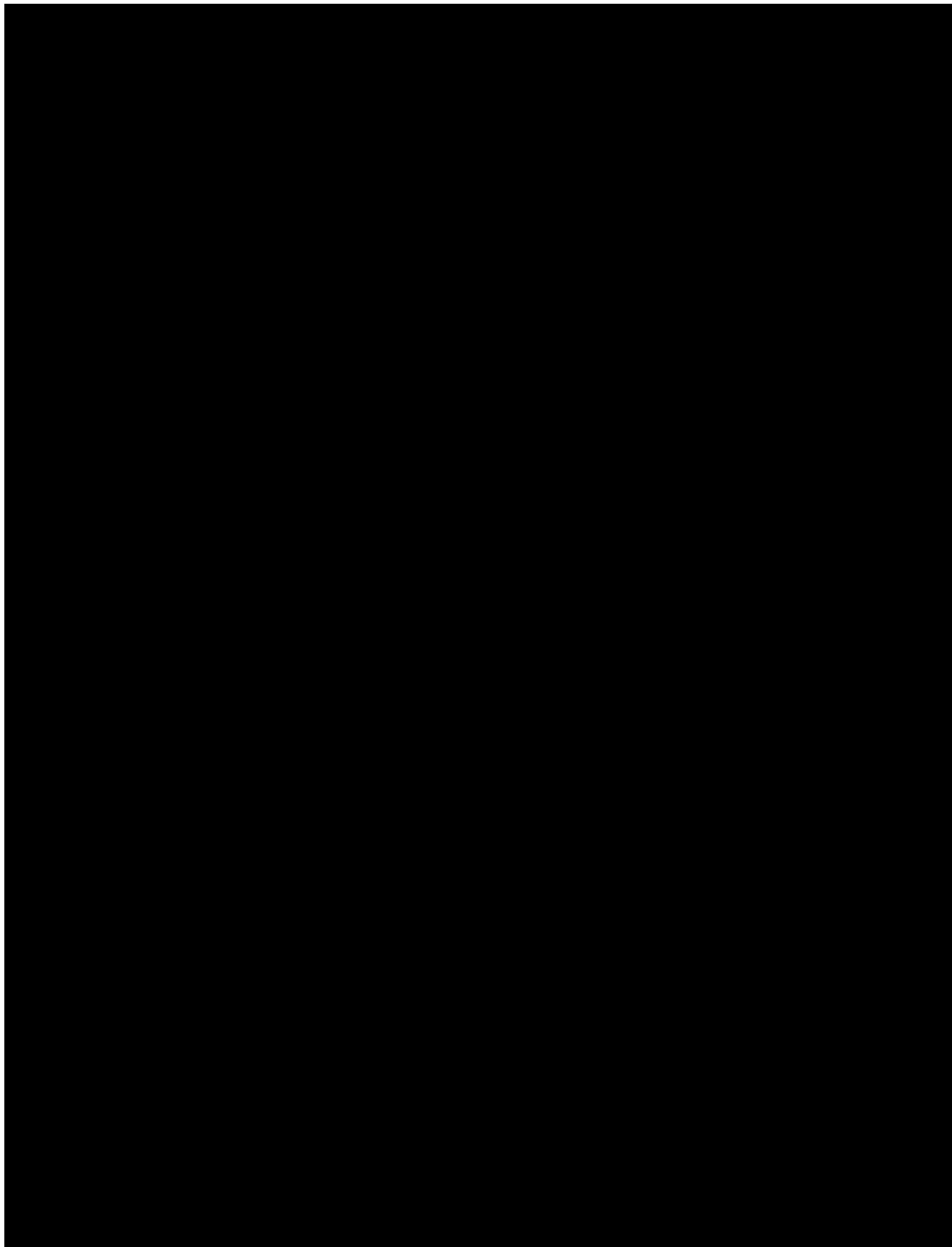
Organizational Change Management (OCM): [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

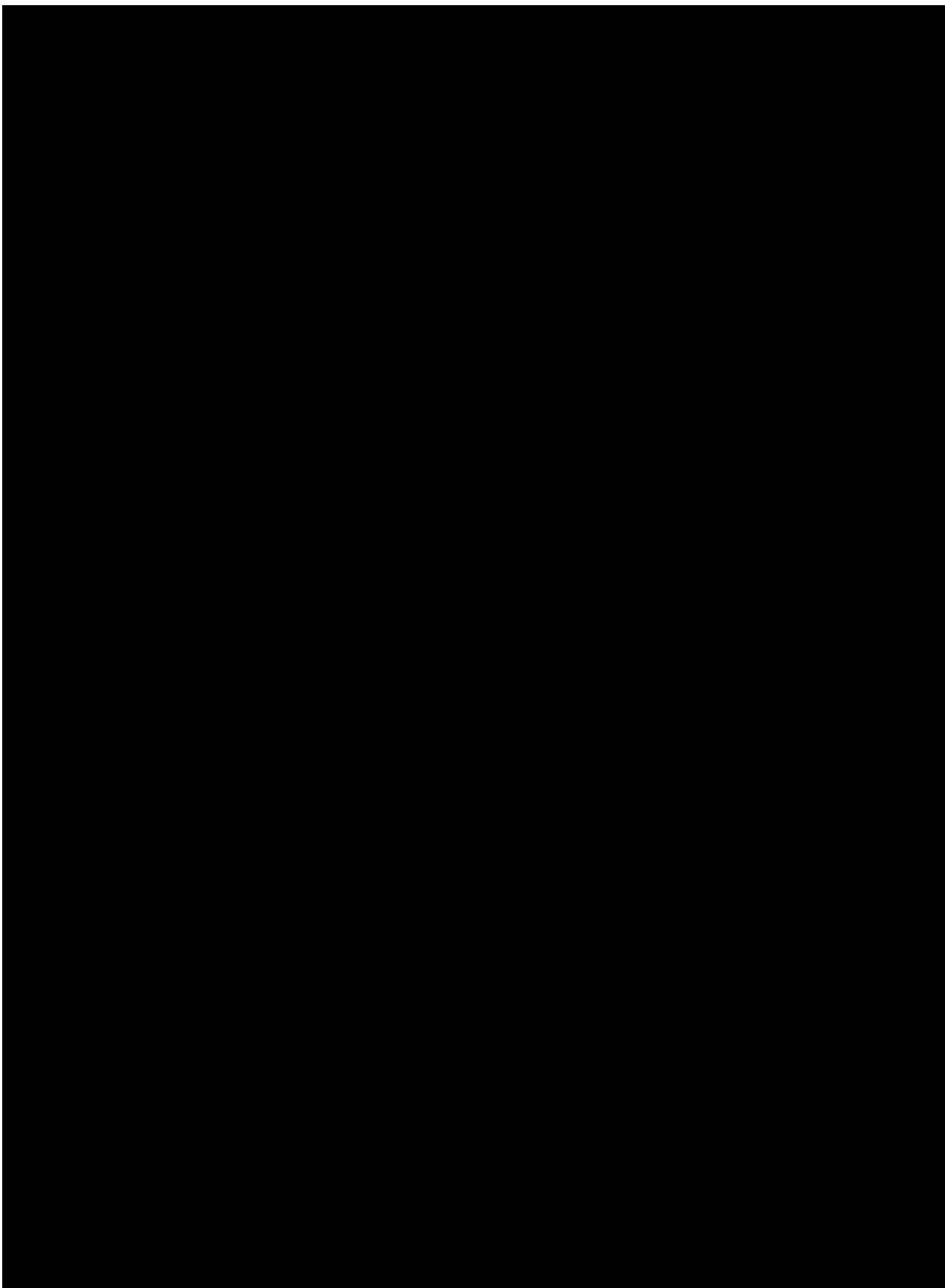


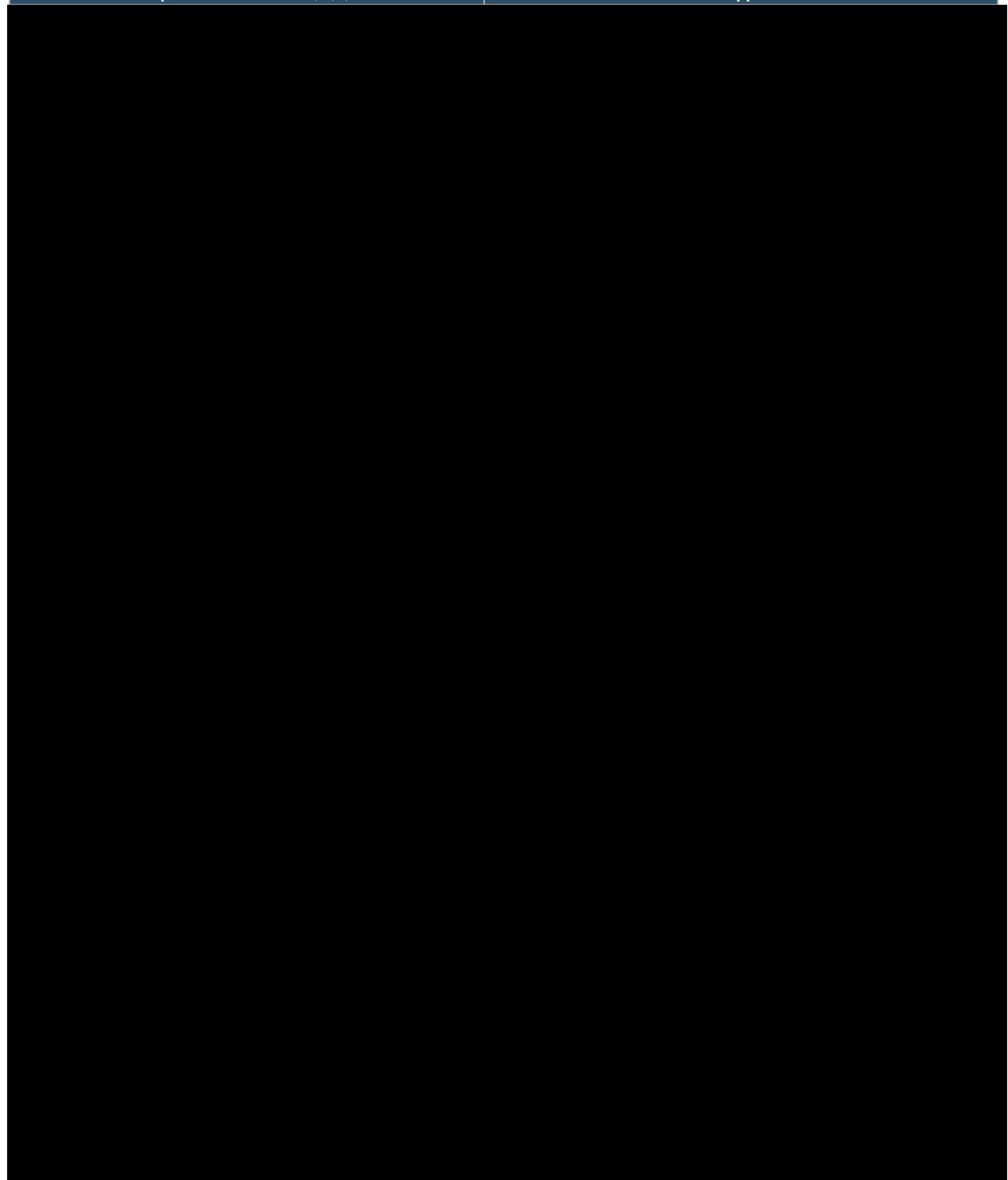










Requirements for Lots 1, 2,3,4	GDIT Approach
	

2.3.3 Critical Factors for Success [4.5.5]





Figure 11: Factors critical system integration success.

Success Factors	Strategy to Accomplish	Benefits
[REDACTED]		

2.3.4 Experience Addressing these Critical Factors in Other Engagements [4.5.5]

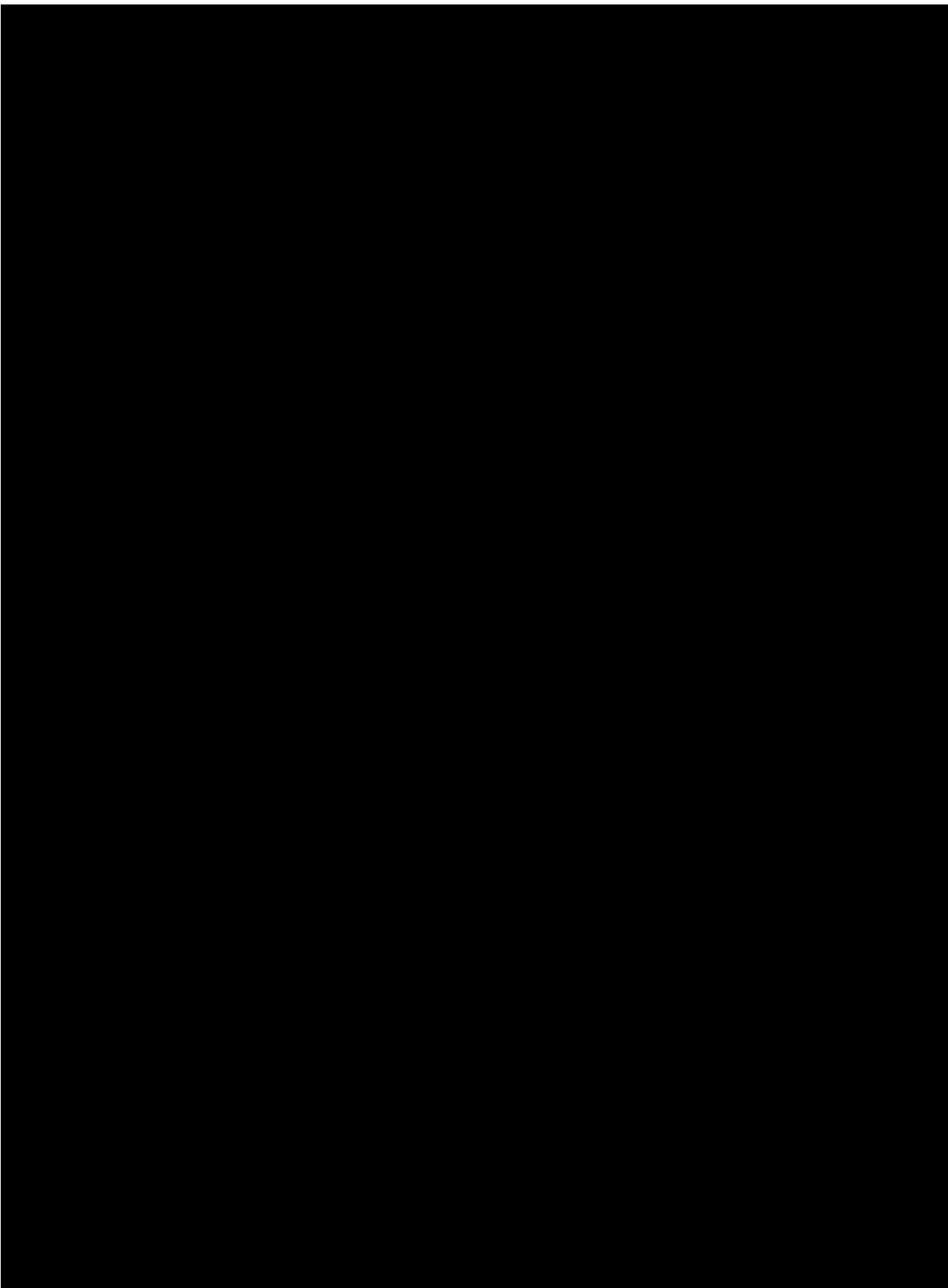
[REDACTED]

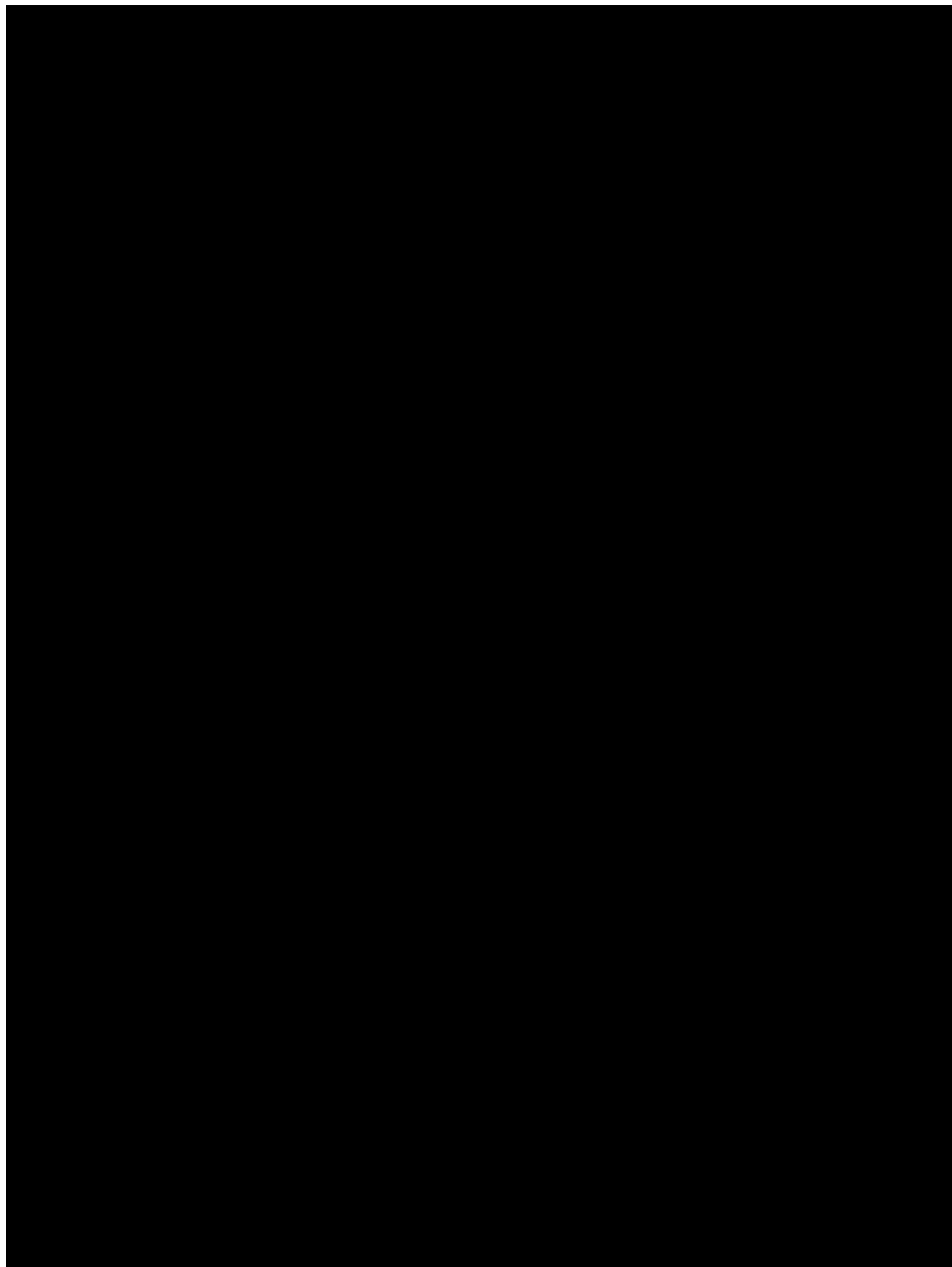
[REDACTED]

[REDACTED]

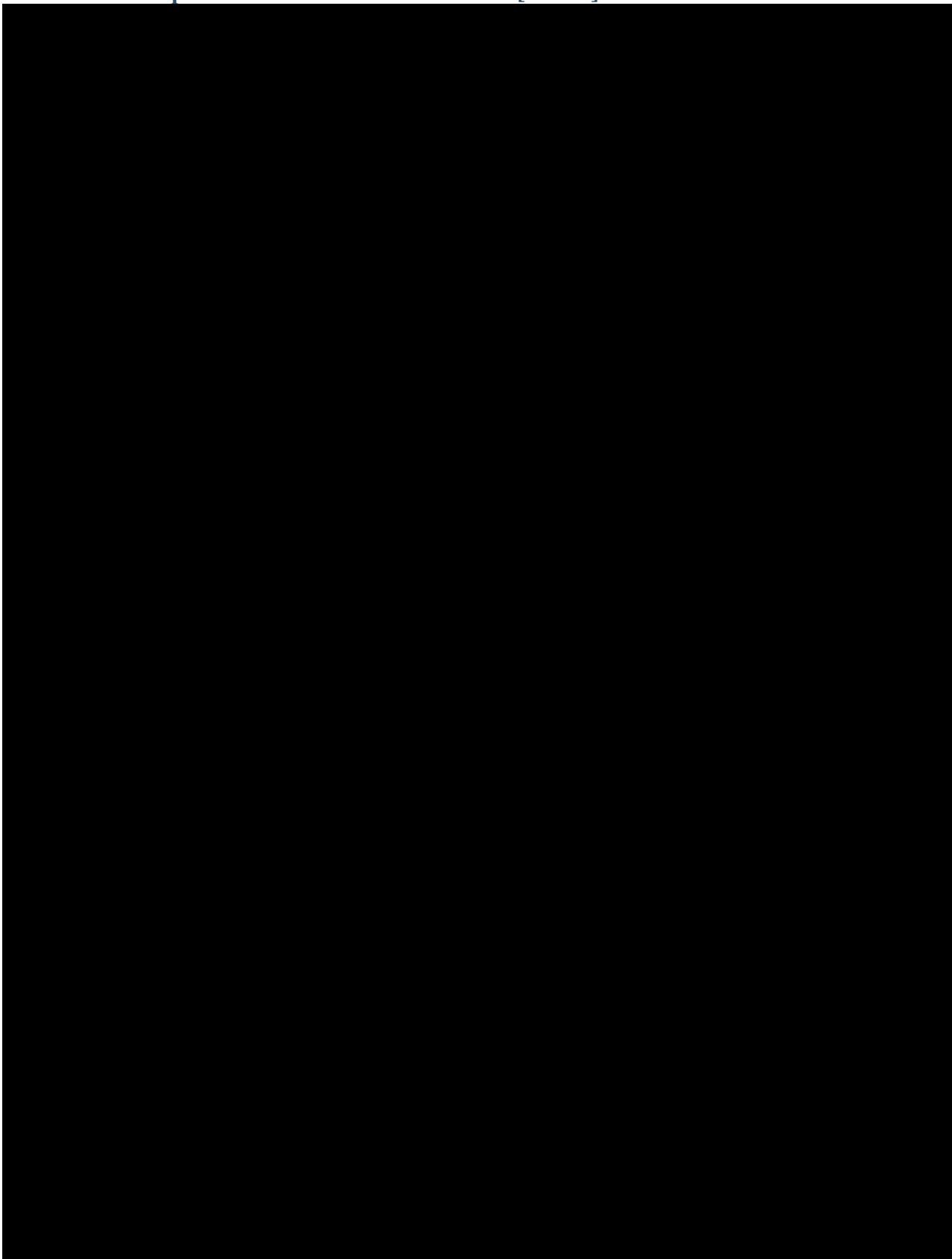
Figure 12: [REDACTED]

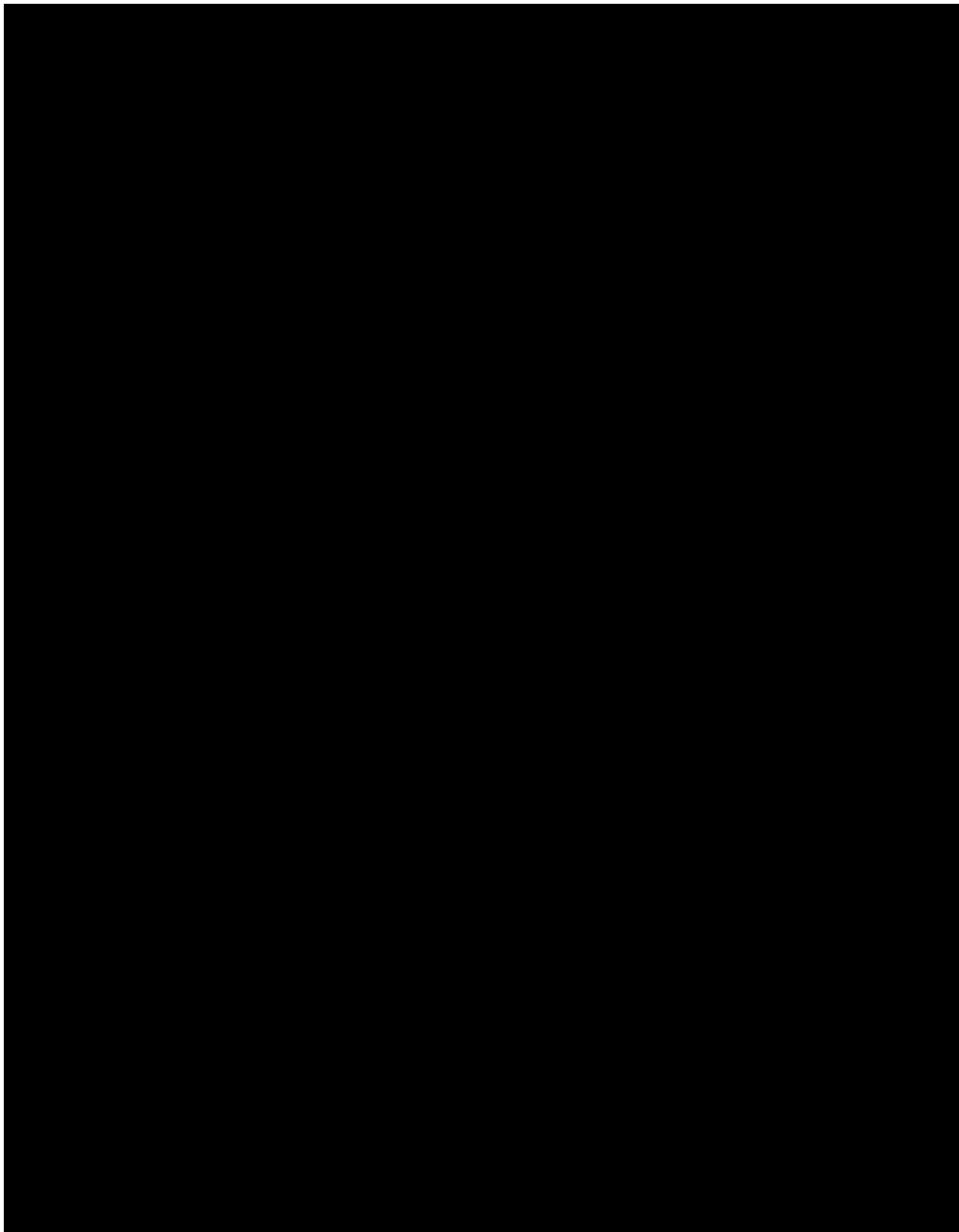
Agency	Experience Description
[REDACTED]	

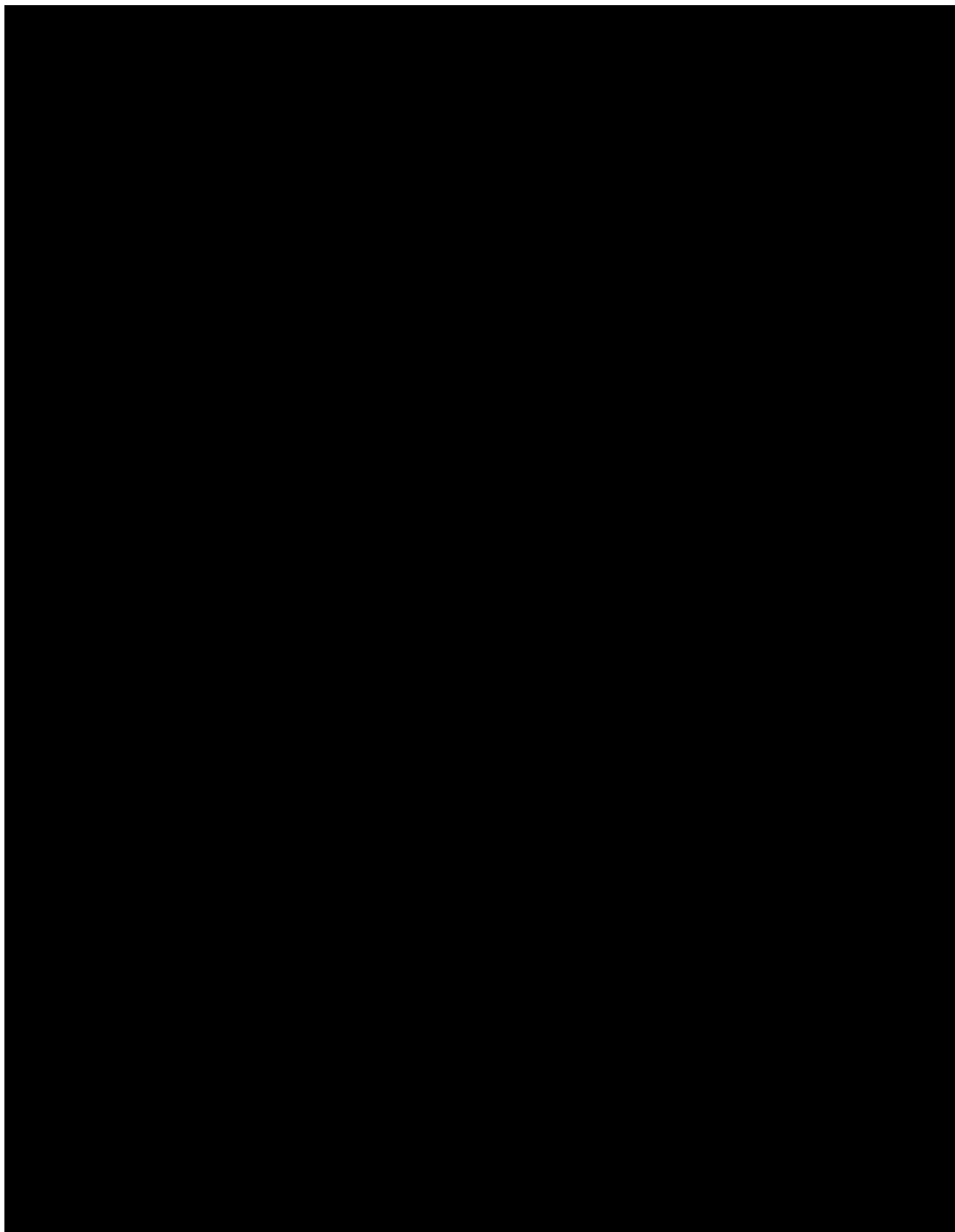


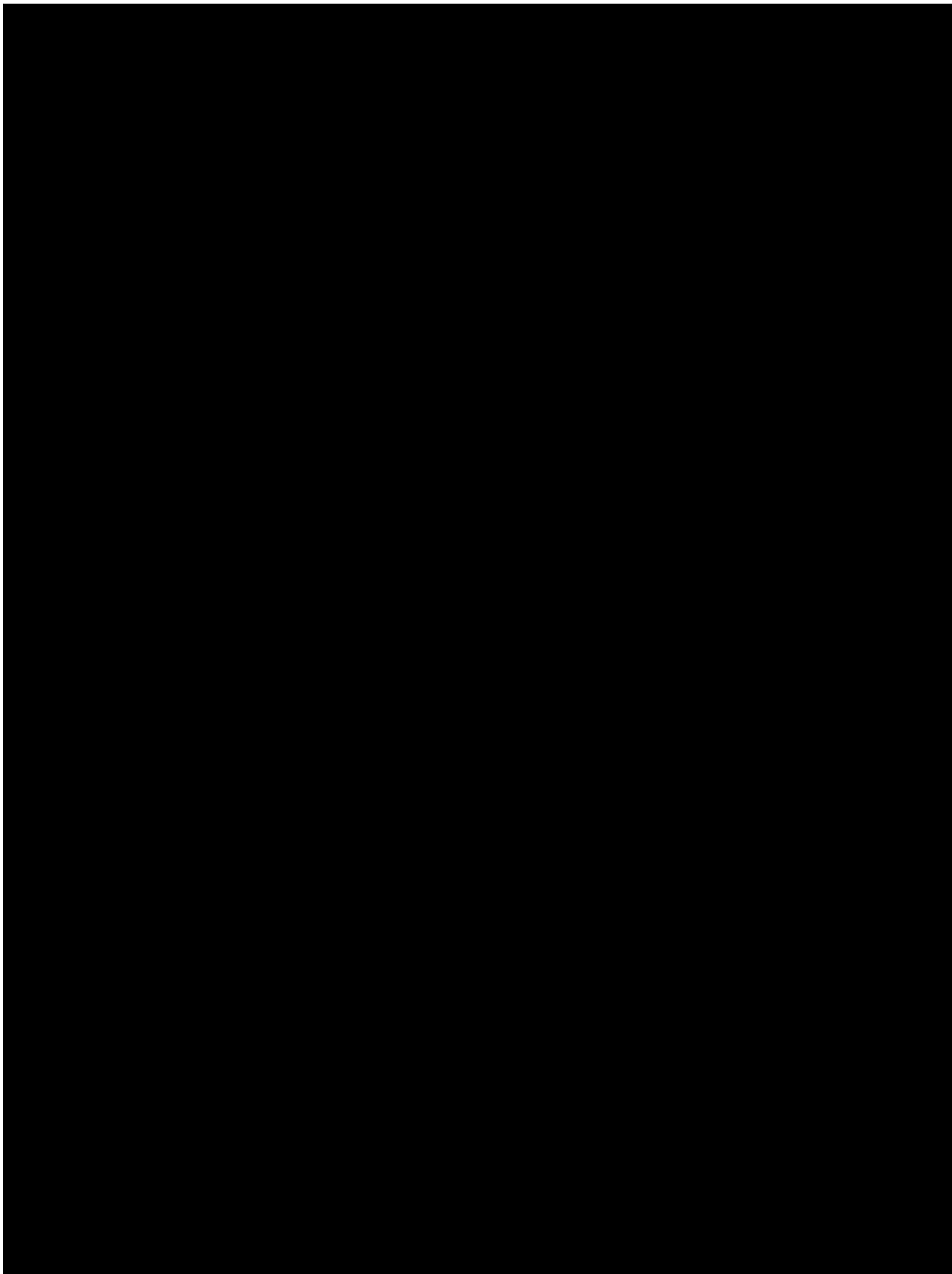


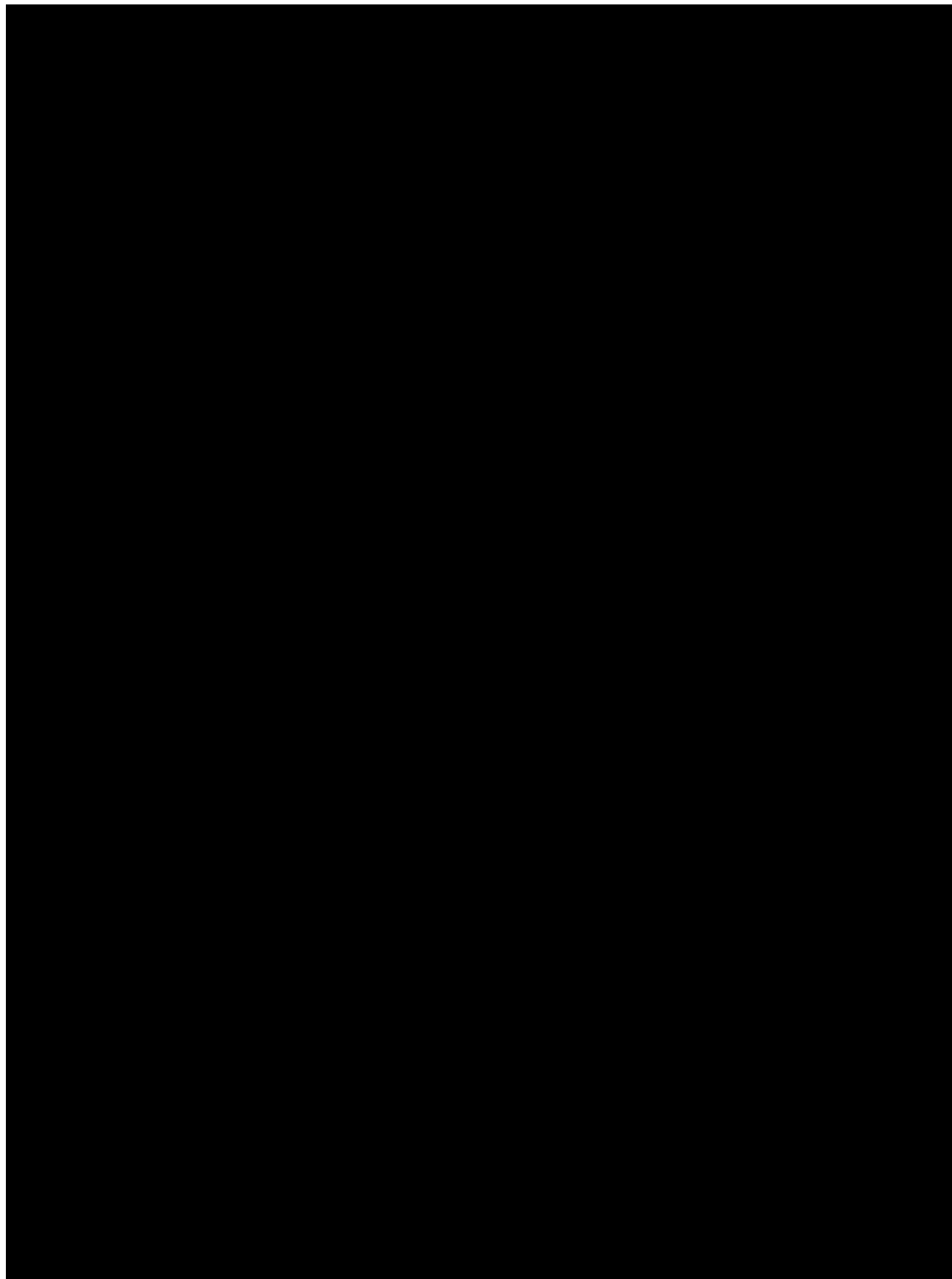
2.3.5.1 Incorporation into State's Master Plan [4.5.5.1]

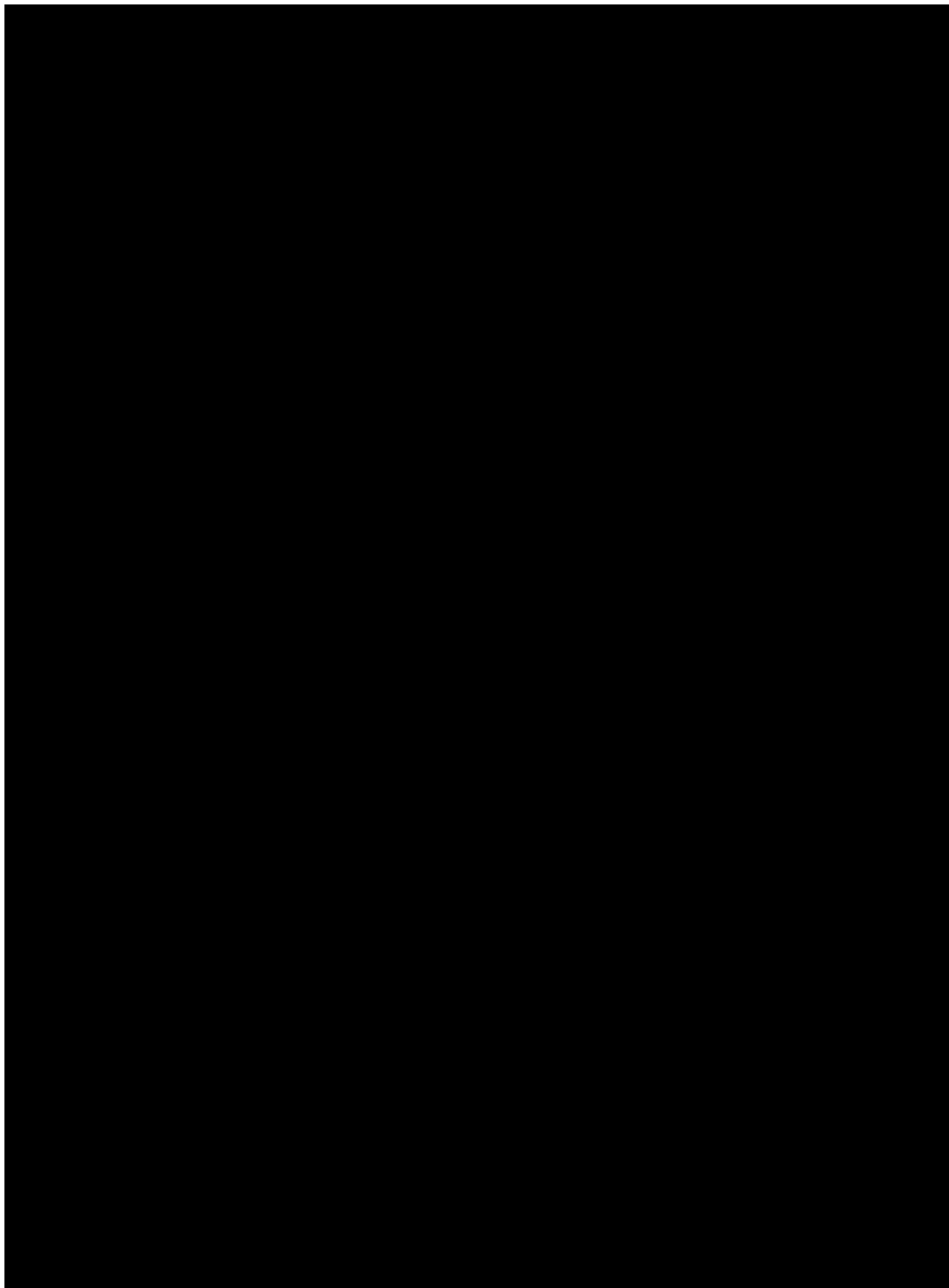












2.4 Attachment 16, Part 4 - Contractor's Engagement Executive [4.5.6]

Experience and leadership across healthcare services offers an outcomes-driven approach to deliver benefits for Office of Information Technology Services (ITS) constituents.

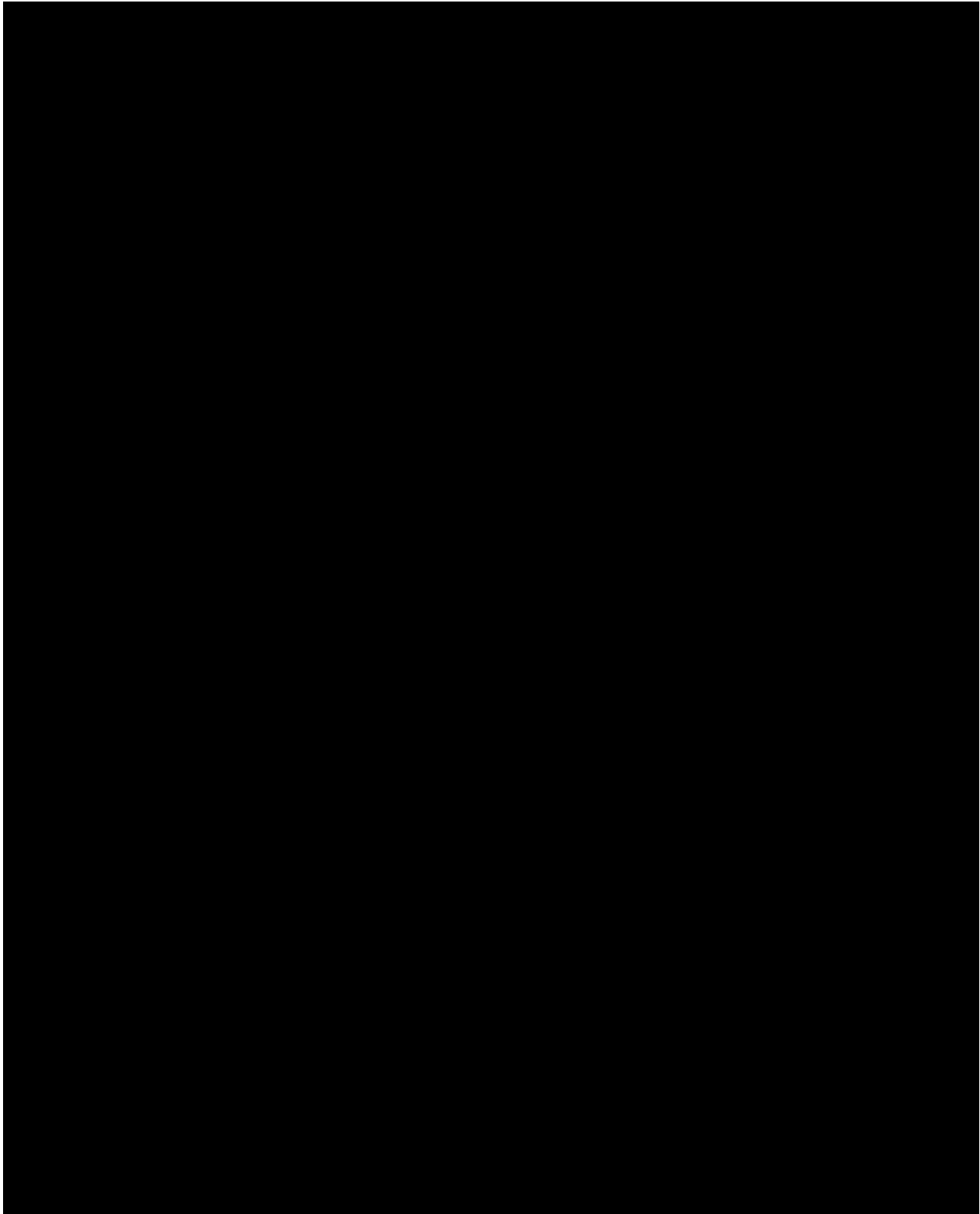
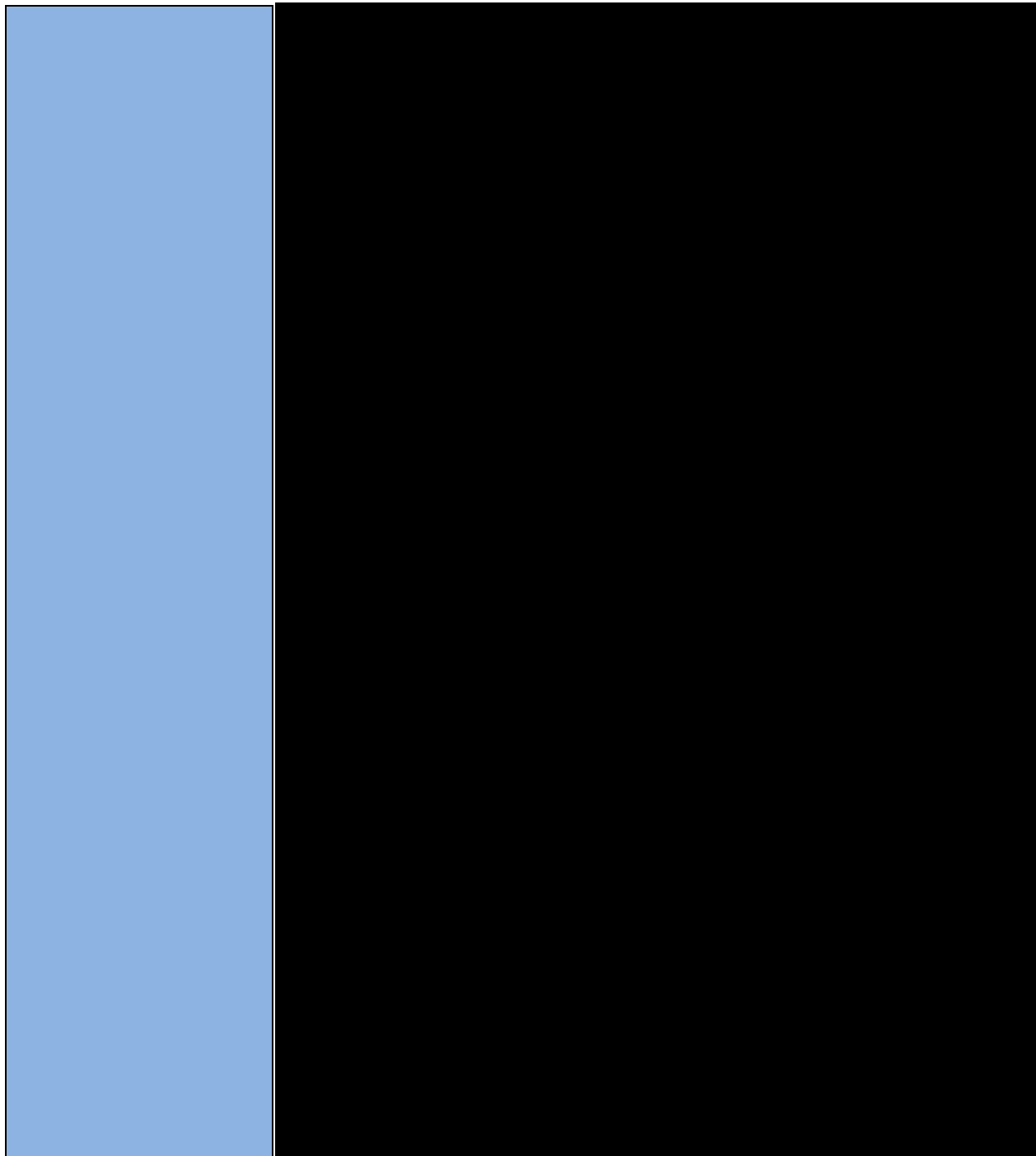


Table 6 – Contractor’s Engagement Executive	
<p>Engagement Executive Qualification (to be eligible for scoring): The Engagement Executive must have, at a minimum, ten (10) years’ experience in system integration projects, with five (5) of those years serving in a leading role in multiple system integration projects for governmental entities, e.g., a state, quasi-state, local, or Federal agency.</p> <p>The Bidder should use the space below to identify the Engagement Executive and justify how this individual could aid in success of the project.</p>	
<p>The Bidder represents and warrants that the Engagement Executive has, at a minimum, ten (10) years’ experience in system integration projects, with five (5) of those years serving in a leading role in multiple system integration projects for governmental entities, e.g., a state, quasi-state, local, or Federal agency.</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
<p>Individual’s Name:</p>	<p>██████████</p>
<p align="center">Engagement(s) (Bidders should add more rows as necessary)</p>	
<p>Dates (month/year – month/year) Served in Title:</p>	<div></div>
Client Name:	
Client Address:	
Client Phone Number:	
Dates (month/year – month/year) Served in Title:	
Client Name:	
Client Address:	
Client Phone Number:	
Dates (month/year – month/year) Served in Title:	
Client Name:	
Client Address:	
Client Phone Number:	

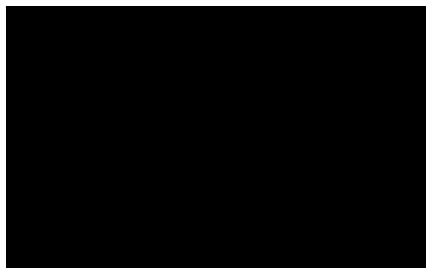
Bidder's proposed Engagement Executive will be scored based upon that individual's experience with the following:

- health and human services field;
- development, design, and implementation (DDI) on large, complex projects; and
- leadership of a complex IT project.

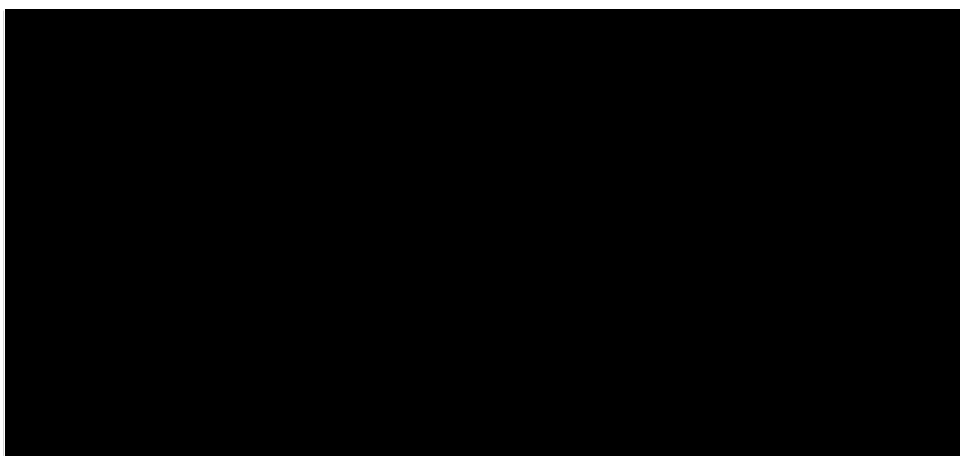


2.4.1 Letter of Reference on One of the Referenced Projects [4.5.6]

December 30, 2019



General Dynamics Information Technology (formerly CSRA, Inc. / SRA International)
15036 Conference Center Drive
Chantilly, VA 22151



2.5 Attachment 16, Part 5 - Bidder Experience [4.5.7]

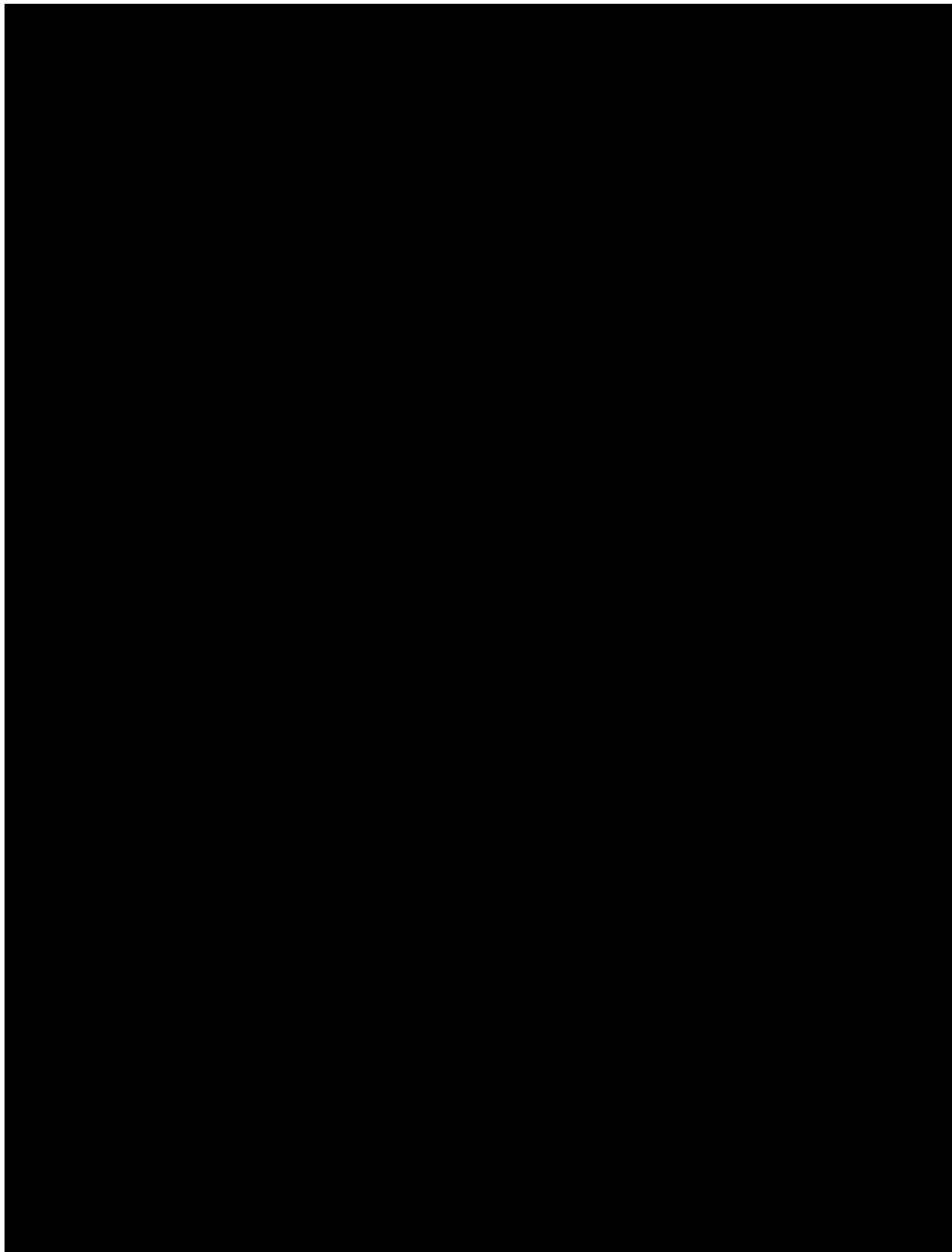
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From a practical perspective, the companies within the GDIT business unit operate in a fully integrated manner and affiliation with any operating entity does not restrict assignment to contracts or types of services delivered. Given these collaborative relationships within GDIT, the resources and expertise of GDIT and its managed affiliates contributes to the execution of this opportunity.

2.5.1.1 Lot 1 Bidder Experience #1

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.



GDIT 50

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

Provide system integrator services similar to those required for NYS IES: develop system code, configure COTS products, document system design and architecture and developed and update user manuals, document system requirements and maintain traceability matrices, purchase software licenses, install and configure hardware and software, perform system testing and defect resolution, conduct release and deployment management, conduct data conversion and synchronization, and perform project management, and reporting.

Status: Active. Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. Completed the post production phase on 25 March 2014. The operations and maintenance (O&M) phase includes business/functional and technological enhancements, change and configuration management, defect triage and resolution, and ongoing operations. [REDACTED]

Success: Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. O&M is ongoing. Schedule O&M and enhancement releases in advance and they are mostly delivered on schedule accounting for operational activities that take priority. Occasionally, have to adjust the contents to maintain the schedule. Defect releases are also planned in advance and occur mostly on the planned dates, accounting for operational activities that take priority.

Risk Management: Track risks in [REDACTED]. Review risks with NY State Department of Health Division of Systems on [REDACTED]. Assign actions to close/mitigate the risks. Also report program risks to the NY State Department of Health Enterprise Program Management Office (EPMO) on [REDACTED]. Conduct [REDACTED] status meeting with NY State Department of Health Division of Systems to review release progress, risks, and issues.

Number and Value of Approved Bidder Requested Change Orders: Nine amendments were negotiated; both parties had requests that were incorporated. In addition to the amendments there are "transmittals" and "change requests" used to request and document changes to the program. They do not alter the total contract value as line items in the contract are funded for the work agreed to in the transmittals and change requests.

Estimated Cost at Initiation: \$183,622,016.

Estimated Cost at Complete: \$917,157,270. Successfully implemented the NYSOH marketplace platform on schedule and within budget. Successfully maintained and improved the system and, through amendments, NYS has awarded two one-year, and one three-year extension. Successfully implemented FMS, Business Office Operations, System Change Capacity, and Notices as additional scope at NYS's request. Change order #2 saw operational support added for FMS with a baseline increase in program participation. Change order #4 saw further enhancements requested by both NYS and the Federal Government. Program participation continues to increase as further enhancements are added to the marketplace. While the original NYSOH contract was \$183,622,016, the scope of the program increased through nine amendments and a five-year extension, culminating in a current value of \$917,157,270.

Staffing: [REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Except for limited activities, the NYSOH project did not require coordination with other prime contractors on software development in a shared system environment. Examples of those instances are: implementing functional improvement across multiple projects such as eMedNY. In these instances, employed joint application design/development (JAD) workshops and conducted weekly joint governance session with the leadership of the respective teams.

The software solution developed is used by, and meets common and differing needs of multiple business units (e.g., New York State Department of Health, New York State Department of Financial Services, and New York State Division of Budget) and multiple program areas (e.g., Medicaid, Essential Plan (EP), Child Health Plus Program (CHP), and the Insurance Affordability Program). For supplemental and O&M requests, facilitate joint requirements sessions that result in requirements specification agreed to by all parties. Conduct weekly status meetings to keep parties apprised of progress. The New York State Department of Health, Division of Systems orchestrated participation of the affected agencies and programs and approves each stage with funding to continue the work. The O&M team meets daily to review outstanding tasks/work items. The New York State Department of Health, Division of Systems agrees to the schedule for defect implementations.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See **Successful Approach** section above. Employed an [REDACTED] for the DDO phase. Proposed an SDLC (waterfall-approach) for the O&M phase at the request of the NY Department of Health business managers. Provide a data center that hosts the operational system.

2.5.1.2 Lot 1 Bidder Experience #2

Project Engagement #:	C014305
Project Engagement Name:	New York State Medicaid Management Information System (eMedNY)
Client Name(s):	New York State Department of Health (NYS DOH)
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	05/2000 thru 11/2026 (includes two, 1-year option periods)
This project experience is related to Lot Number (s):	1, 2, and 3
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p> <p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p> <p>Scope: The eMedNY contract was originally awarded to CSC on 05/01/2000. Effective 10/01/2016, the eMedNY contract was assigned to CSRA State and Local Solutions LLC. This has resulted in 19 years of experience as the prime contractor on an eligibility, enrollment, and/or case management IT project, responsible for providing software development services, which includes design, development, and implementation, inclusive of testing and defect resolution. The software solution developed is used by, and meets both common and differing needs of multiple eMedNY business units, including the Office of Medicaid Management, Office of Managed Care, Office of Continuing Care, and other state agencies (e.g., Office of Temporary and Disability Assistance, Office of Children and Family Services, Office of the State Comptroller, Department of Law, and Office Information Technology Services) and related programs (e.g., Elderly Pharmaceutical Insurance Coverage, Office of Alcoholism and Substance Abuse Services, Office of Mental Health). Built and operate New York State's Medicaid Enterprise System known as eMedNY, which includes all aspects of Medicaid Fiscal Agent services including things such as member management, provider management, utilization management, financial management, claims processing, inbound/outbound correspondence, system operation and enhancement, and other business processes managed by GDIT. eMedNY is a web-enabled system that has grown to manage 250M+ claims, 600M eligibility verification transactions, and \$73B+ in payments annually. The system handles electronic and paper claims, receipt, and data conversion; imaging and conversion of paper claims; payments and management of program accounting; documentation and image storage and retrieval; and integrated call center operations that support Medicaid providers. eMedNY's annual operations volume includes 950M+ electronic data interchange transactions (eligibility, claims, prior authorizations, etc.) processed by the system, 600K+ calls handled by the call center, and 3B+ pieces printed and mailed including checks, notices, remittance advices, and other correspondence. CMS certified the system in 2006, and eMedNY continues to reliably make \$70B+ in payments annually to 260K participating providers on behalf of 6M+ Medicaid beneficiaries, which includes \$48B in capitation payments to Medicaid Managed care plans and \$3.5B in premiums paid for Health Insurance Premium Payments (HIP) participants. GDIT provides eMedNY end-to-end, enterprise-wide management IT services for the development, integration, and management of New York State's Medicaid data processing facilities. eMedNY receives and responds to a variety of transactions in support of member eligibility and enrollment, and to effectuate and enroll a Medicaid member who will receive either Fee For Service Medicaid Benefits, or will be enrolled in a managed care plan, but will still receive "carved out" benefits. Scope includes an automated voice response system for providers to check member eligibility information and obtain additional information.</p>	

eMedNY captures member management Medicaid and non-Medicaid enterprise member data of ~21M providers/recipients, and integrates source of eligibility data statewide across multiple eligibility and enrollment systems for state agencies like Office of Temporary and Disability Assistance, Office of Children and Family Services, and the Human Services Application Service Center (HSASC). Design, Development, Implementation (DDI) phase followed Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) guidelines, and produced most of the deliverables listed in the Program Management Plan (PMP). For example, eMedNY's DDI master work plan in Microsoft Project was 25K+ lines long. Many of these deliverables today are maintained and included in the semi-annual documentation deliverable.

Provide system integration services (design, development, and implementation) on modules related to **eligibility, enrollment and case management**. The eMedNY system contains a portal that allows member and member eligibility data to be viewed and, with appropriate permission, changed. Maintain a public portal where members can get access to case information and/or access to call-in lines for support. The system contains a number of interfaces to support Third Party Insurance Information, Coordination of Benefits with Medicare, and other member management functions. The system performs all data-sharing functions on behalf of the Department in this regard. Built many automated interfaces that regularly update member records with changes in circumstances and changes in coverage that come in through these interfaces. Developed and implemented functionality for the system to distribute a variety of member correspondence for the client, such as explanations of benefits, required notices, and 1095-B forms.

Successful Approach: Successfully execute a self-defined system development lifecycle (SDLC), following both waterfall and Agile processes. Deploy structured, documented, tested, and peer-reviewed industry-standard practices. Development of deliverables and PMP follow similar cycles. The eMedNY technology base has been constantly changing as new technologies emerge, and 60%+ of the system has been converted to newer, service oriented, and other newer technologies. Regularly implement dozens of evolutionary project enhancements where updates to the original system functionality are needed. Follow contractual service level agreements. Must be able to support 100% system availability with no maintenance windows, zero hours recovery point objective (RPO), and 24 hours return to operations (RTO). The robustness of eMedNY's disaster recovery and business continuity plans exceed most state's expectations for Medicaid operations, and are periodically updated and tested to meet or exceed these service levels.

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: The eMedNY contract was originally awarded to CSC on 05/01/2000. Effective 10/01/2016, the eMedNY contract was assigned to CSRA State and Local Solutions LLC. This has resulted in 19 years of experience as the prime contractor. Provide system integration services (design, development, and implementation) on modules related to eligibility, enrollment, and/or case management IT project (Lot 1); reports and analytics (Lot 2); and financial management and provider management (Lot 3).

The software solution developed is used by, and meets both common and differing needs of multiple eMedNY business units, including the Office of Medicaid Management, Office of Managed Care, Office of Continuing Care, and other state agencies (e.g., Office of Temporary and Disability Assistance, Office of Children and Family Services, Office of the State Comptroller, Department of Law, and Office Information Technology Services) and related programs (e.g., Elderly Pharmaceutical Insurance Coverage, Office of Alcoholism and Substance Abuse Services, Office of Mental Health). Built and operate New York State's Medicaid Enterprise System known as eMedNY which includes all aspects of Medicaid Fiscal Agent services including things such as member management, provider management, utilization management, financial management, claims processing, inbound/outbound correspondence, system operation and enhancement, and other business processes managed by GDIT. eMedNY is a web-enabled system that has grown to manage 250M+ claims, 600M eligibility verification transactions, and \$73B+ in payments annually. The system handles electronic and paper claims, receipt, and data conversion; imaging and conversion of paper claims; payments and management of program accounting; documentation and image storage and retrieval; and integrated call center operations that support Medicaid providers. eMedNY's annual operations scale includes 950M+ electronic data interchange transactions (eligibility, claims, prior authorizations, etc.) processed by the system, 600K+ calls handled by the call center, and 3B+ pieces printed and mailed including checks, notices, remittance advices, and other correspondence. CMS certified the system in 2006, and continues to reliably make \$70B+ in payments annually to 260K participating providers on behalf of 6M+ Medicaid beneficiaries, which includes \$48B in capitation payments to Medicaid Managed care plans and \$3.5B in premiums paid for Health Insurance Premium Payments (HIPPP) participants. Provide eMedNY end-to-end, enterprise-wide management IT services for the development, integration, and management of New York State's Medicaid data processing facilities. eMedNY receives and responds to a variety of transactions in support of member eligibility and enrollment, and to effectuate and enroll a Medicaid member who will receive either Fee For Service Medicaid Benefits, or will be enrolled in a managed care plan, but will still receive "carved out" benefits. Scope includes an automated voice response system for providers to check member eligibility information and obtain additional information. eMedNY captures member management Medicaid and non-Medicaid enterprise member data of ~21M providers/recipients, and integrates source of eligibility data statewide across multiple eligibility and enrollment systems for state agencies like Office of Temporary and Disability Assistance, Office of Children and Family Services, and the Human Services Application Service Center (HSASC). Design, Development, Implementation (DDI) phase followed Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) guidelines, and produced most of the deliverables listed in the Program Management Plan (PMP). For example, eMedNY's DDI master work plan in Microsoft Project was 25K+ lines long. Many of these deliverables today are maintained and included in the semi-annual documentation deliverable.

Status: The eMedNY Contract # C014305 is currently in progress with a period of performance of 05/01/2000 – 11/30/2024 with two, one-year unfunded options which brings it to 11/30/2026.

Success: The eMedNY program has been undergoing modernization since its inception to the present day. eMedNY's provider management capabilities, for example, have been shaped by converting over time from outdated, time consuming and heavily paper based processes into more modern, automated and electronic processes across the spectrum of available methods, from daily and weekly automated feeds to near-real time and real time lookups using today's technologies like Microservices and APIs. The technology base of eMedNY has been constantly changing as new technologies emerge, and 60%+ of the system has been converted to newer, service oriented, and other technologies, but per contractual Service Level agreements must be able to support fully 100% system availability with no maintenance windows, zero hours recovery point objective (RPO), and 24 hours return to operations (RTO). The robustness of eMedNY's disaster recovery and business continuity plans exceed most state's expectations for Medicaid operations, and are periodically updated and tested to meet or exceed these Service Levels.

Risk Management: eMedNY maintains plans, policies and procedures to cover program risks, such as: Error and Disaster Recovery Plan, Escalation & Notification Plan, System Security Plan; and, Policies and Procedures for HIPAA privacy and security and system and data security

Number and Value of Approved Bidder-Requested Change Orders: There have been ■ amendments to the original contract, to date; some document a change in scope others for contract extensions. All system improvements are managed through the evolution project process, in conjunction with the Customer. There have been zero bidder request changes, all change orders are initiated by the client.

Estimated Cost at Initiation: Funded at \$116-\$120M annually

Estimated Cost at Complete: Funded at \$116-\$120M annually Project is currently on-time, on-budget for delivery from the scope, schedule, and agreed upon budget. Jointly manage identified risks with client, and implement evolutionary project enhancements where updates are needed to minimize risk. **Staffing:** There have been no significant changes to staffing since the program's initiation in 2000. Customer does approve all resources associated with T&M projects (approximately [REDACTED] resources). We employ approximately [REDACTED]
[REDACTED]
[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Remain the sole prime contractor of the eMedNY effort, but work simultaneously with local vendors on small projects (i.e., staff augmentation). Vendors are not responsible for any deliverables. Routinely coordinate with corporate reach back and internal business units including departments for cybersecurity, IT services, and finance. Coordinate with the client (NYS DOH) on a regular basis and coordinate with external state agencies for policy setting, rate setting, financial management, and desired system enhancements as needed.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

Required to adhere to a system development life cycle (SDLC), which follows a combination of waterfall and Agile methodologies, deploying structured, documented, tested, and peer-reviewed industry-standard practices that lead to a tightly managed and well-controlled process. The SDLC is self-defined in concurrence with the client. Use CSRA State and Local, LLC-owned and -operated platforms, tools and COTS products like [REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] Work collaboratively eMedNY's SDLC work group for more than two years to develop today's SDLC approach. Introduced Agile development and Scrum methodology to the previous waterfall/modified waterfall and Agile development solution.

2.5.1.3 Lot 1 Bidder Experience #3

Project Engagement #:	30-DHHS-1228-08-R
<u>Project Engagement Name:</u>	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s):</u>	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p> <p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	

Provide system integration services (design, development, and implementation) on modules related to **eligibility and enrollment**. NCTracks features a provider portal, where providers can access the Eligibility Verification System (EVS) to verify recipient eligibility and enrollment information. Providers can also use an Automated Voice Response System (AVRS) to verify recipient eligibility and enrollment information. NCTracks also features a recipient portal where recipients can review their eligibility status with Medicaid, CHIP, and other state-funded programs. Provided clinical analysis of changes between International Statistical Classification of Diseases and Related Health Problems (ICD) 9 diagnosis codes and ICD 10 diagnosis codes, recommended updates to the business rules in the claims processing and reference modules, and implemented NC DHHS's directed changes. These changes helped ensure NCTracks could support provider use of ICD 10 diagnosis codes and that prior authorization and claims payment workflows were compliant with CMS guidance. [REDACTED]

Successful Approach: NC DHHS approved the proposed system development lifecycle (SDLC), tools, and technologies. Documented project, change, configuration, risk, and quality management processes. Completed [REDACTED] deliverables during the design, development, and implementation (DDI) phase that corresponded to the SDLC: business system design, technical design, database design, development, unit testing, system integration testing, user acceptance testing, production simulation testing, and data conversion. [REDACTED]

This allowed NC DHHS to define requirements for an iteration just-in-time for that iteration to be completed. Delivered [REDACTED]

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;

- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: Developed, implemented, operate, maintain, update, and enhance NCTracks, the NC replacement MMIS, and function as NC's Medicaid Program Fiscal Agent. Provide system integration services (design, development, and implementation) on modules related to eligibility and enrollment (Lot 1); reports and analytics (Lot 2); financial management and provider management (Lot 3); and fair hearings and appeals (Lot 4). Provide system integrator services similar to those required for NYS IES. These are at the program (vice Lot) level: **Develop system code**

Document system design and architecture – update it twice a year. **Document requirements and maintain traceability matrices in**

Install and configure hardware and software – a shared services team conducts the infrastructure hardware/software procurement and configuration. **Perform system testing and defect resolution:**

Conduct knowledge transfer with State technical staff on an as needed basis. For example, schedule training sessions for the State and providers in advance of a release with new functionality. **Data conversion and synchronization:**

Develop training employees, contractors, and external users, such as providers. Make computer-based **training** materials available through the NCTracks Internet portal. **Organizational change management** includes proactive communications with the providers. Conducted **site preparation activities** in advance of "go live" by setting up the call center.

Status: Active. In the operations phase, develop and implement system changes and enhancements needed to support legal, policy, and business priorities. Execute a year for the program.

Success: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Risk Management: Conduct Program Risk, Issues and Opportunities (PRIO), Joint Risk, Issues and Opportunities (JRIO), and Internal Risk Management Review (RMR) meetings each month. [REDACTED]
[REDACTED]

Number and Value of Approved Bidder-Requested Change Orders: [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Estimated Cost at Initiation: \$484,880,799

Estimated Cost at Complete: \$937,051,279 (total with current options).

Cost increased primarily due to scope increases and contract extensions

Staffing: [REDACTED]
[REDACTED]
[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

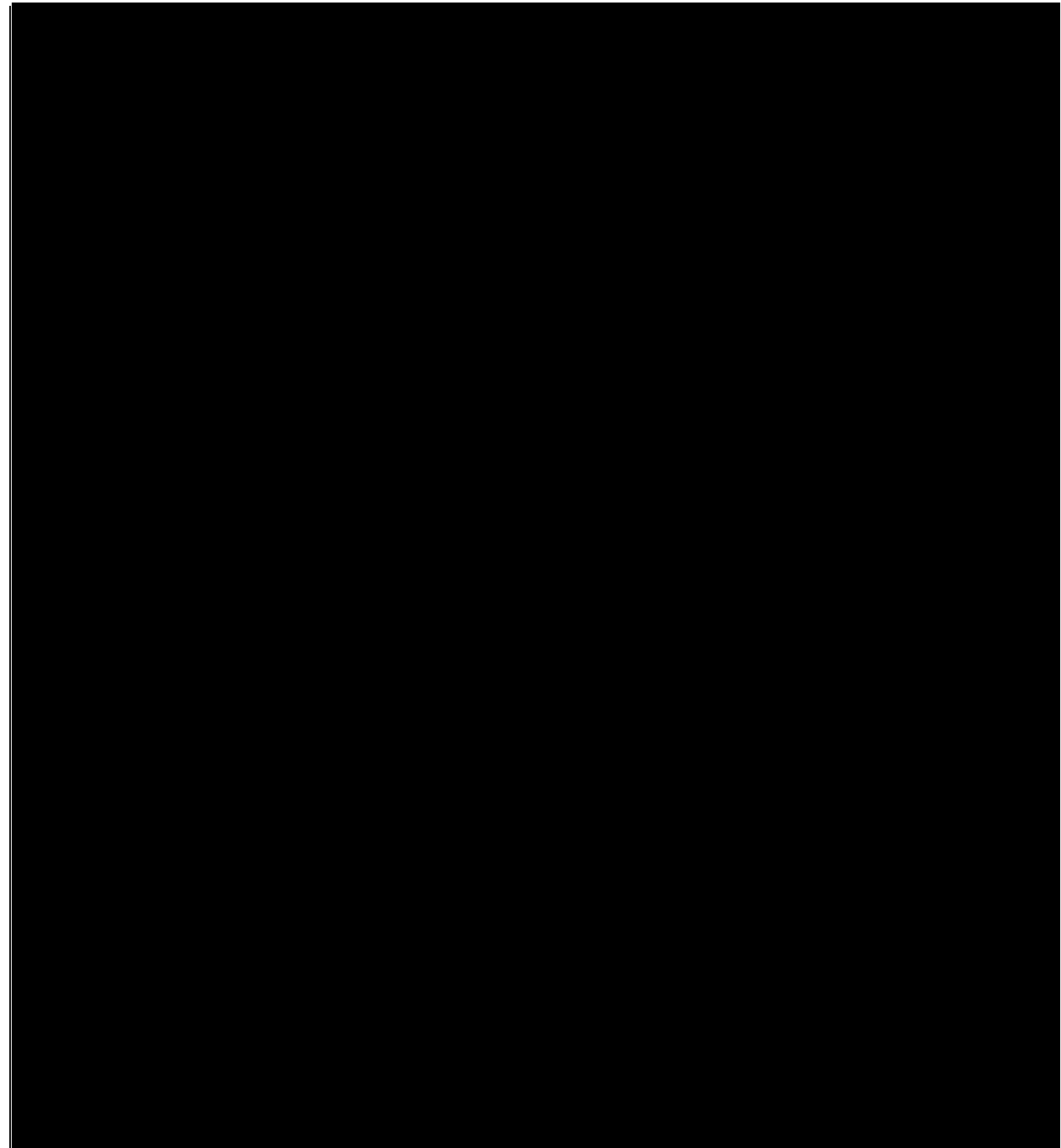
- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

NC DHHS approved the proposed SDLC, tools, and technologies. See the **Successful Approach** section above for a description of how CSRA State and Local Solutions, LLC followed client direction in executing the SDLC. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

2.5.1.4 Lot 1 Bidder Experience #4

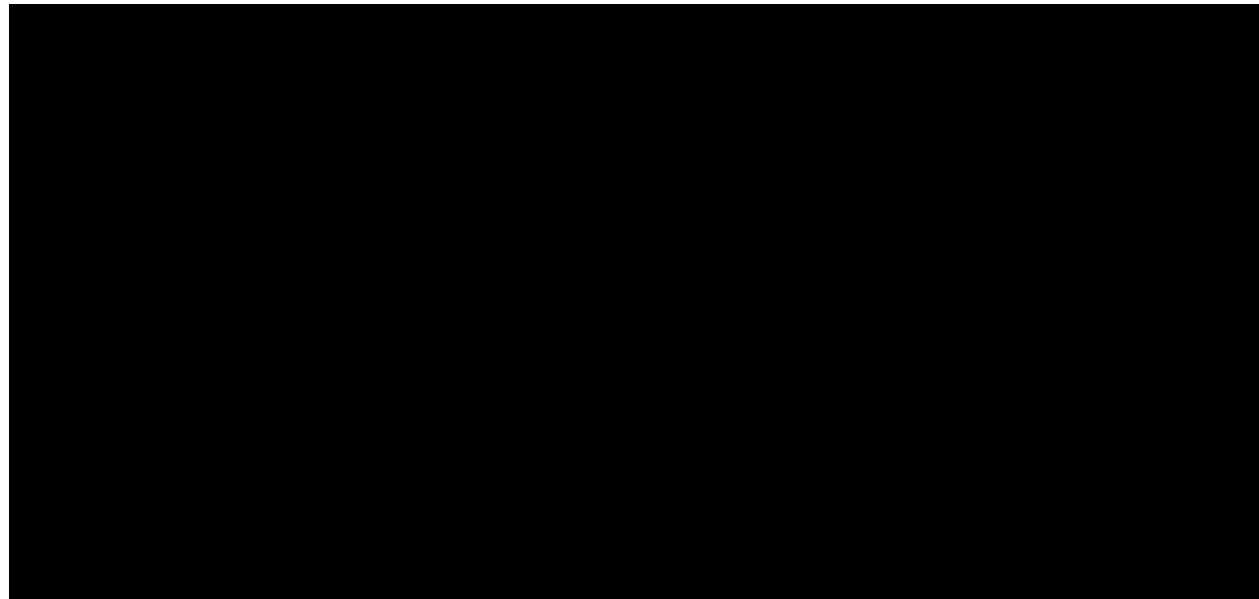
Project Engagement #:	HHSM-500-2007-000211/ HHSM-500-T0015
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s)</u>:	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p> <p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	



GDIT and CMS were active product owners on our sprint team, assuring work in progress was aligned with CMS business objectives and promoting a culture of shared responsibility. Two scrum teams worked in two-week sprints to provide a steady stream of new software features and maintenance tasks ready for deployment. While the RDS Build team's scope remained mostly fixed for the time-boxed sprint, the RDS' DevSecOps delivery and support teams responded to a continuous flow of incoming requests with more immediate needs. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.
Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.
Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.
Scope, Schedule and Budget Below, Bidders should discuss their project experience in terms of the items below: <ul style="list-style-type: none">- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;- whether or not the project has been completed or the current deployment schedule if the project is not completed;- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.
Scope: GDIT was the prime contractor on CMS's RDS IT/Ops Contractor project. The RDS program issues subsidy payments to employers that provide prescription drug coverage plans for their retirees rather than have eligible retirees enroll in Medicare Part D. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]



[REDACTED]
[REDACTED]
[REDACTED]. **Status:** Completed. GDIT was recently awarded the follow-on contract. [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] **Risk Management:**
Delivered Risk Management Plan with the Project Management Plan. Provided/reviewed risk report during the Integrated Baseline Review. Delivered monthly operations dashboard report that contained a brief description of critical risks. Delivered monthly risk report. Discussed risks and mitigations in status meetings. Performed annual risk assessment to comply with the CMS Financial Management Manual. Maintained and updated the Information Security Risk Assessment annually. Reduced risk associated with storing sensitive personally identifiable information (PII) by transitioning to a 100% paperless environment while reducing shipping and storage costs associated with transferring paper records to an offsite location, promoting greater security over sensitive data.
Number and Value of Approved Bidder-Requested Change Orders: Zero contract modifications requested.
Estimated Cost at Initiation: \$43,513,393; **Actual Cost to Complete:** \$49,087,338 as a result of CMS-requested changes
Staffing: [REDACTED]
[REDACTED]
[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

While not doing software development in a shared system environment, some solutions required communication and collaboration with other CMS prime contractors such as MBD, MARx, or Coordination of Benefits and Recovery (COB&R) because of the system interfaces. CMS ran an Integrated Product Team that brought all of the contractors together. Successfully coordinated with other contractors to modify and test interfaces and configuration changes for the New Medicare Card Project (NMCP), migration off the mainframe, and move to the CMS AWS enclave. All transitions were accomplished without loss of data or disruption in file communications. Supported changes from CMS business owners of MBD, MARx, or COB&R.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See the **Successful Approach** section above. This is a client owned and operated platform.

2.5.1.5 Lot 1 Bidder Experience #5

Project Engagement #:	HHSM-500-2007-000211 / HHSM-500-T0010
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p> <p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Scope: GDIT was the prime contractor on the Medicare Secondary Payer Systems Contractor (MSPSC) project, with a period of performance of 06/12/2012 to 01/11/2020, providing software development, maintenance and data center hosting in support of the CMS Coordination of Benefits and Recovery (COB&R) program. GDIT was awarded the follow-on contract that began 9/11/2019. The prior contract, which is being cited, included a four-month transition. MSPSC demonstrates 7+ years of experience as the prime contractor on an eligibility, enrollment, and/or case management IT project. [REDACTED]</p> <p>[REDACTED] This information prevented overpayments and identified and recovered Medicare payments where Medicare was a Secondary Payer to other insurance entities, but conditionally or erroneously paid the claims as the Primary Payer. [REDACTED]</p> <p>[REDACTED]</p> <p>validate whether members had eligibility for other insurances in addition to Medicare and were subsequently enrolled in those other insurance plans. MSPSC supports 50K+ external users (including attorneys and insurers) accessing the COB&R web portals, and 9K+ CMS contractors that use the Electronic Correspondence Referral System (ECRS) and 1K+ COB&R contractors that use other internal COB&R applications. Processed and distributed the Coordination of Benefits Agreement (COBA) claims, also known as American National Standards Institute (ANSI) Accredited Standards Committee (ASC) X12 cross-over claims, that are sent to insurers responsible for insurance coverage that is secondary to Medicare. Processed 900M+ COBA claims and 150M eligibility records annually. In addition, 1.2B MSP insurer records and eligibility queries were sent by CMS Section 111 submitters and processed by MSPSC annually. To date, helped CMS achieve \$58B+ in savings for the Medicare Trust Fund.</p> <p>Utilized case management systems to validate whether members had eligibility for other insurances in addition to Medicare and were subsequently enrolled in those other insurance plans. Provided system integration services (design, development, and implementation) on modules related to eligibility, enrollment, and case management as it relates to debts owed to Medicare due to Medicare Secondary Payer (MSP) overpayments.</p>	

Assessed compliance with release requirements with automated test scripts in combination with our mature manual testing practices.

Successful Approach:

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: MSPSC is focused on the coordination of benefits for Medicare – collected and disseminate the other insurance information for Medicare beneficiaries in order to ensure proper payment of Medicare claims. Used this collected information to identify and collect monies owed to Medicare when Medicare incorrectly paid as the primary payer. GDIT utilized case management systems to validate whether members had eligibility for other insurances in addition to Medicare and were subsequently enrolled in those other insurance plans Maintained and developed the systems that support this business need. Provided system integrator services similar to those required for NYS IES:

design and architecture via System Design Documents (SDDs), Interface Control Documents, Operations and Maintenance Manuals, Physical and Logical Data Models, and System Requirement Specifications. **Documented requirements and maintained traceability matrices** with the Quality Center (QC) Streamline Project, which was very successful in producing templates for Technical Design Specifications (TDS) and Unit Testing. Produced a Requirements Traceability Matrix (RTM) at the end of each SDLC lifecycle, which identified any system test cases or technical elements not traced back to a requirement.

System Development. MSPSC followed a waterfall approach to system development activities adhering to the CMS eXpedited Life Cycle (XLC) lifecycle with development phase activities all requiring **gate checks** and reviews prior to proceeding forward to the next development phase.

CMMI and ITIL best practices ensured each new or modified configuration item was identified, documented, and baselined.

Knowledge transfer activities with the client were ad hoc. Performed large **data conversions and synchronization** of outgoing correspondence (e.g., PHI and PII data).

MSPSC used a tailored **Waterfall** or **Agile** approach to software development, depending on the requirements of the task, while adhering to the CMS XLC requirements.

Used WBS to build an Integrated Master Schedule (IMS), which identified projected level of effort, schedule, resources, deliverables, milestones, and dependencies, as well as the Earned Value Management reports. **Program management** team updated the WBS throughout program execution, reflecting our understanding of evolving requirements. Used Microstrategy for reporting, developing custom reports for end users, and offered ad hoc CMS training. Organizational change management activities were aligned with the XLC lifecycle, defined by CMS, and were approved through a Change Control Board (CCB). These and site readiness activities were defined in both the System Development Management Plan (SDMP) and Project Management Plan (PMP).

Status: The contract referenced ran 06/2012 - 01/11/2020 (with a four-month transition period).

Success:

Risk Management:

Number and Value of Approved Bidder-Requested Change Orders: All modifications under this contract were customer requested change orders where GDIT provided approved pricing due to contract growth and special projects. Did not submit a bidder requested change order in accordance with FAR 52.243-4 Changes.

Estimated Cost at Initiation: \$99,936,853

Estimated Cost at Complete: \$235,468,142

Cost increased primarily due through the addition of many special projects, including system consolidation, movement of applications to AWS, supporting the addition of other lines of business to existing systems, and several Medicare mandates, including the introduction of the Medicare Beneficiary Identifier (MBI) tool.

Staffing: [REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

While there was no coordination with other software developers in the MSPSC system, there is coordination with other business units on COB&R. At any point in time, the MSPSC system is managing multiple concurrent software development and infrastructure enhancement activities with varying delivery time frames. Management of COB&R projects and releases must be adept at planning and coordinating interrelated tasks, timelines, and deliverables across the objectives of multiple COB&R contractors. Provided the customer realistic schedules that help CMS and its contractors to make informed decisions, track and assess ongoing performance, predict future performance and costs, and implement desired results on time following a logical sequence of tasks. Efficient management of timelines, schedules, and priorities are knowledge of the interdependent components of the program and skills at collaborating and coordinating with CMS, MSPIC, Benefits Coordination & Recovery Center (BCRC), Worker's Compensation Review Contractor (WCRC), Commercial Recovery Contractor (CRC) and other CMS contractors who maintain interfacing systems. Fill in the gaps in understanding of COB&R business and technology, and building momentum together—to prioritize and sequence CMS development tasks, coordinate on potentially conflicting priorities, develop risk mitigations, and continually communicate to achieve a common understanding and maximize the success of each release. [REDACTED]

Joint Operating Agreements with the other COB&R contractors served as the foundation for the COB&R program collaborative effort. Coordinated with the Medicare Secondary Payer Integration Contractor (MSPIC), responsible for coordinating the efforts of the COB&R operations contractors and MSPSC, on releases and production support activities, identifying and mitigating risks. Used a tailored Waterfall or Agile approach to software development, depending on the requirements of the task, while adhering to the CMS XLC requirements. [REDACTED]

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

Required to adhere to the SDLC lifecycle prescribed by CMS, using Technical Design Specifications (TDSs) and Unit Testing templates from the Quality Center (QC). Produced a Requirements Traceability Matrix (RTM) at the end of each SDLC lifecycle, which identified any system test cases or technical elements not traced back to a requirement. Followed client direction in the execution of SDLC by using Enterprise Program Management Information System, a robust project management tool, to facilitate execution of multiple overlapping projects and logical sequencing of tasks, demonstrating proven project management methodologies as defined in our System Development Management Plan (SDMP) and Project Management Plan (PMP).

2.5.2 Attachment 16, Part 5 - Lot 2 [4.5.7]

2.5.2.1 Lot 2 Bidder Experience #1

Project Engagement #:	C-027853
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p> <p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) company, is the prime contractor on the NYSOH project. NYSOH is a health benefit marketplace that includes reports and analytics functions. NYSOH demonstrates 6+ years of experience as the prime contractor on a reports and analytics IT project under which CSRA State and Local Solutions LLC was responsible for providing software development services, including design, development, and implementation, inclusive of testing and defect resolution. Successfully integrated the eligibility and enrollment functions of Medicaid programs and qualified health plans (QHPs) in a highly automated environment. The marketplace allows consumers to apply for health insurance and automatically determine whether they are eligible for assistance (tax credits) in paying for QHPs and/or are eligible to enroll in public programs such as Medicaid, EP, and CHP. The programs range from fully subsidized to fully commercial. 4.8M+ New Yorkers are enrolled in coverage through NYSOH – more than 20 percent of the state's population. NYSOH processed ██████ transactions in 2019. The public website, nystateofhealth.ny.gov, averages ██████ online users between 9 a.m. and 6 p.m. with ██████ transactions processed per second with ██████ individuals on the website. NYSOH processes ██████ transactions a second at peak exchanging data with state and federal partners real-time via web services. NYSOH sends and receives approximately ██████ files per month for batch processing. The system handles approximately ██████ webpage views and generates ██████ notices a year. It exchanges data with 10 NY agencies, ██████ issuers across CHP, Medicaid and EP programs, the CMS Federal Data Hub, and MAXIMUS Inc. which provides customer service/back-office functions for the NY marketplace. Provide system integration services (design, development, and implementation) on modules related to reports and analytics. The Marketplace reporting function is segregated into three primary areas: (1) Federal Reporting Requirements, (2) State Reporting Requirements, and (3) Ad-Hoc Reporting Functionality. ██████ is the Marketplace's reporting solution. The Center for Consumer Information and Insurance Oversight (CCIIO) identified required reports and prescribed a schedule.</p>	

[REDACTED]

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) company, is the prime contractor on the NYSOH project. NYSOH is a health benefit marketplace. Provides system integration services (design, development, and implementation) on modules related to eligibility and enrollment (Lot 1); reports and analytics (Lot 2); financial management (Lot 3), and fair hearings and appeals (Lot 4). Provide system integrator services similar to those required for NYS IES: develop system code, configure COTS products, document system design and architecture and developed and update user manuals, document system requirements and maintain traceability matrices, purchase software licenses, install and configure hardware and software, perform system testing and defect resolution, conduct release and deployment management, conduct data conversion and synchronization, and perform project management, and reporting.

Status: Active. Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. Completed the post production phase on 25 March 2014. The operations and maintenance (O&M) phase includes business/functional and technological enhancements, change and configuration management,

Success: Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. O&M is ongoing. Schedule O&M and enhancement releases in advance and they are mostly delivered on schedule accounting for operational activities that take priority. Occasionally, have to adjust the contents to maintain the schedule. Defect releases are also planned in advance and occur mostly on the planned dates, accounting for operational activities that take priority.

Risk Management:

Number and Value of Approved Bidder Requested Change Orders: Nine amendments were negotiated; both parties had requests that were incorporated. In addition to the amendments there are "transmittals" and "change requests" used to request and document changes to the program. They do not alter the total contract value as line items in the contract are funded for the work agreed to in the transmittals and change requests.

Estimated Cost at Initiation: \$183,622,016.

Estimated Cost at Complete: \$917,157,270. Successfully implemented the NYSOH marketplace platform on schedule and within budget. Successfully maintained and improved the system and, through amendments, NYS has awarded two one-year, and one three-year extension. Successfully implemented FMS, Business Office Operations, System Change Capacity, and Notices as additional scope at NYS's request. Change order #2 saw operational support added for FMS with a baseline increase in program participation. Change order #4 saw further enhancements requested by both NYS and the Federal Government. Program participation continues to increase as further enhancements are added to the marketplace. While the original NYSOH contract was \$183,622,016, the scope of the program increased through nine amendments and a five-year extension, culminating in a current value of \$917,157,270.

Staffing: Planned DDO phase staffing in four segments: project start-up, project execution, limited production, and full production. Planned [REDACTED] full time equivalents (FTEs) for project start-up (i.e., on-board at the end of the first month of performance). Planned to increase staff during project execution. Staffing peaked at [REDACTED] FTEs and decreased toward the end of the project execution to [REDACTED] FTEs for limited and full production. NYSOH DDO was awarded at [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Except for limited activities, the NYSOH project did not require coordination with other prime contractors on software development in a shared system environment. Examples of those instances are: implementing functional improvement across multiple projects such as eMedNY. In these instances, employed joint application design/development (JAD) workshops and conducted weekly joint governance session with the leadership of the respective teams.

The software solution developed is used by, and meets common and differing needs of multiple business units (e.g., New York State Department of Health, New York State Department of Financial Services, and New York State Division of Budget) and multiple program areas (e.g., Medicaid, Essential Plan (EP), Child Health Plus Program (CHP), and the Insurance Affordability Program). For supplemental and O&M requests, facilitate joint requirements sessions that result in requirements specification agreed to by all parties. Conduct weekly status meetings to keep parties apprised of progress. The New York State Department of Health, Division of Systems orchestrated participation of the affected agencies and programs and approves each stage with funding to continue the work. The O&M team meets daily to review outstanding tasks/work items. The New York State Department of Health, Division of Systems agrees to the schedule for defect implementations.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See **Successful Approach** section above. Employed an [REDACTED] methodology for the DDO phase. Proposed an SDLC (waterfall-approach) for the O&M phase at the request of the NY Department of Health business managers. Provide a data center that hosts the operational system.

2.5.2.2 Lot 2 Bidder Experience #2

Project Engagement #:	C014305
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
Lot Specific Experience	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Scope: The eMedNY contract was originally awarded to CSC on 05/01/2000. Effective 10/01/2016, the eMedNY contract was assigned to CSRA State and Local Solutions LLC. This has resulted in 19 years of experience as the prime contractor on a reports and analytics project, responsible for providing software development services, which includes design, development, and implementation, inclusive of testing and defect resolution. The software solution developed is used by, and meets both common and differing needs of multiple eMedNY business units, including the Office of Medicaid Management, Office of Managed Care, Office of Continuing Care, and other state agencies (e.g., Office of Temporary and Disability Assistance, Office of Children and Family Services, Office of the State Comptroller, Department of Law, and Office Information Technology Services) and related programs (e.g., Elderly Pharmaceutical Insurance Coverage, Office of Alcoholism and Substance Abuse Services, Office of Mental Health). Built and operate New York State's Medicaid Enterprise System known as eMedNY, which includes all aspects of Medicaid Fiscal Agent services including things such as member management, provider management, utilization management, financial management, claims processing, inbound/outbound correspondence, system operation and enhancement, and other business processes managed by GDIT. eMedNY is a web-enabled system that has grown to manage 250M+ claims, 600M eligibility verification transactions, and \$73B+ in payments annually. The system handles electronic and paper claims, receipt, and data conversion; imaging and conversion of paper claims; payments and management of program accounting; documentation and image storage and retrieval; and integrated call center operations that support Medicaid providers. eMedNY's annual operations scale includes 950M+ electronic data interchange transactions (eligibility, claims, prior authorizations, etc.) processed by the system, 600K+ calls handled by the call center, and 3B+ pieces printed and mailed including checks, notices, remittance advices, and other correspondence. CMS certified the system in 2006, and continues to reliably make \$70B+ in payments annually to 260K participating providers on behalf of 6M+ Medicaid beneficiaries, which includes \$48B in capitation payments to Medicaid Managed care plans and \$3.5B in premiums paid for Health Insurance Premium Payments (HIPPP) participants.</p>	

Provide eMedNY end-to-end, enterprise-wide management IT services for the development, integration, and management of New York State's Medicaid data processing facilities. eMedNY receives and responds to a variety of transactions in support of member eligibility and enrollment, and to effectuate and enroll a Medicaid member who will receive either Fee For Service Medicaid Benefits, or will be enrolled in a managed care plan, but will still receive "carved out" benefits.

Scope includes an automated voice response system for providers to check member eligibility information and obtain additional information. eMedNY captures member management Medicaid and non-Medicaid enterprise member data of ~21M providers/recipients, and integrates source of eligibility data statewide across multiple eligibility and enrollment systems for state agencies like Office of Temporary and Disability Assistance, Office of Children and Family Services, and the Human Services Application Service Center (HSASC). Design, Development, Implementation (DDI) phase followed Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) guidelines, and produced most of the deliverables listed in the Program Management Plan (PMP). For example, eMedNY's DDI master work plan in Microsoft Project was 25K+ lines long. Many of these deliverables today are maintained and included in the semi-annual documentation deliverable. GDIT generates all required operational and CMS and State required reporting to ensure accurate claims adjudication and financial processing by the MMIS.

Successful Approach: Successfully execute a self-defined system development lifecycle (SDLC), following both waterfall and Agile processes. Deploy structured, documented, tested, and peer-reviewed industry-standard practices. Development of deliverables and PMP follow similar cycles. The eMedNY technology base has been constantly changing as new technologies emerge, and 60%+ of the system has been converted to newer, service oriented, and other technologies. Regularly implement dozens of evolutionary project enhancements where updates to the original system functionality are needed. Follow contractual service level agreements. Must be able to support 100% system availability with no maintenance windows, zero hours recovery point objective (RPO), and 24 hours return to operations (RTO). The robustness of eMedNY's disaster recovery and business continuity plans exceed most state's expectations for Medicaid operations, and are periodically updated and tested to meet or exceed these service levels.

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: The eMedNY contract was originally awarded to CSC on 05/01/2000. Effective 10/01/2016, the eMedNY contract was assigned to CSRA State and Local Solutions LLC. This has resulted in 19 years of experience as the prime contractor. Provide system integration services (design, development, and implementation) on modules related to eligibility, enrollment, and/or case management IT project (Lot 1); reports and analytics (Lot 2); and financial management and provider management (Lot 3). The software solution developed is used by, and meets both common and differing needs of multiple eMedNY business units, including the Office of Medicaid Management, Office of Managed Care, Office of Continuing Care, and other state agencies (e.g., Office of Temporary and Disability Assistance, Office of Children and Family Services, Office of the State Comptroller, Department of Law, and Office Information Technology Services) and related programs (e.g., Elderly Pharmaceutical Insurance Coverage, Office of Alcoholism and Substance Abuse Services, Office of Mental Health). Built and operate New York State's Medicaid Enterprise System known as eMedNY which includes all aspects of Medicaid Fiscal Agent services including things such as member management, provider management, utilization management, financial management, claims processing, inbound/outbound correspondence, system operation and enhancement, and other business processes managed by GDIT. eMedNY is a web-enabled system that has grown to manage 250M+ claims, 600M eligibility verification transactions, and \$73B+ in payments annually. The system handles electronic and paper claims, receipt, and data conversion; imaging and conversion of paper claims; payments and management of program accounting; documentation and image storage and retrieval; and integrated call center operations that support Medicaid providers. eMedNY's annual operations scale includes 950M+ electronic data interchange transactions (eligibility, claims, prior authorizations, etc.) processed by the system, 600K+ calls handled by the call center, and 3B+ pieces printed and mailed including checks, notices, remittance advices, and other correspondence. CMS certified the system in 2006, and continues to reliably make \$70B+ in payments annually to 260K participating providers on behalf of 6M+ Medicaid beneficiaries, which includes \$48B in capitation payments to Medicaid Managed care plans and \$3.5B in premiums paid for Health Insurance Premium Payments (HIPPP) participants. Provide eMedNY end-to-end, enterprise-wide management IT services for the development, integration, and management of New York State's Medicaid data processing facilities. eMedNY receives and responds to a variety of transactions in support of member eligibility and enrollment, and to effectuate and enroll a Medicaid member who will receive either Fee For Service Medicaid Benefits, or will be enrolled in a managed care plan, but will still receive "carved out" benefits. Scope includes an automated voice response system for providers to check member eligibility information and obtain additional information. eMedNY captures member management Medicaid and non-Medicaid enterprise member data of ~21M providers/recipients, and integrates source of eligibility data statewide across multiple eligibility and enrollment systems for state agencies like Office of Temporary and Disability Assistance, Office of Children and Family Services, and the Human Services Application Service Center (HSASC). Design, Development, Implementation (DDI) phase followed Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) guidelines, and produced most of the deliverables listed in the Program Management Plan (PMP). For example, eMedNY's DDI master work plan in Microsoft Project was 25K+ lines long. Many of these deliverables today are maintained and included in the semi-annual documentation deliverable.

Status: The eMedNY Contract # C014305 is currently in progress with a period of performance of 05/01/2000 – 11/30/2024 with two, one-year unfunded options which brings it to 11/30/2026.

Success: The eMedNY program has been undergoing modernization since its inception to the present day. eMedNY's provider management capabilities, for example, have been shaped by converting over time from outdated, time consuming and heavily paper based processes into more modern, automated and electronic processes across the spectrum of available methods, from daily and weekly automated feeds to near-real time and real time lookups using today's technologies like [REDACTED]. The technology base of eMedNY has been constantly changing as new technologies emerge, and 60%+ of the system has been converted to newer, service oriented, and other technologies, but per contractual Service Level agreements must be able to support fully 100% system availability with no maintenance windows, zero hours recovery point objective (RPO), and 24 hours return to operations (RTO). The robustness of eMedNY's disaster recovery and business continuity plans exceed most state's expectations for Medicaid operations, and are periodically updated and tested to meet or exceed these Service Levels.

Risk Management: eMedNY maintains plans, policies and procedures to cover program risks, such as: Error and Disaster Recovery Plan, Escalation & Notification Plan, System Security Plan; and, Policies and Procedures for HIPAA privacy and security and system and data security.

Number and Value of Approved Bidder-Requested Change Orders: There have been [REDACTED] amendments to the original contract, to date; some document a change in scope others for contract extensions. All system improvements are managed through the evolution project process, in conjunction with the Customer. There have been zero bidder request changes, all change orders are initiated by the client.

Estimated Cost at Initiation: Funded at \$116-\$120M annually

Estimated Cost at Complete: Funded at \$116-\$120M annually Project is currently on-time, on-budget for delivery from the scope, schedule, and agreed upon budget. Jointly manage identified risks with client, and implement evolutionary project enhancements where updates are needed to minimize risk. **Staffing:** There have been no significant changes to staffing since the program's initiation in 2000. Customer does approve all resources associated with T&M projects (approximately [REDACTED] resources). We employ approximately [REDACTED]
[REDACTED]
[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Remain the sole prime contractor of the eMedNY effort, but work simultaneously with local vendors on small projects (i.e., staff augmentation). Vendors are not responsible for any deliverables. Routinely coordinate with corporate reach back and internal business units including departments for cybersecurity, IT services, and finance. Coordinate with the client (NYS DOH) on a regular basis and coordinate with external state agencies for policy setting, rate setting, financial management, and desired system enhancements as needed.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

Required to adhere to a system development life cycle (SDLC), which follows a combination of waterfall and Agile methodologies, deploying structured, documented, tested, and peer-reviewed industry-standard practices that lead to a tightly managed and well-controlled process. The SDLC is self-defined in concurrence with the client. Use CSRA State and Local, LLC-owned and [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

for more than two years to develop today's SDLC approach. Introduced Agile development and Scrum methodology to the previous waterfall/modified waterfall and Agile development solution.

2.5.2.3 Lot 2 Bidder Experience #3

Project Engagement #:	30-DHHS-1228-08-R
<u>Project Engagement Name:</u>	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s):</u>	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) company, is the prime contractor on the North Carolina Replacement Medicaid Management Information System (MMIS) project. The contract was awarded to Computer Sciences Corporation (CSC) and was assigned to CSC State and Local Solutions, LLC on 11/24/2015. The contract was updated to reflect the entity name as CSRA State and Local Solutions LLC on 11/28/2016. NC MMIS demonstrates 11 years of experience as the prime contractor on a reports and analytics IT project under which CSRA State and Local Solutions LLC provides software development services, including design, development, and implementation, inclusive of testing and defect resolution. The software solution developed is used by, and meets common and differing needs of, four NC DHHS divisions: Division of Health Benefits (DHB); Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH); Division of Public Health (DPH); and the Office of Rural Health (ORH). The solution processes claims for the federally-supported Medicaid and Children's Health Insurance Program (CHIP) programs and state-funded behavioral health, public health, and rural health programs. Developed, implemented, operate, maintain, update, and enhance NCTracks, the NC replacement MMIS, and function as NC's Medicaid Program Fiscal Agent. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

NCTracks has [REDACTED] interfaces including interfaces with the North Carolina Families Accessing Services through Technology (NCFAST), to obtain recipient eligibility and enrollment information; the NC Accounting System (NCAS) to post financial transactions to the customer's financial systems; the NC Analytics data analytics and reporting warehouse to provide data to generate Surveillance and Utilization Review Subsystem (SURS) and other reports; and LexisNexis to obtain data used in the provider enrollment process.

Provide system integration services (design, development, and implementation) on modules related to **reports and analytics.** [REDACTED]

Successful Approach: NC DHHS approved the proposed system development lifecycle (SDLC), tools, and technologies. Documented project, change, configuration, risk, and quality management processes. Completed [REDACTED] during the design, development, and implementation (DDI) phase that corresponded to the SDLC: business system design, technical design, database design, development, unit testing, system integration testing, user acceptance testing, production simulation testing, and data conversion. [REDACTED]

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: Developed, implemented, operate, maintain, update, and enhance NCTracks, the NC replacement MMIS, and function as NC's Medicaid Program Fiscal Agent. Provide system integration services (design, development, and implementation) on modules related to eligibility and enrollment (Lot 1); reports and analytics (Lot 2); financial management and provider management (Lot 3); and fair hearings and appeals (Lot 4). Provided system integrator services similar to those required for NYS IES. These are at the program (vice Lot) level: [REDACTED]

[REDACTED]

Install and configure hardware and software – a shared services team conducts the infrastructure hardware/software procurement and configuration. **Perform system testing and defect resolution:** [REDACTED]

[REDACTED]

knowledge transfer with State technical staff on an as needed basis. For example, schedule training sessions for the State and providers in advance of a release with new functionality. **Data conversion and synchronization:** [REDACTED]

[REDACTED]

[REDACTED] Develop **training** materials and conduct **training** classes for all types of users to include State employees, contractors, and external users, such as providers. Make computer-based **training** materials available through the NCTracks Internet portal. **Organizational change management** includes proactive communications with the providers. Conducted **site preparation activities** in advance of "go live" by setting up the call center.

Status: Active. In the operations phase, develop and implement system changes and enhancements needed to support legal, policy, and business priorities. Execute [REDACTED] a year for the program. [REDACTED]

Success: [REDACTED]

Risk Management: Conduct Program Risk, Issues and Opportunities (PRIO), Joint Risk, Issues and Opportunities (JRIO), and Internal Risk Management Review (RMR) meetings each month. [REDACTED]

Number and Value of Approved Bidder-Requested Change Orders: [REDACTED]

Estimated Cost at Initiation: \$484,880,799

Estimated Cost at Complete: \$937,051,279 (total with current options).

Cost increased primarily due to scope increases and contract extensions.

Staffing: [REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Below, Bidders should discuss their project experience in terms of the item below:

- NC DHHS approved the proposed SDLC, tools, and technologies. See the **Successful Approach** section above for a description of how CSRA State and Local Solutions, LLC followed client direction in executing the SDLC. ■

Project Engagement #:	HHSM-500-2007-00021I/ HHSM-500-T0015
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).	
Lot Specific Experience	
Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.	
Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.	
Scope: GDIT was the prime contractor for the completed Retiree Drug Subsidy (RDS) IT/Ops Contractor project, which had a period of performance from 01/2015 to 01/2020. GDIT has been supporting RDS since 2005 and was recently awarded the follow-on contract. RDS IT/Ops demonstrates five years of experience as the prime contractor on a reports and analytics IT project under which GDIT was responsible for providing software development services, including design, development, and implementation, inclusive of testing and defect resolution. <div style="background-color: black; height: 1em; width: 80%; margin-top: 5px;"></div> <div style="background-color: black; height: 1em; width: 95%; margin-top: 5px;"></div> <div style="background-color: black; height: 1em; width: 98%; margin-top: 5px;"></div> <div style="background-color: black; height: 1em; width: 90%; margin-top: 5px;"></div> <div style="background-color: black; height: 1em; width: 95%; margin-top: 5px;"></div> <div style="background-color: black; height: 1em; width: 98%; margin-top: 5px;"></div> <div style="background-color: black; height: 1em; width: 96%; margin-top: 5px;"></div> <div style="background-color: black; height: 1em; width: 99%; margin-top: 5px;"></div> <div style="background-color: black; 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[REDACTED]

[REDACTED]

Successful Approach: Delivered a project management plan with associated change management, configuration management, communication, staff management, and contingency plans. Maintained an integrated master schedule in MS Project based on a detailed work breakdown structure reflecting the statement of work requirements. Transitioned to GDIT's CMMI Development Maturity Level 3-appraised and CMS eXpedited Life Cycle-compatible Agile Delivery Framework in 2018. [REDACTED]

[REDACTED]

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: GDIT was the prime contractor on CMS's RDS IT/Ops Contractor project. The RDS program issues subsidy payments to employers that provide prescription drug coverage plans for their retirees rather than have eligible retirees enroll in Medicare Part D. Provided system integration services (design, development, and implementation) on modules related to eligibility, enrollment, and case management (Lot 1); reports and analytics (Lot 2); financial management (Lot 3); and fair hearings and appeals (Lot 4).

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED] **Risk Management:**
Delivered Risk Management Plan with the Project Management Plan. Provided/reviewed risk report during the Integrated Baseline Review. Delivered monthly operations dashboard report that contained a brief description of critical risks. Delivered monthly risk report. Discussed risks and mitigations in status meetings. Performed annual risk assessment to comply with the CMS Financial Management Manual. Maintained and updated the Information Security Risk Assessment annually. Reduced risk associated with storing sensitive personally identifiable information (PII) by transitioning to a 100% paperless environment while reducing shipping and storage costs associated with transferring paper records to an offsite location, promoting greater security over sensitive data.
Number and Value of Approved Bidder-Requested Change Orders: Zero contract modifications requested.
Estimated Cost at Initiation: \$43,513,393; **Actual Cost to Complete:** \$49,087,338 as a result of CMS-requested changes
Staffing: [REDACTED]
[REDACTED]
[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

While not doing software development in a shared system environment, some solutions required communication and collaboration with other CMS prime contractors such as MBD, MARx, or Coordination of Benefits and Recovery (COB&R) because of the system interfaces. CMS ran an Integrated Product Team that brought all of the contractors together. Successfully coordinated with other contractors to modify and test interfaces and configuration changes for the New Medicare Card Project (NMCP), migration off the mainframe, and move to the CMS AWS enclave. All transitions were accomplished without loss of data or disruption in file communications. Supported changes from CMS business owners of MBD, MARx, or COB&R.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See the **Successful Approach** section above. This is a client owned and operated platform.

2.5.2.5 Lot 2 Bidder Experience #5

Project Engagement #:	GS-00F-256CA; Task Order: HHSM-500-2017-00024G
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
Lot Specific Experience	
Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.	
Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.	
<p>Scope: SRA International was the prime contractor on the Payment Policy and Financial Management Group Premium Stabilization Programs Operational Support (PSP OS) project with a period of performance from 04/2017 to 01/2020. SRA International was recently awarded a follow-on contract. PSP demonstrates 2 years, 9 months of experience as the prime contractor on a reports and analytics IT project on which SRA International provided software development services, including design, development, and implementation, inclusive of testing and defect resolution. Supported the implementation and administration of the insurance premium stabilization program established by the Affordable Care Act (ACA). Applied expertise in ACA policy and the ability to interpret federal legislation and regulations through the design and implementation of processes and tools related to the Reinsurance, Risk Adjustments, and Risk Corridors (3Rs) programs. Delivered project management, communications, outreach, training services, and data analytics activities related to the 3Rs programs and payment operations, including developing program operating procedures, disseminating information to program participants, implementing program registration, and managing payment discrepancy. These efforts have directly contributed to \$20B+ in Reinsurance contributions. Maintained ██████████ Salesforce organizations to support the Reinsurance contributions and Risk Adjustment, Risk Corridors, and Reinsurance Payments teams (collectively known as the PSPs). For each of the programs and projects supported, provided full reporting and analytics services, ██████████</p> <p>██████████ Provided system integration services (design, development, and implementation) on modules related to reports and analytics. Supported the External Data Gathering Environment (EDGE), Risk Adjustment Data Validation (RADV), Vendor Management (VM), and Reinsurance Contribution (RIC) programs for PSP that included ██████████ web forms to collect information, analyze data, and create reports. For EDGE, developed, maintained, and supported IT solutions that allowed CMS to collect information about insurance issuers' EDGE servers. For RADV, developed, maintained, and supported IT solutions to collect, process, and store initial and second validation audit (SVA) results.</p>	

The RADV program analyzes data for initial validation audit (IVA) and SVA submissions, including signoff statuses, error rate discrepancies and reconsiderations, sampling files, pairwise statuses, and other data received.

For the RICS program, developed, maintained, and supported IT solution to collect data from Pay.gov and ensure the accurate tracking of funds and discrepancies related to the program. Received data submission with [REDACTED] medical records for [REDACTED] Health Insurance Oversight System (HIOS) IDs for RADV, with [REDACTED] reviewed and analyzed in Salesforce by SVA coders. Developed [REDACTED] reports and [REDACTED] dashboards that are based on reporting requirements for each web form or Center for Consumer Information and Insurance Oversight (CCIO) inquires. Developed custom reporting tools [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] Enhanced education and training resulted in increased positive feedback to webinar presentations and a reduction in both the number of RIC inquiries received and the time we took to process help desk inquiries. Created [REDACTED] knowledgebase articles [REDACTED] The help desk processed more than [REDACTED] inquiries to resolution over the course of the contract.

Successful Approach: Maintained a project management plan (PMP) in compliance with the CMS Expedited Life Cycle (XLC) Framework, reviewed the PMP periodically for updates, and submitted it to the Center for Consumer Information and Insurance Oversight (CCIO) contracting officer's representative (COR) as necessary. Used [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED] and conducted any follow-up from weekly meeting action items or issues.

Provided regular extracts to Collaborative Application Lifecycle Tool (CALT) so that all stakeholders [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

[REDACTED] The testing process protected data integrity and sensitive data from improper release and was in keeping with commitment to adhere to all CMS information security requirements. Deployed defect-correcting patches for additional testing until the software met the requirements and defects were resolved or deferred. After testing completion, [REDACTED] After review, requested a "Go" decision from CMS. If given, completed implementation according to the [REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]
[REDACTED]

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: Provide system integration services (design, development, and implementation) on modules related to reports and analytics (Lot 2), financial management (Lot 3), and fair hearings or appeals (Lot 4). Provided **system integrator services**, similar to those required for NYS IES: **Developed system code** [REDACTED]

requests from CMS. **Configured hardware and software** for workstations using CMS and VPN specifications, including ensuring appropriate team members have access to CMS systems. Developers conducted **unit testing** in [REDACTED]

Status: Completed.

Success: [REDACTED]

Risk Management: [REDACTED]

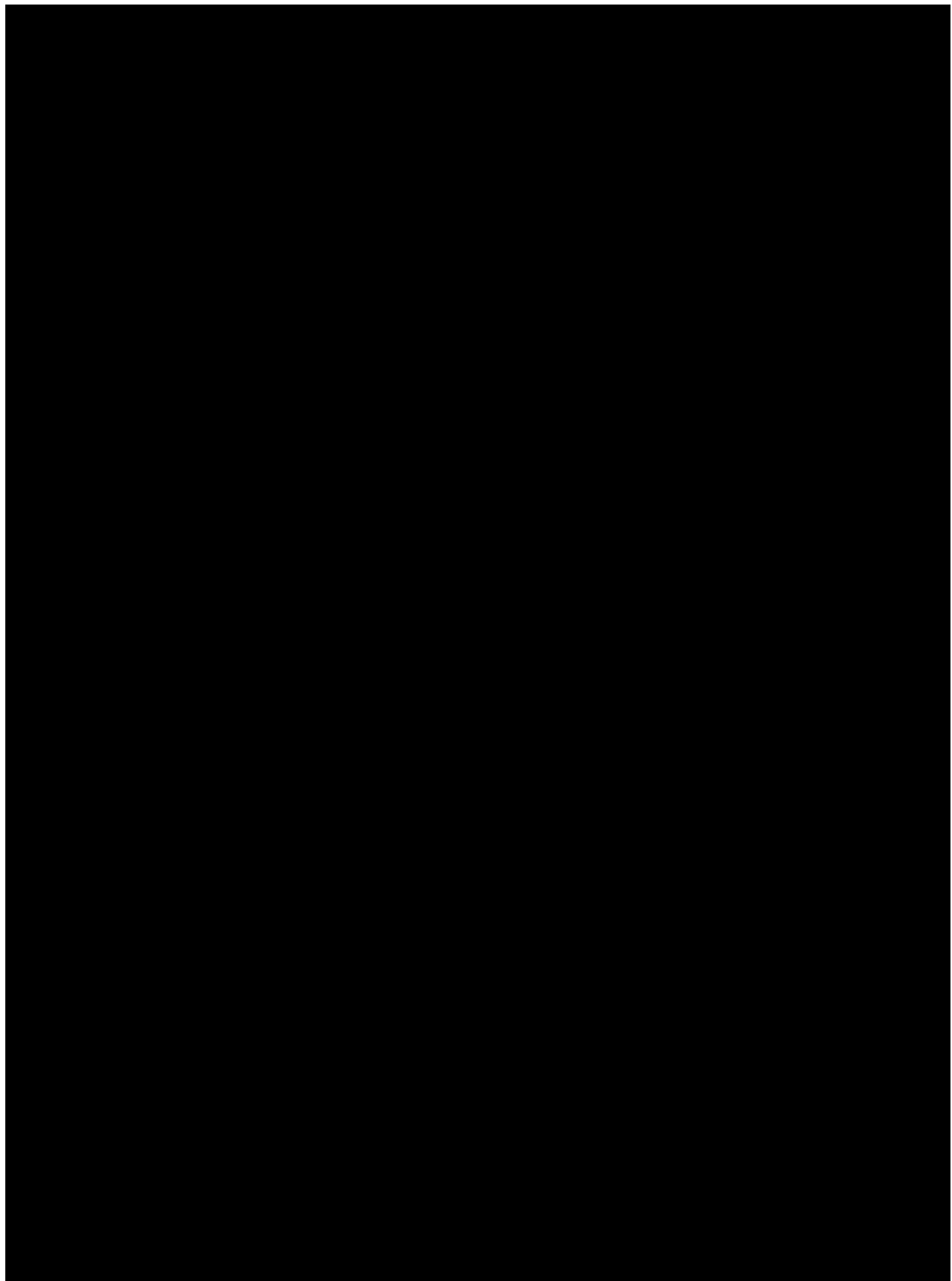
Number and Value of Approved Bidder Requested Change Orders: 0

Estimated Cost at Initiation: \$17.4M

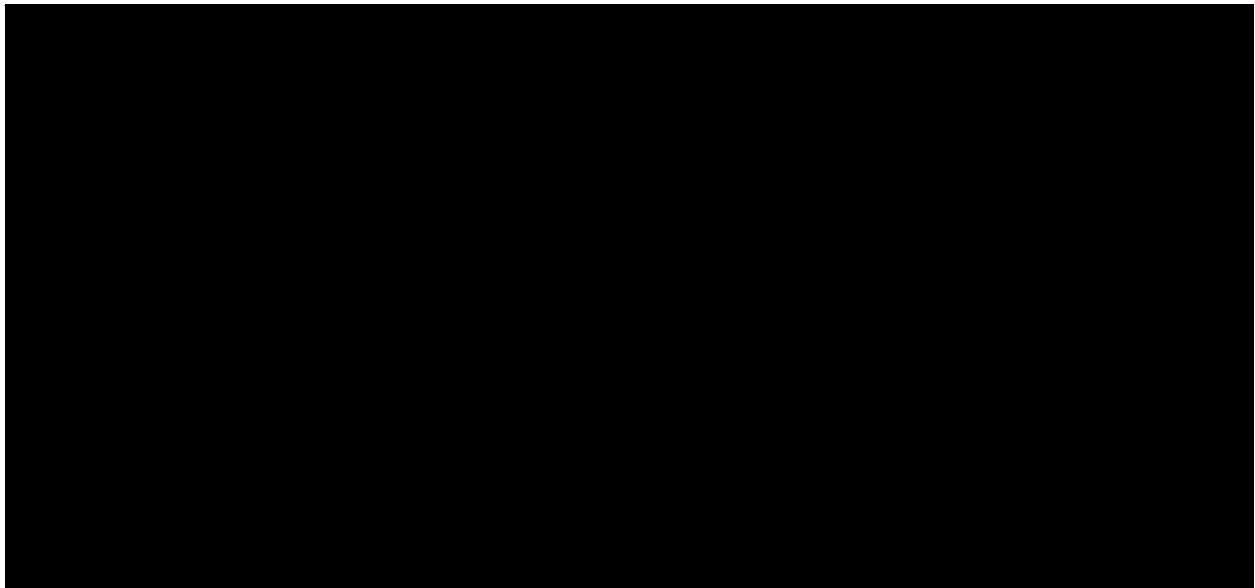
Cost at Complete: \$23.2M (The difference is the result of customer driven contract modifications)

Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal.

Project Engagement #:	HHSI236201600006C
<u>Project Engagement Name:</u>	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s):</u>	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	



Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.
Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.
Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.
Scope, Schedule and Budget Below, Bidders should discuss their project experience in terms of the items below: <ul style="list-style-type: none">- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;- whether or not the project has been completed or the current deployment schedule if the project is not completed;- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.
Scope:



Number and Value of Approved Bidder-Requested Change Orders: 0

Estimated Cost at Initiation: \$93.7M

Estimated Cost at Complete: [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Multiple primes work within the RPMS, including Cherokee Strategic Point (CSP), RESPEC, and Dineh Development Corporation (DDC) IT Services. [REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

RPMS is a client owned and operated platform where GDIT performs software development work on the ~65 applications it contains. Follow IHS methodologies based on the HHS EPLC. In addition, follow the IHS requirements traceability process and develop SRSs and SDDs in accordance with the development approach. Use SBM and Azure DevOps as SDLC tools, as well as Unanet for project scheduling. Required to implement in both Agile and waterfall, and have tailored the EPLC, a traditionally waterfall process, to fit Agile (per SOW requirements).

2.5.2.7 Lot 2 Bidder Experience #7

Project Engagement #:	HHSN316201200050W / HHSM-500-2015-00154U
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
Lot Specific Experience	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Scope: SRA International was the prime contractor on the Program Integrity Modeling and Analytic Support Contract (PIMASC) for four years, which was (and still is) a critical program supporting CMS' efforts to combat fraud, waste, and abuse (FWA) in Medicare and Medicaid programs. The goal of the PIMASC program was (and is) to detect and prevent FWA in Medicare and Medicaid through statistical analysis, data mining, and predictive modeling. The Fraud Prevention System (FPS) in 2019, expanded from traditional Medicare Fee-For-Service (FFS) Parts A and B including durable medical equipment (DME) services, to include models and analytics in Medicaid and Medicare Parts C and D. This expansion is substantial and has the prospect to significantly increase the return-on-investment (ROI) of the FPS program and improve FWA detection by combining multiple types of claims to uncover the extent of fraud. Played an integral role in helping FPS expand to Medicaid and Part D. Provided system integration services (design, development, and implementation) on modules related to reports and analytics. PIMASC activities included identifying FWA vulnerabilities, data mining, and other analytic services to develop algorithms (models), edits (algorithms that reject, deny or suspend claims before payment), and studies in the detection and prevention of FWA to support program integrity investigations and administrative actions. Supported CMS by developing sophisticated algorithms (models), including regression analysis, linkage analysis, outlier analysis, network analysis, behavioral analysis and edits to support analytic studies. Used statistical analysis techniques to detect and prevent waste, abuse, fraud, and improper payments. The models' output was to generate leads to support the Center for Program Integrity (CPI) and its investigative contractors' administrative actions (i.e., revocations, payment suspensions, deactivations, medical review) and supported ROI of the CMS program integrity efforts. Worked collaboratively with CMS and its FPS IT contractors to develop business and functional requirements and develop, implement, test, monitor, and refine/enhance models and edits to detect provider billings and beneficiary utilization patterns that indicate a risk of FWA in Medicare Part A, B, and DME claims.</p>	

Successful Approach: Recreated [REDACTED] Fraud Prevention System (FPS1) models in the Integrated Data Repository (IDR) [REDACTED] which included review of International Classification of Diseases (ICD-9 and ICD-10) codes, [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
improper payments to the Medicare, Managed Care, and Medicare programs. Supported model development by performing complex data analysis to build the algorithms, test and validate proposed model results and expected model performance. Submitted model specifications, [REDACTED]

[REDACTED]
by established timelines. Supported CMS by participating in Joint Application Design (JAD) sessions working collaboratively with the FPS IT development contractor, CMS, and the other modeling contractors to develop business, functional, and system requirements; participated in Pre-User Acceptance Testing and User Acceptance Testing (UAT) for model development based on the established timelines. For all models deployed in the FPS2 IT

[REDACTED]
[REDACTED]
[REDACTED]
Safeguard Contractors (PSCs), Unified Program Integrity Contractors (UPICs), Center for Medicare and Medicaid Services (CMS) and other users) [REDACTED] Responsible for supporting the development of

Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: SRA International was the prime contractor on the Program Integrity Modeling and Analytic Support Contract (PIMASC) for four years, which was (and still is) a critical program supporting CMS' efforts to combat fraud, waste, and abuse (FWA) in Medicare and Medicaid programs. The goal of the PIMASC program was (and is) to detect and prevent FWA in Medicare and Medicaid through statistical analysis, data mining, and predictive modeling. The Fraud Prevention System (FPS) in 2019, expanded from traditional Medicare Fee-For-Service (FFS) Parts A and B including DME services, to include models and analytics in Medicaid and Medicare Parts C and D. This expansion is substantial and has the prospect to significantly increase the return-on-investment (ROI) of the FPS program and improve FWA detection by combining multiple types of claims to uncover the extent of fraud. Played an integral role in helping FPS expand to Medicaid and Part D.

Status: Completed. [REDACTED]

Success: [REDACTED]

Supported the data validation and model development using the Transformed Medicaid Statistical Information System (T-MSIS) data from various states. Worked closely with Unified Program Integrity Contractors (UPICs) by [REDACTED]

Risk Management:

[REDACTED]

Number and Value of Approved Bidder-Requested Change Orders:

[REDACTED]

Estimated Cost at Initiation: \$25,136,219

Actual Cost to Complete: \$35,563,533

[REDACTED]

Staffing:

[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

2.5.3 Attachment 16, Part 5 - Lot 3 [4.5.7]

2.5.3.1 Lot 3 Bidder Experience #1

Project Engagement #:	C-027853
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) company, is the prime contractor on the NYSOH project. NYSOH is a health benefit marketplace that includes financial and provider management functions. NYSOH demonstrates ~6 years of experience as the prime contractor on a financial management IT project under which CSRA State and Local Solutions LLC provides software development services, including design, development and implementation inclusive of testing and defect resolution. Successfully integrated the eligibility and enrollment functions of Medicaid programs and qualified health plans (QHPs) in a highly automated environment. The marketplace allows consumers to apply for health insurance and automatically determine whether they are eligible for assistance (tax credits) in paying for QHPs and/or are eligible to enroll in public programs such as Medicaid, EP, and CHP. The programs range from fully subsidized to fully commercial. 4.8M+ New Yorkers are enrolled in coverage through NYSOH – more than 20 percent of the state's population. NYSOH processed █████ transactions in 2019. The public website, nystateofhealth.ny.gov, averages █████ online users between 9 a.m. and 6 p.m. with █████ transactions processed per second with █████ individuals on the website. NYSOH processes █████ transactions a second at peak exchanging data with state and federal partners real-time via web services. NYSOH sends and receives approximately █████ files per month for batch processing. The system handles approximately █████ webpage views and generates █████ notices a year. It exchanges data with 10 NY agencies, 32 Issuers across CHP, Medicaid and EP programs, the CMS Federal Data Hub, and MAXIMUS Inc. which provides customer service/back-office functions for the NY marketplace.</p>	

Provide system integration services (design, development, and implementation) and production support on modules related to **financial management** for the small business marketplace portion of NYSOH. Installed, configured, implemented, and operate/resolve defects for [REDACTED] Commercial off-the-Shelf (COTS) enterprise resource planning (ERP) product. [REDACTED] to perform financial management services for the small business marketplace including: accounts receivables, accounts payables, billing, and general ledger. Developed multiple interfaces (e.g., small business marketplace, [REDACTED] and the bank vendor) and batch jobs to process employer enrollment information and premiums. Designed, developed, and implemented multiple [REDACTED] processes and reports including customer activation, reinstatement and reactivation, dunning processes, billing and rebilling processes, payables processes, reconciliation processes and reports, ledger reports, and audit reports. The enhancements helped to closely monitor the employer activity and manage payments. Processed [REDACTED] invoices per month; received [REDACTED] payments for processing every month. Customized the modules in response to user requests (e.g., [REDACTED] and customer reactivations). Completed [REDACTED] requests to the financial modules. Apply monthly [REDACTED] patches and manage/maintain [REDACTED] servers to keep the application running. Performed yearly disaster recovery drill with bank vendor annually through 2018. Conducted annual disaster recovery test, through 2019, to test [REDACTED] application and interface performance. In 2017, conducted workshops to present the new functionalities in the latest version [REDACTED] financial management. Created multiple swim-lane diagrams to depict financial management module interfaces/data flow.

Successful Approach: Employed [REDACTED] methodology for the DDO phase. Proposed an SDLC (waterfall approach) for post-production. During the O&M phase, the client defines requirements and creates system change requests. [REDACTED]

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) company, is the prime contractor on the NYSOH project. NYSOH is a health benefit marketplace. Provides system integration services (design, development, and implementation) on modules related to eligibility and enrollment (Lot 1); reports and analytics (Lot 2); financial management (Lot 3), and fair hearings and appeals (Lot 4). Provide system integrator services similar to those required for NYS IES: develop system code, configure COTS products, document system design and architecture and developed and update user manuals, document system requirements and maintain traceability matrices, purchase software licenses, install and configure hardware and software, perform system testing and defect resolution, conduct release and deployment management, conduct data conversion and synchronization, and perform project management, and reporting.

Status: Active. Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. Completed the post production phase on 25 March 2014. The operations and maintenance (O&M) phase includes business/functional and technological enhancements, change and configuration management, defect triage and resolution, and ongoing operations. [REDACTED]

Success: Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. O&M is ongoing. Schedule O&M and enhancement releases in advance and they are mostly delivered on schedule accounting for operational activities that take priority. Occasionally, have to adjust the contents to maintain the schedule. Defect releases are also planned in advance and occur mostly on the planned dates, accounting for operational activities that take priority.

Risk Management: [REDACTED]

Number and Value of Approved Bidder Requested Change Orders: Nine amendments were negotiated; both parties had requests that were incorporated. In addition to the amendments there are "transmittals" and "change requests" used to request and document changes to the program. They do not alter the total contract value as line items in the contract are funded for the work agreed to in the transmittals and change requests.

Estimated Cost at Initiation: \$183,622,016.

Estimated Cost at Complete: \$917,157,270. Successfully implemented the NYSOH marketplace platform on schedule and within budget. Successfully maintained and improved the system and, through amendments, NYS has awarded two one-year, and one three-year extension. Successfully implemented FMS, Business Office Operations, System Change Capacity, and Notices as additional scope at NYS's request. Change order #2 saw operational support added for FMS with a baseline increase in program participation. Change order #4 saw further enhancements requested by both NYS and the Federal Government. Program participation continues to increase as further enhancements are added to the marketplace. While the original NYSOH contract was \$183,622,016, the scope of the program increased through nine amendments and a five-year extension, culminating in a current value of \$917,157,270.

Staffing: Planned DDO phase staffing in four segments: project start-up, project execution, limited production, and full production. Planned [REDACTED] full time equivalents (FTEs) for project start-up (i.e., on-board at the end of the first month of performance). Planned to increase staff during project execution. Staffing peaked at [REDACTED] FTEs and decreased toward the end of the project execution to [REDACTED] FTEs for limited and full production. NYSOH DDO was [REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Except for limited activities, the NYSOH project did not require coordination with other prime contractors on software development in a shared system environment. Examples of those instances are: implementing functional improvement across multiple projects such as eMedNY. In these instances, employed joint application design/development (JAD) workshops and conducted weekly joint governance session with the leadership of the respective teams.

The software solution developed is used by, and meets common and differing needs of multiple business units (e.g., New York State Department of Health, New York State Department of Financial Services, and New York State Division of Budget) and multiple program areas (e.g., Medicaid, Essential Plan (EP), Child Health Plus Program (CHP), and the Insurance Affordability Program). For supplemental and O&M requests, facilitate joint requirements sessions that result in requirements specification agreed to by all parties. Conduct weekly status meetings to keep parties apprised of progress. The New York State Department of Health, Division of Systems orchestrated participation of the affected agencies and programs and approves each stage with funding to continue the work. The O&M team meets daily to review outstanding tasks/work items. The New York State Department of Health, Division of Systems agrees to the schedule for defect implementations.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See **Successful Approach** section above. Employed [REDACTED] methodology for the DDO phase. Proposed an SDLC (waterfall-approach) for the O&M phase at the request of the NY Department of Health business managers. Provide a data center that hosts the operational system.

2.5.3.2 Lot 3 Bidder Experience #2

Project Engagement #:	C014305
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Scope: The eMedNY contract was originally awarded to CSC on 05/01/2000. Effective 10/01/2016, the eMedNY contract was assigned to CSRA State and Local Solutions LLC. This has resulted in 19 years of experience as the prime contractor on a financial and provider management project, responsible for providing software development services, which includes design, development, and implementation, inclusive of testing and defect resolution. The software solution developed is used by, and meets both common and differing needs of multiple eMedNY business units, including the Office of Medicaid Management, Office of Managed Care, Office of Continuing Care, and other state agencies (e.g., Office of Temporary and Disability Assistance, Office of Children and Family Services, Office of the State Comptroller, Department of Law, and Office Information Technology Services) and related programs (e.g., Elderly Pharmaceutical Insurance Coverage, Office of Alcoholism and Substance Abuse Services, Office of Mental Health). Built and operate New York State's Medicaid Enterprise System known as eMedNY, which includes all aspects of Medicaid Fiscal Agent services including things such as member management, provider management, utilization management, financial management, claims processing, inbound/outbound correspondence, system operation and enhancement, and other business processes managed by GDIT. eMedNY is a web-enabled system that has grown to manage 250M+ claims, 600M eligibility verification transactions, and \$73B+ in payments annually. The system handles electronic and paper claims, receipt, and data conversion; imaging and conversion of paper claims; payments and management of program accounting; documentation and image storage and retrieval; and integrated call center operations that support Medicaid providers. eMedNY's annual operations scale includes 950M+ electronic data interchange transactions (eligibility, claims, prior authorizations, etc.) processed by the system, 600K+ calls handled by the call center, and 3B+ pieces printed and mailed including checks, notices, remittance advices, and other correspondence. CMS certified the system in 2006, and continues to reliably make \$70B+ in financial payments annually to 260K participating providers on behalf of 6M+ Medicaid beneficiaries, which includes \$48B in capitation payments to Medicaid Managed care plans and \$3.5B in premiums paid for Health Insurance Premium Payments (HIPP) participants.</p>	

Provide eMedNY end-to-end, enterprise-wide management IT services for the development, integration, and management of New York State's Medicaid data processing facilities. eMedNY receives and responds to a variety of transactions in support of member eligibility and enrollment, and to effectuate and enroll a Medicaid member who will receive either Fee For Service Medicaid Benefits, or will be enrolled in a managed care plan, but will still receive "carved out" benefits. Scope includes an automated voice response system for providers to check member eligibility information and obtain additional information. eMedNY captures member management Medicaid and non-Medicaid enterprise member data of ~21M providers/recipients, and integrates source of eligibility data statewide across multiple eligibility and enrollment systems for state agencies like Office of Temporary and Disability Assistance, Office of Children and Family Services, and the Human Services Application Service Center (HSASC). Design, Development, Implementation (DDI) phase followed Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) guidelines, and produced most of the deliverables listed in the Program Management Plan (PMP). For example, eMedNY's DDI master work plan in Microsoft Project was 25K+ lines long. Many of these deliverables today are maintained and included in the semi-annual documentation deliverable.

Provide system integration services (design, development, and implementation) on modules related to **financial and provider management**. **Financial Management:** Handle the financial management of Medicaid transactions and acts as a fiscal agent for the state of New York. The system makes and manages \$70B+ in payments annually to 260K participating providers on behalf of 6M+ Medicaid beneficiaries, which includes \$48B in capitation payments to Medicaid Managed care plans and \$3.5B in premiums paid for Health Insurance Premium Payments (HIPP) participants. **Provider management:** The eMedNY program has been undergoing modernization since its inception to the present day. eMedNY's provider management capabilities, for example, have been shaped by converting over time from outdated, time consuming and heavily paper based processes into more modern, automated and electronic processes across the spectrum of available methods, from daily and weekly automated feeds to near-real time and real time lookups using today's technologies like [REDACTED] [REDACTED]. Manage 250M+ claims, 600M eligibility verification transactions, and \$73B+ in payments annually. Execute \$60B in financial transactions on behalf of New York State annually. Approximately \$30B of these payments are per provider, per month capitation payments to Managed Care Organizations. Approximately \$1B of these payments are premiums for HIPP participants. Provide all fiscal bookkeeping, cost allocation, and accounting functions associated with disbursing these funds. Compute and review the planned disbursements with the state's oversight agencies, and then request a specific amount of funds for each payment cycle. The state authorizes the disbursements and they deposit the money for payment into a checking account maintained for this purpose, and make the disbursements. Handle recoupments and other financial transactions at the request and oversight of the Department, and produce all financial reports for the Department's use.

Successful Approach: Successfully execute a self-defined system development lifecycle (SDLC), following both waterfall and Agile processes. Deploy structured, documented, tested, and peer-reviewed industry-standard practices. Development of deliverables and PMP follow similar cycles. The eMedNY technology base has been constantly changing as new technologies emerge, and 60%+ of the system has been converted to newer, service oriented, and other technologies. Regularly implement dozens of evolutionary project enhancements where updates to the original system functionality are needed. Follow contractual service level agreements. Must be able to support 100% system availability with no maintenance windows, zero hours recovery point objective (RPO), and 24 hours return to operations (RTO). The robustness of eMedNY's disaster recovery and business continuity plans exceed most state's expectations for Medicaid operations, and are periodically updated and tested to meet or exceed these service levels.

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: The eMedNY contract was originally awarded to CSC on 05/01/2000. Effective 10/01/2016, the eMedNY contract was assigned to CSRA State and Local Solutions LLC. This has resulted in 19 years of experience as the prime contractor. Provide system integration services (design, development, and implementation) on modules related to eligibility, enrollment, and/or case management IT project (Lot 1); reports and analytics (Lot 2); and financial management and provider management (Lot 3). The software solution developed is used by, and meets both common and differing needs of multiple eMedNY business units, including the Office of Medicaid Management, Office of Managed Care, Office of Continuing Care, and other state agencies (e.g., Office of Temporary and Disability Assistance, Office of Children and Family Services, Office of the State Comptroller, Department of Law, and Office Information Technology Services) and related programs (e.g., Elderly Pharmaceutical Insurance Coverage, Office of Alcoholism and Substance Abuse Services, Office of Mental Health). Built and operate New York State's Medicaid Enterprise System known as eMedNY which includes all aspects of Medicaid Fiscal Agent services including things such as member management, provider management, utilization management, financial management, claims processing, inbound/outbound correspondence, system operation and enhancement, and other business processes managed by GDIT. eMedNY is a web-enabled system that has grown to manage 250M+ claims, 600M eligibility verification transactions, and \$73B+ in payments annually. The system handles electronic and paper claims, receipt, and data conversion; imaging and conversion of paper claims; payments and management of program accounting; documentation and image storage and retrieval; and integrated call center operations that support Medicaid providers. eMedNY's annual operations scale includes 950M+ electronic data interchange transactions (eligibility, claims, prior authorizations, etc.) processed by the system, 600K+ calls handled by the call center, and 3B+ pieces printed and mailed including checks, notices, remittance advices, and other correspondence. CMS certified the system in 2006, and continues to reliably make \$70B+ in payments annually to 260K participating providers on behalf of 6M+ Medicaid beneficiaries, which includes \$48B in capitation payments to Medicaid Managed care plans and \$3.5B in premiums paid for Health Insurance Premium Payments (HIP) participants. Provide eMedNY end-to-end, enterprise-wide management IT services for the development, integration, and management of New York State's Medicaid data processing facilities. eMedNY receives and responds to a variety of transactions in support of member eligibility and enrollment, and to effectuate and enroll a Medicaid member who will receive either Fee For Service Medicaid Benefits, or will be enrolled in a managed care plan, but will still receive "carved out" benefits. Scope includes an automated voice response system for providers to check member eligibility information and obtain additional information. eMedNY captures member management Medicaid and non-Medicaid enterprise member data of ~21M providers/recipients, and integrates source of eligibility data statewide across multiple eligibility and enrollment systems for state agencies like Office of Temporary and Disability Assistance, Office of Children and Family Services, and the Human Services Application Service Center (HSASC). Design, Development, Implementation (DDI) phase followed Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK) guidelines, and produced most of the deliverables listed in the Program Management Plan (PMP). For example, eMedNY's DDI master work plan in Microsoft Project was 25K+ lines long. Many of these deliverables today are maintained and included in the semi-annual documentation deliverable.

Status: The eMedNY Contract # C014305 is currently in progress with a period of performance of 05/01/2000 – 11/30/2024 with two, one-year unfunded options which brings it to 11/30/2026.

Success: The eMedNY program has been undergoing modernization since its inception to the present day. eMedNY's provider management capabilities, for example, have been shaped by converting over time from outdated, time consuming and heavily paper based processes into more modern, automated and electronic processes across the spectrum of available methods, from daily and weekly automated feeds to near-real time and real time lookups using today's technologies [REDACTED]

The technology base of eMedNY has been constantly changing as new technologies emerge, and 60%+ of the system has been converted to newer, service oriented, and other technologies, but per contractual Service Level agreements must be able to support fully 100% system availability with no maintenance windows, zero hours recovery point objective (RPO), and 24 hours return to operations (RTO). The robustness of eMedNY's disaster recovery and business continuity plans exceed most state's expectations for Medicaid operations, and are periodically updated and tested to meet or exceed these Service Levels.

Risk Management: eMedNY maintains plans, policies and procedures to cover program risks, such as: Error and Disaster Recovery Plan, Escalation & Notification Plan, System Security Plan; and, Policies and Procedures for HIPAA privacy and security and system and data security

Number and Value of Approved Bidder-Requested Change Orders: There have been 21 amendments to the original contract, to date; some document a change in scope others for contract extensions. All system improvements are managed through the evolution project process, in conjunction with the Customer. There have been zero bidder request changes, all change orders are initiated by the client.

Estimated Cost at Initiation: Funded at \$116-\$120M annually

Estimated Cost at Complete: Funded at \$116-\$120M annually Project is currently on-time, on-budget for delivery from the scope, schedule, and agreed upon budget. Jointly manage identified risks with client, and implement evolutionary project enhancements where updates are needed to minimize risk.

Staffing: There have been no significant changes to staffing since the program's initiation in 2000. Customer does approve all resources associated with T&M projects (approximately [REDACTED] resources). We employ approximately [REDACTED] full time equivalents (FTEs) and work with vendors, such as: [REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Remain the sole prime contractor of the eMedNY effort, but work simultaneously with local vendors on small projects (i.e., staff augmentation). Vendors are not responsible for any deliverables. Routinely coordinate with corporate reach back and internal business units including departments for cybersecurity, IT services, and finance. Coordinate with the client (NYS DOH) on a regular basis and coordinate with external state agencies for policy setting, rate setting, financial management, and desired system enhancements as needed.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

Required to adhere to a system development life cycle (SDLC), which follows a combination of waterfall and Agile methodologies, deploying structured, documented, tested, and peer-reviewed industry-standard practices that lead to a tightly managed and well-controlled process. The SDLC is self-defined in concurrence with the client. Use CSRA State and Local, LLC-owned and -operated platforms, tools and COTS products like [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]
for more than two years to develop today's SDLC approach. Introduced Agile development and Scrum methodology to the previous waterfall/modified waterfall and Agile development solution.

2.5.3.3 Lot 3 Bidder Experience #3

Project Engagement #:	30-DHHS-1228-08-R
<u>Project Engagement Name:</u>	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s):</u>	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology company, is the prime contractor on the North Carolina Replacement Medicaid Management Information System (MMIS) project. The contract was awarded to Computer Sciences Corporation (CSC) and was assigned to CSC State and Local Solutions, LLC on 11/24/2015. The contract was updated to reflect the entity name as CSRA State and Local Solutions LLC on 11/28/2016. NC MMIS demonstrates 11 years of experience as the prime contractor on a financial management IT project under which CSRA State and Local Solutions LLC was responsible for providing software development services, including design, development and implementation inclusive of testing and defect resolution. The software solution developed is used by, and meets common and differing needs of, four NC DHHS divisions: Division of Health Benefits (DHB); Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH); Division of Public Health (DPH); and the Office of Rural Health (ORH). The solution processes claims for the federally-supported Medicaid and Children's Health Insurance Program (CHIP) programs and state-funded behavioral health, public health, and rural health programs. Developed, implemented, operate, maintain, update, and enhance NCTracks, the NC replacement MMIS, and function as NC's Medicaid Program Fiscal Agent.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

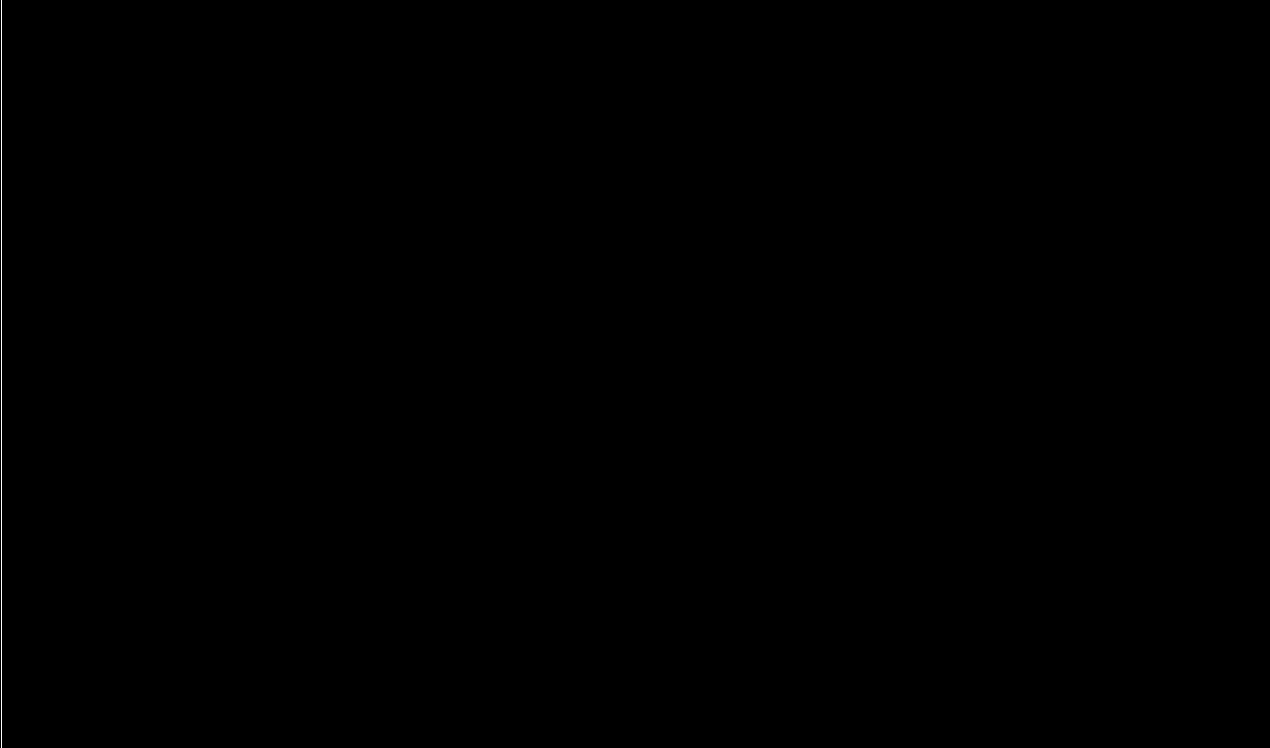
Provide system integration services (design, development, and implementation) on modules related to **financial management and provider management. Financial Management:**

that allow NC DHHS to forecast, budget, and track plan expenditures at a more granular level and allows for more detailed budget reporting. Providers can submit claims via an online portal or submit a large volume of claims via batch ANSI X12 transactions for real-time adjudication. NCTracks also supports real-time submission and adjudication of pharmacy claims from point of sale terminals in retail pharmacies. Developed and implemented NCTracks functionality to support State-led cost settlements; premium invoicing for recipients in the Health Insurance Premium Payment (HIPP) program; Medicare buy-in, Medicaid capitation and management fee payments; and the ability to process Health Information Technology (HIT) incentive payments to qualified providers. NCTracks executes 50 provider payment cycles per year and the system is capable of changing the frequency of the payments via a user interface. Each of the payment cycles separately tracks payments and other financial transactions by health plan, allowing a single cycle to accommodate all the client's payments. Providers are required to sign up for electronic funds transfers (EFTs) as the primary source to receive payments. Paper warrants are issued, by default, under special circumstances. Providers may make their own updates to bank account information, and NCTracks performs pre-noting functions to ensure the new routing and bank account numbers are valid.

After the financial cycle is run, the customer is given the opportunity to review the data and ensure funds are available before payment is made. The entire payment process (EFT/paper warrant) for the client including rejected and returned EFTs is managed in NCTracks. Paper warrants are issued to providers for rejected or

NCTracks functionality to support provider enrollment, credentialing, endorsement, and licensure verification. Assumed provider enrollment functions for the NC DHHS within 90 days of starting new system development. Delivered complete imaging and retrieval system into production, along with an early enrollment database and letter generation system. Four months later, added an interim, web-based provider enrollment web system to production. In July 2013, deployed the full NCTracks provider management functionality including a provider portal, integration with prior approval, claims and financial processing. With full implementation, providers were required to enroll via the provider portal – eliminating the paper process. The provider portal enables them to check their enrollment status, maintain their enrollment record, check recipient eligibility, submit prior approval, submit claims, and receive remittance advices with claim payment details. Added rules engine-based workflows from Pegasystems Workflow to streamline provider enrollment functions. In 2017, integrated with LexisNexis to validate provider information as part of the enrollment verification and credentialing process. This improved the quality of data. Today, ~97K providers use the provider portal to submit enrollment applications, view and update their records, and submit/inquire about claims.

Successful Approach: NC DHHS approved the proposed system development lifecycle (SDLC), tools, and



Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

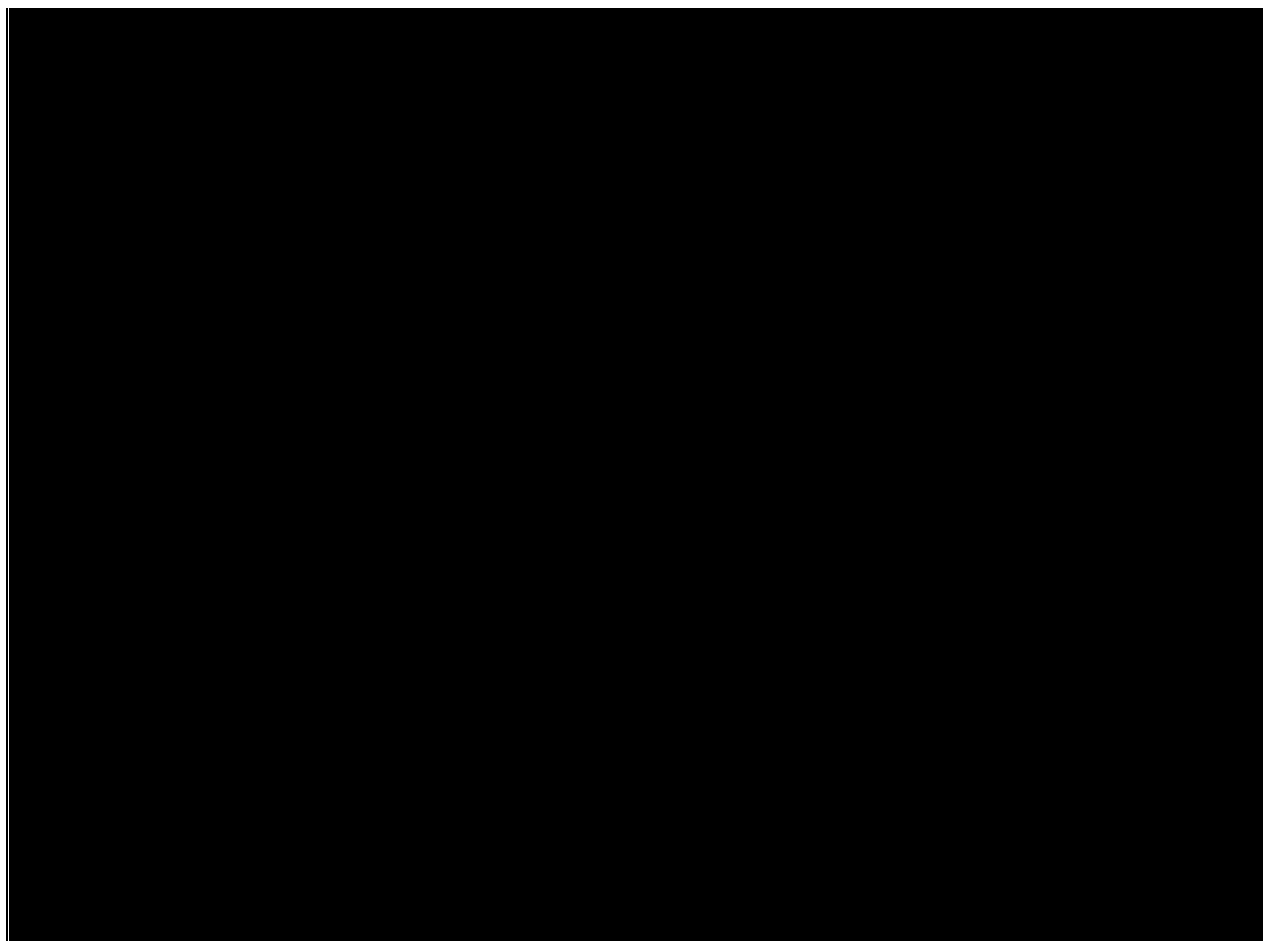
Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

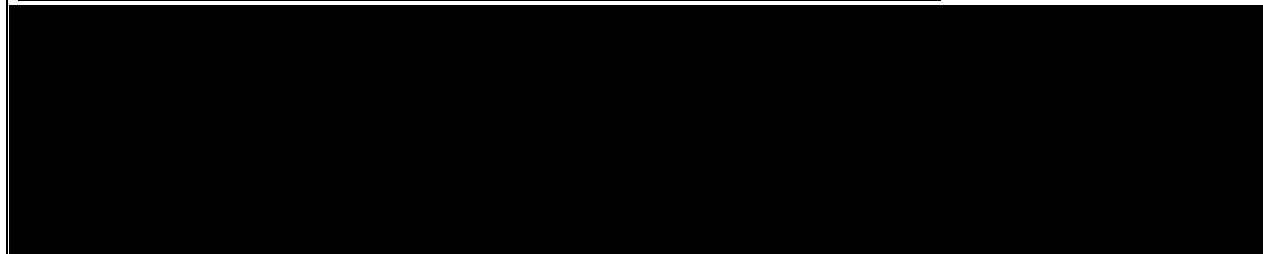
Scope: Developed, implemented, operate, maintain, update, and enhance NCTracks, the NC replacement MMIS, and function as NC's Medicaid Program Fiscal Agent. Provide system integration services (design, development, and implementation) on modules related to eligibility and enrollment (Lot 1); reports and analytics (Lot 2); financial management and provider management (Lot 3); and fair hearings and appeals (Lot 4). Provide system integrator services similar to those required for NYS IES. These are at the program (vice Lot) level:





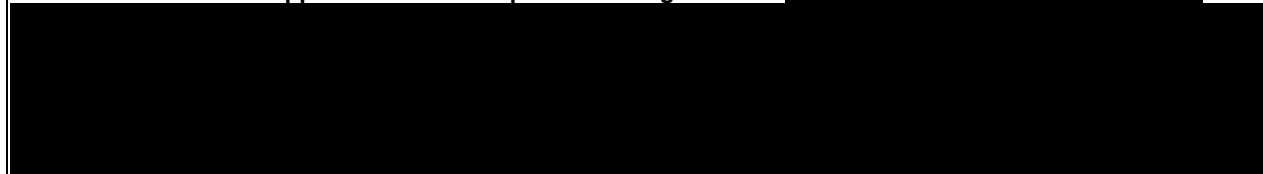
external users, such as providers. Make computer-based **training** materials available through the NCTracks Internet portal. **Organizational change management** includes proactive communications with the providers. Conducted **site preparation activates** in advance of “go live” by setting up the call center.

Status: Active. In the operations phase, develop and implement system changes and enhancements needed to support legal, policy, and business priorities. [REDACTED]



Risk Management: Conduct Program Risk, Issues and Opportunities (PRIO), Joint Risk, Issues and Opportunities (JRIO), and Internal Risk Management Review (RMR) meetings each month. [REDACTED]

Number and Value of Approved Bidder-Requested Change Orders: [REDACTED]



Estimated Cost at Initiation: \$484,880,799

Estimated Cost at Complete: \$937,051,279 (total with current options).

Cost increased primarily due to scope increases and contract extensions.

Staffing: [REDACTED]

[REDACTED]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

[REDACTED]

Methodology

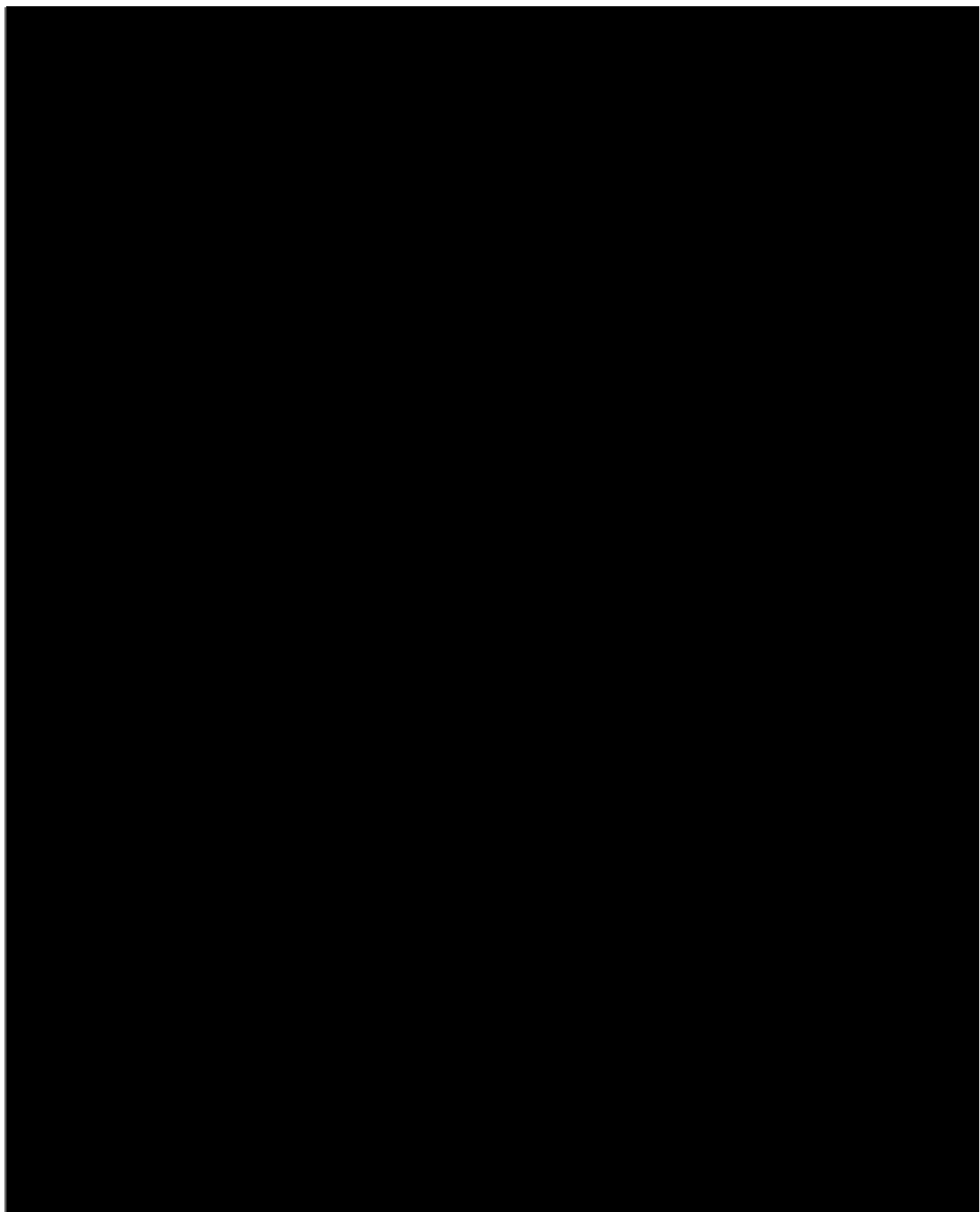
Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

NC DHHS approved the proposed SDLC, tools, and technologies. See the **Successful Approach** section above for a description of how CSRA State and Local Solutions, LLC followed client direction in executing the SDLC. [REDACTED]

[REDACTED]

Project Engagement #:	HHSM-500-2007-00021/ HHSM-500-T0015
<u>Project Engagement Name:</u>	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s)</u> :	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
Lot Specific Experience	
Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.	
Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.	
Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.	



sessions with CMS to organize key features into product delivery increments comprised of six sprints, each with a two-week duration. For new development initiatives, GDIT product owners collaborated with CMS to determine the target business objectives and success criteria in terms of the minimum viable product for the program increment. GDIT and CMS were active product owners on our sprint team, assuring work in progress was aligned with CMS business objectives and promoting a culture of shared responsibility. Two scrum teams worked in two-week sprints

to provide a steady stream of new software features and maintenance tasks ready for deployment. While the RDS

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: GDIT was the prime contractor on CMS's RDS IT/Ops Contractor project. The RDS program issues subsidy payments to employers that provide prescription drug coverage plans for their retirees rather than have eligible retirees enroll in Medicare Part D. [REDACTED]

Risk Management:
Delivered Risk Management Plan with the Project Management Plan. Provided/reviewed risk report during the Integrated Baseline Review. Delivered monthly operations dashboard report that contained a brief description of critical risks. Delivered monthly risk report. Discussed risks and mitigations in status meetings. Performed annual risk assessment to comply with the CMS Financial Management Manual. Maintained and updated the Information Security Risk Assessment annually. Reduced risk associated with storing sensitive personally identifiable information (PII) by transitioning to a 100% paperless environment while reducing shipping and storage costs associated with transferring paper records to an offsite location, promoting greater security over sensitive data.
Number and Value of Approved Bidder-Requested Change Orders: Zero contract modifications requested.
Estimated Cost at Initiation: \$43,513,393; **Actual Cost to Complete:** \$49,087,338 as a result of CMS-requested changes.
Staffing:

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

While not doing software development in a shared system environment, some solutions required communication and collaboration with other CMS prime contractors such as MBD, MARx, or Coordination of Benefits and Recovery (COB&R) because of the system interfaces. CMS ran an Integrated Product Team that brought all of the contractors together. Successfully coordinated with other contractors to modify and test interfaces and configuration changes for the New Medicare Card Project (NMCP), migration off the mainframe, and move to the CMS AWS enclave. All transitions were accomplished without loss of data or disruption in file communications. Supported changes from CMS business owners of MBD, MARx, or COB&R.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See the **Successful Approach** section above. This is a client owned and operated platform.

[illegible]

In December 2019, improved the collections outreach process for the marketplace collections team [REDACTED]

[REDACTED] Provided system integration services (design, development, and implementation) on modules related to **financial management and provider management**. For Reinsurance Contributions and

Successful Approach: Maintained a project management plan (PMP) in compliance with the CMS Expedited Life Cycle (XLC) Framework, reviewed the PMP periodically for updates, and submitted it to the Center for Consumer Information and Insurance Oversight (CCIO) contracting officer's representative (COR) as necessary. [REDACTED]

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Status: Completed.

Risk Management: [REDACTED]

Number and Value of Approved Bidder Requested Change Orders: 0

Estimated Cost at Initiation: \$17.4M

Cost at Complete: \$23.2M (The difference is the result of customer driven contract modifications)

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

Work done through Salesforce, which was purchased by CCIIIO as part of the contract. Maintained a project management plan [REDACTED]

2.5.3.6 Lot 3 Bidder Experience #6

Project Engagement #:	GS00Q09BGD0055/ HHSM-500-2012-00172G
<u>Project Engagement Name:</u>	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s):</u>	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Scope: SRA International was the prime contractor on the Healthcare Integrated General Ledger Accounting System (HIGLAS) Financial Management Systems Group (FMSG) Application & Integration Support (AIS) contract. HIGLAS AIS demonstrates 4 years, 7 months of experience as the prime contractor on a financial management IT project under which SRA International provided software development services, including design, development, and implementation, inclusive of testing and defect resolution. HIGLAS is the largest single Oracle Federal Financials system in the federal government. It supports CMS's internal and mission-related accounting requirements. The integrated accounting system incorporates financial data of 12 Medicare Administrative Contractors (MACs). The MACs support Medicare fee-for-service process claims for nearly 70% of the total Medicare beneficiary population, or 37.5M beneficiaries. HIGLAS processed 6M+ transactions a day for Medicare, Medicaid, and the State Children Health Insurance, supporting 2,700 internal CMS users across 50 geographically distributed locations and external commercial Medicare contractors. HIGLAS supported and processed between 1M and 7M transactions a day for 24 Medicare contractors. Provided financial budgeting and oversight processes, including tracking and reconciling fees collected for services rendered, establishing and monitoring budgets, and supporting the Cost of Service Model across all Consular Affairs (CA) services, including passport, visa, and overseas citizen services. The project included full operations and maintenance (O&M) support: application maintenance, development, integration, enhancement, and testing. Product patches, changes to Oracle Business Intelligence Enterprise Edition (OBIEE) reports, and configurations were included in a release according to their priority.</p> <p>Provided system integration services (design, development, and implementation) on modules related to financial management.</p>	

Successfully completed a complex Oracle R12 upgrade, which included remediating or redesigning 250 Reports, Interfaces, Configurations, Extensions, and Letters (RICEL) reports, on-time and within budget. Performed a technical analysis on the benefits, risks, level of effort, and cost to implement and integrate the R12 upgrade. During the upgrade, identified where code deviated and aligned with the systems Oracle code using a tool called Panaya. Used Oracle Applications 11.5.10 instance with 35TB of data and transitioned it to 12.2.4 by using a hybrid approach of upgrade and conversion. The upgrade enabled CMS to introduce processes, tools, and technology innovations to improve performance, prepare for the future, and decrease the total cost of ownership.. The upgrade reduced monthly processing times by 30% and netted a cost savings of \$37.5M. Other agencies within the Department of Health and Human Services (HHS) were able to use the successful upgrade approach established on this contract.

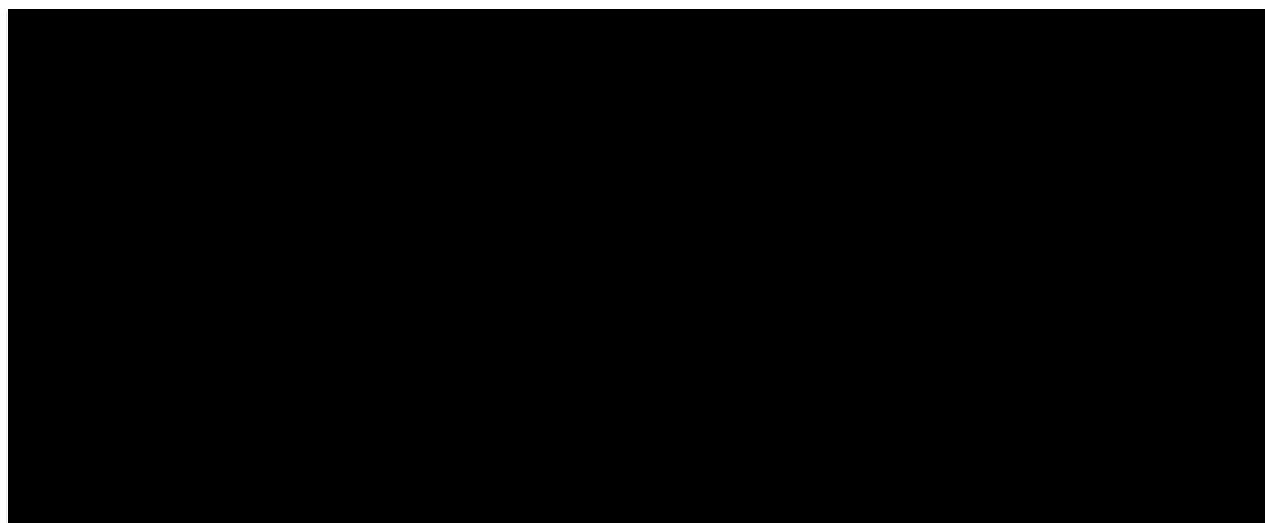
Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.

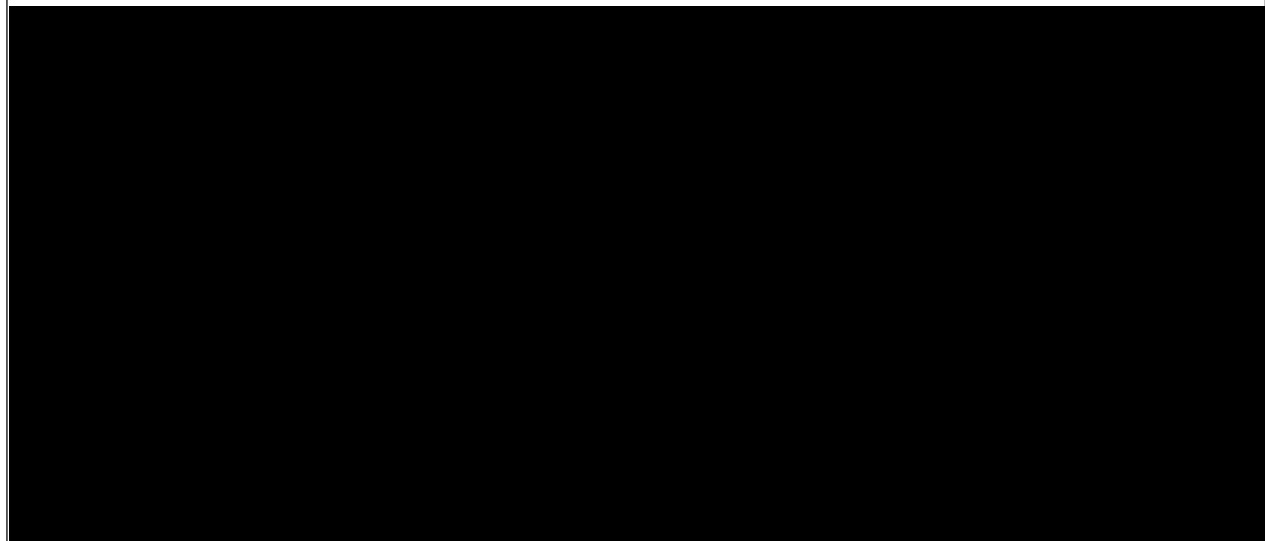
Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.



Status: Completed. Awarded the follow-on contract, HIGLAS Hosting and Operations and Maintenance (HOM), in November 2016.



Number and Value of Approved Bidder-Requested Change Orders: 0

Estimated Cost at Initiation: \$139.6M

Actual Cost to Complete: \$136.2M

Staffing: [Redacted]

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

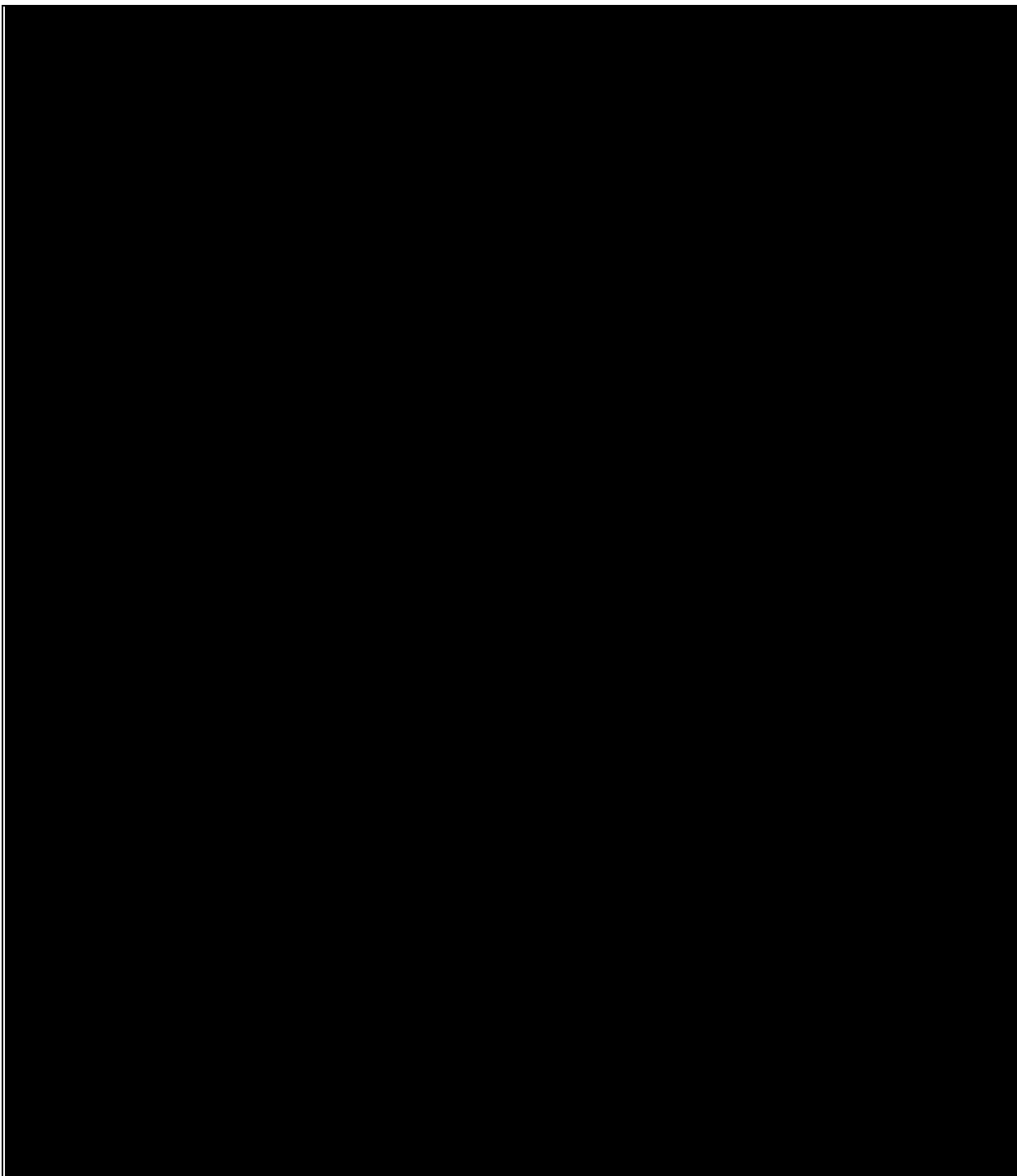
- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

Conducted system development using the HHS SDLC. Employed a highly qualified PMO team that consists of technical editors and quality assurance SMEs to ensure that all deliverables followed the SDLC process and were delivered with the highest quality. Adhered to a CMS-compliant QR cycle release schedule to address and implement planned agency mandates, application incidents, and enhancements. There was no deviation from the client-defined SDLC.

2.5.4 Attachment 16, Part 5 - Lot 4 [4.5.7]

2.5.4.1 Lot 4 Bidder Experience #1

Project Engagement #:	C-027853
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.</p>	
<p>Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) company, is the prime contractor on the NYSOH project. NYSOH is a health benefit marketplace that includes fair hearings and appeals functions. NYSOH demonstrates ~6 years of experience as the prime contractor on a public sector fair hearings and appeals project under which CSRA State and Local Solutions LLC was responsible for providing software development services, including design, development and implementation inclusive of testing and defect resolution. Successfully integrated the eligibility and enrollment functions of Medicaid programs and qualified health plans (QHPs) in a highly automated environment. The marketplace allows consumers to apply for health insurance and automatically determine whether they are eligible for assistance (tax credits) in paying for QHPs and/or are eligible to enroll in public programs such as Medicaid, EP, and CHP. The programs range from fully subsidized to fully commercial. 4.8M+ New Yorkers are enrolled in coverage through NYSOH – more than 20 percent of the state's population. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	



Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) company, is the prime contractor on the NYSOH project. NYSOH is a health benefit marketplace. Provides system integration services (design, development, and implementation) on modules related to eligibility and enrollment (Lot 1); reports and analytics (Lot 2); financial management (Lot 3), and fair hearings and appeals (Lot 4). Provide system integrator services similar to those required for NYS IES: develop system code, configure COTS products, document system design and architecture and developed and update user manuals, document system requirements and maintain traceability matrices, purchase software licenses, install and configure hardware and software, perform system testing and defect resolution, conduct release and deployment management, conduct data conversion and synchronization, and perform project management, and reporting.

Status: Active. Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. Completed the post production phase on 25 March 2014. The operations and maintenance (O&M)

Success: Completed the design, develop and delivery of an operational system (DDO) phase on schedule 1 October 2013. O&M is ongoing. Schedule O&M and enhancement releases in advance and they are mostly delivered on schedule accounting for operational activities that take priority. Occasionally, have to adjust the contents to maintain the schedule. Defect releases are also planned in advance and occur mostly on the planned dates, accounting for operational activities that take priority.

Risk Management:

Number and Value of Approved Bidder Requested Change Orders:

Estimated Cost at Initiation: \$183,622,016.

Estimated Cost at Complete: \$917,157,270. Successfully implemented the NYSOH marketplace platform on schedule and within budget. Successfully maintained and improved the system and, through amendments, NYS has awarded two one-year, and one three-year extension. Successfully implemented FMS, Business Office Operations, System Change Capacity, and Notices as additional scope at NYS's request. Change order #2 saw operational support added for FMS with a baseline increase in program participation. Change order #4 saw further enhancements requested by both NYS and the Federal Government. Program participation continues to increase as further enhancements are added to the marketplace. While the original NYSOH contract was \$183,622,016, the scope of the program increased through nine amendments and a five-year extension, culminating in a current value of \$917,157,270.

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Except for limited activities, the NYSOH project did not require coordination with other prime contractors on software development in a shared system environment. Examples of those instances are: implementing functional improvement across multiple projects such as eMedNY. In these instances, employed joint application design/development (JAD) workshops and conducted weekly joint governance session with the leadership of the respective teams.

The software solution developed is used by, and meets common and differing needs of multiple business units (e.g., New York State Department of Health, New York State Department of Financial Services, and New York State Division of Budget) and multiple program areas (e.g., Medicaid, Essential Plan (EP), Child Health Plus Program (CHP), and the Insurance Affordability Program). For supplemental and O&M requests, facilitate joint requirements sessions that result in requirements specification agreed to by all parties. Conduct weekly status meetings to keep parties apprised of progress. The New York State Department of Health, Division of Systems orchestrated participation of the affected agencies and programs and approves each stage with funding to continue the work. The O&M team meets daily to review outstanding tasks/work items. The New York State Department of Health, Division of Systems agrees to the schedule for defect implementations.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See **Successful Approach** section above. Employed [REDACTED] methodology for the DDO phase. Proposed an SDLC (waterfall-approach) for the O&M phase at the request of the NY Department of Health business managers. Provide a data center that hosts the operational system.

2.5.4.2 Lot 4 Bidder Experience #2

Project Engagement #:	30-DHHS-1228-08-R
<u>Project Engagement Name:</u>	
<u>Client Name(s):</u>	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s):</u>	
<u>Client Contact Name and Title:</u>	
<u>Phone #:</u>	
<u>Email:</u>	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.</p>	
<p>Scope: CSRA State and Local Solutions LLC, a General Dynamics Information Technology company, is the prime contractor on the North Carolina Replacement Medicaid Management Information System (MMIS) project. The contract was awarded to Computer Sciences Corporation (CSC) and was assigned to CSC State and Local Solutions, LLC on 11/24/2015. The contract was updated to reflect the entity name as CSRA State and Local Solutions LLC on 11/28/2016. NC MMIS demonstrates 11 years of experience as the prime contractor on a public sector fair hearings or appeals IT project under which CSRA State and Local Solutions LLC provides software development services, including design, development and implementation inclusive of testing and defect resolution. NCTracks processes claims for the federally-supported Medicaid and Children's Health Insurance Program (CHIP) programs and state-funded behavioral health, public health, and rural health programs. Developed, implemented, operate, maintain, update, and enhance NCTracks, the NC replacement MMIS, and function as NC's Medicaid Program Fiscal Agent. [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p>	

[REDACTED]

Provide system integration services (design, development, and implementation) on modules related to **fair hearings and appeals**. This functionality is available to NC DHHS Division of Health Benefits (DHB); Division of Mental Health, Developmental Disabilities, and Substance Abuse Services (DMH); Division of Public Health (DPH); and the Office of Office of Rural Health (ORH). [REDACTED]

[REDACTED]

recipient addresses and generate adverse notices (e.g., denial or reduction of service decisions to recipients). Recipients can appeal denial or reduction of service decisions for pharmacy and non-pharmacy (e.g., ambulance services out of state, dental, DME, hearing aid services, hyperbaric oxygen therapy, medical/visit limit, nursing facilities, optical services, orthodontics, outpatient pharmacy, and surgery) prior approvals. Recipients submit appeals to the NC Office of Administrative Hearings (OAH). OAH assigns a case number and begins the appeals process. Customized the Pegasystems workflow tool to support the appeals process. [REDACTED]

[REDACTED]

documentation associated with the appeals process in NCTracks and associate it with the prior approval record. Recipients can also appeal placement in the pharmacy lock-in program which forces them to select a single prescriber and single pharmacy to obtain controlled substances. The program is designed to flag possible prescription drug abuse or provider over-prescription. Designed, developed, and implemented functionality in the NCTracks user interface to accommodate the pharmacy lock-in appeal process. This necessitated development and implementation of new business rules to flag potential lock-in candidates, new user interfaces, new reference tables, new pharmacy prior approval and claims business rules, and additional correspondence functionality –

[REDACTED]

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Scope: Developed, implemented, operate, maintain, update, and enhance NCTracks, the NC replacement MMIS, and function as NC's Medicaid Program Fiscal Agent. Provide system integration services (design, development, and implementation) on modules related to eligibility and enrollment (Lot 1); reports and analytics (Lot 2); financial management and provider management (Lot 3); and fair hearings and appeals (Lot 4). Provide system integrator

[REDACTED] Develop **training** materials and conduct **training** classes for all types of users to include State employees, contractors, and external users, such as providers. Make computer-based **training** materials available through the NCTracks Internet portal. **Organizational change management** includes proactive communications with the providers. Conducted **site preparation activities** in advance of "go live" by setting up the call center.

Status: Active. In the operations phase, develop and implement system changes and enhancements needed to support legal, policy, and business priorities. [REDACTED]

Number and Value of Approved Bidder-Requested Change Orders: [REDACTED]

Estimated Cost at Initiation: \$484,880,799

Estimated Cost at Complete: \$937,051,279 (total with current options).

Cost increased primarily due to scope increases and contract extensions.

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

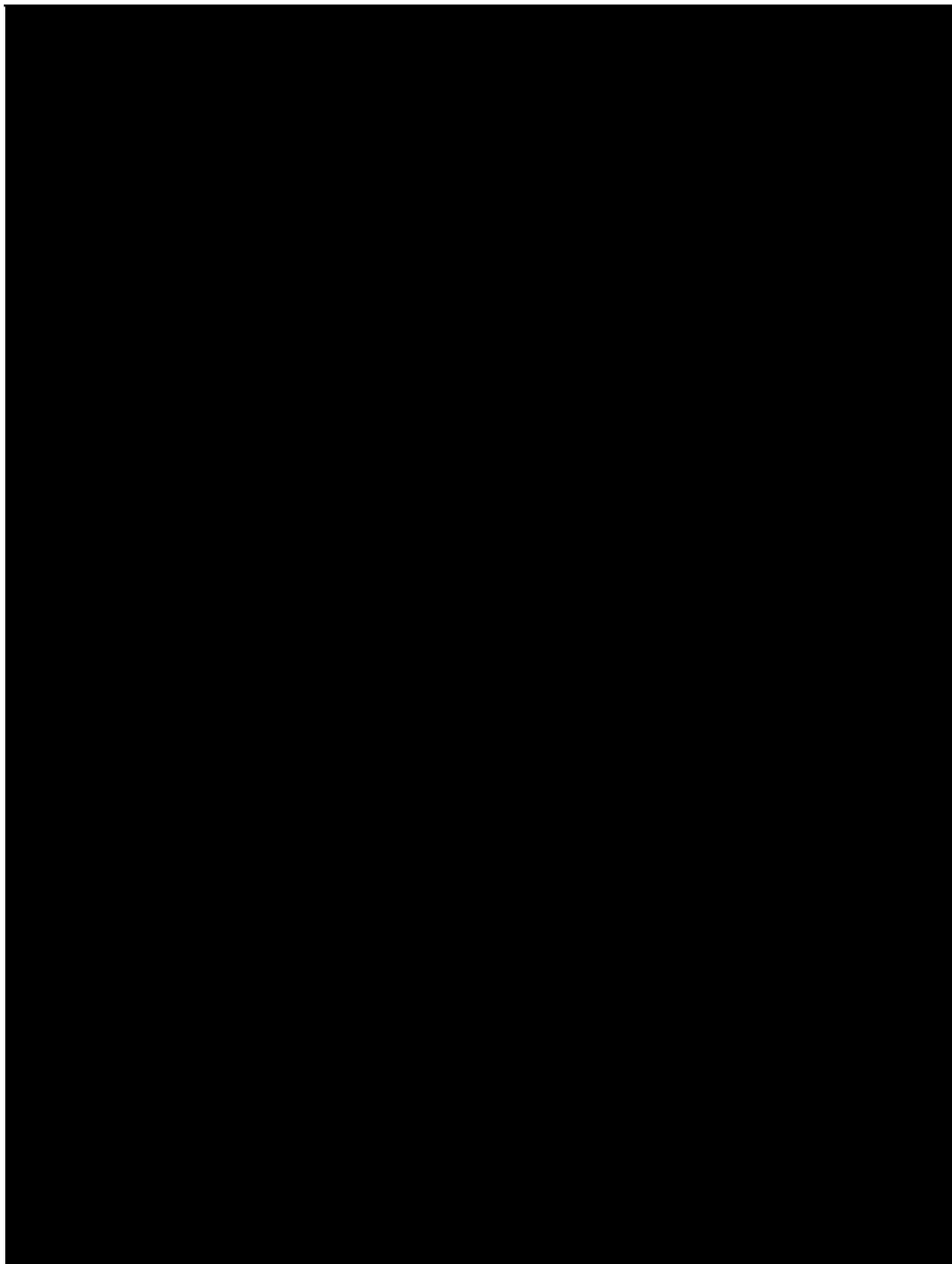
- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

NC DHHS approved the proposed SDLC, tools, and technologies. See the **Successful Approach** section above for a description of how CSRA State and Local Solutions, LLC followed client direction in executing the SDLC. [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]

2.5.4.3 Lot 4 Bidder Experience #3

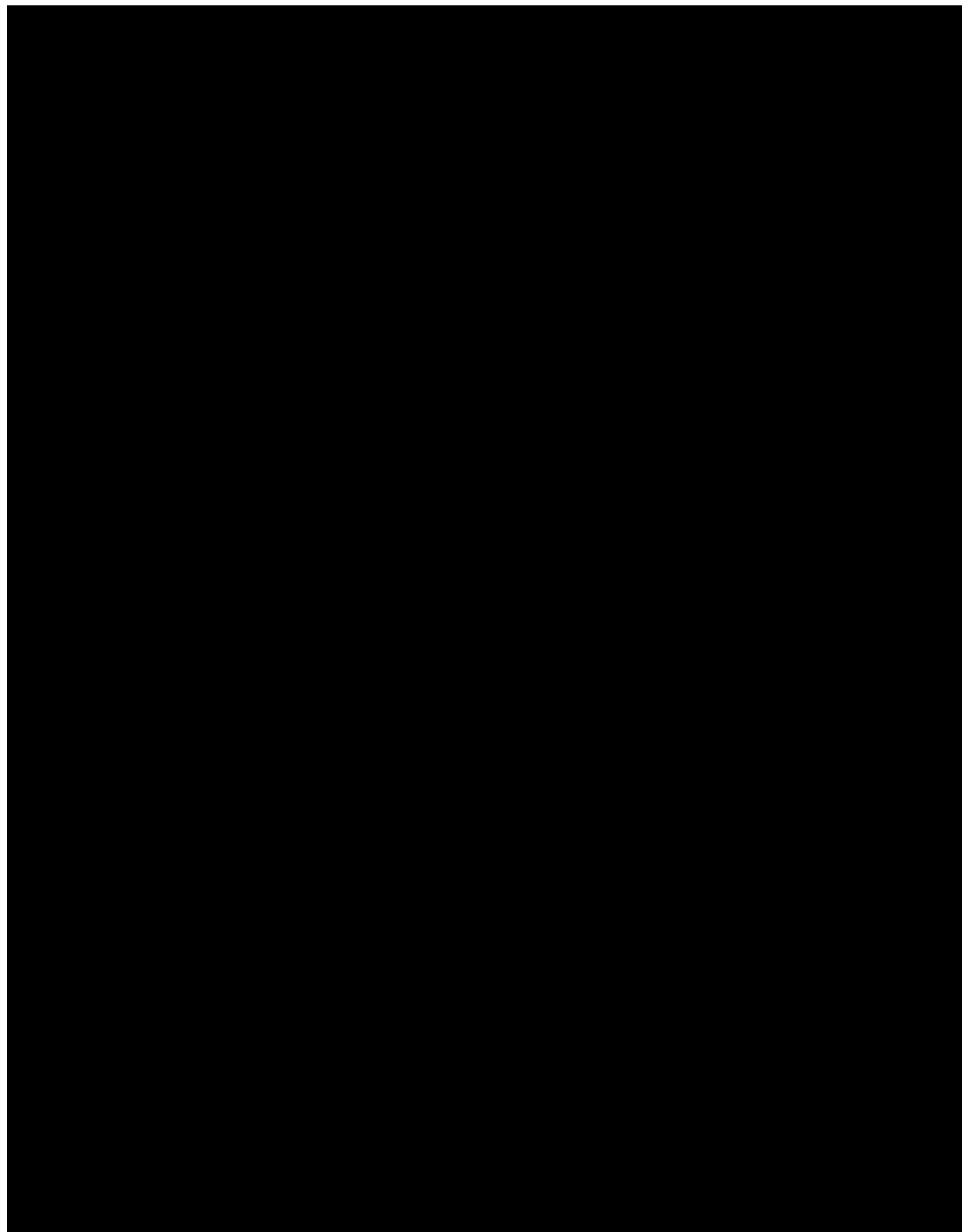
Project Engagement #:	HHSM-500-2007-000211/ HHSM-500-T0015
Project Engagement Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to Lot Number (s):	
Client Contact Name and Title:	
Phone #:	
Email:	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.</p>	
<div style="background-color: black; height: 200px;"></div>	



Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.



Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

While not doing software development in a shared system environment, some solutions required communication and collaboration with other CMS prime contractors such as MBD, MARx, or Coordination of Benefits and Recovery (COB&R) because of the system interfaces. CMS ran an Integrated Product Team that brought all of the contractors together. Successfully coordinated with other contractors to modify and test interfaces and configuration changes for the New Medicare Card Project (NMCP), migration off the mainframe, and move to the CMS AWS enclave. All transitions were accomplished without loss of data or disruption in file communications. Supported changes from CMS business owners of MBD, MARx, or COB&R.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

See the **Successful Approach** section above. This is a client owned and operated platform.

2.5.4.4 Lot 4 Bidder Experience #4

Project Engagement #:	GS-00F-256CA; Task Order: HHSM-500-2017-00024G
<u>Project Engagement Name:</u>	
<u>Client Name(s):</u>	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
This project experience is related to <u>Lot Number (s):</u>	
<u>Client Contact Name and Title:</u>	
<u>Phone #:</u>	
<u>Email:</u>	
<p>For Lot Specific Experience, Bidders should include a discussion of how the Bidder's approach to each engagement has been successful with clients in the past associated with each Lot(s) for which it is bidding. In the spaces below, Bidders must provide narratives with related information including project-specific scope, particularly noting any health and human services aspects of the project and including, but not limited to, the project's: budget, actual cost, staffing resources, status, and risks (and mitigation strategies).</p>	
<p align="center">Lot Specific Experience</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 1: experience as the prime contractor on an eligibility, enrollment, and/or case management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 2: experience as the prime contractor on reports and analytics IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 3: experience as the prime contractor on a financial management IT project.</p>	
<p>Bidders must include Lot-specific experience in the narrative below related to Lot 4: experience as the prime contractor on a public sector fair hearings or appeals IT project.</p>	
<div style="background-color: black; height: 150px;"></div>	

These efforts have directly contributed to \$20B+ in Reinsurance contributions. Maintained [REDACTED] Salesforce organizations to support the Reinsurance contributions and Risk Adjustment, Risk Corridors, and Reinsurance Payments teams (collectively known as the PSPs). Provided system integration services (design, development, and implementation) on modules related to **appeals**. Health insurance issuers participating in the Risk Adjustment and Reinsurance Programs are required to attest by scheduled deadlines that the data on their EDGE servers is accurate and complete to the best of their knowledge. Alternatively, if issuers identify a discrepancy between the data they believe should be present on their servers and what is actually on their servers, or if issuers arrive at different payment calculations than CMS, they are required to report a discrepancy and submit a qualified attestation.

Prior to our support, the process for attestation and reporting discrepancies was manual, and executed using Microsoft Excel spreadsheets. The spreadsheets were not only confusing for the issuers, but also for FMPS staff and support contractors when reviewing the discrepancies created by the issuers. [REDACTED]

[REDACTED]

Successful Approach: Maintained a project management plan (PMP) in compliance with the CMS Expedited Life Cycle (XLC) Framework, reviewed the PMP periodically for updates, and submitted it to the Center for Consumer Information and Insurance Oversight (CCIIO) contracting officer's representative (COR) as necessary.

[REDACTED]

Budget, actual cost, staffing resources, status, and risks (and mitigation strategies) are discussed below.

Scope, Schedule and Budget

Below, Bidders should discuss their project experience in terms of the items below:

- a description of the Project Engagement, including its scope, noting any health and human services aspect of the project;
- whether or not the project has been completed or the current deployment schedule if the project is not completed;
- the success of the project measured by: on-time, on-budget delivery from the scope, schedule, and budget agreed to by client at the kickoff/formal initiation; the client's ability to manage Bidder identified risks and the success of any such risk mitigation; and the number and value of approved Bidder requested change orders, if any;
- the overall estimated cost at initiation and actual cost if complete (estimated if not complete) and if/how the Bidder was able to achieve deliverables within the projects' budget; and
- a description of the Bidder's staffing resources originally projected to be required to complete the project and the staffing resources ultimately deployed if the project is completed or planned to be deployed if the project is not yet completed and how, if any, change requests were approved by the client.

Status: Completed.

Risk Management: [REDACTED]

Number and Value of Approved Bidder Requested Change Orders: 0

Estimated Cost at Initiation: \$17.4M

Cost at Complete: \$23.2M (The difference is the result of customer driven contract modifications)

Coordination of Work

Below, Bidders should discuss their project experience in terms of the items below:

- include a list of the other prime contractors that were working simultaneously on the software development in the shared system and if there were multiple vendors on the project, how was the Bidder able to coordinate work with other contractors in a shared environment; and
- how many business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP) were involved in the project and how the Bidder was able to coordinate between units and program areas.

Methodology

Below, Bidders should discuss their project experience in terms of the item below:

- if the Bidder was required to adhere to the SDLC as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform, and how the bidder followed client direction in executing the SDLC (please note any instances where the Bidder was required to deviate from the client defined SDLC, the reason for deviation, and whether this action was formally approved by the client).

Work done through Salesforce, which was purchased by CCIIO as part of the contract. Maintained a project management plan [REDACTED]

GDI's approach leverages our competency centers around the country to provide a quick start to any Tier II assignments.

Leadership and key personnel are paramount to achieving the goals of New York State (NYS) Office of Information Technology Services (ITS). CSRA State and Local Solutions LLC, a General Dynamics Information Technology, Inc., (GDIT) company, brings experience, expertise, and dedication to this effort and focuses on starting, finishing, operating, and maintaining the Integrated Eligibility System (IES) program.

STRENGTHS

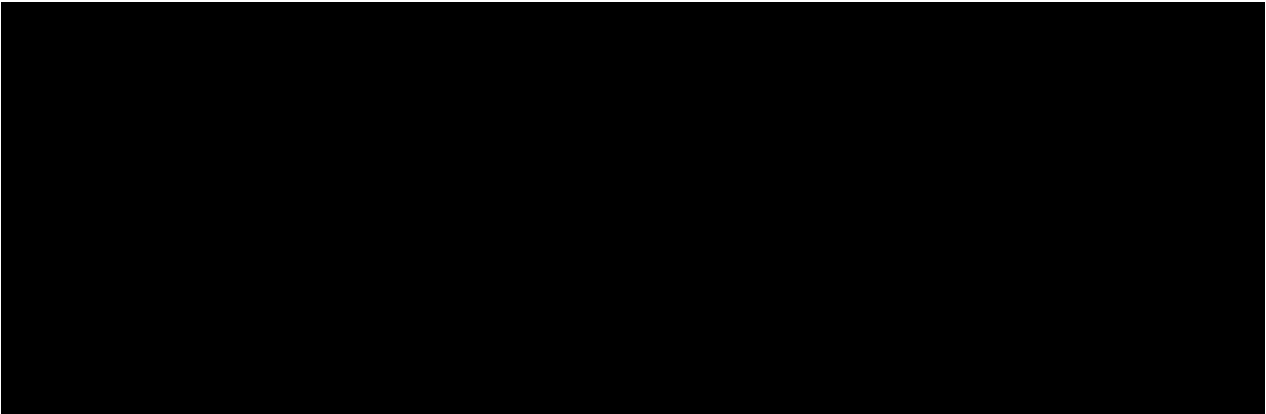
- Experienced program leaders in state government healthcare
- Reachback support with Agile and scrum master expertise
- Solid retention of resources resulting in low turnover rates
- Depth of organizational experience and partners to quickly staff qualified resources

Figure 19: Proposed Key Personnel.

Name	Position	Education and Certifications
Experience		
	Engagement Executive	

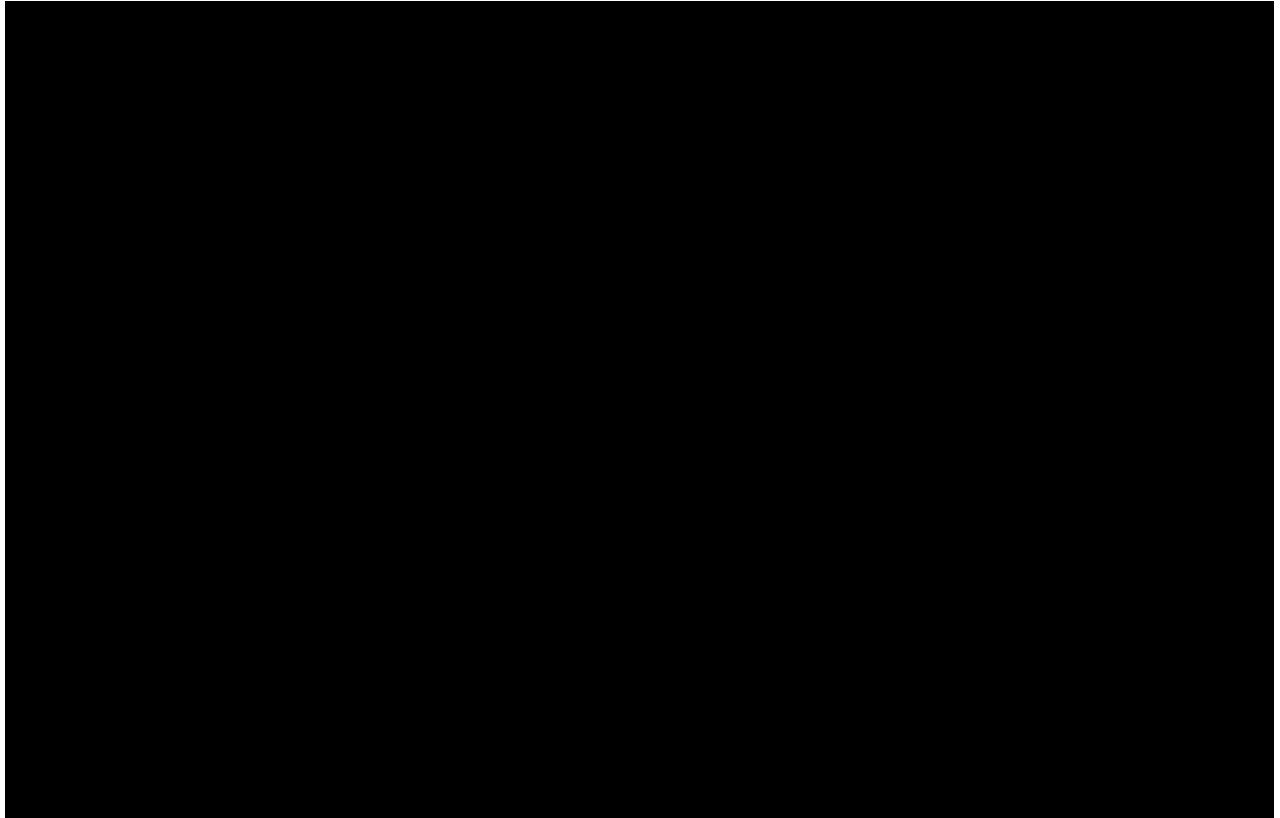
Name	Position	Education and Certifications

2.6.1.1 Staffing Model



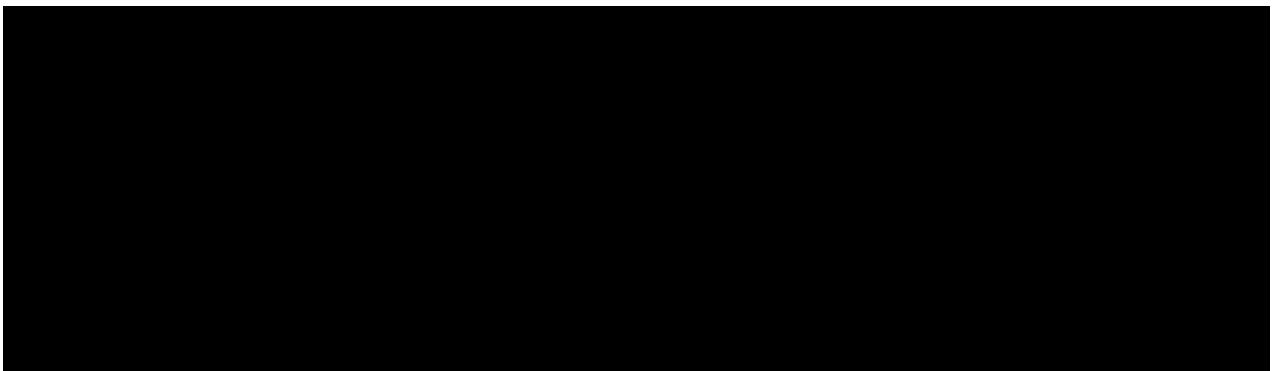
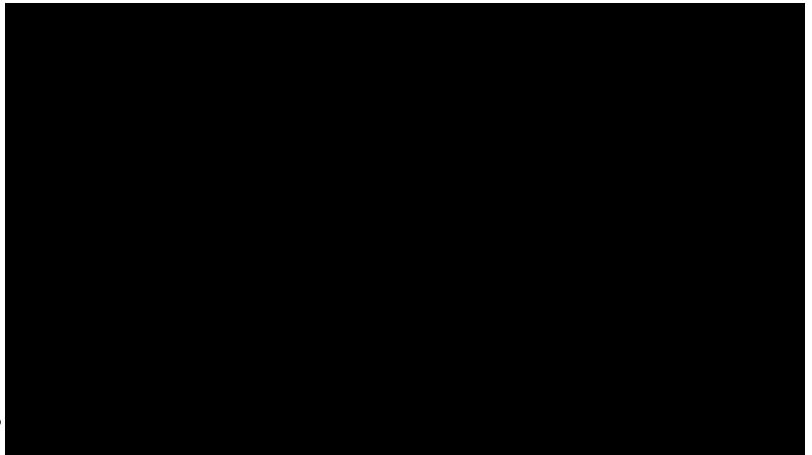
2.6.1.2 Subcontractor Resourcing

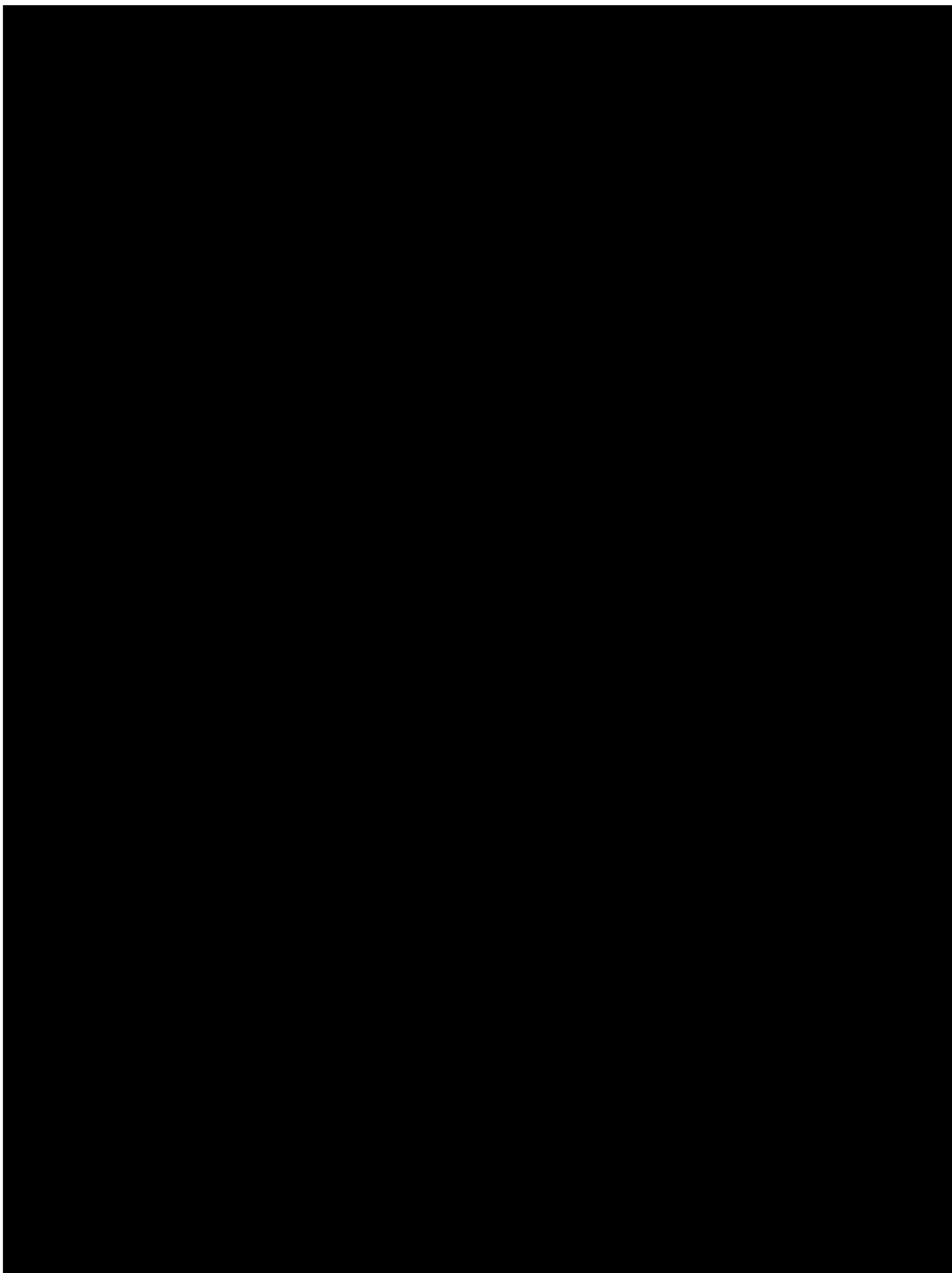
GDIT manages our high performing workforce with an organizational structure designed to ensure that our support exceeds the NYS ITS requirements. As part of managing our project team, we engage, integrate, and manage our seven subcontractors, as described in **Figure 20** providing a cohesive workforce that focuses on end user satisfaction. Our Project Manager assigned to each assignment communicates with our subcontractors to ensure they provide quality staff to satisfy the functional role requirements and promptly address any issues that may arise. We hold our subcontractors to the same ethical values of honesty and service for which GDIT is known. Our workforce management practices are recognized throughout industry as focusing on taking care of our people and our customers. We effectively train our project team to maintain skill currency and keep pace with technical evolutions.

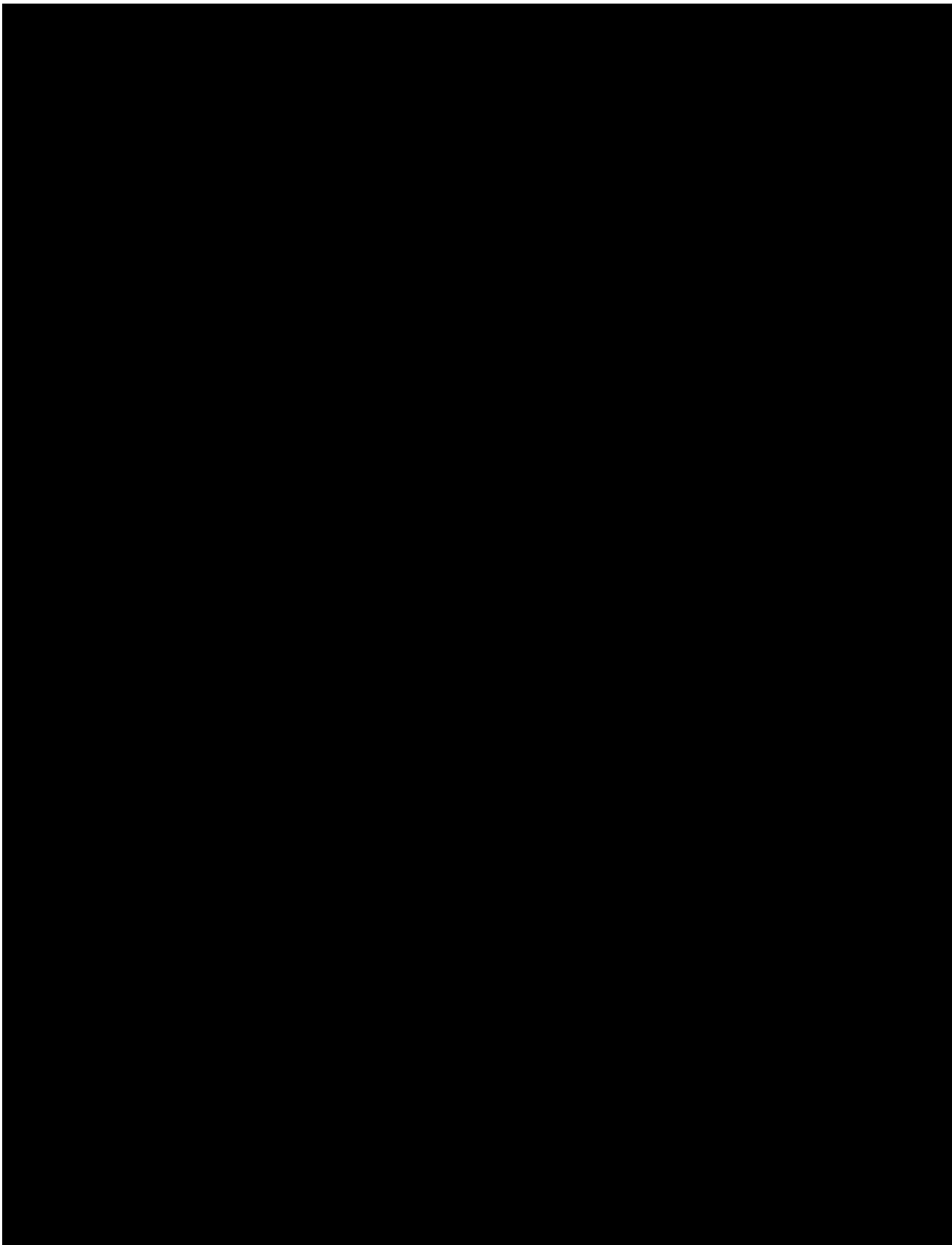


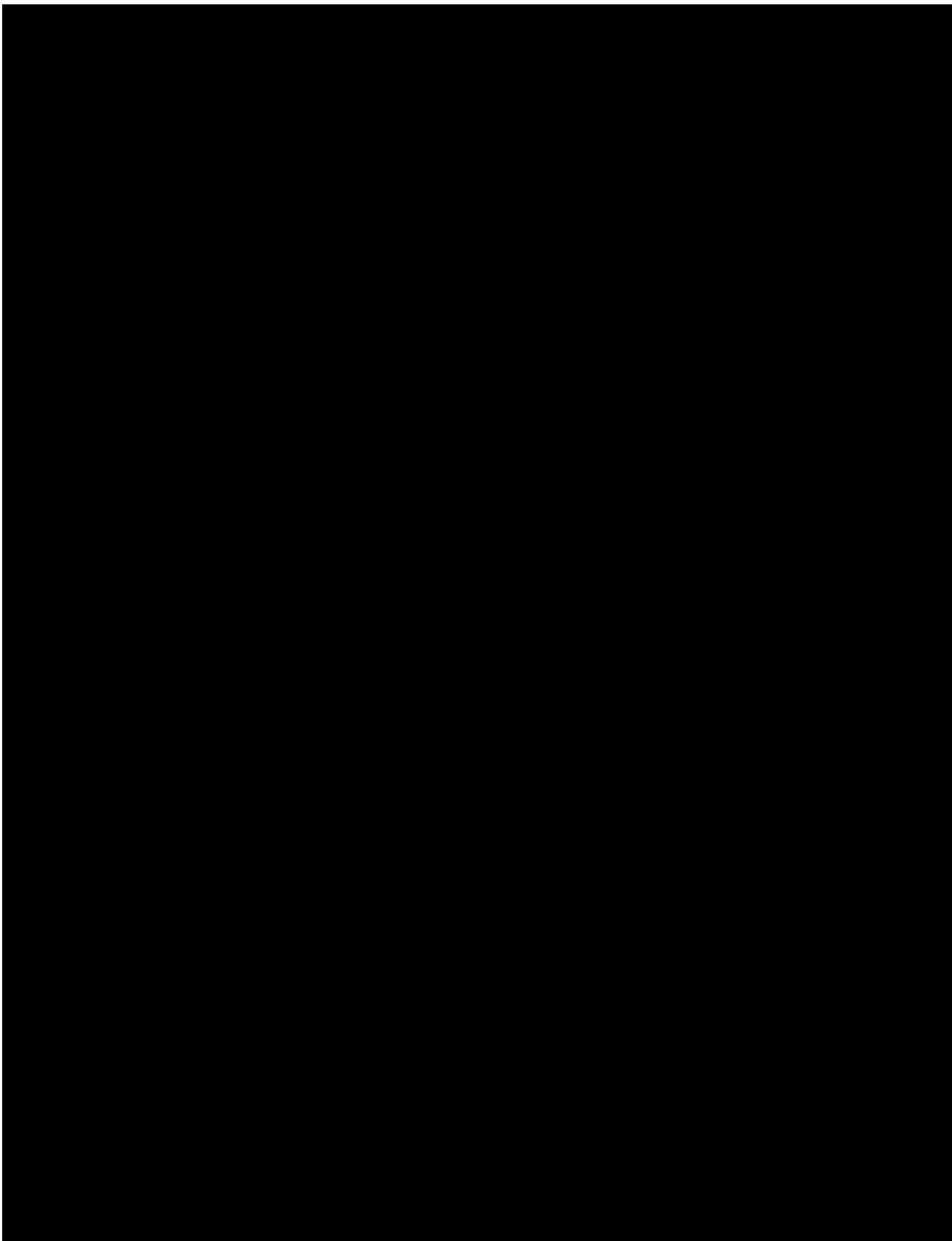
2.6.1.3 Organizational Capacity

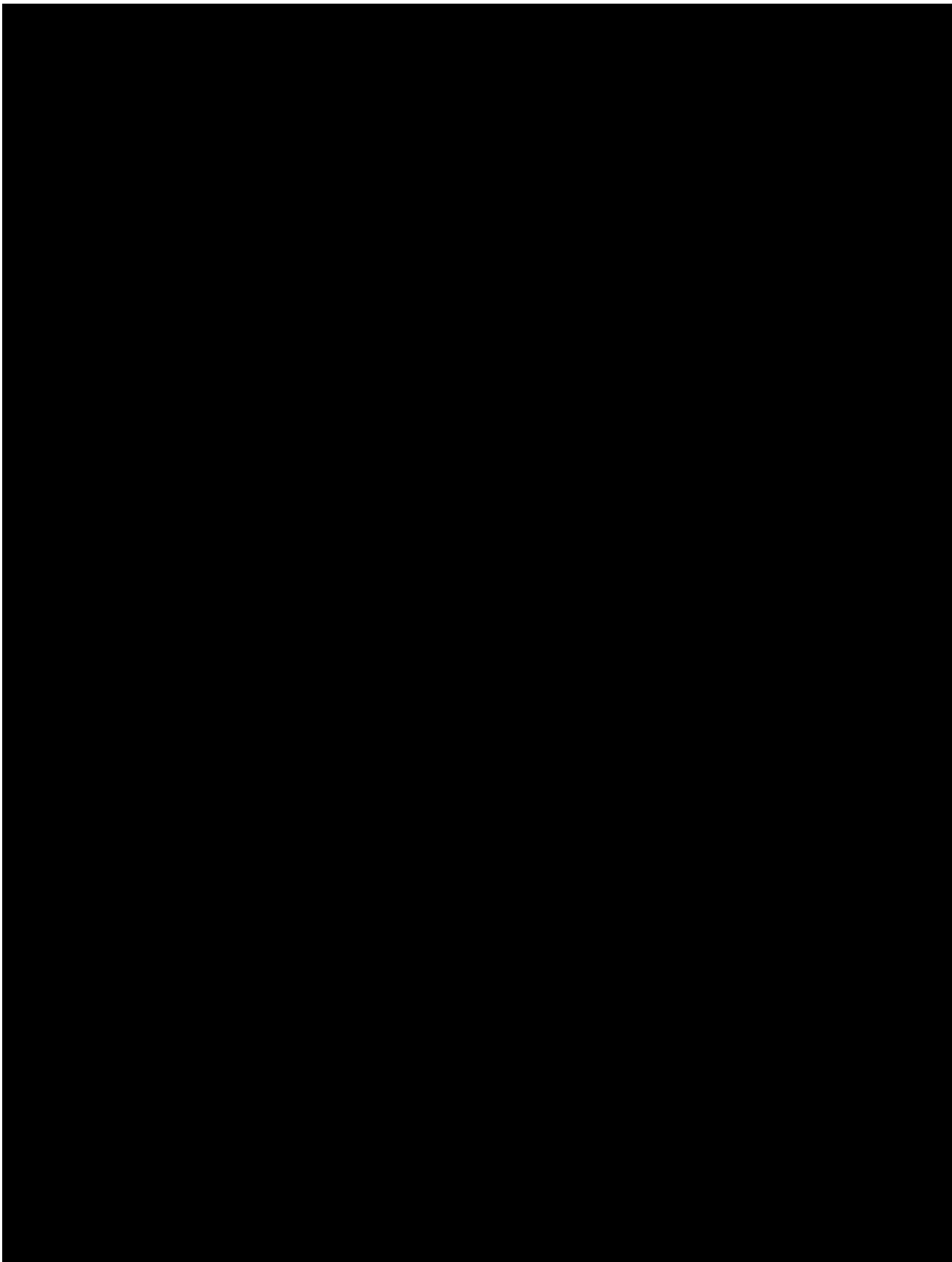
GDIT has the ability to leverage employees from multiple business units as depicted in **Figure 21** below, in locations worldwide and more than [REDACTED] at our parent company, General Dynamics (GD), one of the largest government contractors in the world. GDIT has [REDACTED] employees located in New York. The following table shows the breakout of personnel by categories identified in the IES RFP.

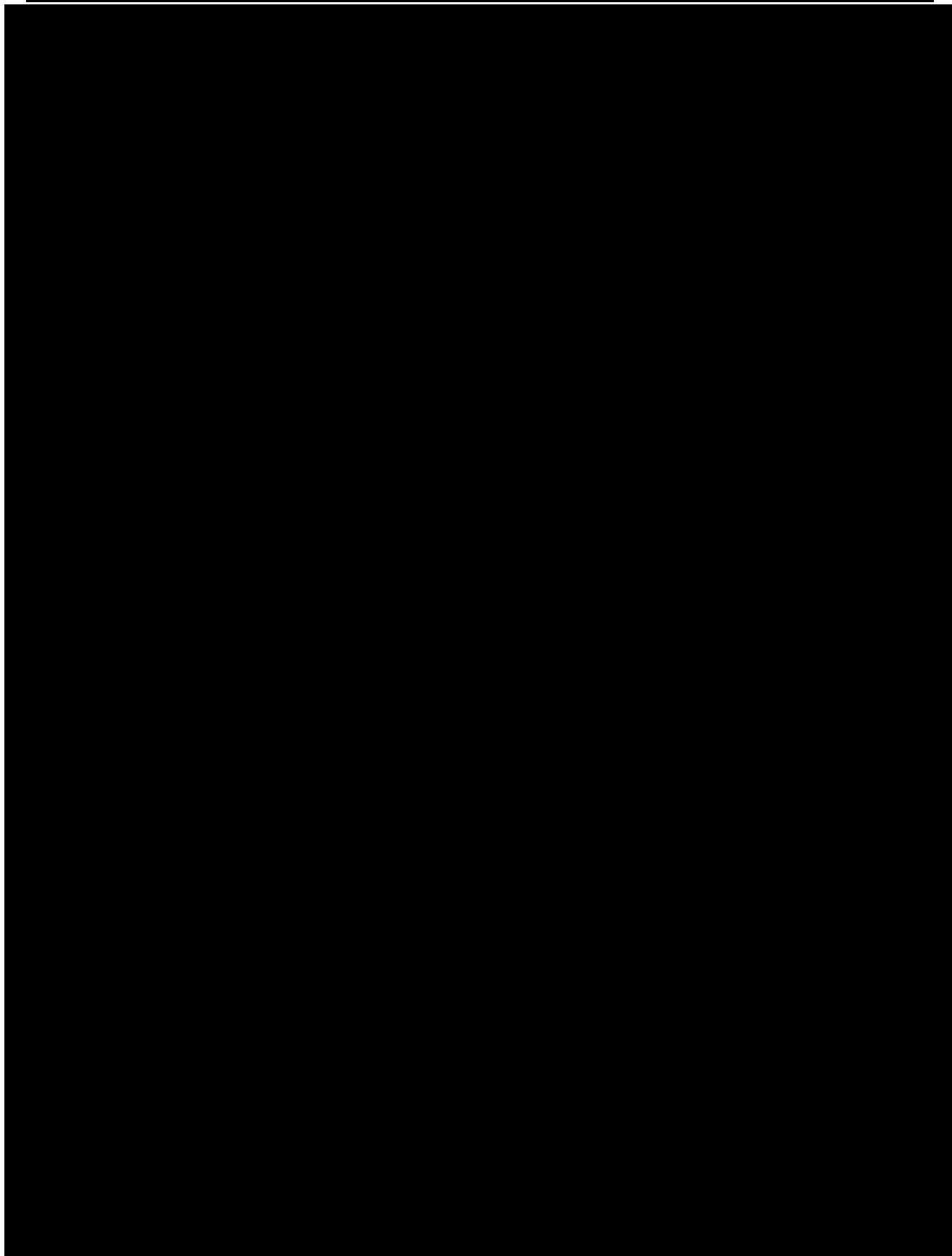


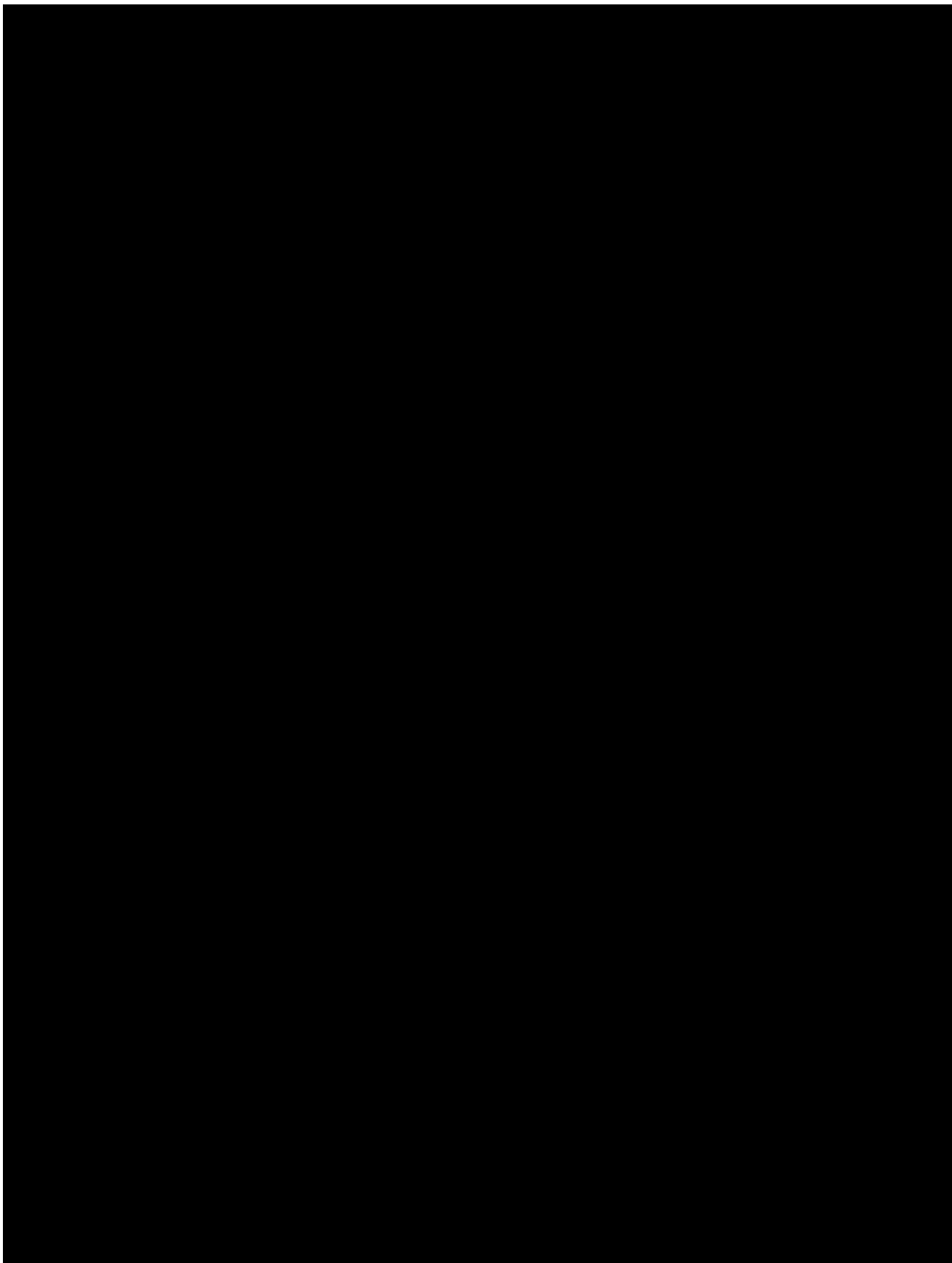


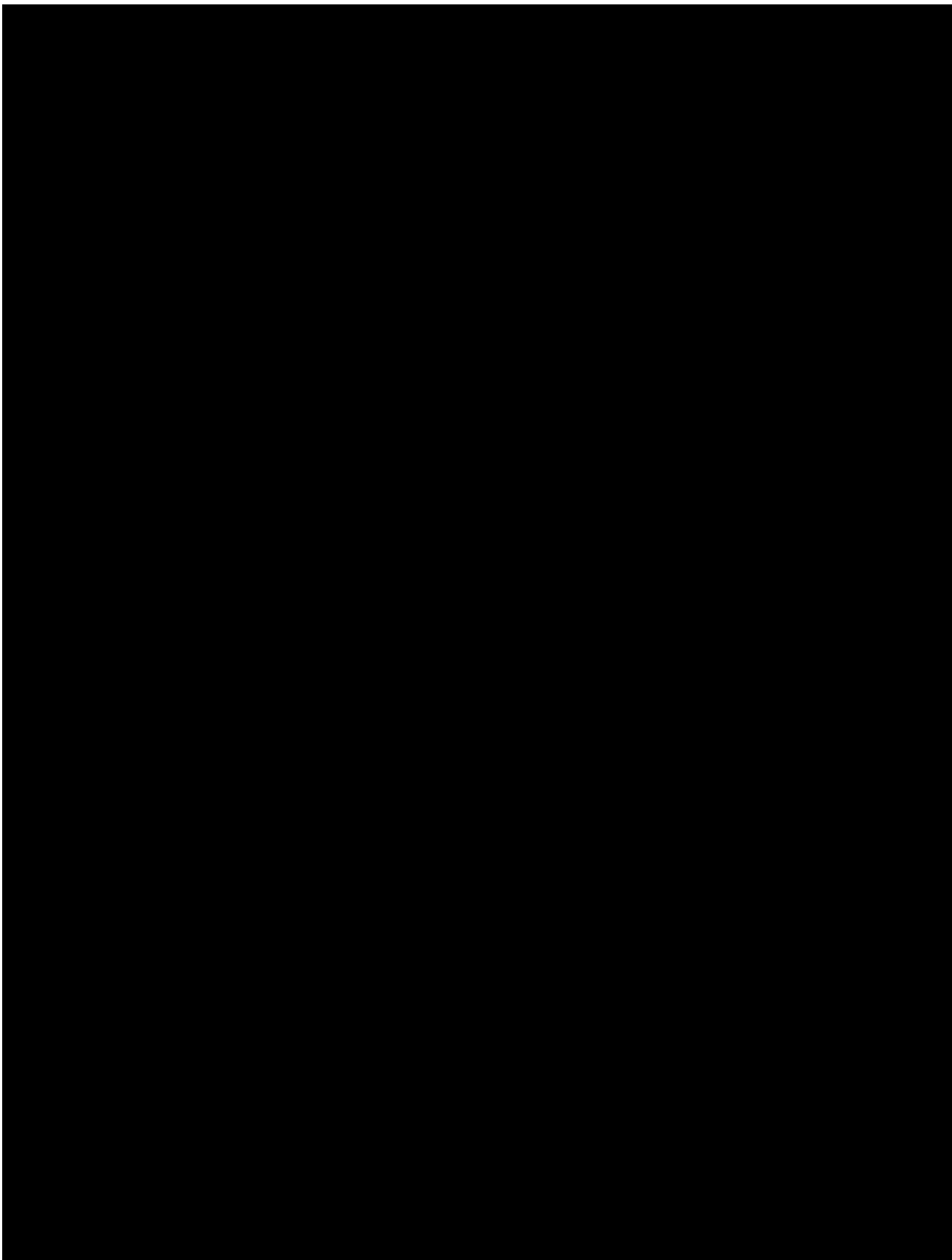


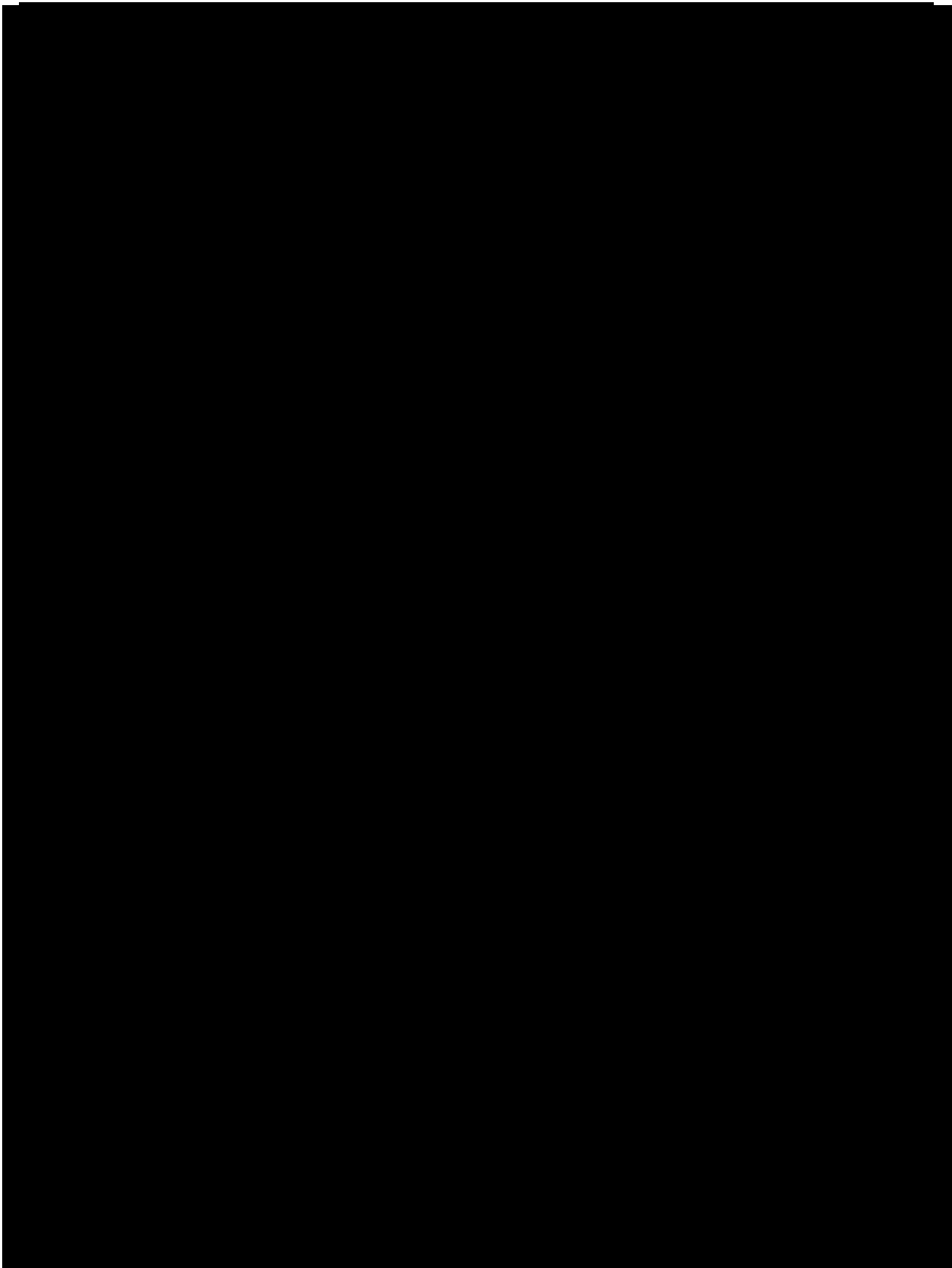


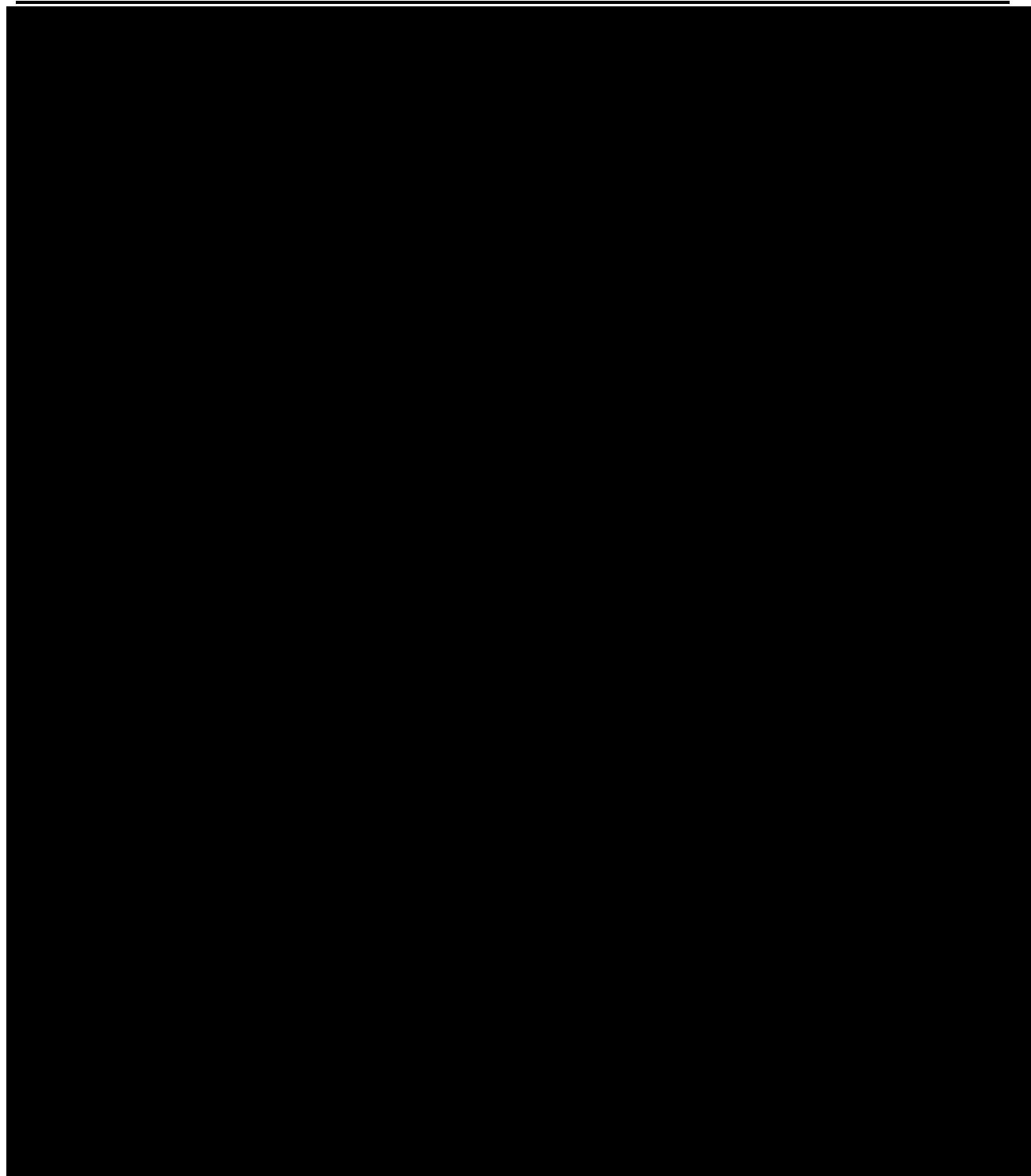


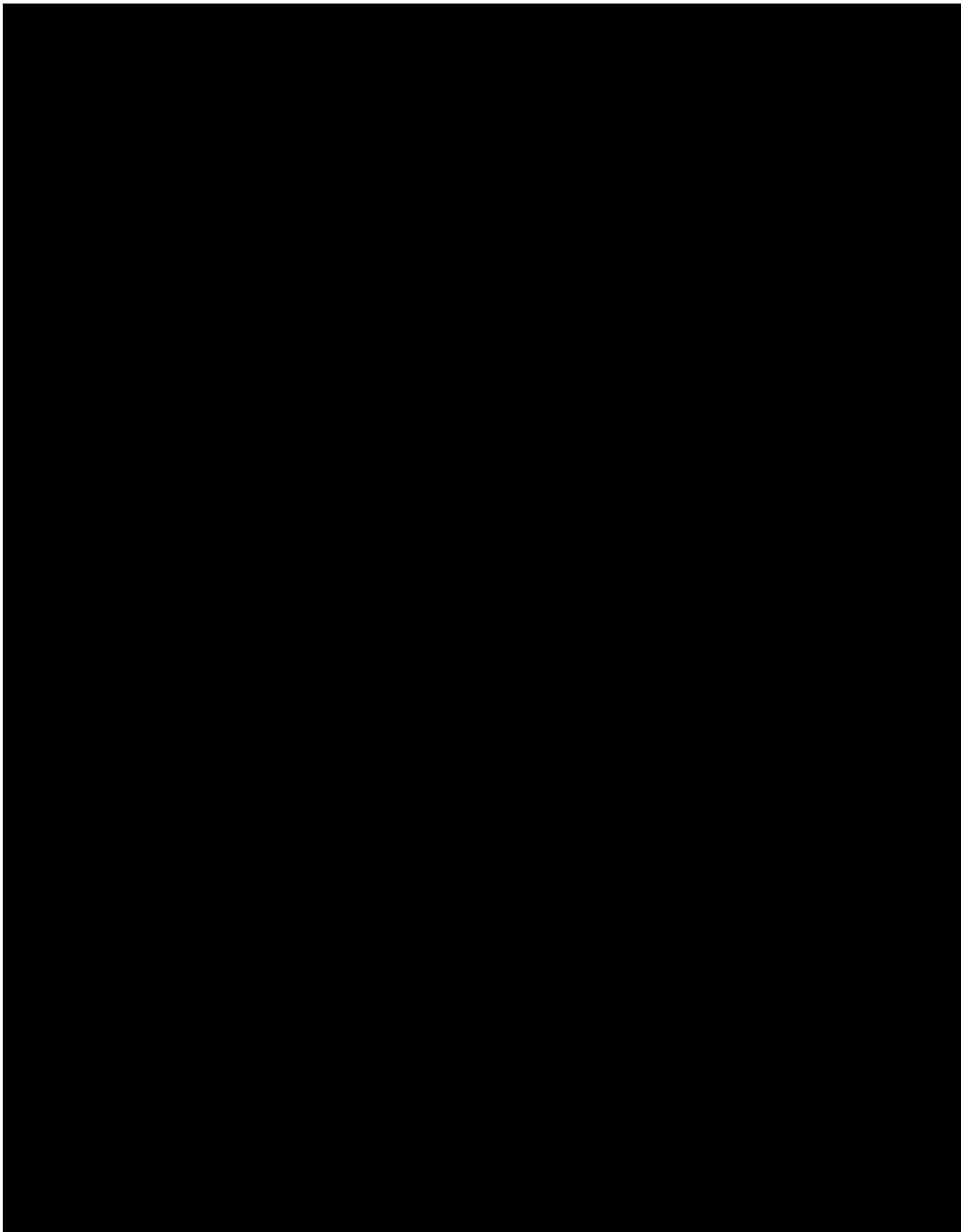


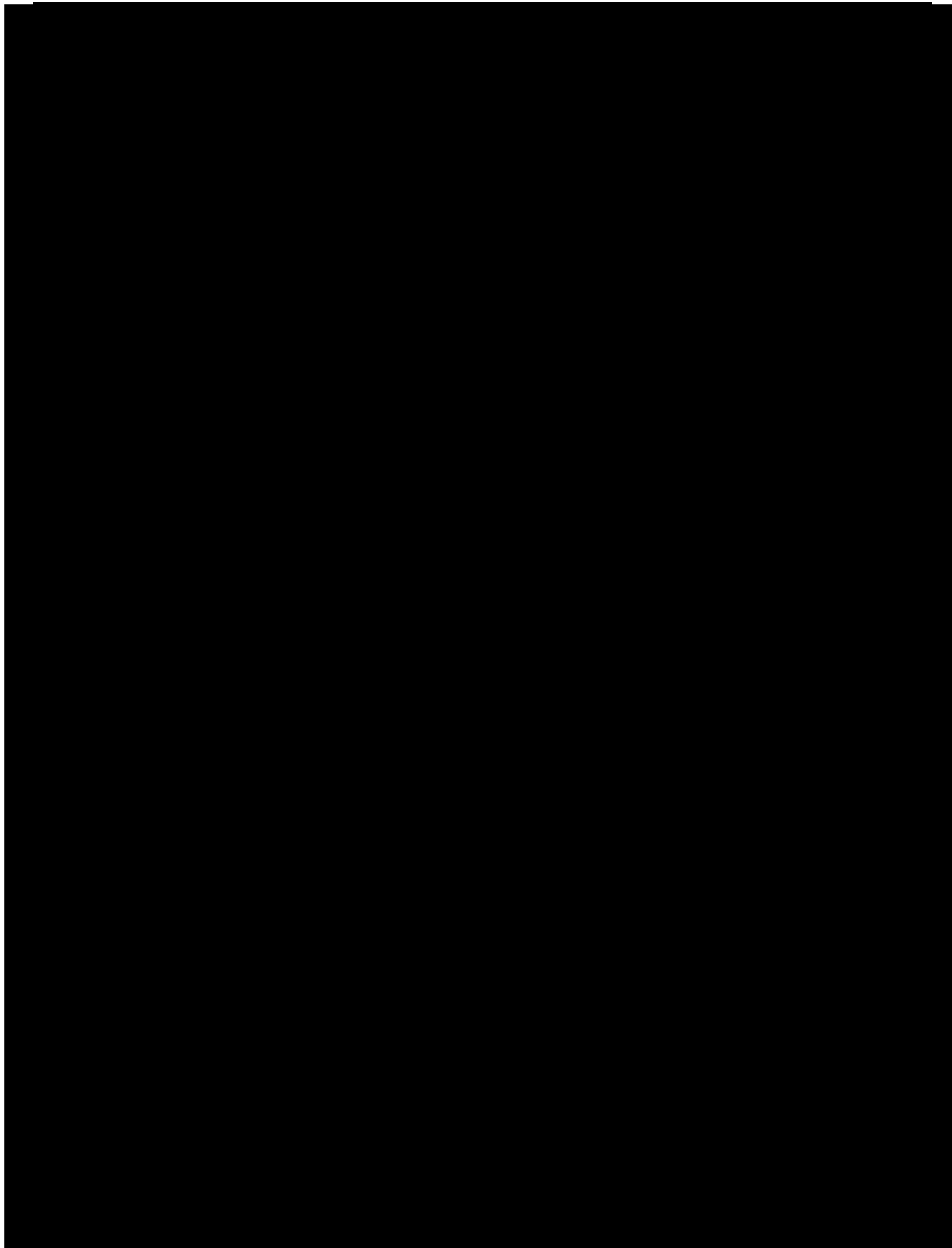


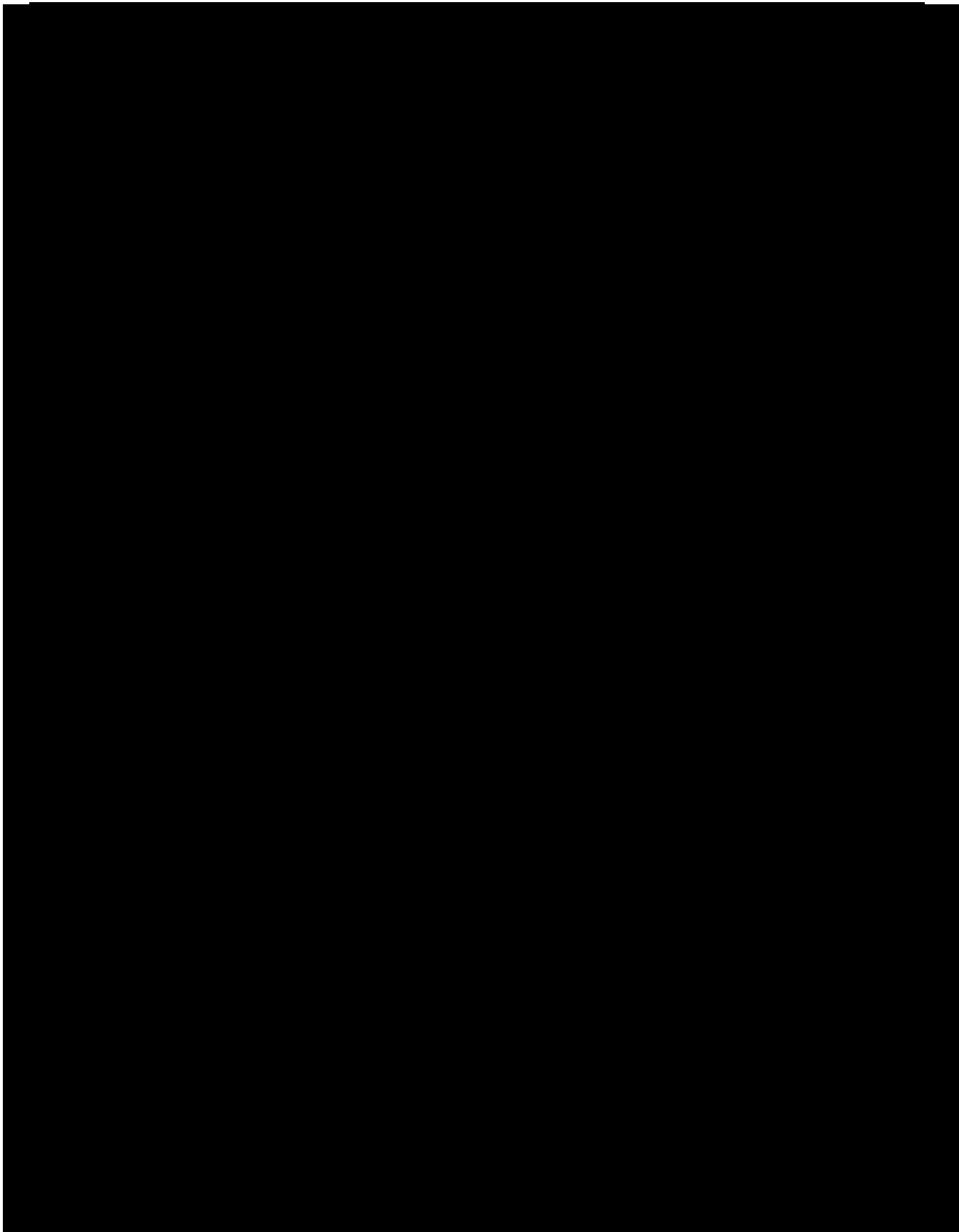


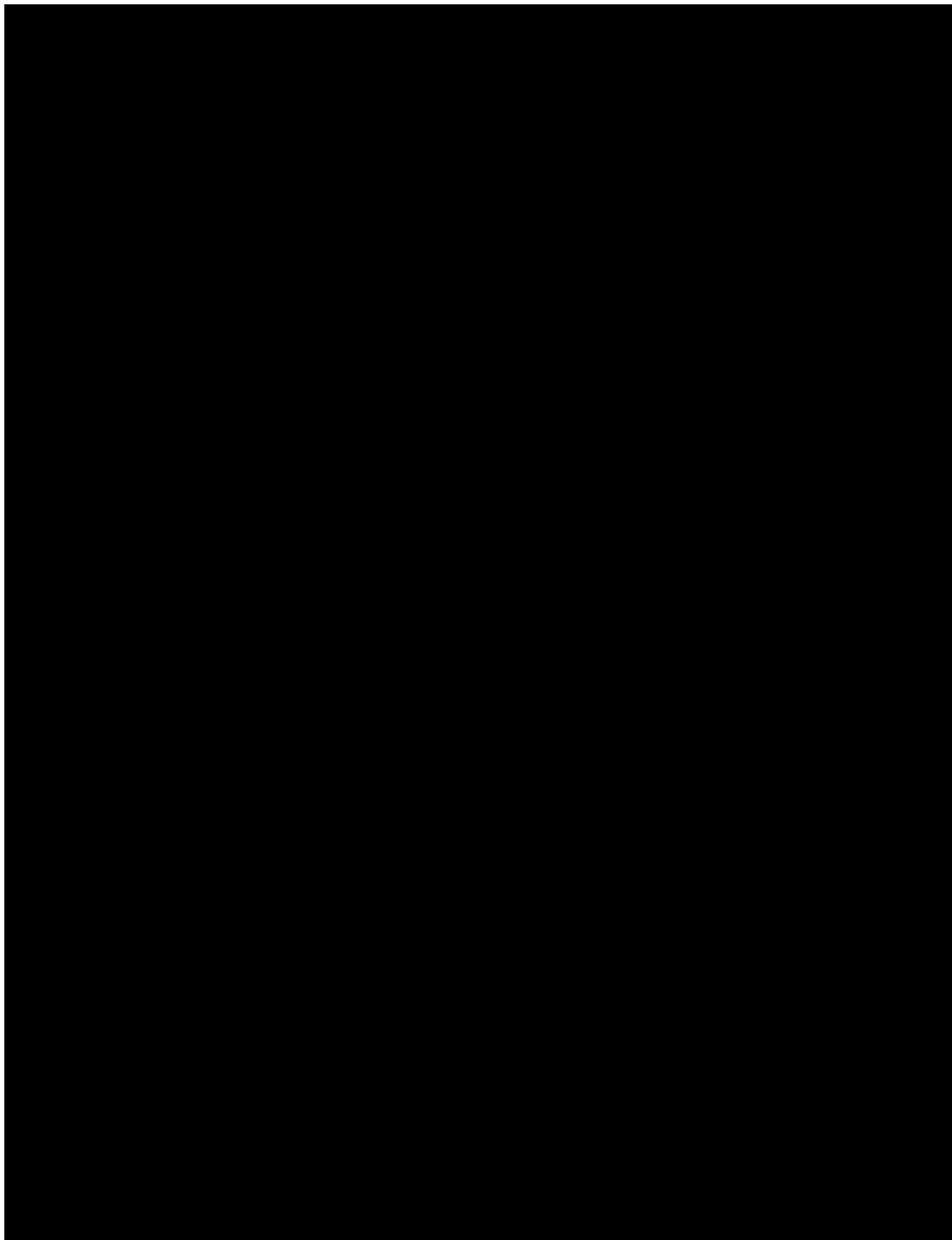


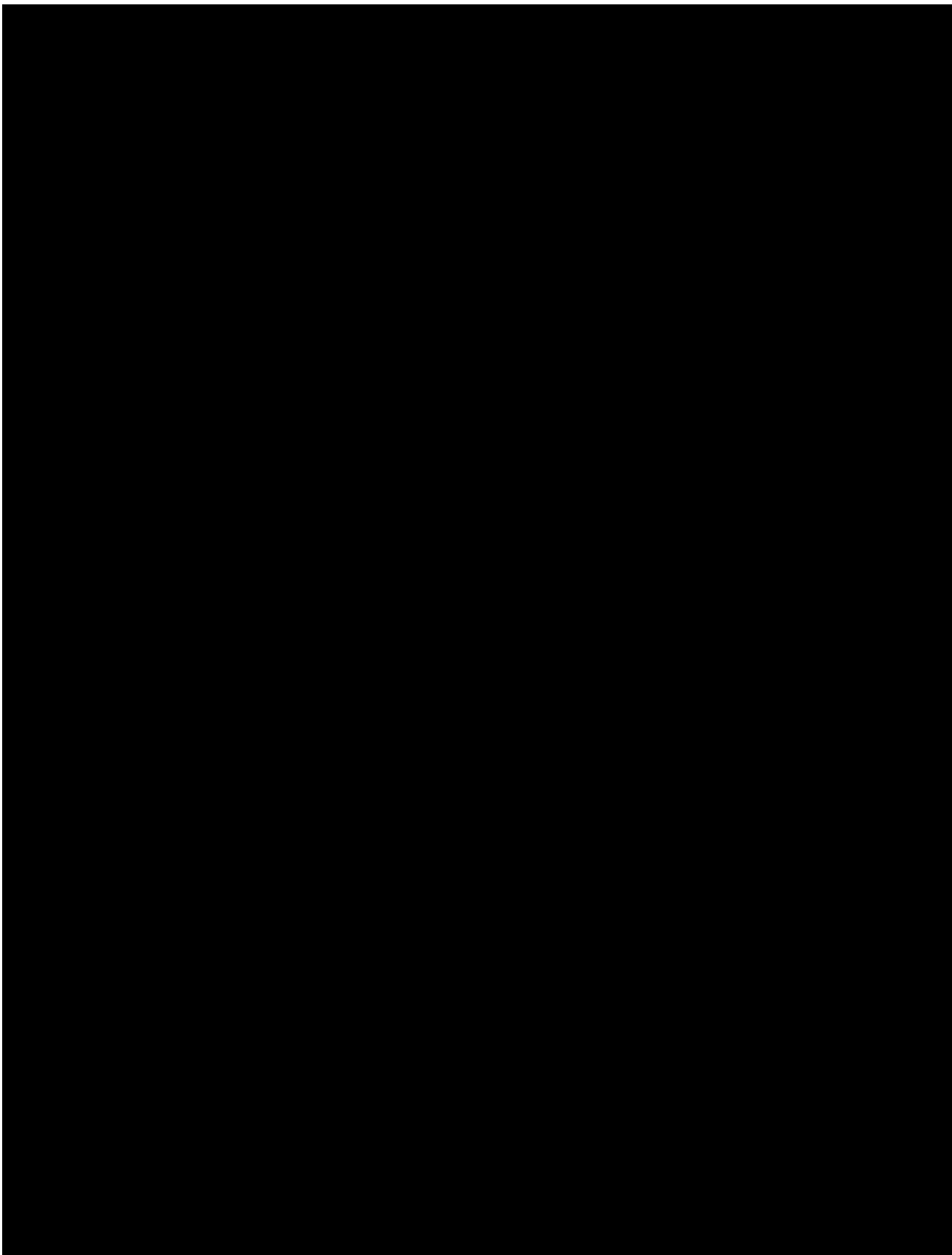












2.7 Attachment 17 - Key Subcontractor Information [4.5.9]



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ATTACHMENT 17- KEY SUBCONTRACTOR INFORMATION

Corporate/Business Background of Subcontractor

(Note: Key Subcontractors proposed by a Bidder, if any, will not be separately scored)

At this part of its Technical Proposal, using the tables provide below, the Bidder must identify all Key Subcontractors, if any, that the Bidder will be subcontracting with to provide Project Services. If the Bidder will not be subcontracting with any Key Subcontractor(s) to provide Project Services, the Bidder should provide a statement to that affect at this part of its Technical Proposal.

Note: copy and complete this section for each subcontractor proposed

Subcontractor Company Information

Company Name	
Company Address	
Subcontractor's Legal Form	<input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietorship <input type="checkbox"/> Other
Parent Company	
Affiliates	
Other Locations/ Branches (if any)	

Subcontractor's Primary Contact

Name, Title	
Address	
Email Address	
Telephone Number	

Subcontractor Profile

Description of the company's corporate profile core business	
--	--



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Service Offerings	Description of service	Year(s) service was provided (ex. 2005 to present)

History of Working with Proposed Subcontractor

If subcontractors are part of the Bidder's Proposal, engagement descriptions may include engagements conducted by the subcontractor(s). The description of Bidder's prior experience shall include information about its history working with the proposed subcontractors (e.g., nature of relationship, number of engagements worked together, duration of engagements, budget of engagement, percent split between the Bidder/subcontractor).

Number of engagements worked together:

Engagement 1 - Describe nature of relationship	Start Date	End Date	Engagement budget	Number and type of staff involved	Percent budget split between Bidder/Subcontractor

Engagement 2 - Describe nature of relationship	Start Date	End Date	Engagement budget	Number and type of staff involved	Percent budget split between Bidder/Subcontractor

Engagement 3 - Describe nature of relationship	Start Date	End Date	Engagement budget	Number and type of staff involved	Percent budget split between Bidder/Subcontractor

2.8 Attachment 18 - Bidder References [4.5.10]

General Dynamics Information Technology, Inc. is a wholly owned subsidiary of General Dynamics Corporation, a Fortune 100 company. GDIT leverages the past performance and capabilities of CSRA State and Local Solutions, LLC, a managed affiliate of GDIT and a wholly owned subsidiary of General Dynamics Corporation. GDIT and CSRA are hereinafter referred to collectively as “GDIT.”

In 2015 CSRA Inc. was formed when Computer Sciences Corporation (CSC) combined its government services unit, Computer Sciences Government Services (CSGov) with SRA. On April 3, 2018, General Dynamics Corporation (General Dynamics) acquired CSRA Inc. and its subsidiaries, including CSRA LLC, SRA International, Inc. and NES Associates, LLC. As a result of the acquisition, CSRA LLC currently operates as a wholly owned subsidiary of SRA International, Inc. and a fully managed affiliate of General Dynamics Information Technology, Inc. (“GDIT”). CSRA LLC consists of multiple wholly owned subsidiaries, including CSRA State and Local Solutions LLC. This means that although GDIT, CSRA LLC, SRA International, Inc. and CSRA State and Local Solutions LLC continue to exist as separate legal entities, GDIT, CSRA LLC and SRA International, Inc. are legally affiliates by sharing common ownership by General Dynamics Corporation that operate as integrated companies with shared management and resources. CSRA State and Local Solutions LLC, as a subsidiary of CSRA LLC, likewise shares the same management team, company policies and, processes, facilities, equipment and support staff. This is consistent with the companies’ Cost Accounting Standards Board (CASB) disclosure statements, which allow the companies seamlessly to access resources as part of the GDIT business unit within each other.

From a practical perspective, the companies within the GDIT business unit operate in a fully integrated manner and affiliation with any operating entity does not restrict assignment to contracts or types of services delivered. Given these collaborative relationships within GDIT, the resources and expertise of GDIT and its managed affiliates contribute to the execution of this opportunity.

2.8.1 Attachment 18 - Lot 1 [4.5.10]

2.8.1.1 Lot 1 Bidder Reference #1



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Attachment 18 – Bidder References

Page 1 of 4

Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 1

Bidder Reference # 1	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

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Bidder Reference # 1	

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Bidder Reference # 1	
Engagement Budget:	
Engagement term:	
Client Contact Name and Title:	

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Bidder Reference # 1	
Phone Number:	<div></div>
Client Signature and Date	

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2.8.1.2 Lot 1 Bidder Reference #2



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Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 1

Bidder Reference # 2	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

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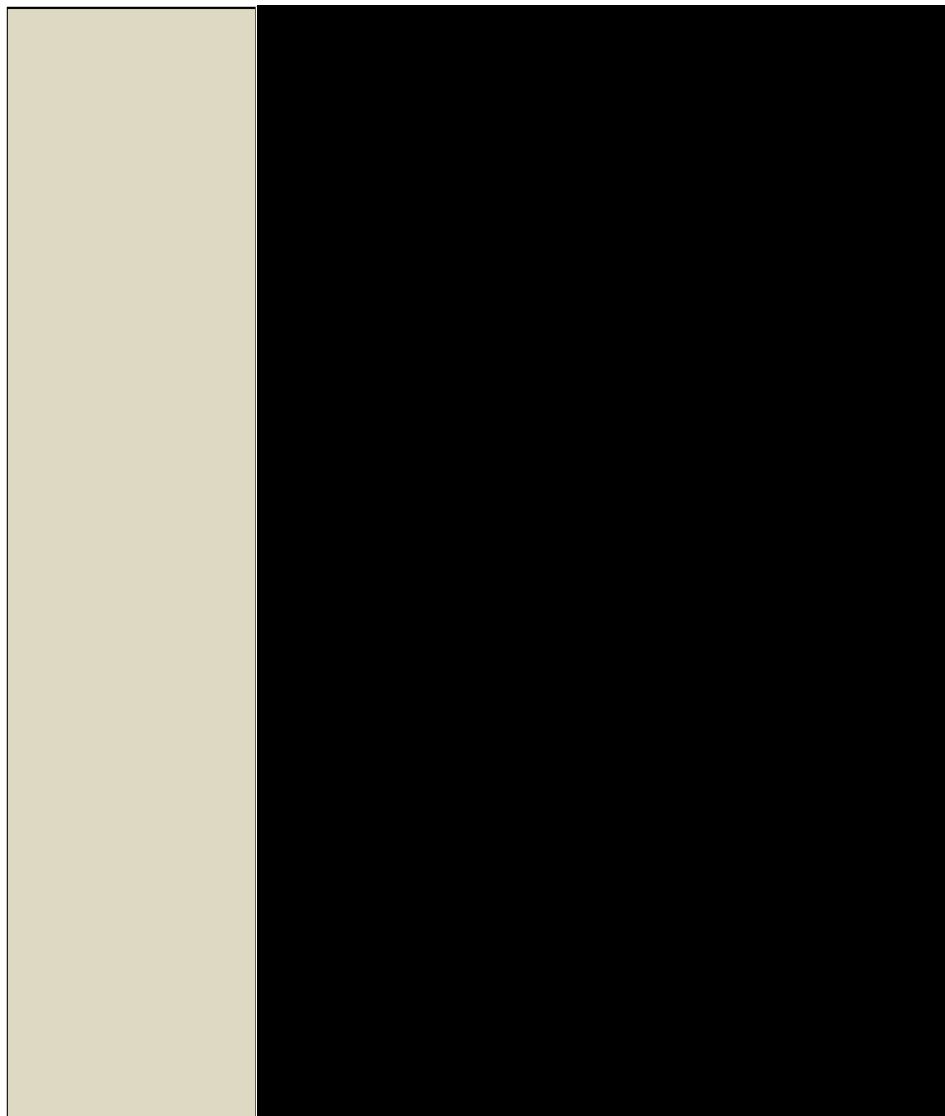


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Bidder Reference # 2	
Engagement Budget:	
Engagement term:	
Client Contact Name and Title:	
Phone Number:	

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Bidder Reference # 2	
Client Signature and Date	Date:

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2.8.2 Attachment 18 - Lot 2 [4.5.10]

2.8.2.1 Lot 2 Bidder Reference #1



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Attachment 18 – Bidder References

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Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 2

Bidder Reference # 1	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

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Bidder Reference # 1	

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Bidder Reference # 1	

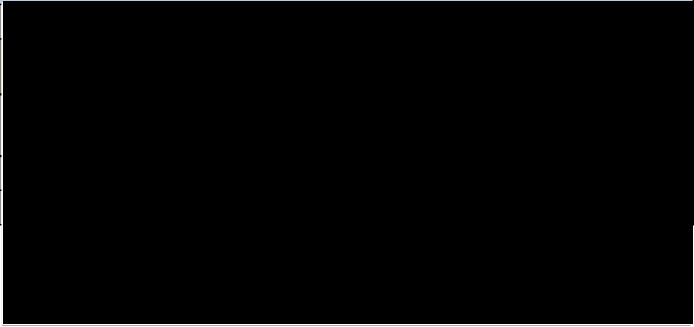
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Bidder Reference # 1	
Engagement Budget:	
Engagement term:	
Client Contact Name and Title:	
Phone Number:	
Client Signature and Date	

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2.8.2.2 Lot 2 Bidder Reference #2



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Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 2

Bidder Reference # 2	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

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Bidder Reference # 2	

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Bidder Reference # 2	
Engagement Budget:	
Engagement term:	
Client Contact Name and Title:	
Phone Number:	
Client Signature and Date	

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2.8.2.3 Lot 2 Bidder Reference #3



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Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 2

Bidder Reference # 3	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

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Attachment 18 – Bidder References

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Bidder Reference # 3	

RETURN THIS PAGE AS PART OF RFP RESPONSE



Attachment 18 – Bidder References

Page 3 of 4

Bidder Reference # 3	
Engagement Budget:	
Engagement term:	

RETURN THIS PAGE AS PART OF RFP RESPONSE



**Office of Information
Technology Services**

**RFP # C000540 IES System Integrator Master Service
Agreement**

Attachment 18 – Bidder References

Page 4 of 4

Bidder Reference # 3	
Client Contact Name and Title:	
Phone Number:	
Client Signature and Date	

RETURN THIS PAGE AS PART OF RFP RESPONSE

2.8.3 Attachment 18 - Lot 3 Bidder References [4.5.10]

2.8.3.1 Lot 3 Bidder Reference #1



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 1 of 4

Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 3

Bidder Reference # 1	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 2 of 4

Bidder Reference # 1	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 3 of 4

Bidder Reference # 1	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service
Agreement

Attachment 18 – Bidder References

Page 4 of 4

Bidder Reference # 1	
Engagement Budget:	
Engagement term:	
Client Contact Name and Title:	
Phone Number:	
Client Signature and Date	

Ivan Iveljic -S

Digitally signed by Ivan Iveljic
-S
Date: 2020.01.28 18:09:17
-05'00'

RETURN THIS PAGE AS PART OF RFP RESPONSE

2.8.3.2 Lot 3 Bidder Reference #2



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 1 of 3

Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 3

Bidder Reference # 2	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 2 of 3

Bidder Reference # 2	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service
Agreement

Attachment 18 – Bidder References

Page 3 of 3

Bidder Reference # 2	
Engagement Budget:	
Engagement term:	
Client Contact Name and Title:	
Phone Number:	
Client Signature and Date	

RETURN THIS PAGE AS PART OF RFP RESPONSE

2.8.4 Attachment 18 - Lot 4 Bidder References [4.5.10]

2.8.4.1 Lot 4 Bidder Reference #1



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 1 of 4

Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 4

Bidder Reference # 1	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 2 of 4

Bidder Reference # 1	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 3 of 4

Bidder Reference # 1	

RETURN THIS PAGE AS PART OF RFP RESPONSE



RFP # C000540 IES System Integrator Master Service
Agreement

Attachment 18 – Bidder References

Page 4 of 4

Bidder Reference # 1	
Engagement Budget:	
Engagement term:	
Client Contact Name and Title:	
Phone Number:	
Client Signature and Date	

RETURN THIS PAGE AS PART OF RFP RESPONSE

2.8.4.2 Lot 4 Bidder Reference #2



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 1 of 3

Bidder References

For each Lot covered by the Bidder's Proposal, the Bidder must provide at least one but not more than three (3) client experience(s) (i.e., active project or an engagement concluded within the past year) (hereinafter "Bidder Reference") in the format specified herein. Bidder References must be signed by the client and should reflect the Bidder's ability to provide services of similar scope to the Lot for which the reference is being provided and of similar size and complexity to that as set forth herein this RFP for the Lot for which the reference is being provided.

(Note: bidder references will not be separately evaluated and scored.)

Bidder Name: CSRA State and Local Solutions LLC, a General Dynamics Information Technology (GDIT) Company

Lot #: 4

Bidder Reference # 2	
Name of the Bidder:	
Name of the Client Firm:	
Project Reference #:	
Briefly describe the type and scope of services of the engagement (include role and relevance to this RFP).	

RETURN THIS PAGE AS PART OF RFP RESPONSE



Attachment 18 – Bidder References

Page 2 of 3

Bidder Reference # 2	
Engagement Budget:	
Engagement term:	

GDIT



RFP # C000540 IES System Integrator Master Service Agreement

Attachment 18 – Bidder References

Page 3 of 3

Bidder Reference # 2	
Client Contact Name and Title:	
Phone Number:	
Client Signature and Date	

RETURN THIS PAGE AS PART OF RFP RESPONSE

Administrative Proposal Electronic



**IES SYSTEM INTEGRATOR MASTER SERVICE AGREEMENTS
NEW YORK STATE OFFICE OF INFORMATION TECHNOLOGY (NYS ITS)
RFP # C000540**

DUE DATE: FEBRUARY 6, 2020 AT 2:00PM

RESPONDENT INFORMATION:

Official name of the Bidder	GCOM Software LLC
FEIN	20-2902922
NYS Vendor ID number	1000016650

24 Madison Avenue Extension, Albany, NY 12203

New York NY ♦ Tallahassee FL ♦ Laurel MD ♦ Columbia MD

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Checklist Item	Page #
ATTACHMENT 1 - PROPOSAL CHECKLIST- COMPLETED AND SIGNED	
Administrative Proposal	
<input checked="" type="checkbox"/> Correct Number of Administrative Proposals submitted (1 original hard copy) and USB flash drive (2) <u>Each Administrative Proposal should include:</u>	N/A
<input checked="" type="checkbox"/> Attachment 1 - Proposal Checklist, completed and signed	Admin. 1-3
<input checked="" type="checkbox"/> Attachment 3 – Non-Collusive Bidding Certification	Admin. 1-5
<input checked="" type="checkbox"/> Attachment 5 - NYS Required Certification	Admin. 6
<input checked="" type="checkbox"/> Attachment 7, Completed, Signed, and Notarized Firm Offer Letter and Conflict of Interest Disclosure	Admin. 7-10
<input checked="" type="checkbox"/> Attachment 8, Completed Procurement Lobbying Forms and EO 177 <ul style="list-style-type: none"> Completed and signed Offeror’s Affirmation of Understanding of and Agreement pursuant to State Finance Law §139-j (3) and §139-j (6) (b) Completed and signed Offeror Disclosure of Prior Non-Responsibility Determinations	Admin. 11-16
<input checked="" type="checkbox"/> Attachment 9, EEO 100 – Equal Employment Opportunity Staffing Plan, completed and signed	Admin. 17
<input checked="" type="checkbox"/> Attachment 10, Completed and signed MWBE 100 - MWBE Utilization Plan	Admin. 18-21
<input checked="" type="checkbox"/> Attachment 11, Completed Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement- Form # 4	Admin. 22
<input checked="" type="checkbox"/> Attachment 12, Encouraging Use of NYS Businesses in Contract Performance	Admin. 23-24
<input checked="" type="checkbox"/> Attachment 13, Contractor Certification to Covered Agency, ST-220-CA, completed, signed, and notarized	Admin. 25-26
<input checked="" type="checkbox"/> Attachment 14, Bidder Information Form	Admin. 27
<input checked="" type="checkbox"/> Attachment 15, Workers’ Compensation Requirements under WCL § 57: Completed Workers Compensation Coverage Form:	Admin. 28

<ul style="list-style-type: none"> • C-105.2 (Certificate of NYS Workers' Compensation Insurance Coverage): Contact your insurance carrier or licensed NYS insurance agent for this form OR • U-26.3 (NY State Insurance Fund Certificate of Workers' Compensation Coverage) Available from the NYS Insurance Fund OR • SI-12 (Affidavit Certifying That Compensation Has Been Secured): Board-approved self-insurers must obtain this form from Board's Self-Insurance Office OR • GSI-105.2 (Certificate of Participation in Workers' Compensation Group Board-Approved Self-Insurance): Employers must obtain this form from their group self-insurance administrator; OR <p>WC/DB CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage. Request through the Workers' Compensation Board website.</p>	
<p><input checked="" type="checkbox"/> Attachment 15, Disability Benefits Requirements under WCL § 220(8): Completed Disability Benefits Coverage Form:</p> <ul style="list-style-type: none"> • DB-120.1 (Certificate of Insurance Coverage Under The NYS Disability Benefits Law): Contact your insurance carrier or licensed NYS insurance agent for this form OR • DB-155 (Compliance With Disability Benefits Law): Board-approved self-insured employers must obtain this form from Board's Self-Insurance Office OR <p>WC/DB CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage: Request through the Workers' Compensation Board website.</p>	Admin. 29
<p><input checked="" type="checkbox"/> Attachment 20 – Vendor Responsibility Questionnaire</p>	Admin. 30
<p><input checked="" type="checkbox"/> Attachment 21 – Vendor Assurance of No Conflict of Interest</p>	Admin. 31-32
<p><input checked="" type="checkbox"/> Attachment 22 – Compliance with HIPAA and HITECH</p>	Admin 33-36
<p><input checked="" type="checkbox"/> Attachment 23 – SDVOB Utilization Plan</p>	Admin 37 - 38
<p><input checked="" type="checkbox"/> Attachment 24 – Affirmative Statements</p>	Admin 39
<p><input checked="" type="checkbox"/> Attachment 25 – FOIL and Litigation Disclosure</p>	Admin 40
<p><input checked="" type="checkbox"/> Attachment 26 – Sexual Harassment Prevention Certification</p>	Admin 41

Financial Proposal

- ✓ Number of Financial Proposals submitted (1 original hard copy) and USB flash drive (2)
- ✓ Attachment 7, Completed, Signed, and Notarized Firm Offer Letter and Conflict of Interest Disclosure
- ✓ Attachment 19, Financial Proposal Workbook

Technical Proposal

- ✓ Number of Technical Proposals submitted (1 Original hard copy) and USB flash drive (2)

Each Technical Proposal should include:

- ✓ Table of Contents
- ✓ Attachment 1, Completed and Signed Proposal Checklist
- ✓ Attachment 7, Firm Offer Letter and Conflict of Interest Disclosure
- ✓ Attachment 16 – Technical Proposal Forms
- ✓ Attachment 17 – Key Subcontractor Information
- ✓ Attachment 18 – Bidder References

I certify, with my signature below, that all required and requested information listed above is completed and included in this bid submission.	
Authorized Signature: 	Date: 2-10-2020
Print Name and Title: Richard Matarachiera, CFO	
Company represented: GCOM Software LLC	

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 3 – NON-COLLUSIVE BIDDING CERTIFICATION

Attachment 3 - Non-Collusive Bidding Certification
New York State Office of Information Technology Services
RFP# C000540 IES System Integrator Master Service Agreements

NON-COLLUSIVE BIDDING CERTIFICATION REQUIRED BY SECTION 139-D OF THE STATE FINANCE LAW

SECTION 139-D, Statement of Non-Collusion in bids to the State:

BY SUBMISSION OF THIS BID, BIDDER AND EACH PERSON SIGNING ON BEHALF OF BIDDER CERTIFIES, AND IN THE CASE OF JOINT BID, EACH PARTY THERETO CERTIFIES AS TO ITS OWN ORGANIZATION, UNDER PENALTY OF PERJURY, THAT TO THE BEST OF HIS/HER KNOWLEDGE AND BELIEF:

[1] The prices of this bid have been arrived at independently, without collusion, consultation, communication, or agreement, for the purposes of restricting competition, as to any matter relating to such prices with any other Bidder or with any competitor;

[2] Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other Bidder or to any competitor; and

[3] No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

A BID SHALL NOT BE CONSIDERED FOR AWARD NOR SHALL ANY AWARD BE MADE WHERE [1], [2], [3] ABOVE HAVE NOT BEEN COMPLIED WITH; PROVIDED HOWEVER, THAT IF IN ANY CASE THE BIDDER(S) CANNOT MAKE THE FOREGOING CERTIFICATION, THE BIDDER SHALL SO STATE AND SHALL FURNISH BELOW A SIGNED STATEMENT WHICH SETS FORTH IN DETAIL THE REASONS THEREFORE;

Subscribed to under penalty of perjury under the laws of the State of New York, this _____ day of _____, 20____ as the act and deed of said corporation or partnership.

STATE OF NEW YORK }

} SS

COUNTY OF Albany }

On the 21 day of January in the year of 2020, before me personally appeared Richard L. Muccichio, personally known to me or proved to me on the basis of satisfactory evidence to be the individual whose name is subscribed to the foregoing Non-collusive Bidding Certification (instrument) and acknowledged to me that he/she executed the same in his/her capacity, and on his/her own behalf.

Notary Public

Danielle Lang

Registration No: 01LA0345709

Danielle Lang
No. 01LA0345709
Notary Public, State of New York
Qualified in Albany County
My Commission Expires August 1st, 2020

RFP# C000540 IES System Integrator Master Service Agreement

Page 1 of 2

Attachment 3 - Non-Collusive Bidding Certification
New York State Office of Information Technology Services
RFP# C000540 IES System Integrator Master Service Agreements

IF BIDDER(S) (ARE) A PARTNERSHIP, COMPLETE THE FOLLOWING:

NAMES OF PARTNERS OR PRINCIPALS	LEGAL RESIDENCE
_____	_____
_____	_____
_____	_____

IF BIDDER(S) (ARE) A CORPORATION, COMPLETE THE FOLLOWING:

NAME	LEGAL RESIDENCE
_____	_____
President: _____	_____
Secretary: _____	_____
Treasurer: _____	_____

Identifying Data

Potential Contractor GCOM Software LLC

Address 24 Madison Avenue Extension

Street

Albany, NY 12203

City, Town, etc.

Telephone 518-869-1671

(If applicable, Responsible Corporate Officer)

Name Richard Matacchiero

Title CFO

Signature 

Joint or combined bids by companies or firms must be certified on behalf of each participant.

Legal name of person, firm or corporation _____	Legal name of person, firm or corporation _____
By _____	By _____
Name _____	Name _____
Title _____	Title _____
Address _____	Address _____
Street _____	Street _____
City _____ State _____	City _____ State _____

RFP# C000540 IES System Integrator Master Service Agreement

Page 2 of 2

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ITS FOIL 2022-31 000280

Administrative Page 6

ATTACHMENT 5 - NYS REQUIRED CERTIFICATION



Office of Information
Technology Services

RFP #C000540 IES System Integrator Master Service Agreements
Attachment 5- NYS Required Certification

Non-discrimination in Employment in Northern Ireland

MacBride Fair Employment Principles

In accordance with Section 165 of the State Finance Law, the bidder, by submission of this bid certifies that it or any individual or legal entity in which the bidder holds a 10% or greater ownership interest, or any individual or legal entity that holds a 10% or greater ownership in the bidder, either: (answer yes or no to one or both of the following, as applicable)

(1) has business operations in Northern Ireland

Yes _____ No ☒ X

If Yes,

(2) shall take lawful steps in good faith to conduct any business operations that it has in Northern Ireland in accordance with the MacBride Fair Employment Principles relating to nondiscrimination in employment and freedom of workplace opportunity regarding such operations in Northern Ireland, and shall permit independent monitoring of their compliance with such Principles.

Yes _____ No _____

ATTACHMENT 7, FIRM OFFER LETTER AND CONFLICT OF INTEREST DISCLOSURE



February 6, 2020

Mrs. Ward
Contract Management Specialist
Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Dear Mrs. Ward:

RE: RFP C000540 IES System Integrator

Firm Offer to the State of New York and Conflict of Interest Disclosure

GCOM Software LLC hereby submits this firm and binding offer to the State of New York in response to New York State Request for Proposals (RFP) # C000540 IES System Integrator Master Service Agreement, by the New York State Office of Information Technology Services. The Proposal hereby submitted by **GCOM Software LLC** meets or exceeds all terms, conditions and requirements set forth in the above-referenced RFP. This formal offer will remain firm and non-revocable for a minimum period of 180 days from the date proposals are due to be received by the State, or until a Contract is approved by the NYS Comptroller and executed by the State.

GCOM Software LLC's complete offer is set forth in three, separately bound volumes as follows:

Technical Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Financial Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Administrative Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

GCOM Software LLC hereby affirms that the solution proposed by the Bidder in the Proposal meets or exceeds the service level requirements set forth in the above-referenced RFP, including referenced attachments.

GCOM Software LLC - 24 Madison Avenue Extension, Albany, NY 12203
New York NY ♦ Tallahassee FL ♦ Laurel MD ♦ Columbia MD
Phone: (518) 869 1671 ♦ Email: info@gcomsoft.com



GCOM Software LLC hereby affirms that, at the time of Proposal submission, Bidder knows of no factors existing at time of Proposal submission or which are anticipated to arise during the procurement or Contract term, which would constitute a potential conflict of interest in successfully meeting the contractual obligations set forth in the above-referenced RFP and the Proposal hereby submitted, including but not limited to:

1. No potential for conflict of interest on the part of the Bidder or any due to prior, current, or proposed contracts, engagements, or affiliations; and
2. No potential conflicts in the sequence or timing of the proposed award under this RFP # C000540 relative to the timeframe for service delivery, or personnel or financial resource commitments of Bidder or to other projects.

To comply with the Vendor Responsibility Requirements outlined in Appendix C, Section 48 of the above-referenced RFP, #C000540 IES System Integrator Master Service Agreement, hereby affirms that (enter an "X" in the appropriate box):

- ☒ An on-line Vendor Responsibility Questionnaire has been updated or created within the last six months, at the Office of the State Comptroller's website:

<https://portal.osc.state.ny.us/wps/portal>

A hard copy Vendor Responsibility Questionnaire is included with this Proposal and is dated within the last six months.

A Vendor Responsibility Questionnaire is not required due to an exempt status. Exemptions include governmental agencies, public authorities, public colleges and universities, public benefit corporations, and Indian Nations.

By signing, the undersigned individual affirms and represents that he has the legal authority and capacity to sign and make this offer on behalf of, and has signed using that authority to legally bind **GCOM Software LLC** to the offer, and possesses the legal capacity to act on behalf of Bidder to execute a Contract with the State of New York. The aforementioned legal authority and capacity of the undersigned individual is affirmed by the enclosed Resolution of the Corporate Board of Directors of **GCOM Software LLC**.


Signature
GCOM Software LLC
Richard Matarachiero, CFO

Corporate Seal

GCOM Software LLC - 24 Madison Avenue Extension, Albany, NY 12203
42 Broadway, 12th Floor, New York, NY 10004
1580 Waldo Palmer Lane 2-A, Tallahassee, FL 32308
Phone: (518) 869 1671, Email: info@gcomsoft.com



CORPORATE ACKNOWLEDGMENT

STATE OF New York }
:SS.:
COUNTY OF Albany }
On the 28th day of January in the year 2020,
before me personally came:
Richard Matacchiero, to me known, who, being
by me duly sworn, did depose and say that he/she/they reside(s) in
24 Madison Ave Ext Albany NY 12203; that he/she/they is
(are) CFO (the President or other officer or director or
attorney in fact duly appointed) of
GCOM Software LLC, the
corporation described in and which executed the above instrument; and that he/she/they signed
his/her/their name(s) thereto by authority of the board of directors of said corporation.
Danielle Lang
Signature and Office of Person Taking Acknowledgment
Danielle Lang
No. 01LA6345789
Notary Public, State of New York
Qualified in Albany County
My Commission Expires August 1st, 2020

PARTNERSHIP ACKNOWLEDGMENT


STATE OF }
:SS.:
COUNTY OF }
On the _____ day of _____ in the year 200__, before me personally came:
_____ to me known, who, being by me duly sworn, did depose
and say that he reside(s) in _____; that he is
_____ (the General/Managing Partner or other officer
or attorney in fact duly appointed) of _____, the
partnership described in said instrument; that, by the terms of said partnership, he is authorized to
execute the foregoing instrument on behalf of the partnership for the purposes set forth therein; and that,
pursuant to that authority, he executed the foregoing instrument in the name and on behalf of said
partnership as the act and deed of said partnership.

Signature and Office of Person Taking Acknowledgment

INDIVIDUAL ACKNOWLEDGEMENT

STATE OF }
:SS.:
COUNTY OF }

GCOM Software LLC - 24 Madison Avenue Extension, Albany, NY 12203
42 Broadway, 12th Floor, New York, NY 10004
1580 Waldo Palmer Lane 2-A, Tallahassee, FL 32308
Phone: (518) 869 1671, Email: info@gcomsoft.com



On the ____ day of _____ in the year 20 __, before me
personally appeared: _____, known
to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose
and say that he resides at _____, Town of _____,
County of _____, State of _____; and that he executed the
foregoing instrument in his/her name and on his/her own behalf.

Notary Public

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

GCOM Software LLC - 24 Madison Avenue Extension, Albany, NY 12203
42 Broadway, 12th Floor, New York, NY 10004
1580 Waldo Palmer Lane 2-A, Tallahassee, FL 32308
Phone: (518) 869 1671, Email: info@gcomsoft.com

ATTACHMENT 8, COMPLETED PROCUREMENT LOBBYING FORMS AND EO 177

Offerer's Affirmation of Understanding of and Agreement pursuant to New York State Finance Law §139-j (3) and §139-j (6) (b)

New York State Finance Law §139-j(6)(b) provides that:

Every Governmental Entity shall seek written affirmations from all Offerers as to the Offerer's understanding of and agreement to comply with the Governmental Entity's procedures relating to permissible contacts during a Governmental Procurement pursuant to subdivision three of this section.

Offerer affirms that it understands and agrees to comply with the procedures of the Government Entity relative to permissible contacts as required by New York State Finance Law §139-j (3) and §139-j (6) (b).

Signature:  Date: 1-29-2020

Printed Name: Richard Matacchiero

Title: CFO

Contractor Name: GCOM Software LLC

Contractor Address: 24 Madison Avenue Extension Albany, NY 12203

Offerer Disclosure of Prior Non-Responsibility Determinations

Background:

New York State Finance Law §139-k(2) obligates a Governmental Entity to obtain specific information regarding prior non-responsibility determinations with respect to State Finance Law §139-j. This information must be collected in addition to the information that is separately obtained pursuant to State Finance Law §163(9). In accordance with State Finance Law §139-k, an Offerer must be asked to disclose whether there has been a finding of non-responsibility made within the previous four (4) years by any Governmental Entity due to: (a) a violation of State Finance Law §139-j or (b) the intentional provision of false or incomplete information to a Governmental Entity. The terms "Offerer" and "Governmental Entity" are defined in State Finance Law § 139-k(1). State Finance Law §139-j sets forth detailed requirements about the restrictions on Contacts during the procurement process. A violation of State Finance Law §139-j includes, but is not limited to, an impermissible Contact during the restricted period (for example, contacting a person or entity other than the designated contact person, when such contact does not fall within one of the exemptions).

As part of its responsibility determination, State Finance Law §139-k(3) mandates consideration of whether an Offerer fails to timely disclose accurate or complete information regarding the above non-responsibility determination. In accordance with law, no Procurement Contract shall be awarded to any Offerer that fails to timely disclose accurate or complete information under this section, unless a finding is made that the award of the Procurement Contract to the Offerer is necessary to protect public property or public health safety, and that the Offerer is the only source capable of supplying the required Article of Procurement within the necessary timeframe. See State Finance Law §§139-j (10)(b) and 139-k(3).

Instructions:

A Governmental Entity must include a disclosure request regarding prior non-responsibility determinations in accordance with State Finance Law §139-k in its solicitation of proposals or bid documents or specifications or contract documents, as applicable, for procurement contracts. The attached form is to be completed and submitted by the individual or entity seeking to enter into a Procurement Contract. It shall be submitted to the Governmental Entity conducting the Governmental Procurement.

Offerer Disclosure of Prior Non-Responsibility Determinations

Name of Individual or Entity Seeking to Enter into the Procurement Contract:
GCOM Software LLC

Address: 24 Madison Avenue Extension Albany, NY 12203

Name and Title of Person Submitting this Form: Richard Matalochiero, CFO

Contract Procurement Number: C000540

Date:

1. Has any Governmental Entity made a finding of non-responsibility regarding the individual or entity seeking to enter into the Procurement Contract in the previous four years? (Please circle): <div style="display: flex; justify-content: space-around;">NoYes</div> <p>If yes, please answer the next questions:</p>
2. Was the basis for the finding of non-responsibility due to a violation of State Finance Law §139-j (Please circle): <div style="display: flex; justify-content: space-around;">NoYes</div>
3. Was the basis for the finding of non-responsibility due to the intentional provision of false or incomplete information to a Governmental Entity? (Please circle): <div style="display: flex; justify-content: space-around;">NoYes</div>
4. If you answered yes to any of the above questions, please provide details regarding the finding of non-responsibility below. Governmental Entity: _____ Date of Finding of Non-responsibility: _____ Basis of Finding of Non-Responsibility: _____ _____ _____ _____ _____ (Add additional pages as necessary)

5. Has any Governmental Entity or other governmental agency terminated or withheld a Procurement Contract with the above-named individual or entity due to the intentional provision of false or incomplete information? (Please circle):

☒ No

☐ Yes

6. If yes, please provide details below.

Governmental Entity: _____

Date of Termination or Withholding of Contract: _____

Basis of Termination or Withholding: _____

(Add additional pages as necessary)

Offerer certifies that all information provided to the Governmental Entity with respect to State Finance Law §139-k is complete, true and accurate.

Signature:  Date: 1-27-2020

Printed Name: Richard Mataochiero

**Offerer's Certification of Compliance
with State Finance Law §139-k(5)**

New York State Finance Law §139-k(5) requires that every Procurement Contract award subject to the provisions of State Finance Law §§139-k or 139-j shall contain a certification by the Offerer that all information provided to the Office of Information Technology Services with respect to State Finance Law §139-k is complete, true and accurate.

Offerer Certification:

I certify that all information provided to the Office of Information Technology Services with respect to State Finance Law §139-k is complete, true and accurate.

Signature:  Date: 1-29-2020

Printed Name: Richard Matacchiero

Title: CFO

Contractor Name: GCOM Software LLC

Contractor Address: 24 Madison Ave. Extension Albany, NY 12203

Procurement Lobbying Termination

The Office of Information Technology Services reserves the right to terminate this contract in the event it is found that the certification filed by the Offerer in accordance with New York State Finance Law §139-k was intentionally false or intentionally incomplete. Upon such finding, the Office of Information Technology Services may exercise its termination right by providing written notification to the Offerer in accordance with the written notification terms of this contract.

**Offerer's Certification of Adherence
to Executive Order 177 regarding
Anti-Discriminatory Policies and Practices**

The New York State Human Rights Law, Article 15 of the Executive Law, prohibits discrimination and harassment based on age, race, creed, color, national origin, sex, pregnancy or pregnancy-related conditions, sexual orientation, gender identity, disability, marital status, familial status, domestic violence victim status, prior arrest or conviction record, military status or predisposing genetic characteristics.

The Human Rights Law may also require reasonable accommodation for persons with disabilities and pregnancy-related conditions. A reasonable accommodation is an adjustment to a job or work environment that enables a person with a disability to perform the essential functions of a job in a reasonable manner. The Human Rights Law may also require reasonable accommodation in employment on the basis of Sabbath observance or religious practices.

Generally, the Human Rights Law applies to:

- all employers of four or more people, employment agencies, labor organizations and apprenticeship training programs in all instances of discrimination or harassment;
- employers with fewer than four employees in all cases involving sexual harassment; and,
- any employer of domestic workers in cases involving sexual harassment or harassment based on gender, race, religion or national origin.

In accordance with Executive Order No. 177, the Bidder hereby certifies that it does not have institutional policies or practices that fail to address the harassment and discrimination of individuals on the basis of their age, race, creed, color, national origin, sex, sexual orientation, gender identity, disability, marital status, military status, or other protected status under the Human Rights Law. 3

Executive Order No. 177 and this certification do not affect institutional policies or practices that are protected by existing law, including but not limited to the First Amendment of the United States Constitution, Article 1, Section 3 of the New York State Constitution, and Section 296(11) of the New York State Human Rights Law.

Offerer Certification:	
<i>I certify adherence to Executive Order No. 177.</i>	
Signature: 	Date: <u>1-29-2020</u>
Printed Name: <u>Richard Matacchiero</u>	
Title: <u>CFO</u>	
Contractor Name: <u>GCOM Software LLC</u>	
Contractor Address: <u>24 Madison Ave. Extension Albany, NY 12203</u>	

Page 6 of 6

Please note that the original signed of version this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 9, EEO 100 – EQUAL EMPLOYMENT OPPORTUNITY STAFFING PLAN,

EQUAL EMPLOYMENT OPPORTUNITY – STAFFING PLAN

EEO-100 (v.2015.12.09es)

(Instructions on Page 2)

Contractor's Name: GCOM Software LLC Telephone: 518-869-1671

Address: 24 Madison Avenue Ext. Federal ID No: 20-2902922 SPS Vendor ID: 1000016650

City, State, ZIP: Albany, NY 12203 Contract No(s): RFP # C000540 IES System Integrator Master Service Agreement

Report Includes - Please select one from the options below:

☐ Work force utilized on this contract

☒ Contractor/Subcontractor's total work force

Reporting Entity - Please select one from the options below:

☒ Contractor

☐ Subcontractor

Job Categories	Total Work Force	Race/Ethnicity - report employees in only one category														
		Hispanic or Latino		Not-Hispanic or Latino												
		Male	Female	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	White	Black or African American	Native Hawaiian or Other Pacific Islander	Asian	American Indian or Alaska Native	Two or More Races	
Executive/Senior Level Officials and Managers	6	4	2	2			2			2						
First/Mid-Level Officials and Managers	15	15		7			8									
Professionals	174	127	48	12	2		114			17	1		30			
Tedicians																
Sales Workers																
Administrative Support Workers	1		1								1					
Craft Workers																
Operatives																
Laborers and Helpers																
Service Workers																
TOTAL	197	146	51	21	2		124			19	1		30			

PREPARED BY (Signature): Rebecca Fischer DATE: 1/31/2020

NAME AND TITLE OF PREPARER: Rebecca Fischer TELEPHONE/EMAIL: 518-869-1671 / RFP@gcomsoft.com

(print or type)

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 10, MWBE 100 - MWBE UTILIZATION PLAN

M/WBE UTILIZATION PLAN				M/WBE 100 (v.2015.12.09es)
<p>INSTRUCTIONS: This form MUST be submitted with any bid, proposal, or proposed negotiated contract prior to contract award. This Utilization Plan must contain a detailed description of the supplies and/or services to be provided by each NYS-certified Minority and Women-owned Business Enterprise (M/WBE), including the offeror if a NYS-certified MWBE, and estimated (or actual if known) annual dollar value under the contract and reflect the MWBE participation goals specified in the contract or procurement document.</p>				
Will there be M/WBE participation for services provided under this contract? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				
Contract Overview				
Offeror/Contractor Name: <u>GCOM Software LLC</u>		Telephone: <u>518-869-1671</u>		
Address: <u>24 Madison Avenue Ext.</u>		Federal ID No: <u>20-2902922</u>	SFS Vendor ID: <u>1000016650</u>	
City, State, Zip: <u>Albany, NY 12203</u>		Solicitation No: <u>RFP # C000540 IES System Integrator Master Service Agreement</u>		
NYS-Certified M/WBE		Classification	Description of Scope of Work (Subcontract/Supplies/Services)	Annual Dollar Value of Subcontract/Supplies/Services
Fill out box below for each NYS-Certified M/WBE Contractor or Subcontractor				
Name: <u>Proquadant, LLC</u>		<input checked="" type="checkbox"/> MBE	<input checked="" type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Staffing Services</u>	\$ <u>100 to comply w/ MWBE goals</u>
Address: <u>6 Senn Dr.</u>		<input type="checkbox"/> WBE	<input type="checkbox"/> INDIRECT (Spending in support of company operations.)	
City, State, Zip: <u>Clifton Park, NY 12065</u>		<input type="checkbox"/> DUAL	Description: _____	
Telephone: <u>518-813-6094</u>			<input type="checkbox"/> Copy of written agreement attached (Required for learning	
Fed. ID No: <u>53-3886579</u> SFS Vendor ID: <u>1100199110</u>				
Name: <u>Seven Seas Technologies, Inc., DBA 52Tech</u>		<input checked="" type="checkbox"/> MBE	<input checked="" type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Staffing Services</u>	\$ <u>100 to comply w/ MWBE goals</u>
Address: <u>720 Spirit 40 Park Drive</u>		<input type="checkbox"/> WBE	<input type="checkbox"/> INDIRECT (Spending in support of company operations.)	
City, State, Zip: <u>Chesterfield, MO 63005</u>		<input type="checkbox"/> DUAL	Description: _____	
Telephone: <u>636-530-9286</u>			<input type="checkbox"/> Copy of written agreement attached (Required for learning	
Fed. ID No: <u>43-1778118</u> SFS Vendor ID: <u>1000057700</u>				
VENDOR CERTIFICATION: I hereby affirm that the information supplied in this utilization plan is true and correct.				
SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR/CONTRACTOR'S ACKNOWLEDGMENT AND AGREEMENT TO COMPLY WITH THE M/WBE REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 15-A, § 15(2)(b) PART 142, AND THE ABOVE REFERENCED SOLICITATION. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FINDING OF NONCOMPLIANCE AND/OR TERMINATION OF THE CONTRACT.				
Signature: 		Date: <u>1-24-2020</u>		
Print Name: <u>Richard Matalochi</u>		Telephone No: <u>518-869-1671</u>		
Title: <u>Chief Financial Officer</u>		Email: <u>RFP@gcomsoft.com</u>		

M/WBE UTILIZATION PLAN

FOR AUTHORIZED USE ONLY			
Utilization Plan Approved:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date: _____
Notice of Deficiency Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date: _____
Notice of Acceptance Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date: _____
Reviewed By: _____			Date: _____
Comment(s): _____			

New York State Office of Information Technology Services (NYS ITS)
IES System Integrator Master Service Agreements
RFP #C000540



M/WBE UTILIZATION PLAN				M/WBE 100 (v.2015.12.09en)
<small>INSTRUCTIONS: This form MUST be submitted with any bid, proposal, or proposed negotiated contract prior to contract award. This Utilization Plan must contain a detailed description of the supplies and/or services to be provided by each NYS-certified Minority and Women-owned Business Enterprise (M/WBE), including the offeror if a NYS-certified M/WBE, and estimated (or actual if known) annual dollar value under the contract and reflect the M/WBE participation goals specified in the contract or procurement document.</small>				
Will there be M/WBE participation for services provided under this contract? <input checked="" type="checkbox"/> YES <input type="checkbox"/> NO				
Contract Overview				
Offeror/Contractor Name: <u>GCOM Software LLC</u>		Telephone: <u>518-869-1671</u>		
Address: <u>24 Madison Avenue Ext.</u>		Federal ID No.: <u>20-2902922</u>		SFS Vendor ID: <u>1000016650</u>
City, State, Zip: <u>Albany, NY 12203</u>		Solicitation No.: <u>RFP # C000540 IES System Integrator Master Service Agreement</u>		
NYS Certified M/WBE Fill out box below for each NYS-Certified M/WBE Contractor or Subcontractor.		Classification	Description of Scope of Work (Subcontracts/Supplies/Services)	Annual Dollar Value of Subcontracts/Supplies/Services
Name: <u>Towamow Paterson</u>		<input type="checkbox"/> MBE	<input checked="" type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Staffing Services</u>	\$ <u>TBD to comply w/ M/WBE goals</u>
Address: <u>2332 Fifth Street</u>		<input checked="" type="checkbox"/> WBE	<input type="checkbox"/> INDIRECT (Spending in support of company operations.)	
City, State, Zip: <u>Berkeley, CA 94710</u>		<input type="checkbox"/> DUAL	Description: <input type="checkbox"/> Copy of written agreement attached (Required for learning	
Telephone: <u>510-844-2332</u>				
Fed. ID. No. <u>08-1812454</u> Vendor ID: <u>1000001901</u>				
Name: _____		<input type="checkbox"/> MBE	<input type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations)	\$ <u>TBD to comply w/ M/WBE goals</u>
Address: _____		<input type="checkbox"/> WBE	<input type="checkbox"/> INDIRECT (Spending in support of company operations.)	
City, State, Zip: _____		<input type="checkbox"/> DUAL	Description: <input type="checkbox"/> Copy of written agreement attached (Required for learning	
Telephone: _____				
Fed. ID. No. _____ SFS Vendor ID: _____				
VENDOR CERTIFICATION: I hereby affirm that the information supplied in this utilization plan is true and correct.				
<small>SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR/CONTRACTOR'S ACKNOWLEDGMENT AND AGREEMENT TO COMPLY WITH THE M/WBE REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 15-A, § 11(1)(b) PART 142, AND THE ABOVE REFERENCED SOLICITATION. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FINDING OF HIGH INFLUENCE AND/OR TERMINATION OF THE CONTRACT.</small>				
Signature: <u>[Signature]</u>		Date: <u>1-29-2020</u>		
Print Name: <u>Richard Matachiero</u>		Telephone No.: <u>518-869-1671</u>		
Title: <u>Chief Financial Officer</u>		Email: <u>RFP@gcomsoft.com</u>		

M/WBE UTILIZATION PLAN			
FOR AUTHORIZED USE ONLY			
Utilization Plan Approved:	<input type="checkbox"/> Y <input type="checkbox"/> N	Date:	
Notice of Deficiency Issued:	<input type="checkbox"/> Y <input type="checkbox"/> N	Date:	
Notice of Acceptance Issued:	<input type="checkbox"/> Y <input type="checkbox"/> N	Date:	
Reviewed By:		Date:	
Comments:			

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ATTACHMENT 11, MWBE ENTERPRISES & EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT- FORM # 4



MINORITY AND WOMEN-OWNED BUSINESS ENTERPRISES – EQUAL EMPLOYMENT OPPORTUNITY POLICY STATEMENT (Form #4)

M/WBE AND EEO POLICY STATEMENT

I, Richard Matacchiero, the (awardee/contractor) contractor agree to adopt the following policies with respect to the project being developed or services rendered at

M/WBE This organization will and will cause its contractors and subcontractors to take good faith actions to achieve the M/WBE contract participation goals set by the State for that area in which the State-funded project is located, by taking the following steps:

- (1) Actively and affirmatively solicit bids for contracts and subcontracts from qualified State certified MBEs or WBEs, including solicitations to M/WBE contractor associations.
- (2) Request a list of State-certified M/WBEs from the contracting agency and solicit bids from them directly.
- (3) Ensure that plans, specifications, request for proposals and other documents used to secure bids will be made available in sufficient time for review by prospective M/WBEs.
- (4) Where feasible, divide the work into smaller portions to enhance participation by M/WBEs and encourage the formation of joint venture and other partnerships among M/WBE contractors to enhance their participation.
- (5) Document and maintain records of bid solicitation, including those to M/WBEs and the results thereof. Contractor will also maintain records of actions that its subcontractors have taken toward meeting M/WBE contract participation goals.
- (6) Ensure that progress payments to M/WBEs are made on a timely basis so that undue financial hardship is avoided, and that bonding and other credit requirements are waived or appropriate alternatives developed to encourage M/WBE participation.

EEO

(a) This organization will not discriminate against any employee or applicant for employment because of race, creed, color, national origin, sex, age, disability or marital status, will undertake or continue existing programs of affirmative action to ensure that minority group members are afforded equal employment opportunities without discrimination, and shall make and document its conscientious and active efforts to employ and utilize minority group members and women in its work force on state contracts.

(b) This organization shall state in all solicitation or advertisements for employees that in the performance of the State contract all qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, disability or marital status.

(c) At the request of the contracting agency, this organization shall request each employment agency, labor union, or authorized representative will not discriminate on the basis of race, creed, color, national origin, sex, age, disability or marital status and that such union or representative will affirmatively cooperate in the implementation of this organization's obligations herein.

(d) Contractor shall comply with the provisions of the Human Rights Law, all other State and Federal statutory and constitutional non-discrimination provisions. Contractor and subcontractors shall not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status, or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

(e) This organization will include the provisions of sections (a) through (d) of this agreement in every subcontract in such a manner that the requirements of the subdivisions will be binding upon each subcontractor as to work in connection with the State contract.

Agreed to this 27 day of January, 2020

By: 

Print: Richard Matacchiero

Title: Chief Financial Officer of
GCOM Software LLC

(Name of Designated Liaison) is designated as the Minority Business Enterprise Liaison responsible for administering the Minority and Women-Owned Business Enterprises - Equal Employment Opportunity (M/WBE-EEO) program.

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

2017.12.08



RFP #C000540 IES System Integrator Master Service Agreements
**ATTACHMENT 12 - ENCOURAGING USE OF NEW YORK STATE
BUSINESSES IN CONTRACT PERFORMANCE**

**ATTACHMENT 12, ENCOURAGING USE OF NYS BUSINESSES
IN CONTRACT PERFORMANCE**

New York State businesses have a substantial presence in State Contracts and strongly contribute to the economies of the state and the nation. In recognition of their economic activity and leadership in doing business in New York State, Bidders for this contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the Contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles.

Bidders need to be aware that all authorized users of this Contract will be strongly encouraged, to the maximum extent practical and consistent with legal requirements, to use responsible and responsive New York State businesses in purchasing commodities that are of equal quality and functionality and in utilizing services and technology. Furthermore, Bidders are reminded that they must continue to utilize small, minority and women-owned businesses, consistent with current State law.

Utilizing New York State businesses in State Contracts will help create more private sector jobs, rebuild New York's infrastructure, and maximize economic activity to the mutual benefit of the Contractor and its New York State business partners. New York State businesses will promote the Contractor's optimal performance under the Contract, thereby fully benefiting the public sector programs that are supported by associated procurements.

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its Contractors. The State therefore expects Bidders to provide maximum assistance to New York businesses in their use of the Contract. The potential participation by all kinds of New York businesses will deliver great value to the State and its taxpayers.

Bidders can demonstrate their commitment to the use of New York State businesses by responding to the question below; however, the State will not award any points during evaluation of Bidder's response to this procurement:

Will New York State Businesses be used in the performance of this Contract? ☒ Yes

**_____ No If yes, identify New York State Business (es) that will be used; (Attach
identifying information).**



**RFP #C000540 IES System Integrator Master Service Agreements
ATTACHMENT 12 - ENCOURAGING USE OF NEW YORK STATE
BUSINESSES IN CONTRACT PERFORMANCE**

Company Name	Address
Proquadrant LLC	6 Siena Dr. Clifton Park, NY 12065
GCOM Software LLC	24 Madison Ave. Ext. Albany, NY 12203

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 13, CONTRACTOR CERTIFICATION TO COVERED AGENCY, ST-220-CA

New York State Department of Taxation and Finance
Contractor Certification to Covered Agency ST-220-CA
(Pursuant to Section 5-a of the Tax Law, as amended, effective April 26, 2006) (12/11)

For information, consult Publication 223, *Questions and Answers Concerning Tax Law Section 5-a* (see *Need Help?* on back).

Contractor name GCOM Software LLC				For covered agency use only Contract number or description
Contractor's principal place of business 24 Madison Avenue Ext.		City Albany	State NY	
Contractor's mailing address (if different from above)				
Contractor's federal employer identification number (EIN) 20-2902922		Contractor's sales tax ID number (if different from contractor's EIN)		
Contractor's telephone number 518 869-1671		Covered agency name New York State Office of Information Technology Services		
Covered agency address BEST VALUE TEAM, ESP, SWAN STREET BUILDING, CORE 4, ALBANY, NY 12223				Covered agency telephone number 473-9341

I, Richard Matarciario, hereby affirm, under penalty of perjury, that I am Chief Financial Officer
(name) (title)

of the above-named contractor, that I am authorized to make this certification on behalf of such contractor, and I further certify that:

(Mark an **X** in only one box)

☐ The contractor has filed Form ST-220-TD with the Department of Taxation and Finance in connection with this contract and, to the best of contractor's knowledge, the information provided on the Form ST-220-TD, is correct and complete.

☒ This contractor has previously filed Form ST-220-TD with the Tax Department in connection with PBITS PB090AA
(insert contract number or description)

and, to the best of the contractor's knowledge, the information provided on that previously filed Form ST-220-TD, is correct and complete as of the current date, and thus the contractor is not required to file a new Form ST-220-TD at this time.

Sworn to this 24 day of January, 20 20


(sign before a notary public)

Chief Financial Officer
(title)

Instructions

General information

Tax Law section 5-a was amended, effective April 26, 2006. On or after that date, in all cases where a contract is subject to Tax Law section 5-a, a contractor must file (1) Form ST-220-GA, *Contractor Certification to Covered Agency*, with a covered agency, and (2) Form ST-220-TD with the Tax Department before a contract may take effect. The circumstances when a contract is subject to section 5-a are listed in Publication 223, Q&A 3. See *Need help?* for more information on how to obtain this publication. In addition, a contractor must file a new Form ST-220-CA with a covered agency before an existing contract with such agency may be renewed.

Note: Form ST-220-CA must be signed by a person authorized to make the certification on behalf of the contractor, and the acknowledgement on page 2 of this form must be completed before a notary public.

When to complete this form

As set forth in Publication 223, a contract is subject to section 5-a, and you must make the required certification(s), if:

- The procuring entity is a covered agency within the meaning of the statute (see Publication 223, Q&A 5);
- The contractor is a contractor within the meaning of the statute (see Publication 223, Q&A 6); and
- The contract is a contract within the meaning of the statute. This is the case when (a) has a value in excess of \$100,000 and (b) is a contract for commodities or services, as such terms are defined for purposes of the statute (see Publication 223, Q&A 8 and 9).

Furthermore, the procuring entity must have begun the solicitation to purchase on or after January 1, 2005, and the resulting contract must have been awarded, amended, extended, renewed, or assigned on or after April 26, 2006 (the effective date of the section 5-a amendments).

Page 2 of 2 ST-220-CA (12/11)

Individual, Corporation, Partnership, or LLC Acknowledgment

STATE OF NEW YORK

SS:

COUNTY OF ALBANY

On the 29th day of January in the year 2020, before me personally appeared Richard Matarcihero

known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that

he resides at 24 Madison Ave. Ext.

Town of Albany

County of Albany

State of New York

and further that:

(Mark an **X** in the appropriate box and complete the accompanying statement.)

☐ (If an individual): he executed the foregoing instrument in his/her name and on his/her own behalf.

☐ (If a corporation): he is the

of _____, the corporation described in said instrument; that, by authority of the Board of Directors of said corporation, he is authorized to execute the foregoing instrument on behalf of the corporation for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said corporation as the act and deed of said corporation.

☐ (If a partnership): he is a

of _____, the partnership described in said instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf of the partnership for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said partnership as the act and deed of said partnership.

☒ (If a limited liability company): he is a duly authorized member of GCOM Software LLC LLC, the limited liability company described in said instrument; that he is authorized to execute the foregoing instrument on behalf of the limited liability company for purposes set forth therein; and that, pursuant to that authority, he executed the foregoing instrument in the name of and on behalf of said limited liability company as the act and deed of said limited liability company.

Danielle Lang
Notary Public

Danielle Lang
No. 01LA0345769
Notary Public, State of New York
Qualified in Albany County
My Commission Expires August 1st, 2020

Registration No. 01LA0345769

Privacy notification

The Commissioner of Taxation and Finance may collect and maintain personal information pursuant to the New York State Tax Law, including but not limited to, sections 5-a, 171, 171-a, 287, 308, 429, 475, 505, 697, 1096, 1142, and 1415 of that Law; and may require disclosure of social security numbers pursuant to 42 USC 4051(c)(2)(C)(ii).

This information will be used to determine and administer tax liabilities and, when authorized by law, for certain tax offset and exchange of tax information programs as well as for any other lawful purpose.

Information concerning quarterly wages paid to employees is provided to certain state agencies for purposes of fraud prevention, support enforcement, evaluation of the effectiveness of certain employment and training programs and other purposes authorized by law.

Failure to provide the required information may subject you to civil or criminal penalties, or both, under the Tax Law.

This information is maintained by the Manager of Document Management, NYS Tax Department, W A Harriman Campus, Albany NY 12227, telephone (518) 487-5181.

Need help?



Visit our Web site at www.tax.ny.gov

- get information and manage your taxes online
- check for new online services and features



Telephone assistance

Sales Tax Information Center (516) 485-2889

To order forms and publications (516) 457-5431

Text Telephone (TTY) Hotline (for persons with hearing and speech disabilities using a TTY) (516) 485-5062



Persons with disabilities: In compliance with the Americans with Disabilities Act, we will ensure that our lobbies, offices, meeting rooms, and other facilities are accessible to persons with disabilities. If you have questions about special accommodations for persons with disabilities, call the information center.

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".


ATTACHMENT 14, BIDDER INFORMATION FORM



Office of Information
Technology Services


RFP #C000540 IES System Integrator Master Service Agreements

Attachment 14-Bidder Information Form

Name of Company Bidding: GCOM Software LLC		Bidder Firm's Federal Tax Identification No.: 20-2902922	
NYS Vendor ID Number: 1000016650			
Bidding Firm's Address:			
Street 24 Madison Avenue Ext.		City	Albany
State NY	Zip 12203	County	Albany
Country Albany			
Bidder's Primary Contact			
Phone: (518) 869 - 1671 ext ()		Toll Free Phone: () - ext ()	
Fax : (518) 869 - 1673 ext ()		Toll Free Fax : () - ext ()	
E-mail Address: RFP@gcomsoft.com		Company Web Site: www.gcomsoft.com	
Date: 1 - 29 - 2020			
Title: CFO			
Contact Name: Richard Matacchiero			
Authorized Signature: 			

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 15, WORKERS' COMPENSATION: C-105.2

 Workers' Compensation Board		CERTIFICATE OF NYS WORKERS' COMPENSATION INSURANCE COVERAGE	
1a. Legal Name and address of Insured (use street address only) GCOM Software LLC; Gantech, Inc. Three Sigma Software, LLC 24 Madison Avenue Ext Albany NY 12203 <i>Work Location of Insured (Only required if coverage is specifically limited to certain locations in New York State, i.e., a Wrap-Up Policy)</i>		1b. Business Telephone Number of Insured 518-755-4091 1c. NYS Unemployment Insurance Employer Registration Number of Insured 53-53826-6 1d. Federal Employer Identification Number of Insured or Social Security Number 20-2902922	
2. Name and Address of the Entity Requesting Proof of Coverage (Entity Being Listed as the Certificate Holder) New York State Office of Information Technology Services Empire State Plaza Swan Street, Core 4 Albany, NY 12220		3a. Name of Insurance Carrier Chubb Indemnity Insurance Company 3b. Policy Number of Entity Listed in Box "1a": 71 764 114 3c. Policy effective period: 01/01/2020 to 01/01/2021 3d. The Proprietor, Partners or Executive Officers are <input checked="" type="checkbox"/> included. (Only check box if all partners/officers included) <input type="checkbox"/> all excluded or certain partners/officers excluded.	

This certifies that the insurance carrier indicated above in box "3" insures the business referenced above in box "1a" for workers' compensation under the New York State Workers' Compensation Law. (To use this form, New York (NY) must be listed under Item 3A on the INFORMATION PAGE of the workers' compensation insurance policy). The Insurance Carrier or its licensed agent will send this Certificate of Insurance to the entity listed above as the certificate holder in box "2".

The insurance carrier must notify the above certificate holder and the Workers' Compensation Board within 10 days IF a policy is canceled due to nonpayment of premiums or within 30 days IF there are reasons other than nonpayment of premiums that cancel the policy or eliminate the insured from the coverage indicated on this Certificate. (These notices may be sent by regular mail.) Otherwise, this Certificate is valid for one year after this form is approved by the insurance carrier or its licensed agent, or until the policy expiration date listed in box "3c", whichever is earlier.

This certificate is issued as a matter of information only and confers no rights upon the certificate holder. This certificate does not amend, extend or alter the coverage afforded by the policy listed, nor does it confer any rights or responsibilities beyond those contained in the referenced policy.

This certificate may be used as evidence of a Worker's Compensation contract of insurance only while the underlying policy is in effect.

Please Note: Upon cancellation of the workers' compensation policy indicated on this form, if the business continues to be named on a permit, license or contract issued by a certificate holder, the business must provide that certificate holder with a new Certificate of Workers' Compensation Coverage or other authorized proof that the business is complying with the mandatory coverage requirements of the New York State Workers' Compensation Law.

Under penalty of perjury, I certify that I am an authorized representative or licensed agent of the insurance carrier referenced above and that the named insured has the coverage as depicted on this form.

Approved by: Soraya C. Pickett

(Print name of authorized representative or licensed agent of insurance carrier)

Approved by: [Signature] 12/30/2019

(Signature)


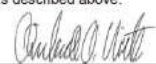
(Date)

Title: Senior Vice President of Commercial Insurance

Telephone Number of authorized representative or licensed agent of insurance carrier: 202-649-2000

Please Note: Only insurance carriers and their licensed agents are authorized to issue Form C-105.2. Insurance brokers are NOT authorized to issue it.

ATTACHMENT 15, DISABILITY BENEFITS REQUIREMENTS DB-120.1

 Workers' Compensation Board		CERTIFICATE OF INSURANCE COVERAGE DISABILITY AND PAID FAMILY LEAVE BENEFITS LAW	
PART 1. To be completed by Disability and Paid Family Leave Benefits Carrier or Licensed Insurance Agent of that Carrier			
1a. Legal Name & Address of Insured (use street address only) GCOM SOFTWARE LLC ATTN: MARIA MOSHER 24 MADISON AVENUE, EXT ALBANY, NY 12203 <small>Work Location of Insured (Only required if coverage is specifically limited to certain locations in New York State, i.e., Wrap-Up Policy)</small>		1b. Business Telephone Number of Insured 1c. Federal Employer Identification Number of Insured or Social Security Number 202902922	
2. Name and Address of Entity Requesting Proof of Coverage (Entity Being Listed as the Certificate Holder) New York State Office of Information Technology Services Empire State Plaza Core 4 Albany New York, 12220		3a. Name of Insurance Carrier ShelterPoint Life Insurance Company 3b. Policy Number of Entity Listed in Box "1a" DBL534448 3c. Policy effective period 07/01/2019 to 06/30/2020	
4. Policy provides the following benefits: <input checked="" type="checkbox"/> A. Both disability and paid family leave benefits. <input type="checkbox"/> B. Disability benefits only. <input type="checkbox"/> C. Paid family leave benefits only.			
5. Policy covers: <input checked="" type="checkbox"/> A. All of the employer's employees eligible under the NYS Disability and Paid Family Leave Benefits Law. <input type="checkbox"/> B. Only the following class or classes of employer's employees: _____ _____ _____			
Under penalty of perjury, I certify that I am an authorized representative or licensed agent of the insurance carrier referenced above and that the named insured has NYS Disability and/or Paid Family Leave Benefits insurance coverage as described above.			
Date Signed <u>9/9/2019</u> By <u></u> <small>(Signature of insurance carrier's authorized representative or NYS Licensed Insurance Agent of that insurance carrier)</small>			
Telephone Number <u>516-829-8100</u> Name and Title <u>Richard White, Chief Executive Officer</u>			
IMPORTANT: If Boxes 4A and 5A are checked, and this form is signed by the insurance carrier's authorized representative or NYS Licensed Insurance Agent of that carrier, this certificate is COMPLETE. Mail it directly to the certificate holder. If Box 4B, 4C or 5B is checked, this certificate is NOT COMPLETE for purposes of Section 220, Subd. 8 of the NYS Disability and Paid Family Leave Benefits Law. It must be mailed for completion to the Workers' Compensation Board, Plans Acceptance Unit, PO Box 5200, Binghamton, NY 13902-5200.			
PART 2. To be completed by the NYS Workers' Compensation Board (Only if Box 4C or 5B of Part 1 has been checked)			
State of New York Workers' Compensation Board According to information maintained by the NYS Workers' Compensation Board, the above-named employer has complied with the NYS Disability and Paid Family Leave Benefits Law with respect to all of his/her employees.			
Date Signed _____ By _____ <small>(Signature of Authorized NYS Workers' Compensation Board Employee)</small>			
Telephone Number _____ Name and Title _____			
<small>Please Note: Only insurance carriers licensed to write NYS disability and paid family leave benefits insurance policies and NYS licensed insurance agents of those insurance carriers are authorized to issue Form DB-120.1. Insurance brokers are NOT authorized to issue this form.</small>			

DB-120.1 (10-17)



ATTACHMENT 20 – VENDOR RESPONSIBILITY QUESTIONNAIRE

10/2/2019

VendRep System - Certification Confirmation



New York State Comptroller
THOMAS P. DINAPOLI

[Logout](#)
[My Apps](#) ▾

VendRep Vendor

Date Printed: Oct 2, 2019

New York State VendRep System Vendor Responsibility For-Profit v2 Form

CERTIFICATION:

The undersigned recognizes that this questionnaire is submitted for the express purpose of assisting the State of New York's contracting entities in making a responsibility determination regarding an award of a contract or approval of a subcontract; acknowledges that the State, or its contracting entities, may in its discretion, by means which it may choose, verify the truth and accuracy of all statements made herein; and acknowledges that intentional submission of false or misleading information may constitute a felony under Penal Law Section 175.35 or a misdemeanor under Penal Law Section 175.30 or Section 210.45, and may also be punishable by a fine and/or imprisonment of up to five years under 18 USC Section 1001 and may result in contract termination.

The undersigned certifies that he/she:

- is knowledgeable about the submitting Business Entity's business and operations;
- has read and understands all of the questions contained in the questionnaire;
- has reviewed and/or supplied full and complete responses to each question;
- to the best of their knowledge, information and belief, confirms that the Business Entity's responses are true, accurate and complete, including all attachments, if applicable;
- understands that New York State will rely on the information disclosed in the questionnaire when entering into a contract with the Business Entity; and
- is under obligation to update the information provided herein to include any material changes to the Business Entity's responses at the time of bid/proposal submission through the contract award notification, and may be required to update the information at the request of the state's contracting entities or the Office of the State Comptroller prior to the award and/or approval of a contract, or during the term of the contract.

Reminder:

When filing the vendor responsibility questionnaire online via this System, the Business Entity must indicate in each bid/proposal submitted to a contracting entity that the required questionnaire has been electronically filed.

Also note that the VendRep System Timeliness Standard requires a Business Entity filing a questionnaire via the VendRep System to update and certify their questionnaire within six months prior to the bid/proposal due date or other contracting entity defined due date.

Legal Business Name: GCOM SOFTWARE LLC
Certifier's Name: Richard Matacchero
Certifier's Title: CFO
Certification Date: Oct 2, 2019

ATTACHMENT 21 – VENDOR ASSURANCE OF NO CONFLICT OF INTEREST

RFP# C000540 – IES System Integrator Master Service Agreements
Attachment 21

Vendor Assurance of No Conflict of Interest or Detrimental Effect

The Firm offering to provide services pursuant to this [RFP/Contract], as a contractor, joint venture contractor, subcontractor, or consultant, attests that its performance of the services outlined in this [RFP/Contract] does not and will not create a conflict of interest with nor position the Firm to breach any other contract currently in force with the State of New York.

Furthermore, the Firm attests that it will not act in any manner that is detrimental to any State project on which the Firm is rendering services. Specifically, the Firm attests that:

1. The fulfillment of obligations by the Firm, as proposed in the response, does not violate any existing contracts or agreements between the Firm and the State;
2. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not create any conflict of interest, or perception thereof, with any current role or responsibility that the Firm has with regard to any existing contracts or agreements between the Firm and the State;
3. The fulfillment of obligations by the Firm, as proposed in the response, does not and will not compromise the Firm's ability to carry out its obligations under any existing contracts between the Firm and the State;
4. The fulfillment of any other contractual obligations that the Firm has with the State will not affect or influence its ability to perform under any contract with the State resulting from this RFP;
5. During the negotiation and execution of any contract resulting from this RFP, the Firm will not knowingly take any action or make any decision which creates a potential for conflict of interest or might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another;
6. In fulfilling obligations under each of its State contracts, including any contract which results from this RFP, the Firm will act in accordance with the terms of each of its State contracts and will not knowingly take any action or make any decision which might cause a detrimental impact to the State as a whole including, but not limited to, any action or decision to divert resources from one State project to another;
7. No former officer or employee of the State who is now employed by the Firm, nor any former officer or employee of the Firm who is now employed by the State, has played a role with regard to the administration of this contract procurement in a manner that may violate section 73(8)(a) of the State Ethics Law; and

8. The Firm has not and shall not offer to any employee, member or director of the State any gift, whether in the form of money, service, loan, travel, entertainment, hospitality, thing or promise, or in any other form, under circumstances in which it could reasonably be inferred that the gift was intended to influence said employee, member or director, or could reasonably be expected to influence said employee, member or director, in the performance of the official duty of said employee, member or director or was intended as a reward for any official action on the part of said employee, member or director.

Firms responding to this [RFP/Contract] should note that the State recognizes that conflicts may occur in the future because a Firm may have existing or new relationships. The State will review the nature of any such new relationship and reserves the right to terminate the contract for cause if, in its judgment, a real or potential conflict of interest cannot be cured.

Name, Title: Richard Matacchiero, CFO, GCOM Software LLC

Signature:



Date:

1-29-2020

This form must be signed by an authorized executive or legal representative.

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 22 – COMPLIANCE WITH HIPAA AND HITECH

ITS RFP C000540 IES System Integrator Master Service Agreements Attachment 22-Compliance with HIPAA and HITECH Page 1 of 4

Compliance with HIPAA (Health Insurance Portability And Accountability Act Of 1996) and HITECH (Health Information Technology for Economic and Clinical Health Act of 2009)

Definitions:

The following terms used in this Agreement shall have the same meaning as those terms in the HIPAA Rules: Breach, Data Aggregation, Designated Record Set, Disclosure, Health Care Operations, Individual, Minimum Necessary, Notice of Privacy Practices, Protected Health Information (PHI), Required By Law, Secretary, Security Incident, Subcontractor, Unsecured Protected Health Information, and Use.

(a) **Business Associate.** "Business Associate" shall generally have the same meaning as the term "business associate" at 45 CFR 160.103, and in this Agreement may refer to Contractor or its subcontractor(s), to the extent Contractor or its subcontractor(s) create, receive, maintain, or transmit protected health information on behalf of ITS.

(b) **Covered Entity.** By entering into this Agreement, ITS does not affirm that it necessarily meets the definition of a "Covered Entity" or a "Business Associate" under the HIPAA statute, and rather affirms that ITS may in a given instance be acting as a "conduit" or in another capacity providing services to other entities, some of which themselves may be covered entities. But to the extent ITS is deemed to be covered by HIPAA or HITECH, the parties agree the term "Covered Entity" in this Agreement shall generally have the same meaning as the term "covered entity" at 45 CFR 160.103.

(c) **HIPAA Rules.** "HIPAA Rules" shall mean the Privacy, Security, Breach Notification, and Enforcement Rules at 45 CFR Part 160 and Part 164.

Protected Health Information Obligations and Activities of Contractor

To the extent Contractor or its subcontractor(s) create, receive, maintain, or transmit protected health information on behalf of ITS pursuant to their responsibilities under this Agreement, Contractor agrees that it is subject to, will abide by, and will require in writing its subcontractors to similarly abide by, the following requirements applicable to Business Associates under HIPAA, agreeing to:

(a) Not use or disclose protected health information other than as permitted or required by the Agreement or as required by law;

(b) Use appropriate safeguards, and comply with Subpart C of 45 CFR Part 164 with respect to electronic protected health information, to prevent use or disclosure of protected health information other than as provided for by the Agreement;

(c) Report to ITS within ten (10) business days or fewer any use or disclosure of protected health information not provided for by this Agreement of which it becomes aware. In no event shall Contractor exceed the timeframe for reporting to ITS breaches of unsecured protected health information as required at 45 CFR 164.410, and any security incident of which it becomes aware. Contractor shall provide ITS all information reasonably requested by ITS concerning any breach. Contractor shall also provide the following information to ITS upon first instance of the notification of breach: the identification of each individual whose unsecured protected health information has been, or is reasonably believed by Contractor, to have been, accessed, acquired, used, or disclosed during the breach.

(d) In accordance with 45 CFR 164.502(e)(1)(ii) and 164.308(b)(2), if applicable, ensure that any subcontractors that create, receive, maintain, or transmit protected health information on behalf of

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ITS

RFP C000540
IES System Integrator Master Service Agreements
Attachment 22-Compliance with HIPAA and HI-TECH

Page 2 of 4

Contractor agree in writing to the same restrictions, conditions, and requirements that apply to Contractor with respect to such information;

(e) Make available protected health information in a designated record set to ITS, in a manner to be prescribed by ITS within a reasonable timeframe not to exceed fifteen (15) days, absent extenuating circumstances, as necessary to satisfy obligations which ITS or the entities it provides services to reasonably believe applicable to them under 45 CFR 164.524. In the event Contractor or its subcontractor(s) receive any request for such protected health information directly from an individual, Contractor shall refer such request to ITS within a reasonable timeframe not to exceed ten (10) business days.

(f) Make any amendment(s) to protected health information in a designated record set as directed by ITS pursuant to 45 CFR 164.526, or take other measures as necessary to satisfy obligations that ITS reasonably believes it has under 45 CFR 164.526, in the manner as prescribed by ITS and within twenty (20) business days of such request. In the event Contractor or its subcontractor(s) receive any request to amend a data set directly from an individual, Contractor shall refer such request to ITS within a reasonable timeframe not to exceed ten (10) business days;

(g) Maintain and make available the information required to provide an accounting of disclosures to ITS as necessary to satisfy obligations that ITS reasonably believes it has under 45 CFR 164.528, in the manner as prescribed by ITS and within ten (10) business days of such request. In the event Contractor or its subcontractor(s) receive any request for an accounting of disclosures directly from an individual, Contractor shall refer such request to ITS within a reasonable timeframe not to exceed ten (10) business days;

(h) To the extent Contractor or its subcontractor(s) are to carry out one or more of obligation(s) ITS may have under Subpart E of 45 CFR Part 164, in performing such obligations, comply with the requirements of Subpart E that apply to ITS; and

(i) Make either Contractor's or its subcontractor(s)', or both, internal practices, books, and records available to the Secretary of the Department of Health and Human Services and the Director of ITS, or his or her designee, for purposes of determining compliance with the HIPAA and HI-TECH Rules.

Permitted Uses and Disclosures of Protected Health Information by Contractor and its Subcontractor(s)

(a) Contractor and its subcontractor(s) may only use or disclose protected health information as necessary to perform the services set forth in this Agreement, provided however, that if de-identified information can be used in lieu of individually identifiable health information with the same effect, Contractor and its subcontractor(s) shall use de-identified information in their performance of this Agreement in accordance with 45 CFR 164.514(a)-(c).

(b) Contractor and its subcontractor(s) may use or disclose protected health information as required by law.

(c) Contractor and its subcontractor(s) agrees to make only those uses, disclosures and requests for protected health information that are consistent with the minimum necessary policies and procedures of ITS or the entity(ies) for whom ITS provides services which entail the creation, reception, maintenance, or transmittal of protected health information.

ITS

RFP C000540
IES System Integrator Master Service Agreements
Attachment 22-Compliance with HIPAA and HI-TECH

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(d) Contractor and its subcontractor(s) may not use or disclose protected health information in a manner that would violate Subpart E of 45 CFR Part 164 except as may be provided for in this Agreement or for the proper management and administration of Contractor or its subcontractor(s), including the carrying out of the Contractor's or its subcontractor(s)' legal responsibilities.

Term and Termination

(a) **Termination for cause under HIPAA or HI-TECH.** The Term of this Agreement shall be as described elsewhere in the "Term" section of this agreement. Among the other reasons for which ITS may terminate this Agreement prior to the end of its Term date for cause, ITS may terminate this Agreement if ITS determines the Contractor or its subcontractor(s) have violated a material term of this HIPAA and HI-TECH Compliance section of the Agreement, and Contractor or its subcontractor(s) have not cured the breach or ended the violation within any time that has been specified by ITS.

(b) **Contractor's and its Subcontractor(s)' Obligations Upon Termination.** Upon termination of this Agreement for any reason, Contractor and its subcontractor(s) shall return to ITS, transfer to another of ITS' contractors as directed by ITS, or, if agreed to by ITS on an individual case-by-case basis, destroy all protected health information received from ITS, or created, maintained, or received by the Contractor and its subcontractor(s) on behalf of ITS, that the Contractor and its subcontractor(s) still maintain in any form. Contractor and its subcontractor(s) shall retain no copies of the protected health information. Contractor understands and agrees and will require of its subcontractor(s) in writing that Contractor and its subcontractor(s) are required to receive written approval from ITS prior to the return, transfer or destruction of any protected health information.

(c) **Survival.** Contractor's and its subcontractor(s)' obligations under this HIPAA and HI-TECH Compliance section of this Agreement shall survive the termination of this Agreement.

Miscellaneous

(a) **Regulatory References.** A reference in this Agreement to a section in the HIPAA or HI-TECH Rules means the section as in effect or as amended.

(b) **Amendment.** The Parties agree to take such action as is necessary to amend this Agreement from time to time as is necessary for compliance with the requirements of the HIPAA or HI-TECH Rules and any other applicable law.

(c) **Interpretation.** Any ambiguity in this Agreement shall be interpreted to permit compliance with the HIPAA or HI-TECH Rules.

(d) **Sub-contractors.** Contractor shall require any subcontractors that it uses that create, receive, maintain, or transmit protected health information on behalf of ITS under this Agreement to conform to these HIPAA and HI-TECH Compliance requirements in addition to any other security, privacy or applicable terms of this Agreement.

ITS RFP C000540
IES System Integrator Master Service Agreements
Attachment 22-Compliance with HIPAA and HI-TECH Page 4 of 4

<u>Contractor</u> By:  Signature GCOM Software LLC, Richard Matacchiero Name 1-29-2020 Date	<u>Subcontractor</u> By: _____ Signature _____ Name _____ Date
--	--

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 23 – SDVOB UTILIZATION PLAN

NEW YORK STATE OFFICE OF INFORMATION TECHNOLOGY SERVICES		SDVOB UTILIZATION PLAN		SDVOB 100 (Revised 1/15)
<small>INSTRUCTIONS: This form MUST be submitted with any bid, proposal, or proposed negotiated contract prior to contract award. This Utilization Plan must contain a detailed description of the supplies and/or services to be provided by each NYS-certified Service-Disabled Veteran-Owned Business (SDVOB), including the offeror if a NYS-certified SDVOB, and estimated (or actual if known) annual dollar value under the contract and reflect the SDVOB participation goals specified in the contract or procurement document.</small>				
Will there be SDVOB participation for services provided under this contract? <input checked="" type="checkbox"/> YES Complete the form. <input type="checkbox"/> NO If No, please contact ITS Procurement & Contracts Support for help.				
Contract Overview				
Offeror/Contractor Name: <u>GCOM Software LLC</u>		Telephone: <u>518-869-1671</u>		
Address: <u>24 Madison Ave. Extension</u>		Federal ID No: <u>20-2902922</u>	SFS Vendor ID: <u>1000016650</u>	
City, State, Zip: <u>Albany, NY 12203</u>		Solicitation No: <u>RFP # C000540 IES System Integrator Master Service Agreement</u>		
SDVOB: Complete box below for each NYS-Certified SDVOB Contractor/Subcontractor. Add more pages if needed.		Classification	Description of Scope of Work (Subcontracts/Supplies/Services)	Annual Dollar Value of Subcontracts/Supplies/Services
Name: <u>Technostaff LLC, dba HonorVet Technologies</u> Address: <u>271 Route 46W Suite C 202</u> City, State, Zip: <u>Fairfield, New Jersey 07004</u> Telephone: <u>(973) 552-4242</u> Fed. ID. No: <u>38-3986410</u> SFS Vendor ID: <u>1100216134</u>		<input checked="" type="checkbox"/> SDVOB	<input checked="" type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: <u>IT Staffing Services</u> <input type="checkbox"/> INDIRECT (Spending in support of company operations.) Description: _____ <input type="checkbox"/> Copy of written agreement attached (Required for teaming)	<u>\$ TBD to comply w/ SDVOB goals</u>
Name: _____ Address: _____ City, State, Zip: _____ Telephone: _____ Fed. ID. No: _____ SFS Vendor ID: _____		<input type="checkbox"/> SDVOB	<input type="checkbox"/> DIRECT (Spending directly fulfilling contract obligations) Description: _____ <input type="checkbox"/> INDIRECT (Spending in support of company operations.) Description: _____ <input type="checkbox"/> Copy of written agreement attached (Required for teaming)	\$ _____
<input checked="" type="checkbox"/> VENDOR CERTIFICATION: I hereby affirm that the information supplied in this utilization plan is true and correct.				
<small>SUBMISSION OF THIS FORM CONSTITUTES THE OFFEROR/CONTRACTOR'S ACKNOWLEDGEMENT AND AGREEMENT TO COMPLY WITH THE SDVOB REQUIREMENTS SET FORTH UNDER NYS EXECUTIVE LAW, ARTICLE 17-A, 9 NYCRR PART 252, AND THE ABOVE REFERENCED SOLICITATION. FAILURE TO SUBMIT COMPLETE AND ACCURATE INFORMATION MAY RESULT IN A FINDING OF NONCOMPLIANCE AND/OR TERMINATION OF THE CONTRACT.</small>				
Signature: 		Date: <u>1-29-2020</u>		
Print Name: <u>Richard Matacchiero</u>		Telephone No: <u>518-869-1671</u>		
Title: <u>Chief Financial Officer</u>		Email: <u>RFP@gcomsoft.com</u>		

 Office of Information Technology Services

SDVOB UTILIZATION PLAN

FOR AUTHORIZED USE ONLY

SDVOB Utilization Plan Approved:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date:	_____
Notice of Deficiency Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date:	_____
Notice of Acceptance Issued:	<input type="checkbox"/> Y	<input type="checkbox"/> N	Date:	_____
Reviewed By:	_____	Date:	_____	
Comment(s):				

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ATTACHMENT 24 – AFFIRMATIVE STATEMENTS

Attachment 24 NYS Office of Information Technology Services (ITS) Composite Procurement for: RFP #C000540 Page 1 of 1
IES System Integrator Master Service Agreements

Affirmative Statements - Sworn to by the Bidder

DO NOT ADD, REMOVE OR REARRANGE ANY COLUMNS OR ROWS.

An authorized signatory for the bidder must initial the fields in yellow.

Bidder Name: **GCOM Software LLC**

Affirmative Statement	Response
1. Bidder affirms that the proposal was signed and executed by an individual with the capacity and legal authority to bind the Bidder in its offer to the State.	<i>R-m</i>
2. Bidder affirms that it accepts all of the terms and conditions set forth in this RFP, including all amendments, appendices and attachments, and must agree to enter a contractual agreement containing, at a minimum, the terms and conditions identified in this RFP.	<i>R-m</i>
3. Bidder affirms that its Administrative, Technical and Financial Proposals remain open and valid for at least 180 days from the due date of this RFP, unless the time for awarding the Contract is extended by mutual consent of ITS and the Bidder.	<i>R-m</i>
4. Bidder affirms that its Administrative, Technical and Financial Proposals shall continue to remain an effective offer, firm and irrevocable, subsequent to such 180-day period until either tentative award of the Contract by ITS is made or withdrawal of the proposal in writing by Bidder. Tentative award of the Contract shall consist of written notice to that effect by ITS to a successful Bidder, who shall thereupon be obligated to execute a formal Contract.	<i>R-m</i>
5. Bidder affirms that in its fulfillment of obligations as proposed in its response to the RFP, it does not violate any existing contracts or agreements between the Bidder and the State.	<i>R-m</i>
6. Bidder affirms that, in its fulfillment of obligations as proposed in its response to the RFP, it does not or will not create any conflict of interest, or perception thereof, with any current role or responsibility the Bidder has with regard to any existing contracts or agreements between the Bidder and the State.	<i>R-m</i>
7. Bidder affirms that, in its fulfillment of obligations as proposed in the response, it does not and will not compromise the Bidder's ability to carry out its obligations under any existing contracts between the Bidder and the State.	<i>R-m</i>
8. Bidder affirms that during the negotiation and execution of any contract resulting from this RFP, the Bidder will not knowingly take any action or make any decision which creates a potential for conflict of interest or might cause a detrimental impact to the State as a whole, including but not limited to, any action or decision to divert resources from one State project to another.	<i>R-m</i>
9. Bidder affirms that in fulfilling obligations under each of its State contracts, including any contract which results from this RFP, the Bidder will act in accordance with the terms of each of its State contracts and will not knowingly take any action or make any decision which might cause a detrimental impact to the State as a whole including but not limited to, any action or decision to divert resources from one State project to another.	<i>R-m</i>
10. Bidder affirms that the Bidder commits to obtaining all necessary proof of insurance with their proposal (see Appendix C-1 for detailed insurance requirements).	<i>R-m</i>
11. Bidder affirms that if awarded a contract, the Bidder must provide proof of current insurance, certifications, licensing, etc. throughout the contract term.	<i>R-m</i>
12. Bidder affirms that it shall be fully responsible to ITS for the acts and omissions of, and the performance of Project Services by, all subcontractors and/or persons either directly or indirectly employed by such subcontractors. This statement must acknowledge that the Bidder shall not in any way be relieved of any programmatic or financial responsibility under the Contract by the terms of its agreement with any subcontractor.	<i>R-m</i>
13. Bidder affirms that if selected, the successful Bidder is prepared to commence performance of services described herein.	<i>R-m</i>
14. Bidder affirms that it will comply with Federal Executive Order 11248, the Copeland "Anti-Kickback Act" (18 USC 874), Section 508 of the Federal Clean Air Act, and Section 306 of the Federal Clean Water Act.	<i>R-m</i>
15. Bidder affirms that neither it nor its principals are debarred or suspended from Federal financial assistance programs and activities.	<i>R-m</i>
16. Bidder affirms that it will comply with the provisions of Section 5151-5160 of the Drug-Free Workplace Act of 1988 (Pub. L. 100-690, Title V, Subtitle D; 41 U.S.C. 701 et seq.).	<i>R-m</i>
17. Bidder affirms that no Federal funds will be used to lobby or influence a Federal officer or a Member of Congress.	<i>R-m</i>

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

ATTACHMENT 25 – FOIL AND LITIGATION DISCLOSURE

Additional Administrative Statements	Response
<p>1. Freedom of Information Law Redaction Request: If there is specific information in a Bidder's proposal that a Bidder claims to be proprietary and/or trade secret information that meets the definition set forth in Section 87(2)(d), the Bidder should provide a letter in its Administrative Proposal outlining any specific concerns regarding disclosure under the New York State Freedom of Information Law (Article 6 of the Public Officers Law). Please indicate in the Response section if this statement applies.</p>	N/A
<p>2. Disclosure of Pending or Prior Lawsuits: A Bidder should provide a list of any legal proceedings or investigations concerning the Firm over the last five (5) years, including the nature and outcome of any lawsuit if litigation is complete. Bidder should specifically note any prior or pending lawsuit(s) or litigation between the Bidder and any New York State department, agency, board or commission. The nature of the lawsuit and its outcome, if litigation is complete, should be described briefly. Please indicate in the Response section if this statement applies.</p>	N/A

ATTACHMENT 26 – SEXUAL HARASSMENT PREVENTION CERTIFICATION



RFP #C000540 IES System Integrator Master Service Agreements ATTACHMENT 26 – Sexual Harassment Prevention Certification

State Finance Law §139-L requires bidders on state procurements to certify that they have a written policy addressing sexual harassment prevention in the workplace and provide annual sexual harassment training (that meets the Department of Labor's model policy and training standards) to all its employees.

Bids that do not contain the certification will not be considered for award; provided however, that if the bidder cannot make the certification, the bidder may provide a signed statement with their bid detailing the reasons why the certification cannot be made.

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid each party thereto certifies its own organization, under penalty of perjury, that the bidder has and has implemented a written policy addressing sexual harassment prevention in the workplace and provides annual sexual harassment prevention training to all of its employees. Such policy shall, at a minimum, meet the requirements of section two hundred one-g of the labor law.

Bidder Certification:

By my signature below, I certify that I am a duly authorized signatory of the Bidder with the ability to legally bind the Bidder. I further certify that Bidder adheres to State Finance Law §139-L.

Signature:  Date: 1 - 29 - 2020

Printed Name: Richard Matarachiero

Title: CFO

Bidder Name: GCOM Software LLC

Bidder Address: 24 Madison Avenue Ext. Albany, NY 12203

Please note that the original signed version of this attachment can be found immediately following this page in the hard copy of GCOM's Administrative Proposal marked "Original".

Technical Proposal Electronic



**IES System Integrator Master Service Agreements
New York State Office of Information Technology (NYS ITS)
RFP # C000540**

Due Date: February 6, 2020 at 2:00PM

Respondent Information:

Official name of the Bidder	GCOM Software LLC
FEIN	20-2902922
NYS Vendor ID number	1000016650

24 Madison Avenue Extension, Albany, NY 12203
New York NY ♦ Tallahassee FL ♦ Laurel MD ♦ Columbia MD
www.gcomsoft.com

RFP# C000540 IES System Integrator Master Service Agreement

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ATTACHMENT 1: PROPOSAL CHECKLIST

Checklist Item	Page #
Administrative Proposal	
✓Correct Number of Administrative Proposals submitted (1 original hard copy) and USB flash drive (2)	N/A
<u>Each Administrative Proposal should include:</u>	
✓Attachment 1 - Proposal Checklist, completed and signed	Admin. 1-3
✓Attachment 3 – Non-Collusive Bidding Certification	Admin. 4-5
✓Attachment 5 - NYS Required Certification	Admin. 6
✓Attachment 7, Completed, Signed, and Notarized Firm Offer Letter and Conflict of Interest Disclosure	Admin. 7-10
✓Attachment 8, Completed Procurement Lobbying Forms and EO 177 <ul style="list-style-type: none">Completed and signed Offeror's Affirmation of Understanding of and Agreement pursuant to State Finance Law §139-j (3) and §139-j (6) (b) Completed and signed Offeror Disclosure of Prior Non-Responsibility Determinations	Admin. 11-16
✓Attachment 9, EEO 100 – Equal Employment Opportunity Staffing Plan, completed and signed	Admin. 17
✓Attachment 10, Completed and signed MWBE 100 - MWBE Utilization Plan	Admin. 18-21
✓Attachment 11, Completed Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement- Form # 4	Admin. 22
✓Attachment 12, Encouraging Use of NYS Businesses in Contract Performance	Admin. 23-24
✓Attachment 13, Contractor Certification to Covered Agency, ST-220-CA, completed, signed, and notarized	Admin. 25-26
✓Attachment 14, Bidder Information Form	Admin. 27
✓Attachment 15, Workers' Compensation Requirements under WCL § 57: Completed Workers Compensation Coverage Form:	Admin. 28



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<ul style="list-style-type: none"> • C-105.2 (Certificate of NYS Workers' Compensation Insurance Coverage): Contact your insurance carrier or licensed NYS insurance agent for this form OR • U-26.3 (NY State Insurance Fund Certificate of Workers' Compensation Coverage) Available from the NYS Insurance Fund OR • SI-12 (Affidavit Certifying That Compensation Has Been Secured): Board-approved self-insurers must obtain this form from Board's Self-Insurance Office OR • GSI-105.2 (Certificate of Participation in Workers' Compensation Group Board-Approved Self-Insurance): Employers must obtain this form from their group self-insurance administrator; OR <p>WC/DB CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage. Request through the Workers' Compensation Board website.</p>	
<p>✓ Attachment 15, Disability Benefits Requirements under WCL § 220(8): Completed Disability Benefits Coverage Form:</p> <ul style="list-style-type: none"> • DB-120.1 (Certificate of Insurance Coverage Under The NYS Disability Benefits Law): Contact your insurance carrier or licensed NYS insurance agent for this form OR • DB-155 (Compliance With Disability Benefits Law): Board-approved self-insured employers must obtain this form from Board's Self-Insurance Office OR <p>WC/DB CE-200, Certificate of Attestation of Exemption from New York State Workers Compensation and/or Disability Benefits Coverage: Request through the Workers' Compensation Board website.</p>	Admin. 29
✓ Attachment 20 – Vendor Responsibility Questionnaire	Admin. 30
✓ Attachment 21 – Vendor Assurance of No Conflict of Interest	Admin. 31-32
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✓ Attachment 24 – Affirmative Statements	Admin 39
✓ Attachment 25 – FOIL and Litigation Disclosure	Admin 40
✓ Attachment 26 – Sexual Harassment Prevention Certification	Admin 41
Financial Proposal	
✓ Number of Financial Proposals submitted (1 original hard copy) and USB flash drive (2)	N/A



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✓ Attachment 7, Completed, Signed, and Notarized Firm Offer Letter and Conflict of Interest Disclosure

Financial 1-3

✓ Attachment 19, Financial Proposal Workbook

Financial 4-7

Technical Proposal

✓ Number of Technical Proposals submitted (1 Original hard copy) and USB flash drive (2)

N/A

Each Technical Proposal should include:

✓ Table of Contents

Technical 1-5

✓ Attachment 1, Completed and Signed Proposal Checklist

Technical 6-8

✓ Attachment 7, Firm Offer Letter and Conflict of Interest Disclosure

Technical 9-12

✓ Attachment 16 – Technical Proposal Forms

Technical 13-108

✓ Attachment 17 – Key Subcontractor Information

Technical 109-123

✓ Attachment 18 – Bidder References

Technical 124-142

I certify, with my signature below, that all required and requested information listed above is completed and included in this bid submission.

Authorized Signature:

Date:

2-06-2020

Print Name and Title:

Richard Matarachiero, CFE

Company represented:

GCOM Software LLC

Please note the original signed version of this attachment can be found immediately following this page in the hard-copy version of GCOM's Technical Proposal labeled "Original".

ATTACHMENT 7: FIRM OFFER LETTER

February 6, 2020

Mrs. Ward
Contract Management Specialist
Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Dear Mrs. Ward:

RE: RFP C000540 IES System Integrator

Firm Offer to the State of New York and Conflict of Interest Disclosure

GCOM Software LLC hereby submits this firm and binding offer to the State of New York in response to New York State Request for Proposals (RFP) # C000540 IES System Integrator Master Service Agreement, by the New York State Office of Information Technology Services. The Proposal hereby submitted by GCOM Software LLC meets or exceeds all terms, conditions and requirements set forth in the above-referenced RFP. This formal offer will remain firm and non-revocable for a minimum period of 180 days from the date proposals are due to be received by the State, or until a Contract is approved by the NYS Comptroller and executed by the State.

GCOM Software LLC's complete offer is set forth in three, separately bound volumes as follows:

Technical Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Financial Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Administrative Proposal:

Total of one (1) original hard copy and two (2) electronic

GCOM Software LLC

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copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

GCOM Software LLC hereby affirms that the solution proposed by the Bidder in the Proposal meets or exceeds the service level requirements set forth in the above-referenced RFP, including referenced attachments.

GCOM Software LLC hereby affirms that, at the time of Proposal submission, Bidder knows of no factors existing at time of Proposal submission or which are anticipated to arise during the procurement or Contract term, which would constitute a potential conflict of interest in successfully meeting the contractual obligations set forth in the above-referenced RFP and the Proposal hereby submitted, including but not limited to:

1. No potential for conflict of interest on the part of the Bidder or any due to prior, current, or proposed contracts, engagements, or affiliations; and
2. No potential conflicts in the sequence or timing of the proposed award under this RFP # C000540 relative to the timeframe for service delivery, or personnel or financial resource commitments of Bidder or to other projects.

To comply with the Vendor Responsibility Requirements outlined in Appendix C, Section 48 of the above-referenced RFP, #C000540 IES System Integrator Master Service Agreement. hereby affirms that (enter an "X" in the appropriate box):

- ☒ An on-line Vendor Responsibility Questionnaire has be updated or created within the last six months, at the Office of the State Comptroller's website:
- <https://portal.osc.state.ny.us/wps/portal>
- ☐ A hard copy Vendor Responsibility Questionnaire is included with this Proposal and is dated within the last six months.
- ☐ A Vendor Responsibility Questionnaire is not required due to an exempt status. Exemptions include governmental agencies, public authorities, public colleges and universities, public benefit corporations, and Indian Nations.

By signing, the undersigned individual affirms and represents that he has the legal authority and capacity to sign and make this offer on behalf of, and has signed using that authority to legally bind **GCOM Software LLC** to the offer, and possesses the legal capacity to act on behalf of Bidder to execute a Contract with the State of New York The aforementioned legal authority and capacity of the undersigned individual is affirmed by the enclosed Resolution of the Corporate Board of Directors of **GCOM Software LLC**.

Corporate Seal



Signature
GCOM Software LLC
Richard Maticchiero, CFO

CORPORATE ACKNOWLEDGMENT

STATE OF <u>New York</u>	}	
	:ss.:	
COUNTY OF <u>Albany</u>	}	
On the <u>29th</u> day of <u>January</u> in the year 20 <u>20</u> ,		
before me personally came:		
<u>Richard Mataracchiero</u> , to me known, who, being		
by me duly sworn, did depose and say that he/she/they reside(s) in		
<u>24 Madison Ave Ext Albany NY 12203</u> ; that he/she/they is		
(are) <u>CFO</u> (the President or other officer or director or		
attorney in fact duly appointed) of		
<u>GCOM Software LLC</u> , the		
corporation described in and which executed the above instrument; and that he/she/they signed		
his/her/their name(s) thereto by authority of the board of directors of said corporation.		
<u>Danielle Lang</u>		Danielle Lang No. 01LA6345769 Notary Public, State of New York Qualified in Albany County
Signature and Office of Person Taking Acknowledgment		My Commission Expires August 1st, 2020

PARTNERSHIP ACKNOWLEDGMENT

STATE OF	}	
	:ss.:	
COUNTY OF	}	
On the _____ day of _____ in the year 200__, before me personally came:		
_____ to me known, who, being by me duly sworn, did depose		
and say that he reside(s) in		
_____ ; that he is		
_____ (the General/Managing Partner or other officer		
or attorney in fact duly appointed) of _____, the		
partnership described in said instrument; that, by the terms of said partnership, he is authorized to		
execute the foregoing instrument on behalf of the partnership for the purposes set forth therein; and that,		
pursuant to that authority, he executed the foregoing instrument in the name and on behalf of said		
partnership as the act and deed of said partnership.		

Signature and Office of Person Taking Acknowledgment		

INDIVIDUAL ACKNOWLEDGEMENT

STATE OF	}	
	:ss.:	

COUNTY OF _____ }

On the ____ day of _____ in the year 20 __ , before me personally appeared: _____, known to me to be the person who executed the foregoing instrument, who, being duly sworn by me did depose and say that _he resides at _____, Town of _____,
County of _____, State of _____; and that _he executed the foregoing instrument in his/her name and on his/her own behalf.

Notary Public

Please note that the original signed version of Attachment 7: Firm Offer Letter and Conflict of Interest Disclosure can be found immediately following this page in the hard copy of GCOM's Technical Proposal marked "Original".



RFP# C000540 IES System Integrator Master Service Agreement

ATTACHMENT 16: TECHNICAL PROPOSAL FORM

When completing the Technical Proposal Content, please do so in the order enumerated below. **DO NOT INCLUDE ANY PRICING INFORMATION.**

Bidder must provide information which meets the minimum qualifications, set forth in 1.3 of the RFP, and demonstrates that Bidder can successfully undertake and complete a project of the scale and scope set forth in this RFP.

PART 1: ORGANIZATIONAL OVERVIEW (EXECUTIVE SUMMARY)

The Bidder must possess the administrative and organizational capacity, experience and expertise to provide the required Project Services as set forth in the RFP and the administrative structure to oversee the billing, payment, and processing of invoices to ITS for work performed under the Contract. To demonstrate that it meets or exceeds these requirements, at this part of its Technical Proposal, the Bidder must submit an Executive Summary, not to exceed five (5) pages that includes:

1.1 GCOM's Office Locations and Identification of Senior Officer

(1) The name and address of the Bidder's main and branch offices and the name of the senior officer who will be responsible for this account;

All services and solutions delivered under this contract will be managed out of our Albany, New York Office. Heidi Green, GCOM Chief Operations Officer, will be the GCOM Executive Sponsor for this engagement. [REDACTED] is GCOM's proposed NYS IES Engagement Executive. [REDACTED] works out of GCOM's New York City Office but will be available for meetings in Albany with IES Program Executive Stakeholders as needed and requested.

1.2 Lots to Which GCOM is Responding

(2) A statement indicating for which Lot(s) the Bidder meets or exceeds the associated minimum bidder qualifications and for which Lot(s) it is submitting a Proposal for the State's consideration.

GCOM meets or exceeds the associated minimum bidder qualifications for and is responding to the following three Lots:

- Lot # 1 – Eligibility, Enrollment, and/or Case Management Project Engagement
- Lot # 2 – Report and Analytics Project Engagement1
- Lot # 3 – Financial Management and Provider Management Project Engagement

1.3 GCOM's Understanding of RFP Requirements and ITS' Needs and Approach

(3) A concise description of the Bidder's understanding of the requirements presented in the RFP, ITS' needs, approach, and how the Bidder can assist ITS in accomplishing its objectives. The description provided should demonstrate the Bidder's understanding of (1) the scope of work included in the RFP, and (2) the effort, skills and processes necessary to successfully complete the software development services detailed in this RFP while adhering to the software development lifecycle (SDLC) prescribed by the State using State-defined tools, methodologies, and technologies and operating on a State-owned and operated platform.



RFP# C000540 IES System Integrator Master Service Agreement

The New York State IES Program (IES Program) seeks to onboard system integration vendors that will assist with the design, development, and implementation of the IES Modernization Program Modules. Multiple Tier I vendors will be onboarded and subsequently compete for Tier II assignments. Vendors that receive Tier II projects will be part of a multi- prime vendor IES program, tasked with providing system integration services to design, development and implement the following types of IES Modules:

- Eligibility and Case Management Modules (Lot 1)
- Data Management and Business Intelligence Modules (Lot 2)
- Financial Management and Provider Management Modules (Lot 3)
- Fair Hearing Modules (Lot 4)

Tier II vendors will need to bring the following system integration capabilities and experience to deliver Tier II Projects: business analysis, service design, user experience and user interface design, infrastructure and application architecture, application development and unit test, functional and non-functional test, technical knowledge transfer and end user training, Production operations readiness, and pilot and Production cutover support. GCOM has experience delivering COTS and Custom applications on 30+ system integration projects. We have numerous business domain and technical resources in Albany, New York and New York City. We are also partners with a number of New York State MWBE and SDVOB Partners who bring deep training, organization change management, user experience, and user interface knowledge and capabilities.

Vendors awarded Tier II projects must be able to deliver business solutions using the IES Program provided business and technical services, configurable COTS software infrastructure components, and solution development frameworks. In addition, Tier II vendors will be required to use the State defined tools, methodologies, and technologies and operate on a State-owned and operated platform. We anticipate that NYS will provide business rules and requirements extracted from the legacy systems. Tier II vendors will start the Tier II assignments by validating and elaborating these requirements and then proceed to design, develop, and implement the IES module on the state-owned technology platform, shared services and software development tools. Use of technology standards, common technology services, and delivery program standards will result in an IES System that is easier to scale, faster to configure for new State and federal regulations, and more economical to support.

As part of the IES Program, Tier II vendors will need to deliver our part of an integrated program team. This means Tier II vendors will use IES program project management and software delivery lifecycle standards, tools and templates. This facilitates a more integrated and coordinated program delivery with program projects aligned on milestones, integration, and data exchange requirements. We anticipate that the IES Program will also charter shared technical management processes such as configuration management, release management, and build/deploy management. Standard program delivery and technical management practices will result in better communications and transparent status across the program. This helps the IES program and project teams identify and mitigate risks and issues.

1.4 Summary of GCOM's Corporate/ Business History

(4) A succinct statement outlining corporate/business history including a general mission statement, the overall number of employees per position, and other general information about the Bidder.

GCOM Software is a system integrator servicing health, health and human services, regulatory management, and public safety state and local governance agencies. Established in 2005 in Albany, New York, GCOM is a company of 750 people, and has annual revenue of \$160 Million. Today, our corporate headquarters remain in Albany, New York and we maintain branch offices in New York City, Maryland, Florida, and Missouri.

GCOM Software LLC

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Our mission is to design, build, integrate, maintain and run systems for state and local governments with extreme operational efficiency.

GCOM's Health and Human Services Practice (GCOM HHS) would be responsible for responding to and delivering solutions for Tier II contracts issued under the Master Agreement. GCOM HHS has implemented, services clients, and supports numerous application development and maintenance and operations projects for clients in 15 states.

Recent examples include 1) the design, development, and implementation of the New York State Women, Infant, and Child System and infrastructure operations, 2) data analytics projects for NYC DOHMH Epiquery and Maryland Department of Human Service Total Human-services Integrated Network (MD THINK) and 3) level 1 help desk services for the Maryland Department of Health Long Term Support Services System.

The table in Exhibit 1: Team GCOM Resources lists the number of resources Team GCOM has on staff with specific, targeted expertise to support HHS system integration projects.

In addition, our named partners extend the overall GCOM Resource pool of team members from 750 to 2000+ resources.

1.5 Activities GCOM will undertake if Selected for a Tier II Assignment

(5) A description of the activities the Bidder is proposing to undertake to begin providing services to ITS if selected in response to a Tier II Assignment.

When selected for a Tier II Assignment, GCOM will undertake the activities to facilitate starting the project as soon as possible:

1. GCOM's Engagement Manager will request our Legal, Finance, and Operations teams to each designate a responsible team member to support Contract negotiations (if any) and Contract execution to ensure we are staffed and positioned to meet our responsibilities, including monitoring Contract activities, deliverables, invoicing, billing, and personnel issues for the engagement
2. GCOM's Engagement Manager and Project Manager will begin working with IES program and project leadership to:
 - a. Validate project plan assumptions and cross program dependencies
 - b. Review and finalize the Statement of Work
 - c. Begin working with GCOM Human Resources and Operations to transition proposed staff from current assignments to the IES Tier II Assignment in accordance with the GCOM Staffing Plan
 - d. Review IES Program Management, Technical Governance, and Onboarding processes and procedures
 - e. Work with IES Program Management, Technical Governance, and Onboarding to obtain all necessary access to prescribed tools, forms, templates, etc. to be utilized on the engagement
 - f. Begin collaboratively planning project kickoff meeting
 - g. Allocate time for Wave 1 GCOM project team staff to review relevant IES program materials; and to begin to prepare deliverable expectation documents

1.6 How GCOM will:

(6) A statement specifying its agreement to and, as applicable, explain how it will:



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- *Organize and Staff Adequately to Perform Contractual Responsibilities*
- *Communicate with State Agencies and Engagement Executive Activities to Ensure Exemplary Project Performance*
- *Handle Resource Substitutions*
- *Cooperate with and Assist State Staff with Project Services*

1.6.a Organize and Staff Adequately to Perform Contractual Responsibilities

a. Maintain an adequate organizational structure and resources sufficient to discharge its contractual responsibilities including monitoring Contract activities, deliverables, invoicing, billing, and personnel issues.

GCOM supports our project teams with GCOM corporate resources and systems. GCOM corporate resources include our Human Resources, Finance, Project Management Office, Legal, and Security teams. Support provided by each of the corporate teams is described below:

- Human Resources: provides recruiting, onboarding, and offboarding support to GCOM project teams. Our Human Resources team also administers our time keeping, payroll, continuing education, and employee benefits programs. These programs keep GCOM employees engaged and facilitate our employees' transition between GCOM projects and the consistent growth of their skills and experience to meet career goals. Human Resources also supports resolution of personnel issues.
- Finance: supports invoicing and billing upon the State's formal acceptance of deliverables. All invoices are audited against the contract deliverable-based billing schedule prior to submission to our clients to eliminate invoice errors.
- Project Management Office: provides a variety of support and oversight to GCOM projects including project delivery methods and tools (if not provided by the client) and project health checks. The project health checks provide independent validation and verification that our projects are on schedule, on budget, and delivering project work products and deliverables with quality. Our PMO also conducts quarterly client satisfaction reviews to correlate project performance data with client feedback.
- Legal: provides contract review and negotiations support for both GCOM prime contracts and GCOM subcontract contracts.
- Security: provides corporate level physical and cyber security and privacy policies, procedures, and employee training. Our Security team also supports our strategic projects with project security and privacy plan deliverables at the beginning of the engagement. Like our Project Management Office, our security team conducts quarterly engagement security reviews to assess and enhance the project level security plans.

Once candidate are identified, the GCOM project manager will submit the required forms to the IES Program to initiate the project on-boarding process.

1.6.b Communicate with State Agencies and Engagement Executive Activities to Ensure Exemplary Project Performance

b. Provide for normal day-to-day communications and maintain a Contractor Sole Point of Contact (Engagement Executive) for proper communication and performance of all contractual responsibilities.

GCOM will staff each Tier II Assignment with a full-time Engagement Executive and Project Manager. The Engagement Executive will be responsible for managing the contractual relationship with the State and oversight of the delivery of services. The Engagement Executive is accountable for the successful



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completion of all aspects of the Tier II Assignments and Contracts. The Engagement Manager will handle all contract management discussions and brief and liaison with executive stakeholders on engagement status, escalated work items, and GCOM engagement performance. The Engagement Manager will serve as the point of escalation for any project delivery or GCOM staff issues.

The GCOM Project Manager will serve as the primary point of contact for the NYS program/project management personnel. The GCOM Project Manager will lead planning, resourcing, execution, and status communications for system integration project delivery. The GCOM Project Manager will ensure compliance with and manage the day-to-day communications per the mutually agreed to Communications Plan.

1.6.c Handle Resource Substitutions

c. Substitute any employee whose continued presence would be detrimental to the success of the State's efforts with an employee of equal or better qualifications.

Upon request of the IES Program Office or their authorized representative, GCOM will replace GCOM staff with resources of equal or better qualifications. GCOM projects are supported by over 750 GCOM Team Members, Corporate Project Management Office (PMO), and a Corporate Recruiting Team. Our Corporate PMO and Recruiting Team help our Engagement and Project Managers identify and roll-on internal and external resources to meet our project staffing requirements. We will adhere to the agreed to requirements related to personnel replacement time frames and required interviews and approvals.

To facilitate and control the onboarding of any new or substitute GCOM Team member, on all GCOM projects we maintain a project onboarding playbook to assist new project team members to quickly understand the transition into their project roles and responsibilities. Our project onboarding playbook typically includes review of the RFP and RFP Response Materials, review of the pertinent project and technical management plans, review of the project schedule, review of the project risks, issue, and decision items, review of specific roles and responsibilities, inflight and not-started tasks, and deliverables. Our on-boarding play book also includes an on-boarding checklist that clearly identifies all State compliance requirements and the provisioning of State IT resources needed to execute the project. GCOM project and workstream leaders also facilitate knowledge transfer activities to ensure that new team members receive all required training to do their project tasks. Additionally, GCOM leads also validate that new team members demonstrate the capability to perform their role within the prescribed transition period.

1.6.d Cooperate with and Assist State Staff with Project Services

d. Cooperate fully with the State's staff, advisors, and any other contractors and/or subcontractors who may be engaged by the State relative to the Project Services.

GCOM believes in transparent and collaborative engagements and works to contribute to the success of not only our assigned projects but the success of the overall programs. GCOM Engagement, Project, and Workstream Managers achieve this through clear and timely communications, planning and managing to program milestones, timely status reporting, joint task and work product execution, sharing of completed work products, a collaborative mindset, and general knowledge sharing with program stakeholders and project teams.

GCOM will fully cooperate with State staff, advisors, other prime and/or subcontractors who may be engaged by the State on the IES Program.



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PART 2: MINIMUM BIDDER QUALIFICATIONS

Please complete Table 1 - Project Engagement, on the following page, for each project engagement the Bidder is using to demonstrate that it meets or exceeds the Minimum Bidder Qualifications. Failure to meet the Minimum Bidder Qualifications set forth below will result in the Proposal being deemed non-responsive and eliminated from further consideration. The Minimum Bidder Qualifications section will be scored on a Pass/Fail basis.

For each Lot the Bidder is bidding on, Bidder must complete the table provided under that section. Depending on the Lot or Lots for which they are submitting Proposals, Bidders must meet the Lot-specific Minimum Bidder Qualifications to be deemed qualified to respond to that/those particular Lot/Lots. Failure to meet a given Lot's Minimum Bidder Qualifications will disqualify and eliminate the Bidder from further consideration for that Lot's services. The Lot-specific Minimum Bidder Qualifications section will be scored on a Pass/Fail basis.

Bidders should list as many projects as needed to meet the Minimum Bidder Qualifications. Additional projects in excess of the Minimum Bidder Qualifications should not be listed in this section but can be discussed in Part 5 of Attachment 16, entitled "Bidder Experience."



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Table 1 Project Engagement

Minimum Bidder Qualifications

Qualification 1: The Bidder, at time of bid submission and throughout the term of the Contract, must be authorized to conduct business in New York State, or has filed an application for authority to do business in New York State with the New York State Secretary of State at the time of bid submission. Such application must be approved prior to Contract Award.

The Bidder certifies that it is authorized to conduct business in the State of New York. (If the answer is "Yes," skip the next two items regarding this Qualification 1.)

☒ Yes ☐ No

If the Bidder is not currently authorized to conduct business in the State of New York, has the Bidder filed an application for authority to do business in New York State with the New York State Secretary of State prior to the date of its bid submission?

☐ Yes ☐ No

If the answer to the above question is "Yes," please provide the date the Bidder filed its application for authority to do business in New York State with the New York State Secretary of State.

n/a

Qualification 2: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a project(s) subject to and under the following conditions:

- the project(s) included multiple prime contractors working simultaneously on software development in a shared system environment;
- the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution for the project(s); and
- in providing such software development services, the Bidder was required to adhere to the software development lifecycle (SDLC) as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform.



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<p>The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a project(s) subject to and under the following conditions:</p> <ul style="list-style-type: none">the project(s) included multiple prime contractors working simultaneously on software development in a shared system environment;the Bidder was responsible for providing software development services, which include/included design, development, and implementation, inclusive of testing and defect resolution, for the project(s); andin providing such software development services, the Bidder was required to adhere to the software development lifecycle (SDLC) as prescribed by the client using client-defined tools, methodologies, and technologies and operating on a client-owned and operated platform.	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
Project Engagement # and Name:	New York State Department of Health – Special Supplemental Nutrition Program Women, Infant and Children on the Web Solution
Client Name(s):	New York State Department of Health
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	Jan. 2017 – Mar 2021
Client Contact Name and Title:	Jennifer Cioffi, NYWIC Project Manager (WIC Program)
Phone Number:	518-474-0887.
Email:	Jennifer.cioffi@health.ny.gov.
Alternate Client Contact Name and Title:	Helen Winchester HPA2, MBA
Phone Number:	(518) 474-0940
Email:	Helen.Winchester@health.ny.gov



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LOT-SPECIFIC MINIMUM BIDDER QUALIFICATIONS

Table 2 Lot #1 – Eligibility, Enrollment, and/or Case Management Project Engagement

Table 2 Lot #1 - Eligibility, Enrollment, and/or Case Management Project Engagement	
Minimum Bidder Qualifications	
<p>Lot 1 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on an eligibility, enrollment, and/or case management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project and the software solution developed was used by and met both common and differing needs of multiple business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP).</p> <p>*The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.</p>	
<p>The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on an eligibility, enrollment, and/or case management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project and the software solution developed was used by and met both common and differing needs of multiple business units (e.g., finance department, agency policy office) or program areas (e.g., SNAP, HEAP).</p>	<p><input checked="" type="checkbox"/> Yes <input type="checkbox"/> No</p>
Project Engagement # and Name:	
Client Name(s):	
Client Contact Name and Title:	
Phone Number:	
Email:	
Alternate Client Contact Name and Title:	
Phone Number:	



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Email:	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	1/17 through 3/2021

Table 3 Lot # 2 – Report and Analytics Project Engagement

Table 3 Lot #2 - Reports and Analytics Project Engagement

Minimum Bidder Qualifications

Lot 2 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a reports and analytics IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.

*The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.

The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a reports and analytics IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.

☒ Yes ☐ No

Project Engagement # and Name:

Client Name(s):

Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):



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Client Contact Name and Title:	
Phone Number:	Please see above.
Email:	Please see above.
Alternate Client Contact Name and Title:	Will provide upon request.
Phone Number:	Will provide upon request.
Email:	Will provide upon request.

Table 4 Lot # 3 – Financial Management and Provider Management Project
Engagement

Table 4 Lot #3 - Financial Management and Provider Management Project Engagement
Minimum Bidder Qualifications
Lot 3 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a financial management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project. *The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.



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The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a financial management IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Project Engagement # and Name:	
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	
Client Contact Name and Title:	
Phone #:	
Email:	
Alternate Client Contact Name and Title:	Will provide upon request.
Phone #:	Will provide upon request.
Email:	Will provide upon request.

Table 5 Lot # 4 – Fair Hearings Project Engagement

Table 5 Lot #4 – Fair Hearings Project Engagement
Minimum Bidder Qualifications
<p>Lot 4 Qualification: The Bidder must represent and warrant that it possesses at least three (3) years of experience as the prime contractor on a public sector fair hearings or appeals IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.</p> <p>*The Bidder may add more engagements as necessary to show experience. However, the Bidder should only provide engagements needed to meet the minimum.</p>



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The Bidder represents and warrants that it possesses at least three (3) years of experience as the prime contractor on a public sector fair hearings or appeals IT project(s) under which the Bidder was responsible for providing software development services, which includes/included design, development, and implementation, inclusive of testing and defect resolution, for the project.	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Project Engagement # and Name:	GCOM is not bidding on Lot 4.
Client Name(s):	
Dates (month/year) of Experience (including date the engagement started and ended or is scheduled to end):	thru
Client Contact Name and Title:	
Phone Number:	
Email:	
Alternate Client Contact Name and Title:	
Phone Number:	
Email:	



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PART 3: PROJECT OVERVIEW

3.1 GCOM's Project Approach and How We Will Fulfill Services Set Forth In This RFP's Scope of Work

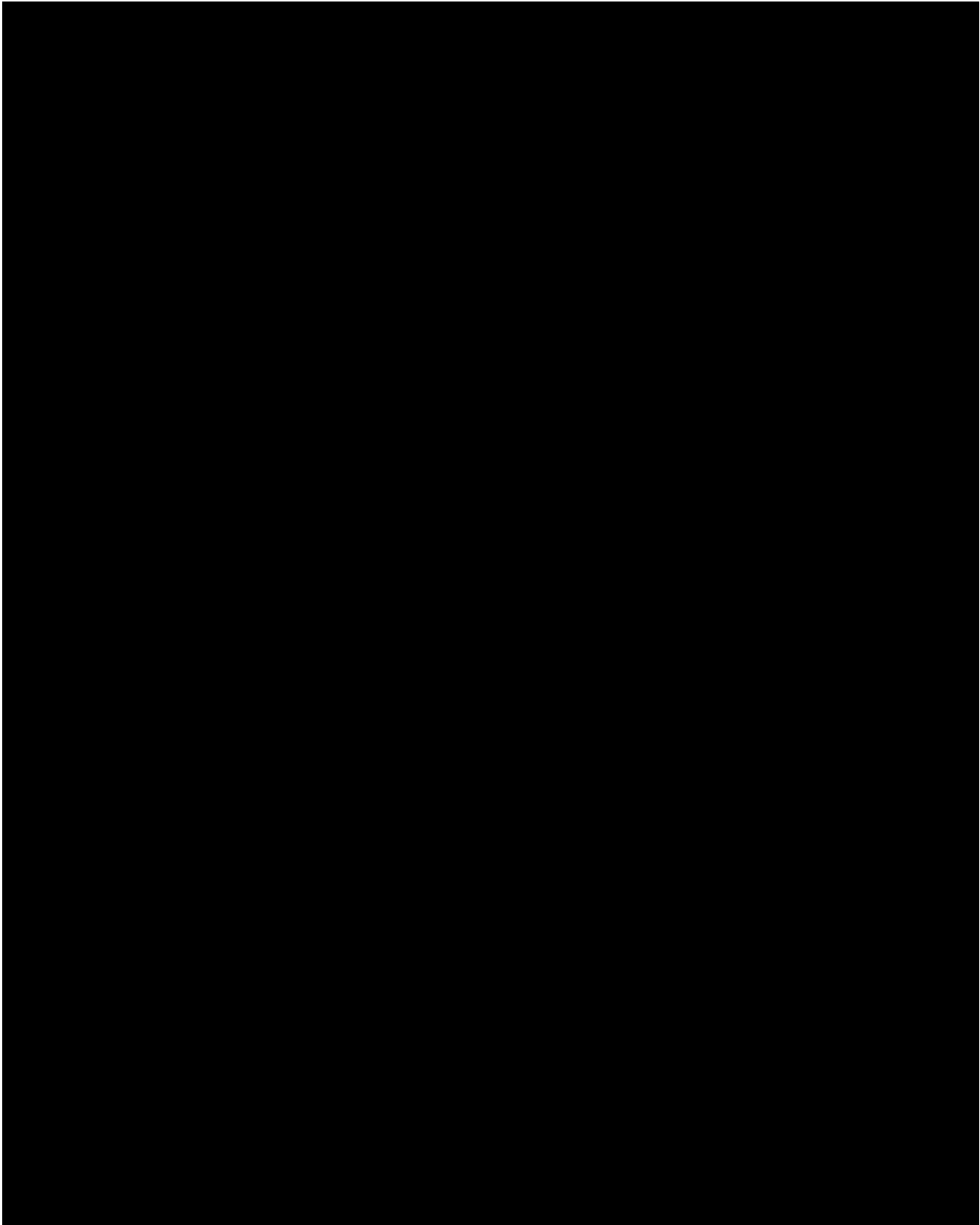
In this section of the Technical Proposal, Part 3 – Project Overview, Bidders should demonstrate their competence and capacity to provide systems integration services, inclusive of design, development, and implementation, testing and defect resolution, knowledge transfer and cross-training of State technical staff, and tier 2-4 help desk support for all Lots bid.

The Project Overview should include a narrative describing the project approach and provide information regarding how the Bidder will fulfill the services set forth in Section 2.1 of the RFP.

The Project Overview will be scored based on how the Bidder addresses both its approach to the project and the critical factors listed above. This part of the Bidder's Technical Proposal must not exceed twenty (20) pages.

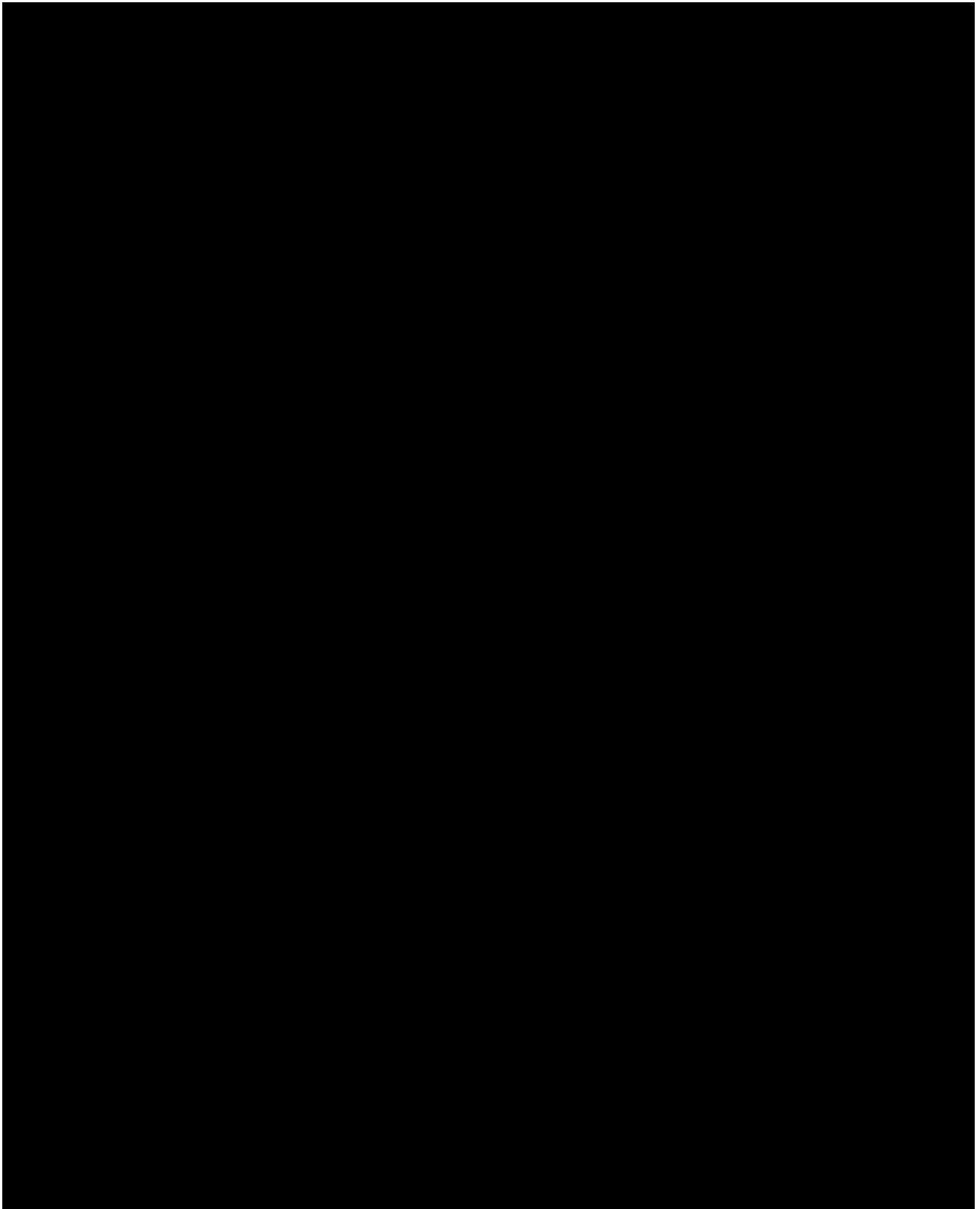


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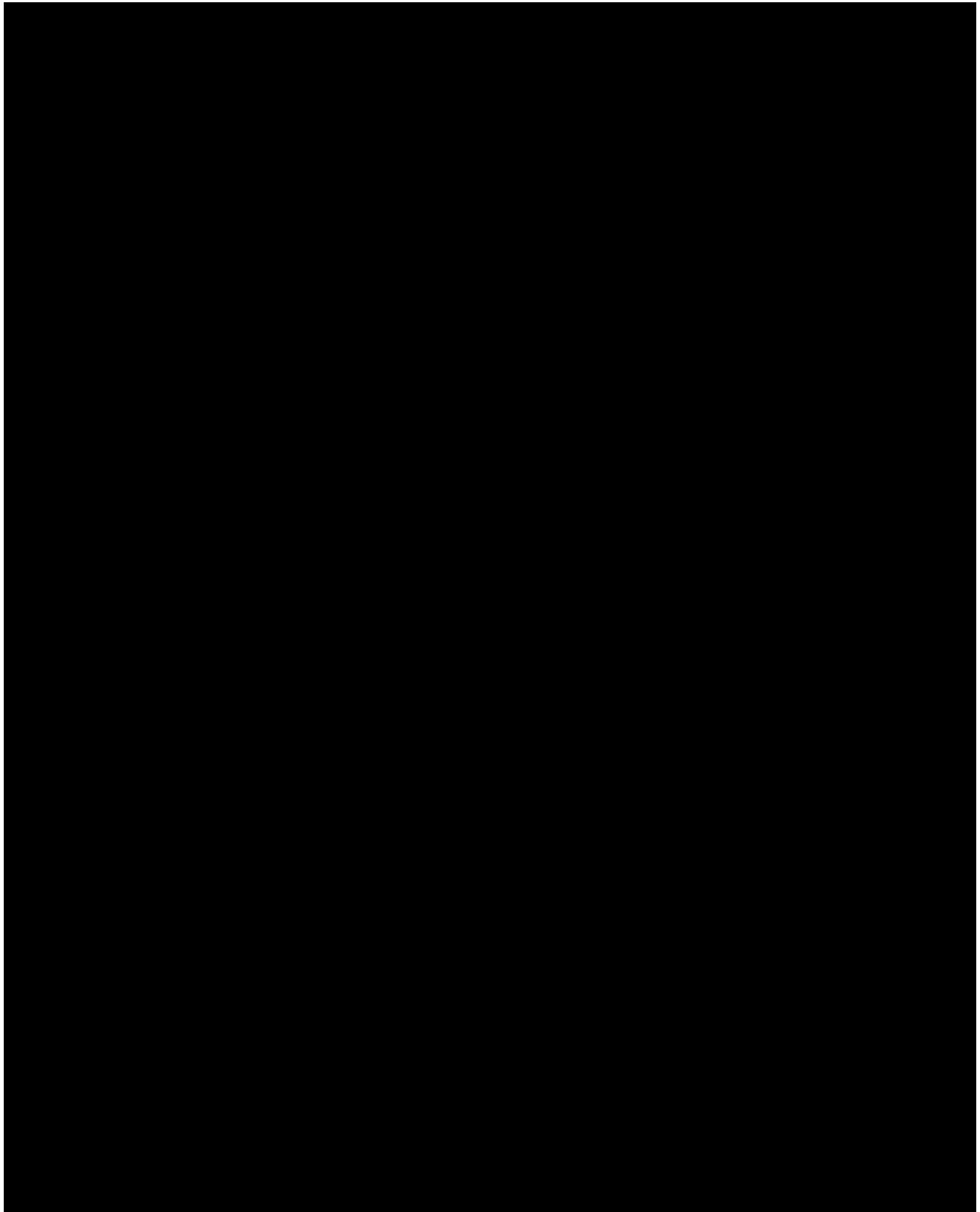


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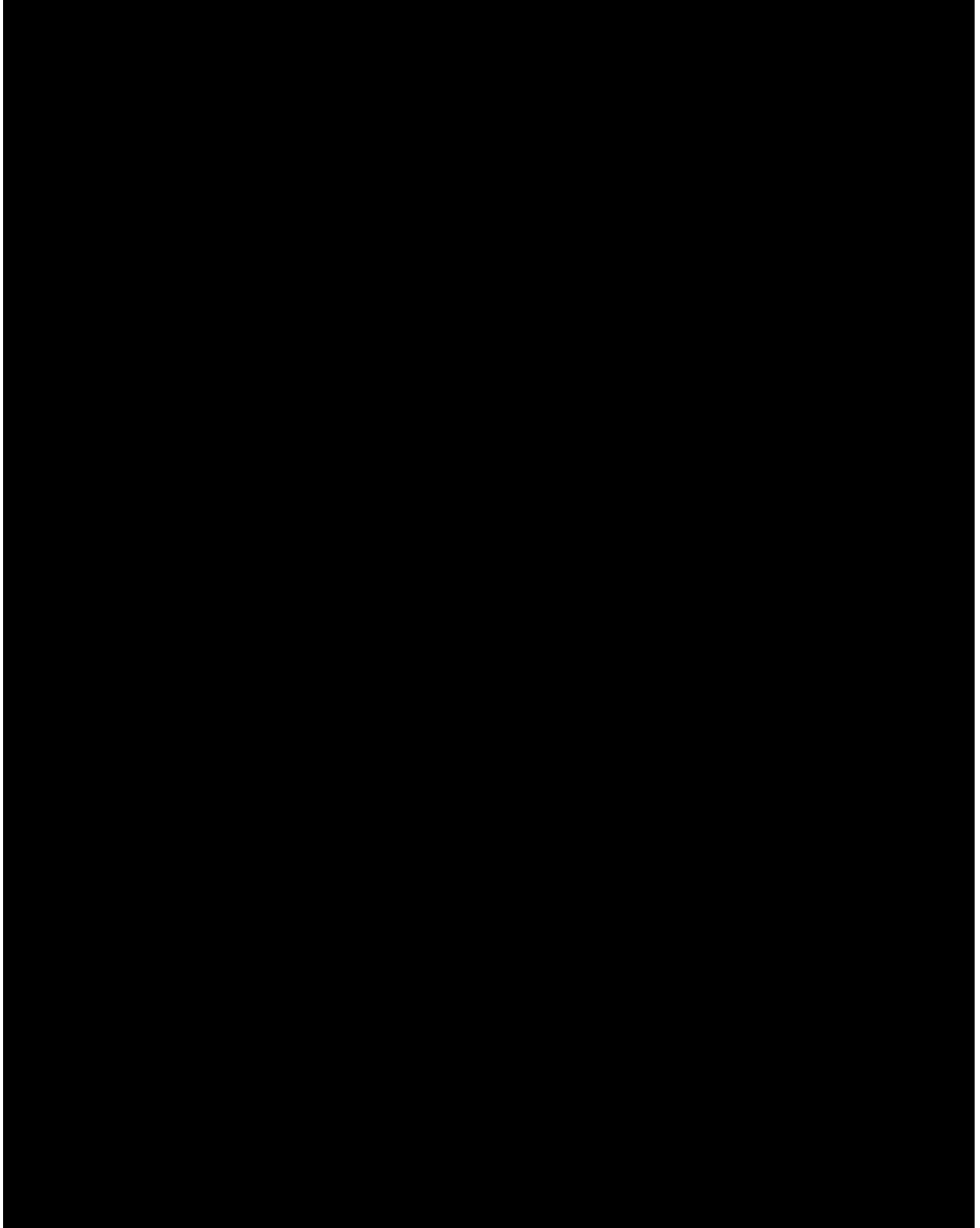


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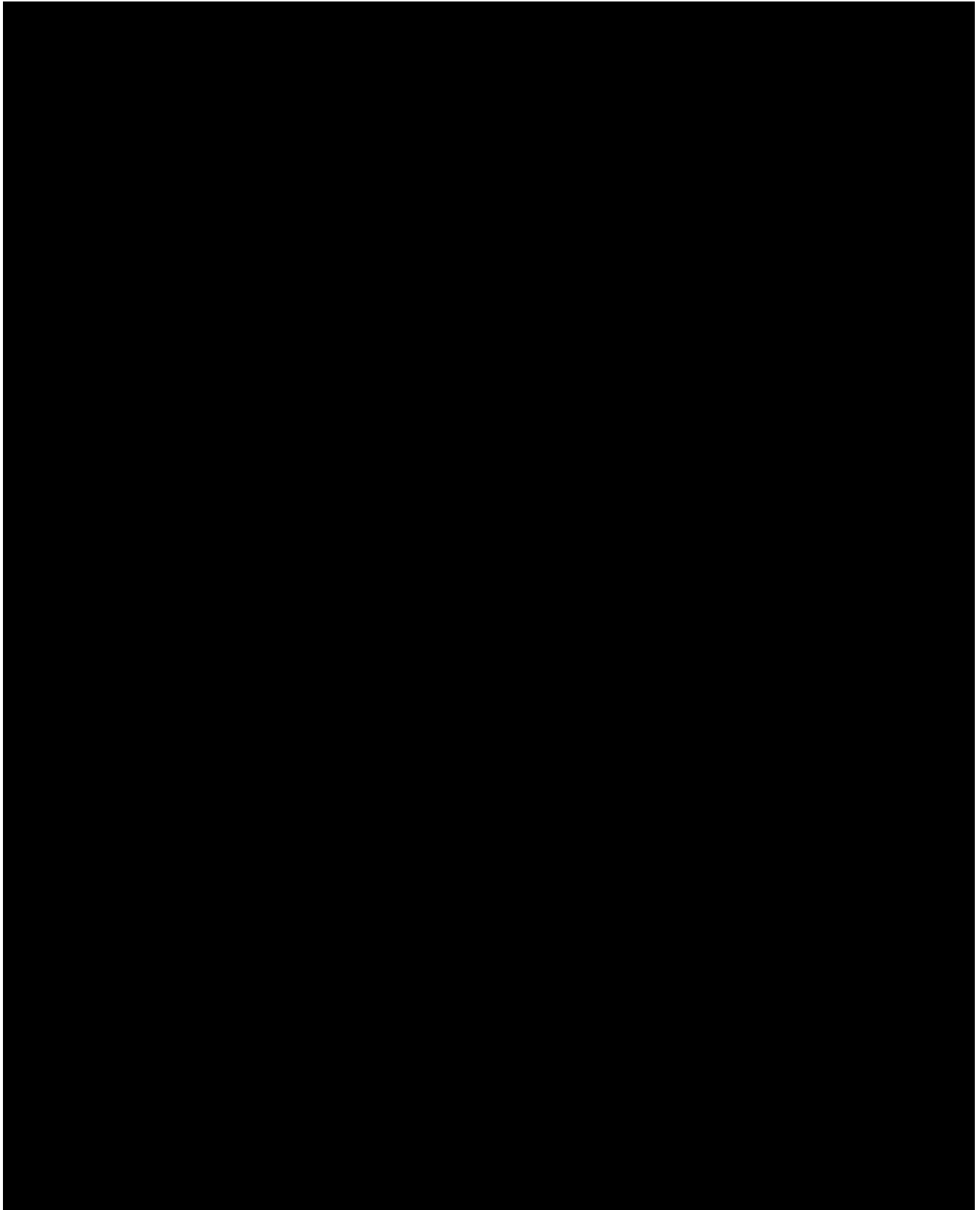


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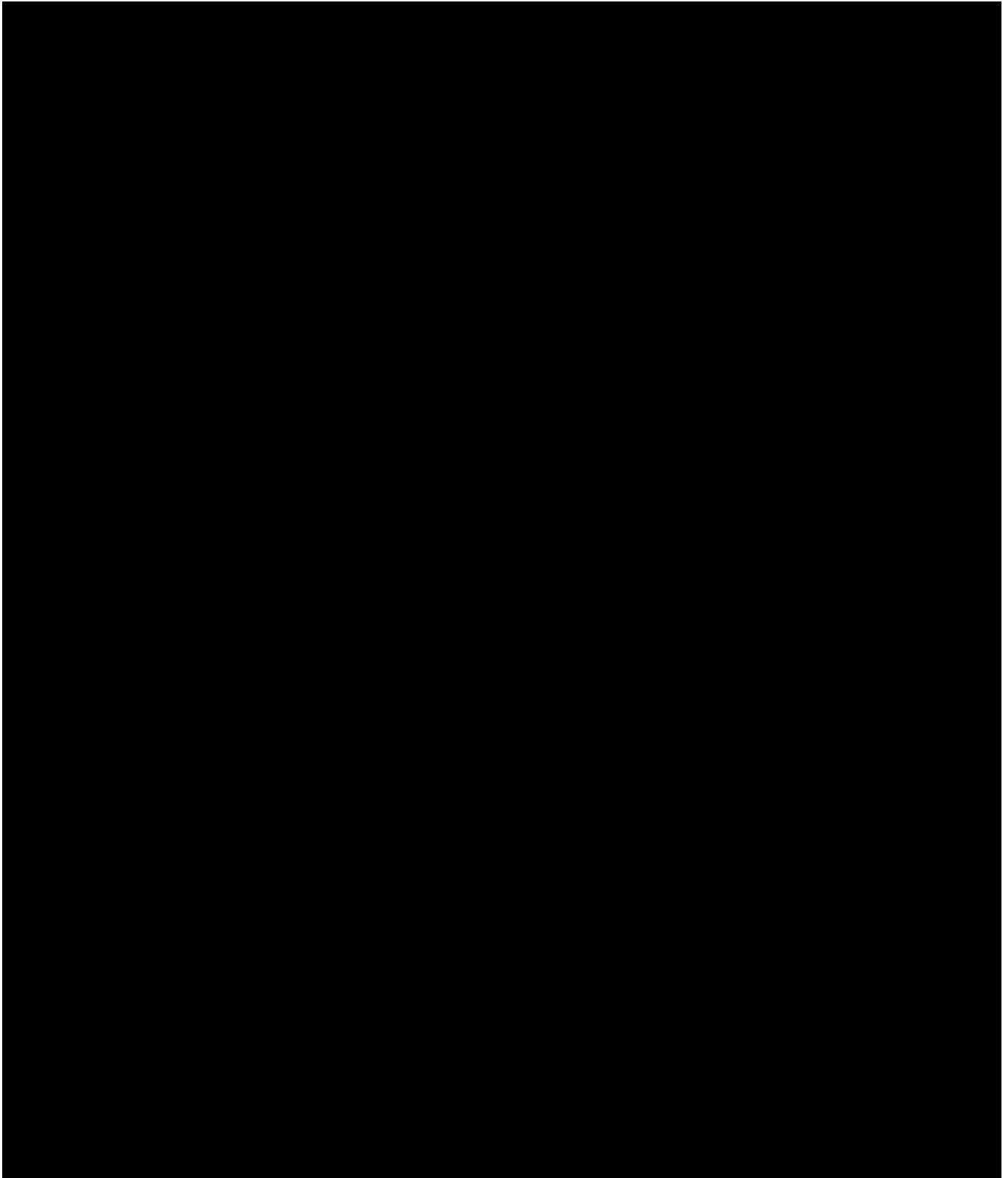


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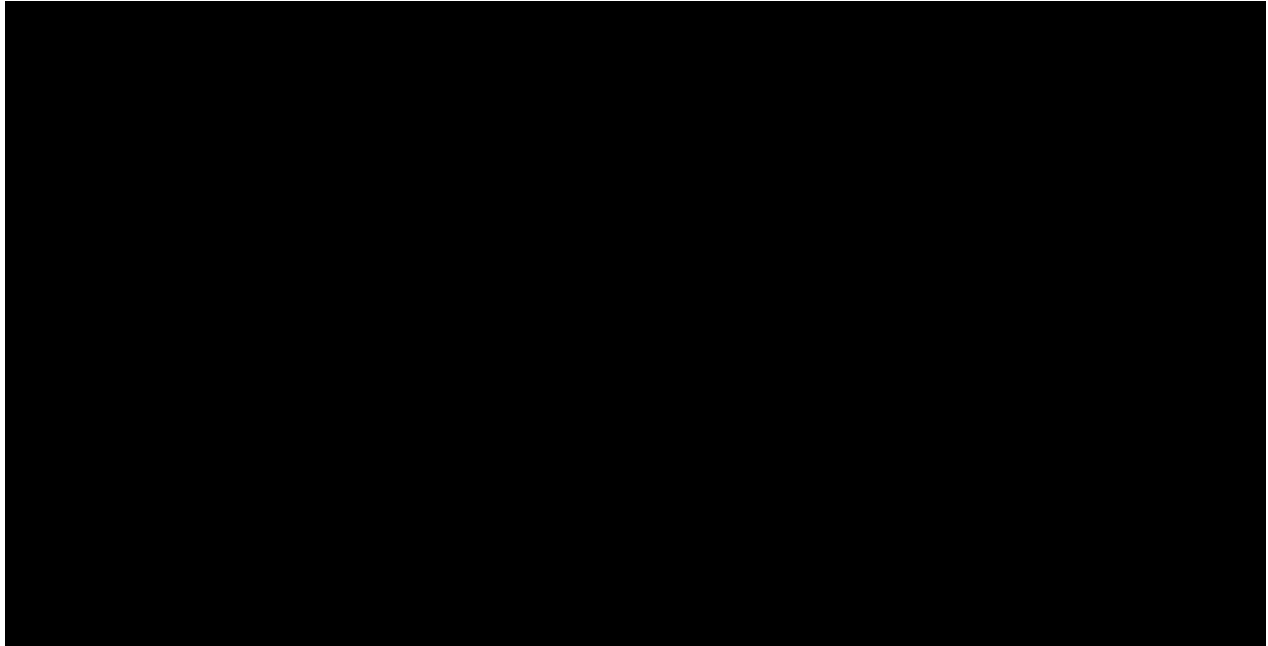


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3.2 GCOM's Project Delivery Methodology promotes shared methods, open communication, collaboration, and transparency; all of which are critical success factors in the multi-vendor IES program environment.

Specifically, the Bidder should outline the factors that it believes are critical to the success of system integration projects. Responses should indicate how the Bidder will be able to have their work product (deliverables) and tasks incorporated into the State's overall deliverables and SDLC. The Bidder should describe its experience in successfully addressing the following critical factors in other similar engagements, highlighting unique experiences, skills, or abilities the Bidder would bring to the engagement that differentiate it from other Bidders and that would maximize the likelihood of a successful outcome for Assignments. At a minimum, the Bidder must address the following:

In a multi-vendor program environment. GCOM realizes critical success factors include 1) collaborative and transparent communications with program stakeholders, 2) using the IES program software development lifecycle process standards and tools, and 3) aligning our Project Management plan, processes, and procedures with the IES Program Management Office standards and tools.

In the remainder of this section, we provide insights into our approach to schedule management, ability to use client mandated SDLC methods and tools, critical success factors in multi-prime vendor program environments, risk management approach, and our approach to scope, schedule, cost, and quality management.

3.2.1 Ability to have Workplan and Product Incorporated into NYS Master Plan

1. *Bidder's ability to have their workplan and product for any award incorporated into the State's master plan;*

GCOM uses resource loaded, critical path schedules to plan and deliver system integration projects for our clients. Our workplan management processes include:

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1. Use of Microsoft Project to plan and manage resource loaded, critical path schedules. Our schedules include project activities, deliverables, and milestones. Project activities are planned at the 8 to 80-hour level of detail and, typically, with one assigned resource per activity.
2. GCOM will align any custom fields used in the project workplan to align with program level custom field and reporting standards.
3. Our workplans are baselined upon initial approval; and re-baselined upon any approved change requests.
4. GCOM's Project Manager and Workstream Leads update the schedule with start and finish dates on a weekly or bi-weekly basis, depending on project/program requirements

GCOM is experienced working in complex, multi-prime contractor public sector program environments. In most of these environments, the Program Management Office maintains a master program level schedule. As such, GCOM's Microsoft Project workplans are designed to be able to be subsumed as a sub-project into a master program schedule. Once all sub-projects have been subsumed into the master program schedule, the Program Management Office establishes and maintains cross project relationships; which provides insight into the program's critical path. Prime contractors are expected to maintain their individual project workplans and provide updated schedules to the Program Management Office on a weekly or bi-weekly basis per the client's program management plan.

3.2.2 Adherence to a NYS Prescribed SDLC, Tools, Methodologies, and Technologies While Operating on a State Owned and Operated Platform

2. *Bidder's approach to adhering to a software development lifecycle (SDLC) as prescribed by the State using State-defined tools, methodologies, and technologies and operating on a State-owned and operated platform;*

GCOM recognizes that in a program environment, adopting standardized delivery methods, tools, terminology, and status reporting across prime vendors is critical to program scope, schedule, and resource coordination and to the ultimate success of the program. On IES System Integration Engagements, GCOM anticipates aligning our delivery methods and tools as follows:

- GCOM expects to utilize project management and software development lifecycle management methods, templates, and tools as specified by the IES program to plan, manage, report status, and deliver projects assigned to GCOM under this contract.
- All GCOM staff onboarded onto IES program projects, will utilize NYS IES program resources including any combination of 1) State issued laptops, 2) use of State issue virtualized desktops to access IES Program resources off-site, 3) use of secure, State issued email accounts, 4) use of State issued Microsoft SharePoint sites for the development and finalization of all documentation.
- GCOM will use State provided Application Lifecycle Management Tools such as HP ALM, JIRA, and/or Team Foundation Server for requirements management, test management, configuration management, and other SDLC work management functions as specified by the IES Program Management Office.
- GCOM expects our project team to work from a combination of IES Program Offices and GCOM Offices in Albany, New York or New York City.

GCOM has deep expertise and experience using numerous SDLC methodologies to deliver system integration projects for our clients. These methodologies include: Waterfall, Agile-Scrum, Scaled Agile, Rational Unified Process (Iterative), and various hybrid methods.

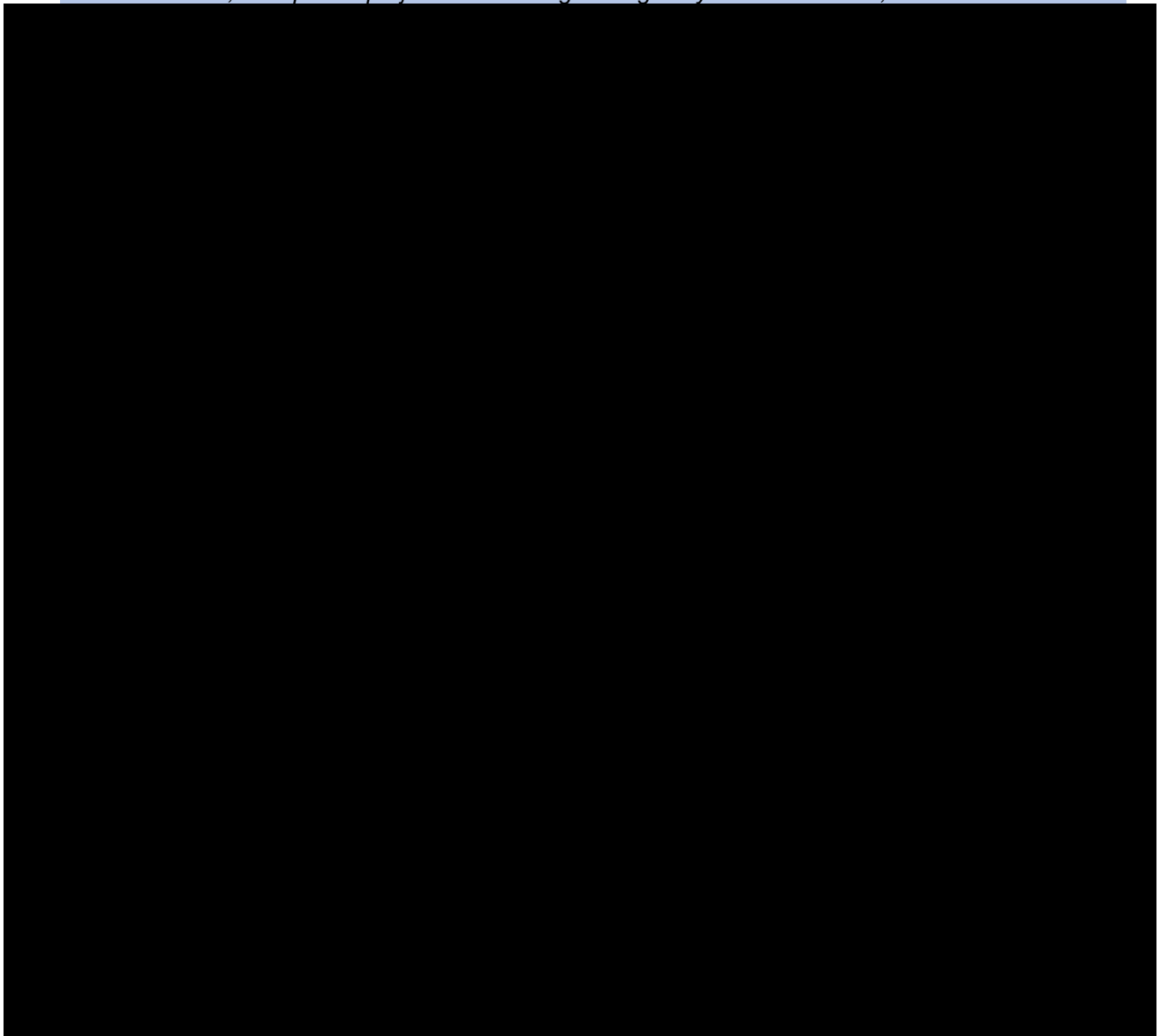


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We adopt and utilize the methodology that best matches the needs and requirements of the project and our client. To deliver large, complex, and multi-stakeholder systems in a program environment for our clients, GCOM recognizes that industry standard SDLC methods must be integrated with industry best practice Project Management, training, and Organizational Change Management methods,

3.2.3 GCOM's Ability and Experience Working in a Multi-Vendor Environment

3. *Bidder's ability to work in a multi-vendor environment with the State and with other vendors performing IES-related work on various modules awarded through the RFP, other solicitation instruments, or separate project teams being managed by State resources;*

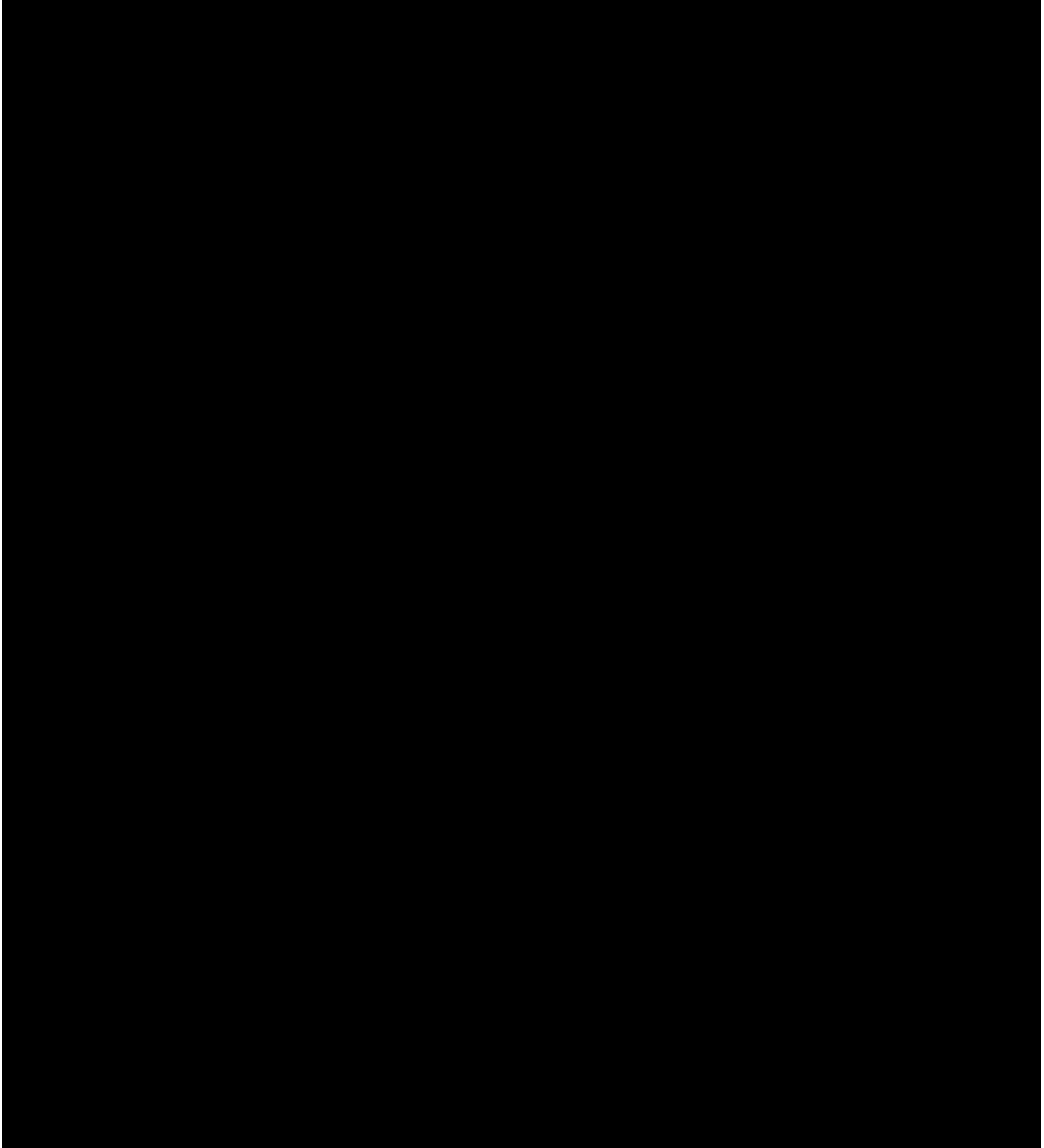




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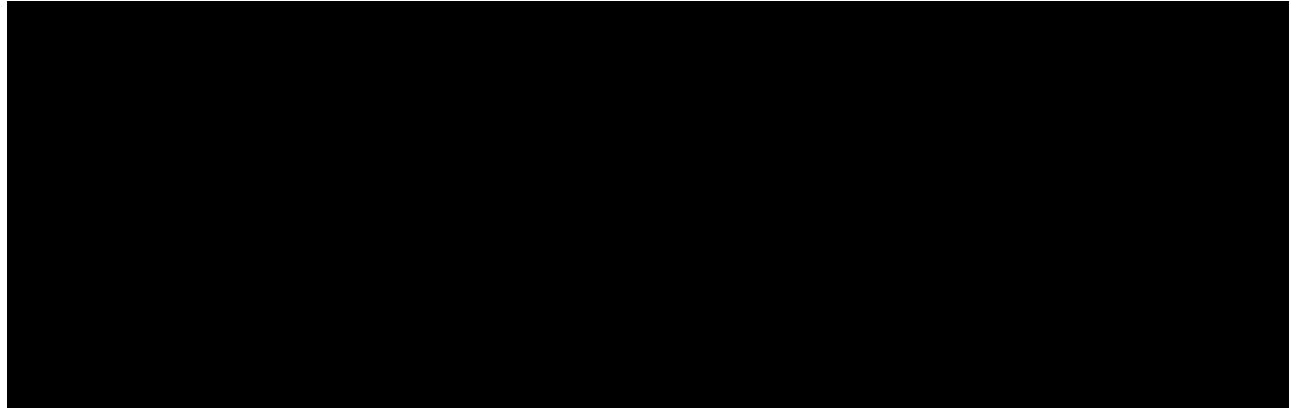
3.2.4 GCOM's Ability to Manage and Mitigate Risks

4. Bidder's ability to manage and mitigate Bidder, or client, identified risk(s); and



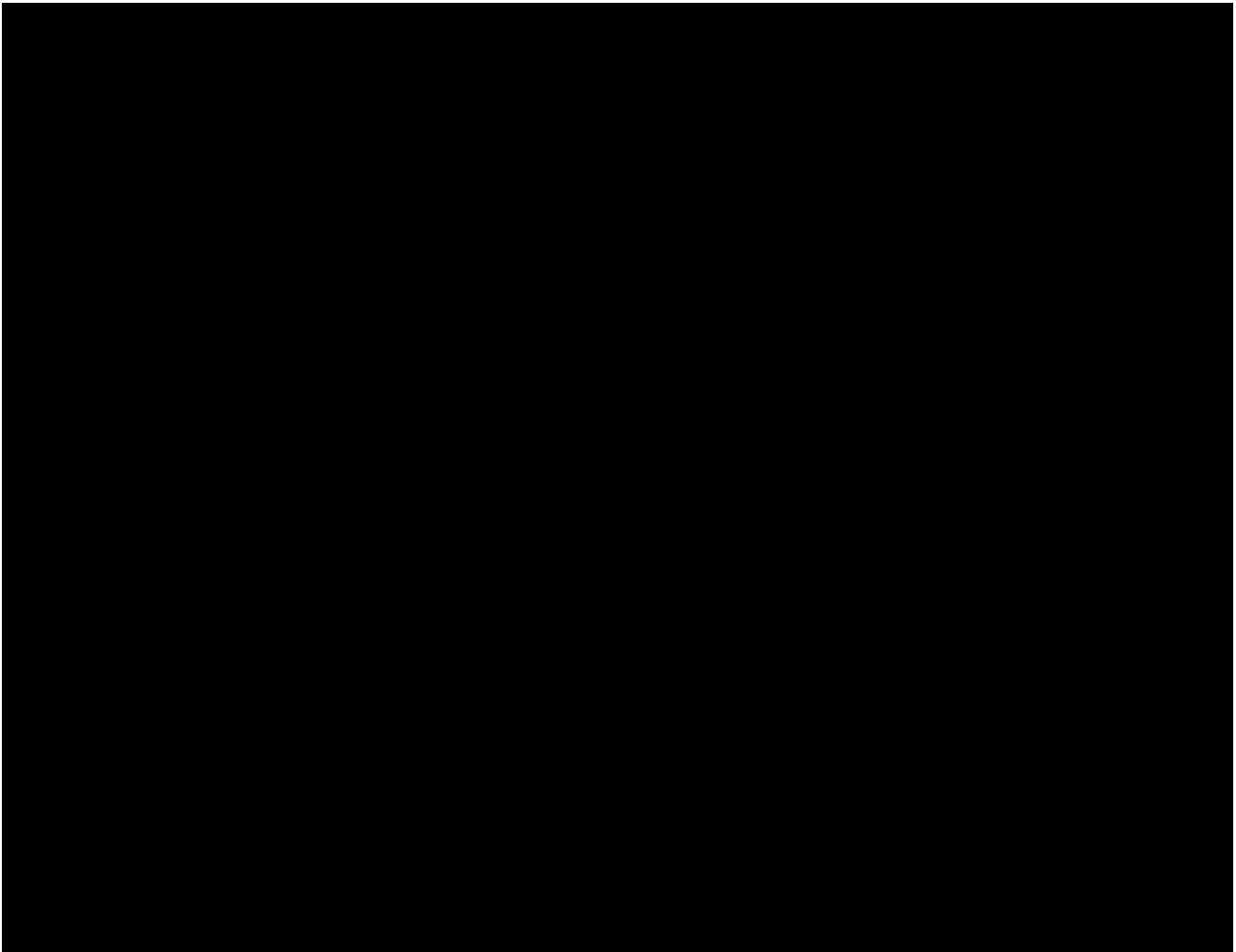


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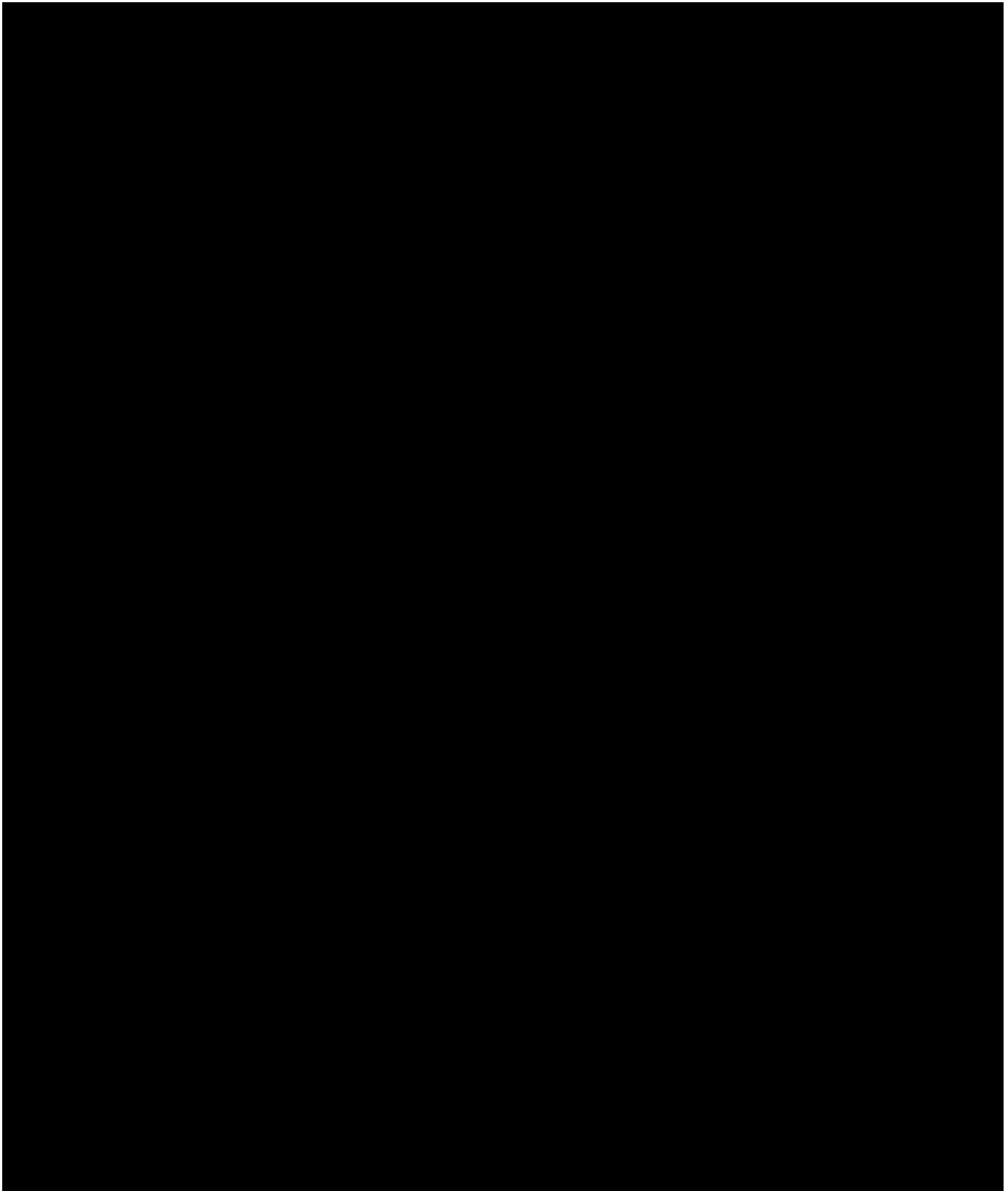
3.2.5 GCOM's Approach to Scope, Schedule, Cost, Quality Management and Ability to Adhere to a Budget

5. Bidder's approach to scope, schedule, cost, and quality management, including ability to maintain strict adherence to budget.



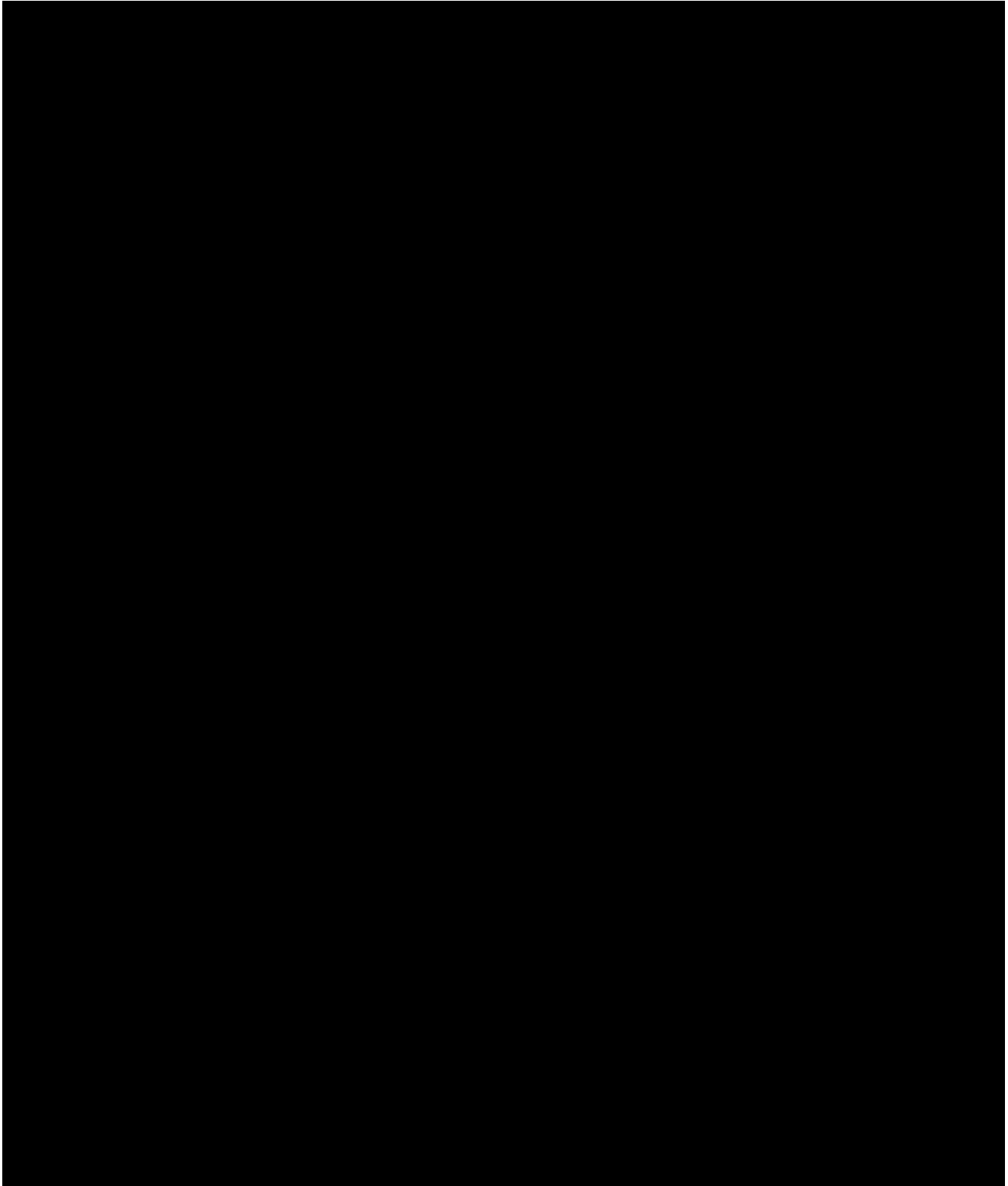


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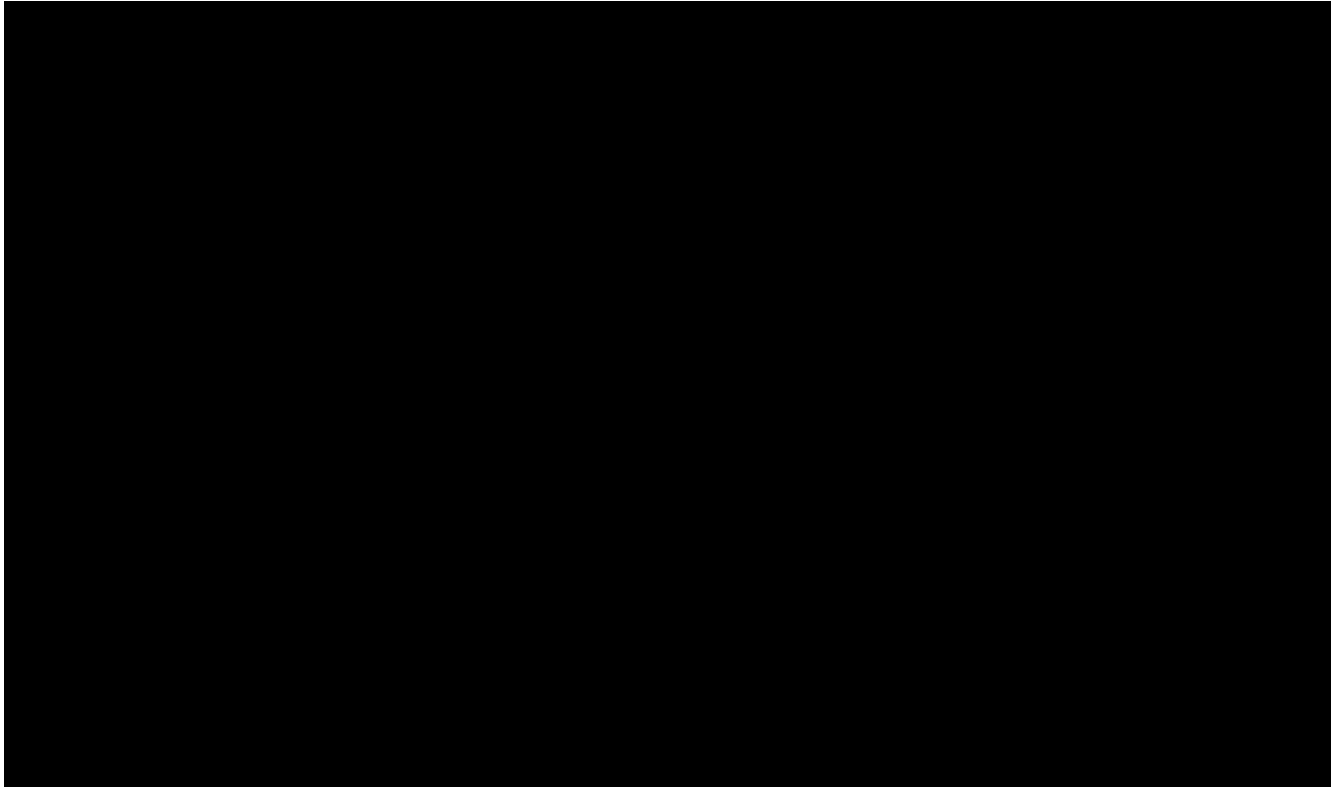


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PART 4: CONTRACTOR'S ENGAGEMENT EXECUTIVE

This section will be evaluated and scored in accordance with section 5.1.3 of the RFP. However, this part of Bidder's Technical Proposal will not be scored if the minimum thresholds/qualifications identified below are not met. The Bidder must specify the individual it is proposing to serve as the Contractor's Sole Point of Contact during the term of the Contract, i.e., the Engagement Executive. This Part 4, including the Profile Table and reference, is not to exceed five (5) pages.

To receive a score above zero for this section, the Engagement Executive must meet or exceed the following thresholds/qualifications: ten (10) years' experience in system integration projects, with five (5) of those years serving in a leading role in multiple system integration projects for governmental entities which includes a state, quasi-state, local, or Federal agency.

An ideal Engagement Executive has:

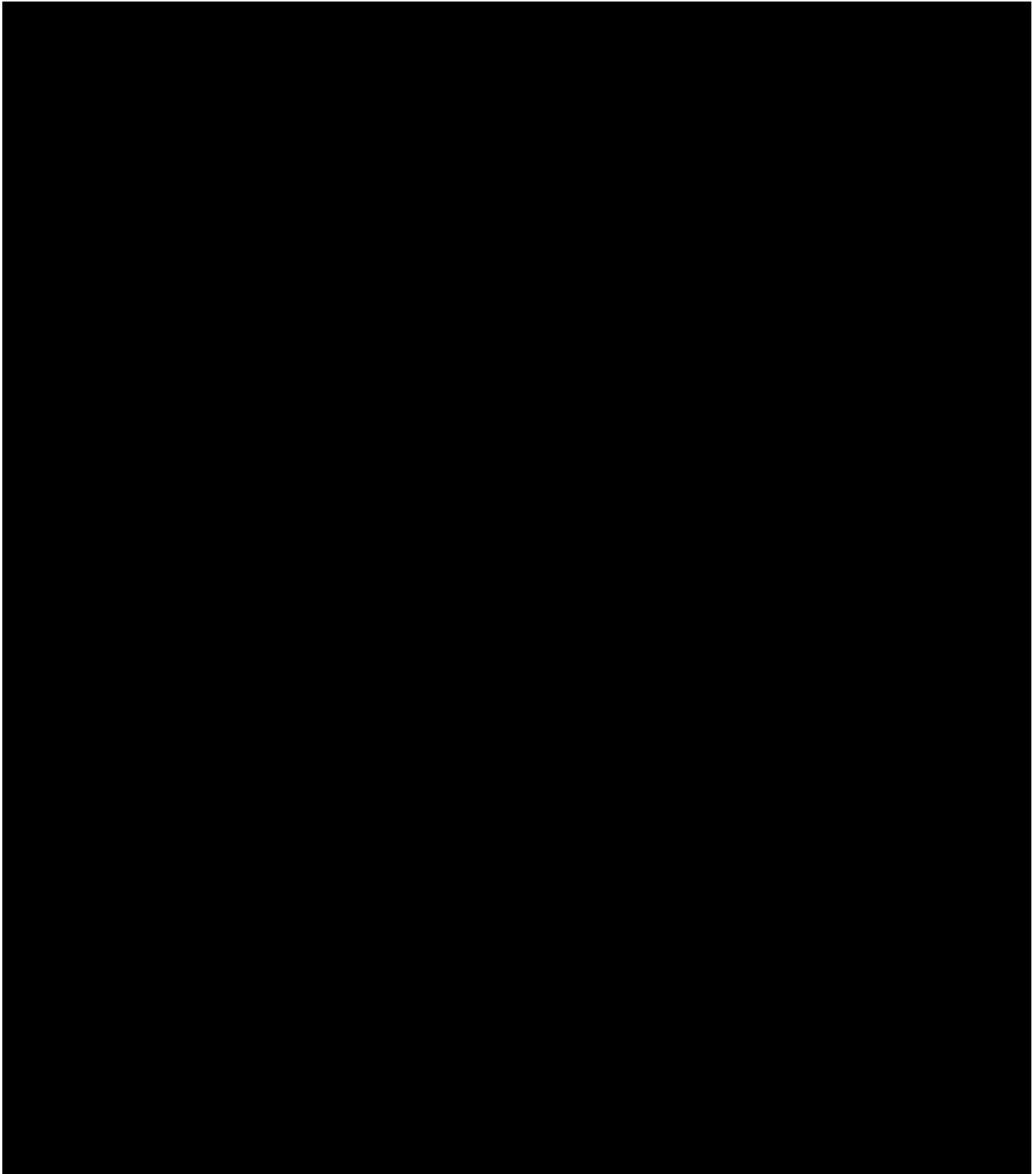
- A. experience in the health and human services field;*
- B. extensive development, design, and implementation (DDI) experience on large complex projects;*

experience on a leadership team of a large operational IT organization.

In addition to completing the Contractor's Table 6- Engagement Executive on the next page, the Bidder should supply a letter of reference for the Engagement Executive. The reference letter should be one of the engagements listed in the profile and include the name, address, and contact information of the client for whom the proposed individual provided services on behalf of the Bidder similar to those expected of the Engagement Executive position. (Note: The reference letter will not be separately scored but will be used to confirm information in the Bidder's proposal.) Further, the Bidder should discuss the Engagement Executive's availability to meet with ITS staff in Albany, NY.



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PART 6: PROJECT STAFFING

ITS expects that Contractors will identify and propose staff with skill sets and experience specific to each Assignment. The names and qualifications of proposed staff members will be submitted and evaluated as part of any Response. Within its response to this RFP, the Bidder, at this part of its Technical Proposal, must address the following, not to exceed twenty (20) pages:

6.1 GCOM's Organizational Capacity & Skills Development Processes for Delivering Repeated Project Success

1. *The Bidder's overall organizational capacity and skills development processes for ensuring success in general;*

GCOM Software LLC is a system integrator servicing health, health and human services, regulatory management, and public safety state and local governance agencies. Established in 2005 in Albany, New York, GCOM is a company of 750 people, and has annual revenue of \$160 Million. Today, our corporate headquarters remains in Albany, New York and we maintain branch offices in New York City, Maryland, Florida, and Missouri.

GCOM specializes in serving the Public Sector. We understand government technology solutions and we offer a wealth of public sector experience and expertise. GCOM has consistently and reliably demonstrated an unmatched ability to deliver the right staff, at the right time, at the right price, to meet IT staffing needs.

GCOM has a proven approach to delivering the right consultants at the right time to meet IT staffing requirements across all phases of the staffing management lifecycle. We have proven expertise in staffing entire projects in a cohesive and comprehensive manner.

Often, government agencies look to do great things, fast! What then holds them back? "The Right People". GCOM has the right mix of expertise available when needed, and at the right price. Our seasoned recruiting staff has built a strong bench of consultants ready to be deployed immediately. In addition, we have perfected an elastic staffing model allowing us to adapt to our customer's fluctuating demands.

GCOM has placed highly qualified IT Professionals in all the titles needed for the IES Program as a System Integrator, outlined in Appendix K: Overview of IES. In addition, our staff has extensive expertise working on Health and Human Services projects very identical to the services envisaged per Appendix K. Some of the key direct projects we are working today are NYSoH, MD-THINK Eligibility and Enrollment, and NYC DSS Applications.

With the modernization and consolidation of New York State's Integrated Eligibility System Program (IES), New York State Information Technology Services (ITS)

GCOM Software LLC



Figure 3: These are the attributes that make GCOM the perfect partner to support the IES Program.

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embarks on one of the largest and most complex health and human services system implementation in the nation's history. The new system will:

- Streamline the application process for New York's most vulnerable citizens
- Improve outcomes by better matching the right services to the needs of the customer and their families
- Improve State program and employee efficiency through unified eligibility and program participation data, modern case management user interfaces, configurable business rules that improve the State's and social service districts' ability to achieve their core missions

The IES Program will deliver the new integrated eligibility system in a modern easy-to-use experience over a six-year planning, design, development, and implementation period. With this Request for Proposal, the IES Program seeks to onboard three to five partners that can provide business, technical and management staff augmentation resources to help lay the foundation of shared services to be used across the future SI engagements and subsequently aid State staff during the implementation and integration of these engagements. The foundational shared services will include decomposition of the requirements and policies, as well as conceptual design and architecture. In addition, staff augmentation resources will help establish the program management office; implement the test management processes; create the "no wrong door" user experience conceptual design and standards; define the architectural system, noticing, and software standards; extract the legacy rules from the major existing systems; plan the interface verification processes; and establish the procurement and onboarding framework to be used by the future procurements.

Your ideal partner for this Technical Services Allocation RFP will have the following attributes:

- Experience supporting business and technology transformation with public sector health and human services agencies
- Proven capability to identify, vet, and deliver high quality, experienced professionals committed to meet client requirements
- In depth and deep bench of experience resources working with ITS Shared Services Technology Tools and Platforms that can be immediately deployed
- Resources with rich libraries of proven methods, solution accelerators, and career development

HIGHLIGHTS

- Over a decade of experience with staffing and SI contracts for public sector agencies
- Expertise in providing IT Staff to Health & Human Services Agencies (NYS, NYC, FL, MD)
- Proven track record on similar assignments for NYS IJportal and NY State of Health
- Over 550 professionals on staff, with 200+ in Albany
- Local to Albany, with 80+ IT Staff working on our own internal projects, ready to be deployed for urgent needs



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- Is a local, capital region-based company committed to long term partnerships with NYS Agencies

GCOM Software is that partner. We are proven in delivering long tenure staff on NYS transformation initiatives such as the multi-year New York State of Health Exchange and the NYS Public Safety System Modernization. Our management and recruiting teams are experienced with providing user experience, oracle policy administration, system integration, master data management, data cleansing and migration (extract, transform, and load), business intelligence, program and project management, testing, and other business, technical and management advisory resources for high profile, multi-year projects.

GCOM offers additional benefits to NYS for IES projects as we are the only company with deep domain and technical knowledge of the NYSOH and NYS WIC applications (GCOM implemented these key projects for NYS). GCOM also has in-depth knowledge of many of the major systems IES needs to integrate with, such as DSS POS. Our subcontractor S2Tech brings deep IES knowledge and expertise in extracting business rules from legacy mainframe code.

6.1.1 Procurement and Onboarding

GCOM's Management Consulting, System Integration, and Staffing Practices can augment ITS/IES staff with the right mix of resources to support IES procurement processes. Our procurement and onboarding capabilities include:

- Analysis and documentation of RFP business, technical, management, organizational, and operations requirements.
- Technical writing to support RFP and Master Services Agreement Document development.
- Development of weighted selection criteria matrices and calculation tools.

NYSED awarded a contract to GCOM to assist them in development of an RFP. The work was completed in September 2018. The project goal was to advance the availability and accessibility of approved special education provider data to improve NYSED's oversight functions and better inform parents, students, school districts, municipalities, and other governmental agencies regarding the preschool and school-age special education services offered throughout the State.

The scope of work for GCOM was to provide NYSED all documentation that would be utilized for procurement of Phase 2 (Design, Development, and Implementation – DDI) for the NYS Special Education Services Development and Deployment Project.

Specifically, GCOM's project team produced the following artifacts to support procurement:

- Business Requirements and Systems Analysis Document
- Business Process Re-Engineering Model
- User Experience Design and Prototyping Model
- Architecture Solution Document (including various options)
- Detailed Project Plan for Phase II for budgetary purpose including:
 - Implementation Strategy
 - Cost Estimates
 - Project Schedules (timelines)

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6.1.2 Strategic Projects

No other partner can deliver IES strategic project support like GCOM. Why?

GCOM brings to IES 1) a wide breadth of management and technical service capabilities, 2) health and human services system experience, 3) the only company that has provided project-based strategic staffing service; our team is cohesive, are all full time employees, and have track records of success on multiple similar engagements, and 4) a proven ability to deliver top, local talent to support NYS initiatives. We have over 200 business and technical resources in the NYS Capital Region.

GCOM has delivered business and technical professionals to assist New York State and New York City agencies that

- delivered mission critical Integrated Justice Portal for NYS Public Safety agencies
- delivered NY State of Health (health exchange to implement ACA), one of the few exchanges in the country that was delivered on-time and without any critical glitches
- delivered high impact and high productivity mobile experiences for customers and state and city employees such as the NYS Department of the Environment DECALS hunting and fishing portal, NYC ParkPay Mobile, and NYC Small Business Portal,
- has led Maryland's Total Human-services Information Network (MD Think) system architecture proof of concepts and subsequent implementation, a project very similar in scope to IES, and
- we have led cross department business strategy and service redesign initiatives for the Florida Department of Agriculture and New York City Small Business Services

6.1.3 Skills Refresh

We make it a practice to constantly incent our team to expand their skills to their full potential, through our employee engagement programs:

- **Certification Assistance** - If one of our employees is interested in obtaining any certifications, we will work to set them up on a training plan to help them achieve those goals. The size of our team gives us access to employees certified in almost every technology, and they are happy to help assist each other as they go through the same training and testing process. We also host certification study groups to help prepare for the exam. We strongly encourage our team to pursue certifications on a regular basis, as they keep our team up to date on the latest



Figure 4: GCOM Team Certifications



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technologies and releases. Once certifications are earned, all certification related fees are reimbursed to the employee.

- Training- We regularly host training sessions on various subjects, open to all. These sessions provide a great environment for our team to share experiences, obstacles they have overcome, questions/answers, while building a sense of comradery within our team.
- GCOM TechTalks- GCOM hosts several presentations throughout the year on various topics to ensure our team is kept abreast on the latest technologies.

6.2 GCOM's Management of Staffing Levels and Staffing Quality

2. *The Bidder's ability to manage appropriate levels of staffing on a project, including the removal and replacement of specific staff;*

GCOM has well established processes guiding the delivery of IT professional staffing services. Under these, GCOM is committed to continuing to serve New York State with distinction. Continuous improvement and tweaking of our processes, using lessons learned, during our past fifteen years of experience with NYS agencies, makes our team even more valuable for IES.

GCOM relies on process repeatability. Towards this end, all operational processes (Recruiting, Training, Employee Performance Evaluation, Employee Compensation, Project Management, Software Development Methodologies, Customer Relationship Management, etc.) are structured and streamlined. Using established, field tested, repeatable and automated processes, GCOM can, and will, scale to provide the IES Program, cost effectively, with "just in time" consultants.

6.2.1 Requirement Lifecycle

Once a Personnel Request Document (PRD) has been received, the position is immediately entered into our Resource Management System (RMS), and a search is run for the following:

- Internal resources becoming available imminently - We have over 750 resources and 200+ in Albany, that are working on various T&M, fixed cost projects, product development, and R&D.
- Resource Management System (Candidate Database) – GCOM maintains an extensive internal database of available and qualified IT workforce resources. Potential candidates are identified through active internal processes that include referrals, professionals that have worked in the past with GCOM, networking events, etc.

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These two sources are our first preference, as both streams provide candidates that have been validated and interviewed by GCOM. This allows us to skip ahead in our review cycle and expedite our submission process. If no candidates are matched through these two sources, we move on to our recruiting team and partner network.

Candidates received from outside sources are carefully validated against the client's requirements.

The shortlisted candidates undergo our resume review process (described later), technical interviews are scheduled, and references/background checks are conducted. Documentation of the candidate's qualifications and validations are stored in our RMS for quick reference in the future.

Once submitted to the IES Program, we continue to stay in touch with the candidate so that we are current with their project status and can do our best to maintain the candidate's availability and interest.

Our RMS provides automation throughout the entire process.

Our selection process ensures that only candidates that are either available immediately, or for whom their current assignment is completing within 2 - 4 weeks from the requisition date, are submitted. These candidates are made aware of the target start date and reporting requirements and must confirm that they are able to accommodate them.

Based on our experience and our adherence to regimented processes, we are always confident in our ability to provide qualified candidates quickly.

6.2.1.1 Identifying Candidates

The following processes/tools form the backbone of our sourcing techniques:

Smart Search: Our experience with key word based, unfiltered Job Bank searches is that they generally return an unmanageably high number of unscreened results. In response, GCOM has developed the fully automated Smart Search System, which synthesizes resumes from Job Banks (Monster, LinkedIn, Dice and CareerBuilder) and eliminates unsuitable

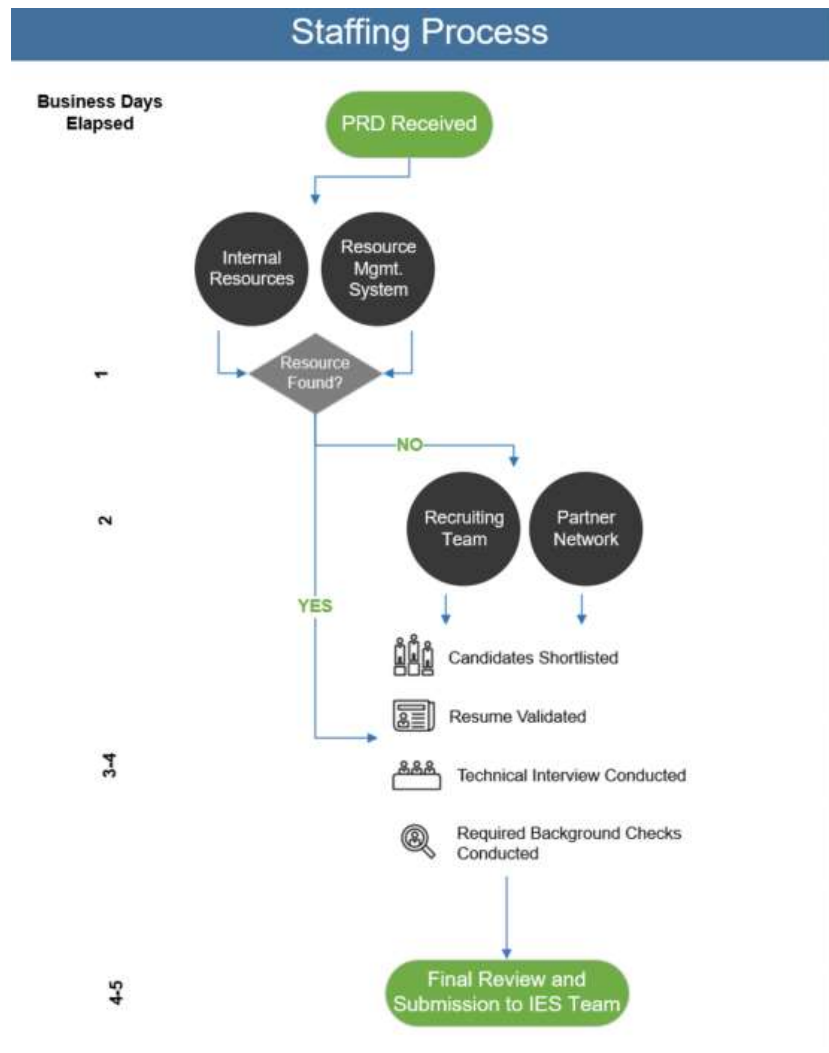


Figure 5: Overview of our staffing process



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candidates. The System applies our proprietary algorithms based on the specific formats and positioning of key words (result sets vary based on the job banks) and eliminates unsuitable resumes.

Check Lists: GCOM has created various check lists to streamline the process of hiring, which allows us to deploy additional resources during crunch time to expedite processing of large volumes of requests without compromising quality. Key check lists used are:

- **Search Criteria Checklist per job site:** Each Job site offers different search criteria and over time we have refined and documented the most effective ways to search candidates on each site to make our recruiters are highly productive. We prioritize finding candidates who are local.
- **Resume Embellishment Detection Checklist:** Resume inflation is particularly widespread within the IT consulting profession. Through years of learning and recruiting process refinement, GCOM has identified trends and patterns that highlight potential skills embellishment. We consistently update and document process steps to aids recruiters in identifying potential problem areas. This checklist allows easier identification of inflated resumes based on project description, technology, job responsibilities, and project duration. During the interview process our technical recruiters concentrate on these areas to ascertain the reasonableness of the resume/experience.
- **Tools Release Dates Checklist:** We assess a candidates' reported experience with specific product versions and technologies in contrast with the dates of claimed experience to detect if a potential candidate is claiming experience on a product/version prior to its release or beta release or outside the dates of product availability. All major release dates of popular software with their version numbers are in our database. (E.g. using JDK 1.5 on an IBM Portal 6.0 project etc.)
- **HR Interview Checklist/Question Bank:** Based on the skills listed in a resume, our system selects a set of questions and correct answers from our question bank, and provides these questions to the HR recruiter to aid in conducting a structured and thorough interview. Certain questions are flagged as basic and failure by a candidate to answer these questions indicates a potentially inflated resume. The objective behind the question bank checklist is to eliminate unsuitable candidates at an early stage in the recruitment process. To enhance relationship building opportunity, and ensure validity of all potential candidates, all interviews are either done in person or via Webcam. We typically use Skype as the technology of choice, however we support all other popular video chat tools (Yahoo IM, Microsoft IM, GoToMeeting).
- **Technical Interview Checklist/Question Bank:** This list helps the technical interviewer to review a resume and a select set of questions from our question bank appropriate to IDE (Integrated Development Environment) tools used by the candidates. The question bank is continuously enhanced by our GCOM technical team (e.g. common problems/bugs and workarounds when using hibernate, DROOLS, iText, Eclipse, iWay, .Net WCF etc.) These questions enable technical interviewers to determine if the candidate has real hands on expertise using the indicated tools. Questions progress from simple to complex depending on the level of expertise required by the client (Programmer/Analyst Junior thru Expert), thus enabling us to submit candidates that match the requirements. Similar to HR interviews, technical interviews are also either done in person or via Webcam.



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NYS Technology Initiatives: Using Agency websites and leveraging knowledge sharing sessions with GCOM consultants working for NYS agencies, we compile lists of on-going projects and the associated technology and domain expertise required. The resulting skill need checklists are used to find consultants who not only meet the technical requirements but also have domain expertise for the assignment (e.g. NIEM & Criminal Justice knowledge for NYS DCJS, etc.).

6.2.1.1.1 Sourcing a Candidate

Candidates are mainly sourced through one of four methods, summarized below:

- Resource Management System (RMS) – Internal Resources
- GCOM Recruiting Team
- Partner Network
- Internal Resources

6.2.1.1.1.1 Resource Management System (RMS):

Candidates' profiles and resumes are stored in GCOM's internal **Candidate Database (GCOM RMS)**. Our candidate database is designed to maintain a roster of 1,000+ active, available, and qualified IT candidates. We use automated, persistent communication processes to keep our candidate profiles current. Potential candidates in our database receive an automated email every two months for status updates (continued interest in the next assignment). If a potential candidate does not respond within two cycles, the candidate is marked as dormant and not considered for active deployment. If the number of candidates within a desirable skill category falls below threshold, a pro-active search is performed to maintain a pool of ready to hire candidates at an optimal level.

Sources for the candidates in our RMS include:

- **Referrals:** All employees/contractors are actively and regularly encouraged to contribute to the employee referral program. We find referrals are more likely to be local and higher quality candidates.
- **Former Consultants:** Candidates who have worked for us in the past due to project completion, etc., are kept active for potential future opportunities.
- **User Groups/ LinkedIn / Help Forums:** GCOM employees participate in various conferences and user group meetings and collect contacts for future needs. GCOM sponsors various user groups such as Java & .Net groups in the Capital Region to increase local candidate availability. We also host open house-training events and technology overview sessions in which we encourage our team to bring guests.
- **Multiple Candidates:** Frequently more than one suitable candidate is identified for a single open position and the additional viable candidates are kept in the Database for future opportunities. Qualified candidates approved by the customer for technical competence but



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not offered a position (reasons could be financial evaluation or other factors e.g. domain expertise) are added to our internal database.

- **Persistent Communications:** As mentioned above, potential candidates in our database get an automated email every two months for status update (continued interest in the next assignment); if a potential candidate does not respond within 2 cycles, the candidate is marked as dormant and not considered for active deployment. If number of candidates within desirable skill category fall below threshold, pro-active search is performed to keep our pool of ready to hire candidates at an optimal level.

6.2.1.1.1.2 Recruiting Team:

Our recruiters bring years of IT Recruiting experience, personnel networks, and IT skills to our team. Their sources include CareerBuilder, Dice, and our own website.

6.2.1.1.1.3 Partner Network:

To supplement our recruiting team, we also maintain a network of partners that we can reach out to for assistance with hard to find skills, specific tool, system, or domain experience, or rapid deployment of a large team.

6.2.1.1.1.4 Internal Resources:

As a result of the size of our team, we constantly have resources rolling off projects, and are frequently able to assign them for upcoming projects. This benefits our employees, as they know their employment with GCOM is secure, and our customers, as our resources are not taking time away from their projects to market themselves for new opportunities when their project is ending.

6.2.1.1.2 Validate the Resume

The most important aspect of IT staffing is finding the most qualified candidate. In today's market, due to the extremely high demand for IT professionals, the resume exaggeration is an endemic problem. We use the following methods to validate resumes prior to scheduling interviews with candidates:

6.2.1.1.2.1 Question Banks

Our in-depth questions specific to each technical area are tailored to the client's environment. The integration of these questions into InterviewMocha (www.interviewmocha.com) and Coding Hire (<https://codinghire.com>) enables us to filter out non-qualified candidates.

6.2.1.1.2.2 Tool Validation

Tool release dates are validated against resume experience time period claims as another avenue of detecting instances of resume inflation. For example, if a resume is showing experience using Oracle 11g was used on a project from 2002-2003, we know the resume has been faked as Oracle 11g was not released until 2007.

6.2.1.1.2.3 Certification Validation

Verification of professional license(s) and certification(s) listed on the resume. In addition to obtaining scanned copies of certifications from the candidates, GCOM goes directly to the software vendor or the professional entity's website to confirm certifications are valid and current. E.g.:

Microsoft: <https://mcp.microsoft.com/Anonymous/Transcript/Validate>

Oracle: https://education.oracle.com/pls/eval-eddap-dcd/ocp_interface.ocp_candidate_login?p_include=Y&p_org_id=1001&p_lang=US



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Apple: <https://i7lp.integral7.com/durango/do/pr/prSearch?ownername=apple>

Redhat: <https://www.redhat.com/rhtapps/certification/verify/?certId=>

VMware:

<https://mylearn.vmware.com/portals/certification/mL.cfm?menu=authenticate&ClickID=cpxaak7xa4ezw4kiff7szsnfwwllv7venea>

CISCO: <http://www.ciscocertificates.com/verify.cfm>

PMI: Project Manager Professional certifications are verified on PMI's website:

<http://certification.pmi.org/registry.aspx>

6.2.1.1.2.4 Candidate Interview Process

If a candidate is local, an in-person interview is always required. In cases where the candidate is not local, we require a video interview using the CodingHire program. We started using CodingHire as a result of our frustrations with the number of candidates that we were coming across that were willing to cheat (google answers, have a friend take the phone interview, etc.) in order to clear their interview. CodingHire is an online interviewing tool that allows us to coordinate interviews, store an extensive bank of questions, and watch as the candidate codes live answers to questions selected from our question bank. It also stores detailed feedback on each interview, such as the specific questions asked, the candidate's responses, how long it took the candidate to respond, overall rating of the candidate, and detailed feedback from the interviewer. We use CodingHire in combination with Skype, so that we can not only watch as the candidate codes answers live, but also see the candidate through Skype to confirm there is no unethical behavior taking place. In our experience, it is nearly impossible to falsify ones' interview results when being screened through this method.

Interview Dashboard:

On the CodingHire dashboard, GCOM recruiters setup their interviews by simply uploading the candidate's resume and adding the candidate's email address. The candidate is then automatically sent a link to access their interview in CodingHire. We can also click to see details of interviews which have already been conducted.



Figure 6 Interview Dashboard

Interview Questions:

The questions in our question bank have been carefully cultivated to ensure they are as specific to each customer's environment as possible and provide a wide range of skill levels. There are enough questions

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stored in the bank to guarantee no two interviews will ever be the same. We constantly update it with new questions as tools and technologies change, or our customers' environments change. CodingHire allows each question to be "tagged" to make it easy for the interviewer to find a question by Customer, Technology, and Skill Level.

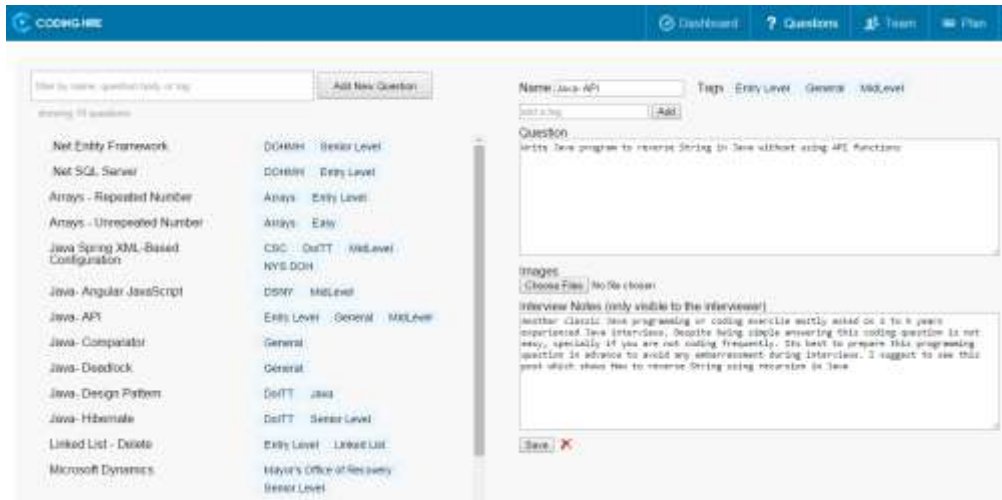


Figure 7 Sample Interview Questions

Interview:

The Interviewer selects a question from the question bank on the right, and it displays at the top of the screen for both users. The candidate can now begin typing their response to the question. Our Interviewers are trained in how to work with the candidates through responses, such as giving small hints, suggestions, or switching questions as needed.



Figure 8 Sample Interview

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Interview Results:

Once the Interviewer is done conducting the interview, they go to the feedback screen. In this screen, they rate the candidate on a 1- 4 star basis and provide detailed feedback. A record of the candidate's questions and answers are stored with the interview in addition to the feedback.

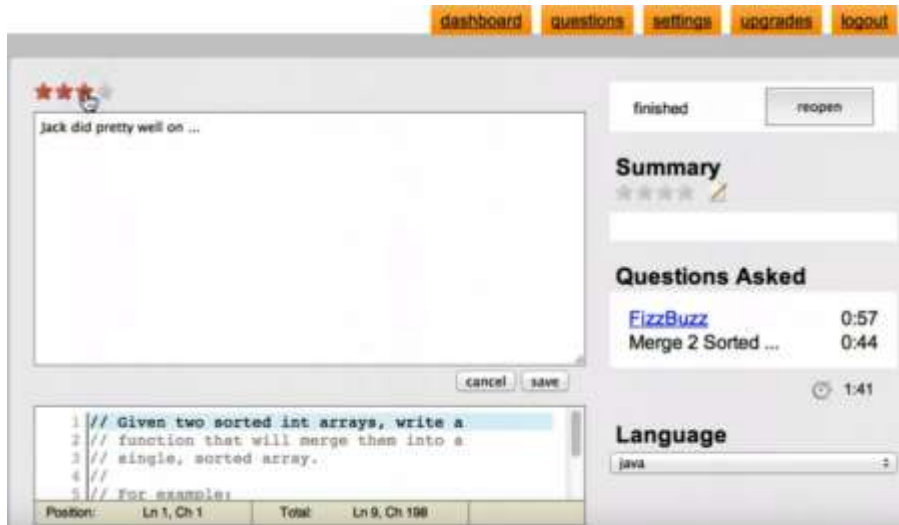


Figure 9 Sample Interview Results

GCOM originally built our automated software tools in order to meet the very quick turnaround time needed for our City of New York staffing contract and then customized these tools and processes for our other clients. Our many NYS and NYC clients' typical time for submitting qualified candidates is 5-10 business days, so we are experienced in meeting these demands.

Our streamlined fulfillment process, internal pool of pre-qualified candidates, and surge protection team allow us to be very agile and timely.

6.2.1.1.2.5 Background Checks

GCOM performs the following checks, for all candidates:

- Educational Credential Validation- Copies of any certifications and degrees mentioned on the candidate's resume are validated by GCOM's recruiters.

- eVerify to confirm eligibility to be employed in US: GCOM is a registered vendor of the e-Verify employment eligibility program

- Validation of valid work Visa (if applicable)

- Employment and Technical references

If requested by the client, the following checks are performed:

- Criminal Background Check and Record of Payment of Taxes: This check is performed only if an Agency specifically requests it. For most jobs, Criminal background checks are not required.



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GCOM has selected Cluso Investigations, as their investigative company, as Cluso has earned a reputation for high quality employment, background, and criminal, etc. reporting by NOT reporting data supplied by aggregated information, but by a combination of expert licensed investigators who conduct and manage an employer's personalized needs for requested verification. Cluso checks and verifies their data to be reported by utilizing multiple investigative tools, quality data sources, and also by their proprietary processing application that utilizes extreme personalization control, collaboration, and quality assurance. Cluso provides a completed report for a typical background check to GCOM in approximately 48 to 72 hours. GCOM prefers this method as we do not have to collect potentially sensitive data from candidates and all information is directly exchanged between Cluso and the candidate.

Education Verification: GCOM utilizes the services of TrustForte Corporation. *"TrustForte Corporation is the world's leading education advisory firm providing both academic and work experience evaluations"*. TrustForte evaluations are recognized as among the most accurate and informative assessments of education credentials by the US Department of Labor and the US Citizenship and Immigration Service.

6.2.1.2 Supplementing Resume Pool

Recruiting is an ongoing process, conducted proactively as much as reactively.

GCOM has built a comprehensive and integrated set of tools, checklists, processes and a recruitment management system (RMS - Resource Management System) to source and manage qualified candidates in the desired quantities for our clients.

GCOM utilizes a bottom up approach for forecasting the demand for IT consultants. For each client agency, we ascertain data points such as:

- Broad categories of technology used (.Net, Java, Application Servers, Portal Server, Document Management tools, ERP packages etc.)

- Upcoming Executive Initiatives (e.g. Governor, Mayoral initiatives such as Juvenile Justice, Alternative to Detention, Healthcare reform initiatives, Human Services modernization, NYC.GOV, etc.) that will create demand of IT resources

- External help required by Agencies to maintain current Applications (e.g., historical demand of state staffing contracts, maintenance and modernization of Public Safety applications, mainframe expertise required by OTDA to run WMS, 311 program at NYC, etc.)

- State of Technology Refresh Cycle (e.g. if an agency has legacy applications ready for re-engineering or major upgrades were recently completed)

The expected demand from each major agency is aggregated to develop a 6-month resource projection. We then evaluate release dates of our billable consultants during that same time period, checking the availability of pre-qualified candidates in our internal database. If anticipated need exceeds our inventory, our recruiters initiate proactive searches and prequalify candidates in line with anticipated resource gaps.

Once a month GCOM management meets to update internal projections for upcoming staffing needs. Using aggregated data for each region, we derive the optimal number of consultants required in 'Ready for Deployment' state. GCOM recruiters then proactively recruit for positions that are below our candidate



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threshold. If we have excess resources, we market them through our subcontractors to further reduce carrying costs.

6.2.1.3 Replacing a Candidate

Our staffing team strives to mitigate potential issues by ensuring that the right candidate is submitted, by meeting with the customer and consultant proactively. However, despite the best efforts, a consultant may need to be terminated. We analyze all IES Project Management reported issues and, where possible, take corrective action to prevent a similar situation from arising in the future. Examples of corrective measures are change in policy/procedures, or additional training/debriefing.

Our process for handling IES dissatisfaction with a consultant is depicted below. All steps can be adapted to a client's specific preference or process. Our goal is to always create minimal disruption to the project, so discussions with the consultant can take place after business hours and at GCOM's office, depending on the client's preference.

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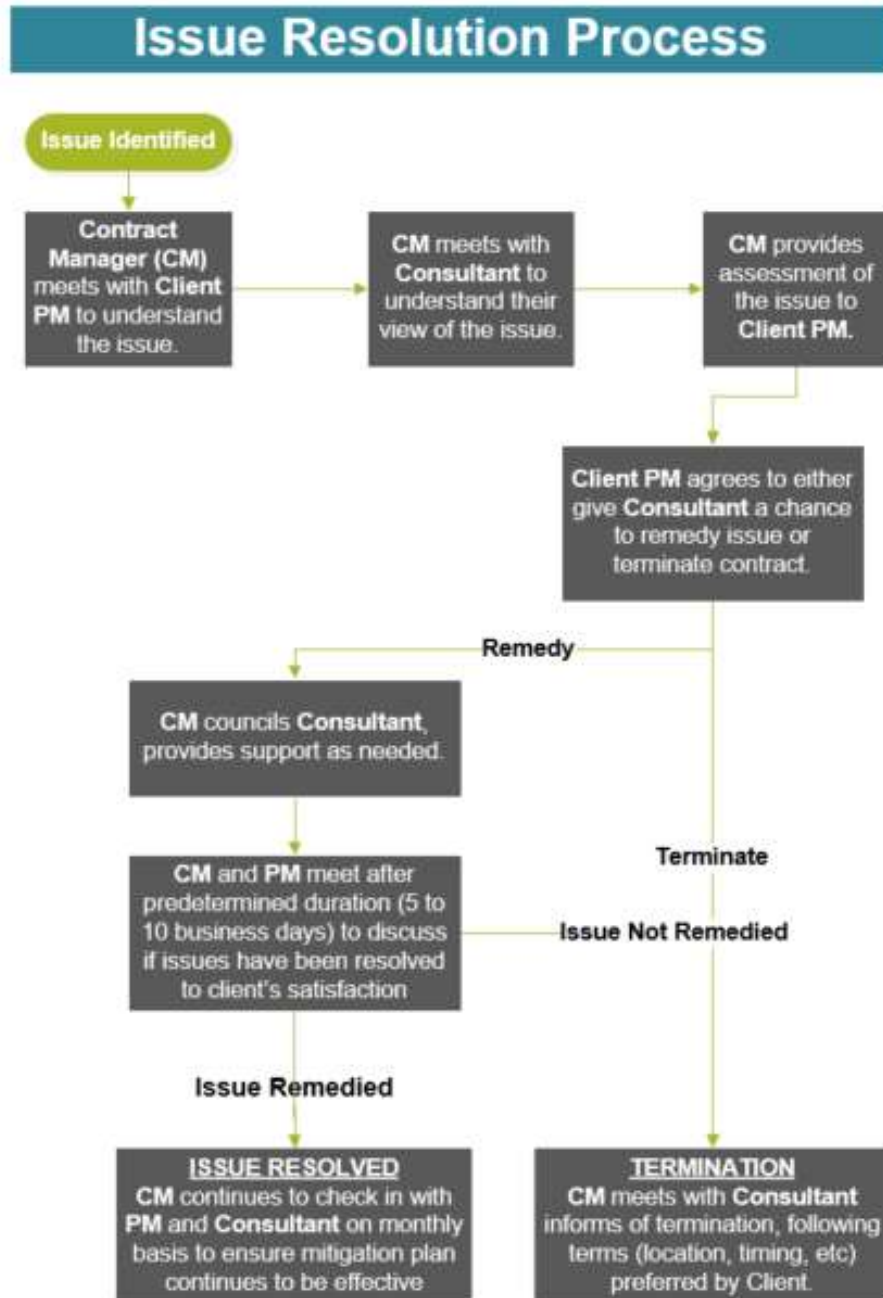


Figure 10 GCOM's Issue Resolution Process is flexible depending on the client's preferences

If it is determined a consultant needs to be terminated, and IES would like to consider replacement candidates, GCOM's Account Manager will immediately initiate our recruiting process. Constructive feedback is always passed along to the recruiting team when applicable, to ensure the same issue is not encountered again. Depending on the reason for termination, the consultant's record is updated in our RMS indicating the consultant should not be considered for other positions.



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GCOM's escalation process is simple and straight forward; all issues related to technical performance can be directly raised with the GCOM Contract Manager. If for any reason issues are not resolved to the satisfaction of IES, they can be directed to GCOM's CEO, Kamal Bherwani. Every person in GCOM's management team is fully empowered to resolve problems immediately and they do not need further approval. GCOM is proud to state that during our last 15+ years of service to the State of New York, issues were minimal, and all issues were resolved with a single phone call or email to one of GCOM's designated individuals. NYS did not have to escalate any issue to the next level.

To mitigate issues as proactively as possible, our Engagement Executive checks in on a regular basis with the client to ensure they are satisfied with the performance of each consultant. Sometimes addressing an issue early helps to resolve it and prevent it from "snowballing" into larger issues.

On very rare occasions, whenever a client is not entirely satisfied with the efforts of an assigned consultant, GCOM invariably is able to make assignment replacement within one to three business days. Depending on the criticality of the project, GCOM has made a same day replacement by releasing resources from our internal projects.

6.2.1.4 Monitoring Performance

6.2.1.4.1 Reducing Attrition

Our attrition rate is 1.95% (attrition is defined as % of consultants leaving the project prior to expiration of original contract or its extensions). A low level of attrition implies more value for our customers, lowered cost due to continuity of the staff through length of the project, and lower probability of missed deadlines due to little or no turnover. We understand the importance of continuity of consultant staff to our customers.

Possible reasons for turnover and GCOM's mitigation strategies are detailed below:

Misunderstanding of the Client/Project/Role/Location - A smooth start is very important. We ensure the consultant is comfortable with all details regarding the position, prior to submission. Our recruiters review every detail of the Agency, Project, Role, day to day tasks, etc. and confirm the consultant is fully interested.

Transitional Issues - Once the consultant is selected, when possible, we put them in touch with a team member already working with the same client to help get them onboarded, answer any questions, and help them transition. We check in frequently in the first couple of months to make sure relocation and onboarding went smoothly and the consultant is satisfied with the project environment, and that the client is satisfied with the consultant.

Pursuing Growth - Our staff know there is room for promotion and growth within GCOM, so they do not need to look elsewhere. We support our employees by covering the cost of certification exams for any employee that chooses to pursue a certification and we arrange study groups with other team members.

Fear of contract ending - In this industry, it is normal for a consultant to start looking for a new project 2-3 months prior to their existing contract ending to avoid a gap in work. We have several fixed cost projects and product development, which we do out of our Albany Headquarters, so our team knows should they have a gap in assignments there is work available for them in our office until the next contract. 80% of our professionals in the Capital

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Region are full time employees, so this remedy is required for only 20% of our subcontractors.

Higher Pay - We offer wages in the 90 - 95 percentile for a given skill category. This policy mitigates risk of consultants leaving due to wage consideration.

GCOM's positive work environment and focus on developing a strong feeling of being a part of a team, reduces attrition and increases productivity.

We always strive to find local candidates to ensure an easier onboarding process, but sometimes local talent is not available. When a candidate needs to relocate to the area of the new position, we have found it is very helpful to pair them up with an existing GCOM employee, preferably one working for the same client. This helps ensure a smooth transition as the consultant has someone they can reach out to aside from GCOM's Account Manager, for questions such as best place to park, commute suggestions, carpooling, best place to get lunch, etc. and helps the new resource to feel at home and settle into the new location and role.

GCOM is headquartered in Albany, NY. We host numerous employee events throughout the year, several of which are family oriented. This helps with family relocation as spouses and children meet friends and have support with the adjustment. Team bonding activities reduce attrition and encourage a positive work environment.



6.3 GCOM's Ability to Deliver Exemplary Resources as Listed By Job Title in Appendix L

3. *The Bidder's organizational capacity and skills development processes specifically regarding the job titles (Business Analyst, Developer, Architect, Project Manager, Trainer, Tester, Security Analyst, Specialist) listed in Appendix L to fill, and as necessary replace, individuals on projects;*

Team GCOM is a team of 750 business and technical resources with a deep bench of the skill sets required to support the NYS IES System Software Development. In Table 2, we describe our relevant resource capabilities and responsibilities.

Table 2. Team GCOM Resource Capabilities and Responsibilities

NYS IES Resource Requirements	Job Title in Appendix L	GCOM Capacity and Capability to deliver the required resources.
Project Management Services	Project Manager	Team GCOM has over 22 seasoned project managers. The majority of our project managers are either certified by the Project Management Institute (PMI) as a Project Management Professional (PMP), Certified Scrum Masters (CSM), SAFe® Agilist (SA), or the Information Technology Infrastructure Library (ITIL) Many of our project managers hold multiple certifications.
Business Analyst Services	Business Analyst	GCOM has 32 strong business analysis community of practice. Many of our analysts hold certifications from the International Institute of Business Analyst (IIBA), Scrum Alliance, PMI, or ITIL.

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Software Development and Implementation Support Services		Our team also includes resources with extensive and domain on health and human services projects. Our team has complete case management, eligibility, provider management and financial management projects for health and human services agencies in 1 State included New York City, New York State and Maryland.
	Specialist	GCOM has 68 specialists on staff today. Our specialist bring a range of skills including HHS domain expertise, service design, human centric user experience, data architects, data scientist, and other specialized resource that may be needed from time to time.
	Architect	GCOM has 15 architects on staff. Our architects specialize in either JAVA or .NET application architectures. Our architects are based in New York City of New York State.
	Developer	Team GCOM has over 112 software developers on staff and an additional 200 developers on 1099 contacts. We plan to staff our development team both at the program delivery office and the GCOM Technical Center of Excellence in Albany, New York. Our software developers are familiar with numerous leading technology platforms used for 1) service enabled enterprise transaction systems, 2) data warehouse, analytics, and reporting solutions, 3) on-premise and cloud hosted data exchange gateways, and 4) mobile applications.
	Security Analyst	GCOM has a corporate security team with seven resources. The team is lead by Chief Information Security Officer Seth Werbin. Our CISO oversee the development of security compliance plans on major projects. Our security plans include physical, infrastructure, and data security. Our security team review all GCOM enterprise project deliveries on a quarterly basis.
Testing and Quality Assurance Services	Tester	The Team GCOM Testing and Quality Assurance Practice brings robust functional, usability, performance, security, and automated testing capabilities to our implementation and managed service contracts. The Team GCOM quality assurance community of practices includes more than 90 practitioners. The GCOM National Operations Center of Excellence plans, authors, executes, and manages a comprehensive test program that includes functional testing, system testing, client user acceptance testing support, performance and security testing, and maintenance of automated regression script libraries for each GCOM Client.
Training Services	Trainer	Team GCOM brings over 12 years of training development expertise and 1,350+ highly engaging and interactive multimedia products for federal clients that include health care focused agencies such as CMS and FDA. Team GCOM has also demonstrated streamlined experience for healthcare agency users by communicating functionality enhancements, facilitating training registration, and publishing self-guided training content to create a central destination for system news, training, and resources. Team GCOM has a deep bench of staff with decades of experience creating SCORM-conformant and 508-compliant products and uses an agile methodology interwoven into ADDIE for iterative development. Team GCOM partners Solutions West has 18 resources including instructional designers, training leads and trainers. GCOM maintains two training leads to support our projects.

6.4 Continual Knowledge Transfer and Transition

- An explanation of the how the Bidder handles knowledge transfer and transition continuously on a long-term project and indicate whether or not its proposed approach to handle knowledge transfer and/or transition will differ from how it currently handles those factors should the Bidder be awarded a contract resulting from this RFP.*

Team GCOM has a proven approach to delivering the right consultants at the right time to meet our NYS IES state and local agency staffing requirements across all phases of the software development and

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application management lifecycle throughout long-term project engagements. Team GCOM's track record of sourcing and delivering IT consultants that have met our clients' requirements and have consistently delivered results for State and Local Agencies is a hallmark of the investment GCOM has made in 1) mature and repeatable recruiting, staffing and management methodologies and tools highly tailored to state and local agencies unique staffing requirements, 2) cultivating an environment where Team GCOM consultants can perform to their highest potential, 3) maintaining a robust candidate roster both on the company's internal bench and the company's extended pre-qualified candidate pool, and 4) having a consistent and mature project onboarding and incoming staff knowledge transfer process. As illustrated in the figure below, we have a tested process to quickly onboard any new team member and transition inflight activities and accumulated project knowledge to the transitioning in team member.

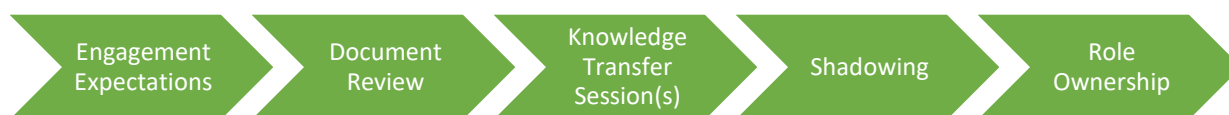


Figure 11 Our Onboarding and Knowledge Transfer Process to Mitigate the Effects of Staff Turnover

The first step in our project staff knowledge transfer is to establish a clear definition of the role, including deliverables and timelines. This serves as the foundation for knowledge transfer and managing performance throughout the engagement. Team GCOM conducts internal reviews to measure the performance of newly on-boarded staff. Based on this feedback, we can make any necessary adjustments. Similar reviews will occur on a mutually agreed upon timeline.

To begin the assignment, the incoming resource reviews all documentation related to their role. This can include specifications, training materials, and project plans. When applicable, we will execute knowledge-transfer sessions with other project team members. These will be focused on the project, functions, requirements, project organizational chart, and technology. If there are individuals performing similar roles, knowledge transfer is facilitated by having the newly assigned team member work alongside the professional already performing the role. During the shadowing process, the incumbent resource can validate the readiness of the new resource using the established Team GCOM proficiency rating criteria.

Finally, Team GCOM members arrive supported by the general onboarding process. This process includes review and knowledge check of Team GCOM NYS IES service delivery framework, program management plans, technical delivery, management processes and procedures, and project governance and communication methods, as well as the approved, detailed management plan deliverables. We organize these materials in the project documentary repository accessible by all GCOM and Client team members.

Team GCOM has over 750 business and technology team members to support our client delivery, product and services research and development, and corporate administration. Our team members live and work near our three main corporate office locations in Columbia, Maryland, Albany, New York and New York City.

EXHIBIT 1: TEAM GCOM RESOURCES

The following table shows number of resources Team GCOM has on staff with specific, targeted expertise to support HHS system integration projects.

Job Title	Job Level	GCOM Staff Count
Business Analyst	Level I	3
Business Analyst	Level II	24
Business Analyst	Level III	5
Architect	Level I	0
Architect	Level II	3
Architect	Level III	12
Developer	Level I	5
Developer	Level II	75
Developer	Level III	32
Project Manager	Level I	2
Project Manager	Level II	13
Project Manager	Level III	21
Security Analyst	Level I	2
Security Analyst	Level II	3
Security Analyst	Level III	2
Specialist	Level I	12
Specialist	Level II	44
Specialist	Level III	12
Tester	Level I	9
Tester	Level II	45
Tester	Level III	9
Trainer	Level I	0
Trainer	Level II	0
Trainer	Level III	2
Total:		356

Financial Proposal Electronic



**IES SYSTEM INTEGRATOR MASTER SERVICE AGREEMENTS
NEW YORK STATE OFFICE OF INFORMATION TECHNOLOGY (NYS ITS)**

RFP # C000540

DUE DATE: FEBRUARY 6, 2020 AT 2:00PM

RESPONDENT INFORMATION:

Official name of the Bidder	GCOM Software LLC
FEIN	20-2902922
NYS Vendor ID number	1000016650

24 Madison Avenue Extension, Albany, NY 12203
New York NY ♦ Tallahassee FL ♦ Laurel MD ♦ Columbia MD
www.gcomsoft.com

February 6, 2020

Mrs. Ward
Contract Management Specialist
Empire State Plaza
Swan Street Building, Core 4
Albany, NY 12223

Dear Mrs. Ward:

RE: RFP C000540 IES System Integrator

Firm Offer to the State of New York and Conflict of Interest Disclosure

GCOM Software LLC hereby submits this firm and binding offer to the State of New York in response to New York State Request for Proposals (RFP) # C000540 IES System Integrator Master Service Agreement, by the New York State Office of Information Technology Services. The Proposal hereby submitted by **GCOM Software LLC** meets or exceeds all terms, conditions and requirements set forth in the above-referenced RFP. This formal offer will remain firm and non-revocable for a minimum period of 180 days from the date proposals are due to be received by the State, or until a Contract is approved by the NYS Comptroller and executed by the State.

GCOM Software LLC's complete offer is set forth in three, separately bound volumes as follows:

Technical Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Financial Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

Administrative Proposal:

Total of one (1) original hard copy and two (2) electronic copies on PC Compatible Windows USB Flash-Drive saved as Microsoft Word, Excel and/or Adobe Acrobat formats, and in Windows file format

GCOM Software LLC hereby affirms that the solution proposed by the Bidder in the Proposal meets or exceeds the service level requirements set forth in the above-referenced RFP, including referenced attachments.

GCOM Software LLC hereby affirms that, at the time of Proposal submission, Bidder knows of no factors existing at time of Proposal submission or which are anticipated to arise during the procurement or Contract term, which would constitute a potential conflict of interest in successfully meeting the contractual obligations set forth in the above-referenced RFP and the Proposal hereby submitted, including but not limited to:

1. No potential for conflict of interest on the part of the Bidder or any due to prior, current, or proposed contracts, engagements, or affiliations; and

2. No potential conflicts in the sequence or timing of the proposed award under this RFP # C000540 relative to the timeframe for service delivery, or personnel or financial resource commitments of Bidder or to other projects.

To comply with the Vendor Responsibility Requirements outlined in Appendix C, Section 48 of the above-referenced RFP, #C000540 IES System Integrator Master Service Agreement, hereby affirms that (enter an "X" in the appropriate box):

- ☒ An on-line Vendor Responsibility Questionnaire has been updated or created within the last six months, at the Office of the State Comptroller's website:

<https://portal.osc.state.ny.us/wps/portal>

A hard copy Vendor Responsibility Questionnaire is included with this Proposal and is dated within the last six months.

A Vendor Responsibility Questionnaire is not required due to an exempt status. Exemptions include governmental agencies, public authorities, public colleges and universities, public benefit corporations, and Indian Nations.

By signing, the undersigned individual affirms and represents that he has the legal authority and capacity to sign and make this offer on behalf of, and has signed using that authority to legally bind **GCOM Software LLC** to the offer, and possesses the legal capacity to act on behalf of Bidder to execute a Contract with the State of New York. The aforementioned legal authority and capacity of the undersigned individual is affirmed by the enclosed Resolution of the Corporate Board of Directors of **GCOM Software LLC**.



Signature
GCOM Software LLC
Richard Maticchiero, CFO

Corporate Seal

CORPORATE ACKNOWLEDGMENT

STATE OF <u>New York</u>	}	
	:ss.:	
COUNTY OF <u>Albany</u>	}	
On the <u>28th</u> day of <u>January</u> in the year 20 <u>20</u> ,		
before me personally came:		
<u>Richard Matarachiero</u> , to me known, who, being		
by me duly sworn, did depose and say that he/she/they reside(s) in		
<u>24 Madison Ave Ext Albany NY 12203</u> ; that he/she/they is		
(are) <u>CFO</u> (the President or other officer or director or		
attorney in fact duly appointed) of		
<u>GCOM Software LLC</u> , the		
corporation described in and which executed the above instrument; and that he/she/they signed		
his/her/their name(s) thereto by authority of the board of directors of said corporation.		
<u>Danielle Lang</u> Signature and Office of Person Taking Acknowledgment		<u>Danielle Lang</u> No. 01LA6345789 Notary Public, State of New York Qualified in Albany County My Commission Expires August 1st, 2020

PARTNERSHIP ACKNOWLEDGMENT

STATE OF	}	
	:ss.:	
COUNTY OF	}	
On the _____ day of _____ in the year 200__, before me personally came:		
_____ to me known, who, being by me duly sworn, did depose and say		
that he reside(s) in _____; that he is		
_____ (the General/Managing Partner or other officer or attorney		
in fact duly appointed) of _____, the partnership described in said		
instrument; that, by the terms of said partnership, he is authorized to execute the foregoing instrument on behalf		
of the partnership for the purposes set forth therein; and that, pursuant to that authority, he executed the foregoing		
instrument in the name and on behalf of said partnership as the act and deed of said partnership.		
Signature and Office of Person Taking Acknowledgment		
<u>INDIVIDUAL ACKNOWLEDGEMENT</u>		
STATE OF	}	
	:ss.:	
COUNTY OF	}	
On the ____ day of _____ in the year 20 __, before me personally		
appeared: _____, known to me to be the person		
who executed the foregoing instrument, who, being duly sworn by me did depose and say that he resides at		
_____, Town of _____,		
County of _____, State of _____; and that he executed the foregoing		
instrument in his/her name and on his/her own behalf.		
Notary Public		

Please note that the original signed version of Attachment 7: Firm Offer Letter and Conflict of Interest Disclosure can be found immediately following this page in the hard copy of GCOM's Financial Proposal marked "Original".