



# Response to Section VI. Proposal Instructions / Corporate Overview

Prepared By:

**GCOM**

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## VI. PROPOSAL INSTRUCTIONS

*The requirements that should be met by bidders are the Corporate Overview, Technical Approach (Attachment Two and Attachment Three) and Cost Proposal. Failure to respond to a specific requirement may be the basis for elimination from consideration during the State’s evaluation.*

*Proposals are due by the date and time shown in the Schedule of Events. Content requirements for the Corporate Overview, Technical Approach (Attachment Two and Attachment Three) and Cost Proposal should be presented separately.*

### VI.A PROPOSAL SUBMISSION

#### VI.A.1. CORPORATE OVERVIEW


*The Corporate Overview section should consist of the following subdivisions:*

##### **VI.A.1.1 GCOM has the ability, capacity, and skills to deliver the desired system**

GCOM understands that the Nebraska Department of Health and Human Services (DHHS) is seeking an interactive, web-based Licensure Information System (LIS) in order to improve efficiencies within the department as well as to provide a delightful, efficient customer experience for Nebraska citizens, businesses, and employees. To do this, DHHS has identified the following goals for the system:

1. Improve initial, renewal, and reinstatement license issuance process.
2. Improve public access to licensee information through the website.
3. Maximize staff productivity for core licensing activities.
4. Improve computer system for licensing information.

Team GCOM can deliver these goals for the Department. We have assembled a team of first-in-class partners who have provided enterprise regulatory management systems in the past with great success, and we have an established Mid-West Regional Office located in Kansas City, Kansas – less than 120 miles from Lincoln, Nebraska. We introduce the team in the table below:

Partner	Brief Description
	<p>Prime, System Integrator</p> <p>GCOM is a business and technology consulting firm that provides a broad range of professional services designed to deliver cutting edge business and technology solutions for our public sector clients. Our diverse team of experts specialize in innovative solutions that assist our clients with their operations, engage their constituents, and improve operational excellence. We maximize agency technology investments by delivering tactical and strategic</p>

Partner	Brief Description
	<p>solutions that not only emphasize getting to go-live, but also look ahead to the long term post production support processes, procedures and organizational assets required to operate technology investments well into the future.</p> <p>The Product, The Accela Civic Platform</p> <p>Accela provides a technology platform that supports simple and complex regulatory processes for over 3,000 different credential types offered by 2,200 agencies worldwide. Accela is preferred by more than 50 of the top 100 largest US, state, and local agencies because the Accela Civic Platform offers the highest level of configurability, flexibility, and scalability to manage diverse licensing and enforcement processes in a single system. GCOM and Accela routinely partner to deploy the Accela Civic Platform technology together to automate and standardize core regulatory processes for large and complex agency clients, enhancing worker productivity and compliance.</p>
	<p>Sub-Contractor, Organization Change Management and Training</p> <p>SolutionsWest specializes in large-scale training initiatives and provides consulting professionals with extensive experience in our practice areas. They have worked for public agencies and large consulting firms. SolutionsWest leverages their backgrounds and knowledge to supply the necessary structure, expertise, and experience for any job—from the routine to the most demanding, at the local level or statewide.</p>

Table 1 Introduction to Team GCOM

To implement the NE LIS, GCOM is proposing the Accela Civic Platform, the leading commercial off the shelf (COTS) enterprise regulatory solution, as the core NE LIS business, technical, and data services technology component. Accela is the most configurable licensure, certification, inspection, and compliant management regulatory management platform on the market. Accela provides a suite of administrative and configuration management tools that will enable GCOM to deliver Nebraska’s Initial Licensure Application Management Lifecycle, Examination Verification, Licensure Renewal Lifecycle, Account and Fee Management, Licensure Certification and Verification, Complaints and Investigations, Disciplinary Actions, and Inspection and Mobile Productivity Applications on multiple devices such as iOS, Android, and Windows Devices. Also, Accela provides additional configurable and extensible business and technical services such as:

- Configurable public portal
- Fine - and coarse-grained user management
- Robust, modern integration and interoperability services
- Advanced notifications, reports, and dashboards

GCOM is an Accela Gold Certified Professional Services Partner™ and has a close and extensive history with Accela. We are the largest Accela implementer by revenue (\$140MM+ in 2019) and have led Accela implementations in the price range of \$500K to \$40MM for state and local governments of all sizes. We have 60 Accela experienced resources available to support the project. We have experience in both end-to-end implementations as well as turnaround “rescue” projects inherited from previous vendors. In the table below we have highlighted some of our Accela Implementation successes. We have included additional information about our Accela resources in **GCOM Exhibit 5 – Accela Skills and Capabilities**

State / Local Accela Implementation Project	Size of Population	Cost and Duration	GCOM Client Requirements Similar to NE DHHS Requirements
NYS: eLicensing and Department of Conservation	19 Million	November 2014 – January 2016  Total Contract Value: \$40 MM	New York State desired a unified platform for businesses and individuals to apply for and ultimately manage the 2.5 M active business, professional, recreational, and occupational licenses across different State agencies. GCOM delivered a holistic system with the Accela product. Given the tremendous success of the State-wide licensing system, GCOM was later contracted by the NYS Department of Conservation to implement a similar system for their multi-agency licensing processes.
City of San Antonio	2 Million	September 2017 – Present  Total Contract Value: \$5 MM	The City of San Antonio was looking for an enterprise platform that would allow them to consolidate application, permitting, inspection, and electronic plan reviews into a single system. GCOM delivered this system using the Accela Civic Platform after the first vendor failed to deliver and is now working with COSA on Release 2 for expansion of the system and on-going support.
NYC: Department of Health and Mental Hygiene (DOHMH)	8 Million	November 2012 – September 2013  Total Contract Value: \$1.8 MM	NYC DOHMH wanted to consolidate the licensing functions of multiple agencies within one system. Using Accela, GCOM delivered an online system improving customer usability and employee efficiency.
MA: Executive Office of Energy and Environmental Affairs	6 Million	August 2015 – August 2017  Total Contract Value: \$2.8 MM	MA EEA wanted to automate many of the licensing functions within its jurisdiction and upgrade their Accela platform. GCOM has been awarded 3 phases of this project to implement, upgrade and expand, and support the Accela platform.

Table 2 GCOM's Accela implementation successes

### VI.A.1.1.1 GCOM's Domains and Capabilities

## Our Domains and Capabilities

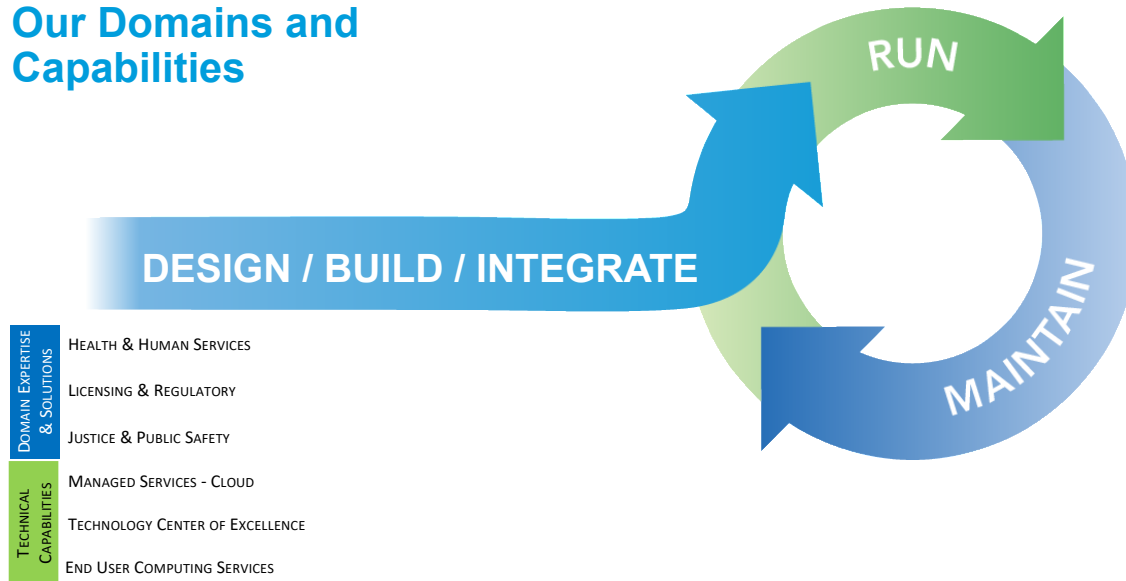


Figure 1 GCOM's Domains and Capabilities

GCOM builds, maintains, and runs tailored state and local government systems to improve agency function and enhance the constituent experience as summarized below:

**Build** – GCOM is trailblazing a new path in the state and local government technology market, offering customers a “Third Way” to address their unmet needs. Today’s state and local government tech market is characterized by fragmented, small companies and a few industry behemoths. For years, customers had to choose between the high risk, low cost smaller players and the low risk but cost-prohibitive large firms. We are charting an alternative Third Way, offering the best of both worlds: the reliability, capability, and resources of a major player with the agility, quality, and competitive cost of the smaller ones. Using this approach, we deliver human-centric software solutions to public sector agencies that are flexible, scalable, and supportable. Solutions we build for our clients include citizen and partner engagement portals, back office transaction and case management systems, mobile productivity applications for field workers, and integration and interoperability platforms. We leverage industry leading Project Management, software development, and Organization Change Management methods to deliver purposeful, efficient, accessible, and supportable solutions for our customers. Examples include:

- Configured and integrated commercial platform packaged solutions
- Government-centric off the shelf integrated software packages that require lower initial and long-term licensing and subscription investments
- Analytics, reporting, and visualizations
- Mobile solutions that reimagine digital engagement
- Integration and interoperability platforms for modular government systems and applications
- Program-specific solutions for health and human services, licensing, regulatory, justice, public safety, and workforce management solutions

What can you expect when partnering with GCOM to deliver your next generation systems? A reliable, experienced partner who will collaborate with you to deliver projects using a predictable, efficient, and collaborative approach that results in a transparent and delightful implementation experience for stakeholders and future end users.

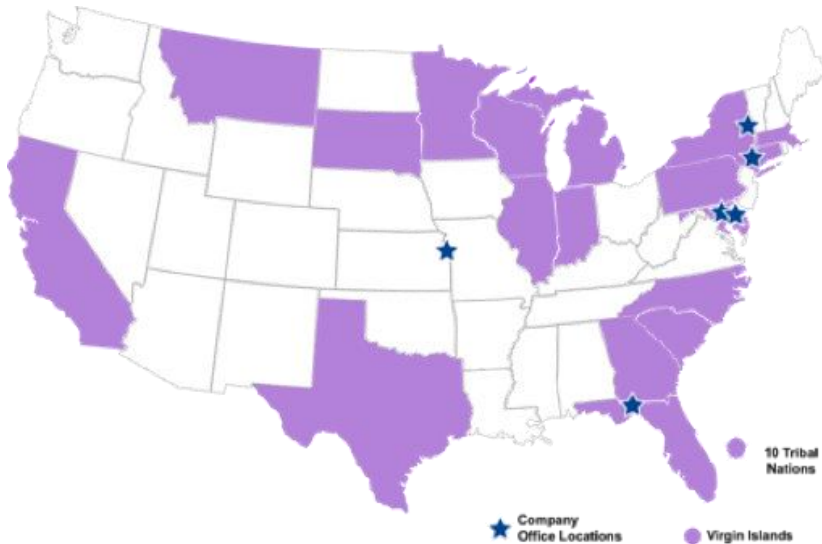


Figure 2 States in which GCOM has clients

**Maintain** – GCOM helps customers reduce digital transformation risk and achieve better time-to-value by providing the right mix of sought-after digital skills and experience. This enables agencies to better manage the challenging learning curve. GCOM leverages the power of our in-house technology lab to give our team the ability to work with replicated customer environments. We leverage our ISO/IEC 20000-1:2011 certified processes along with emerging technology to create a more agile, efficient end-user computing experience. Today, we support a diversified customer base that includes state government agencies, institutions of higher education, and private sector entities. GCOM is organized to deliver services to our customers according to how each wants to execute their journey to IT as a Service. This provides us with the tools needed to quickly identify, troubleshoot, and implement targeted IT solutions for our customers. We maintain numerous public safety, regulatory management, health and human services, and education data and transaction systems. Our support includes infrastructure and application routine operations, maintenance, service requests, incident and problem management, configuration and release management, and planned system enhancement and product upgrades.

**Run** - GCOM provides expert, proven services for 24x7x365 Tier I, II, and III Service Desk Operations to support our customers’ hosting environments. We design, implement, and manage the complete ITSM operations process scope including Incident, Problem, Change, Asset Management, and Service Reporting. Proactive monitoring is provided for infrastructure and applications that is tightly integrated with the Service Desk processes. All ITSM processes are documented using ServiceNow, with custom development for ITSM processes and alerting integration on a continuous basis, as part of process improvement. All services are provided from our ISO/IEC 20000-1:2011 certified Service Desk operations in Columbia, MD.



**VI.A.1.1.1.1 Public Sector Verticals We Serve**

Today we serve clients in 22 states where GCOM is focused on helping our public sector clients implement digital transformation across several key domains such as health and human services, licensing, and regulatory, justice and public safety, and cyber security. GCOM offers cross-market capabilities like Managed Services, Staff Augmentation, and Technology Center of Excellence. Below we highlight how our Build, Maintain, and Run service offerings have helped our clients realize business benefits from our products and services in some key domains.

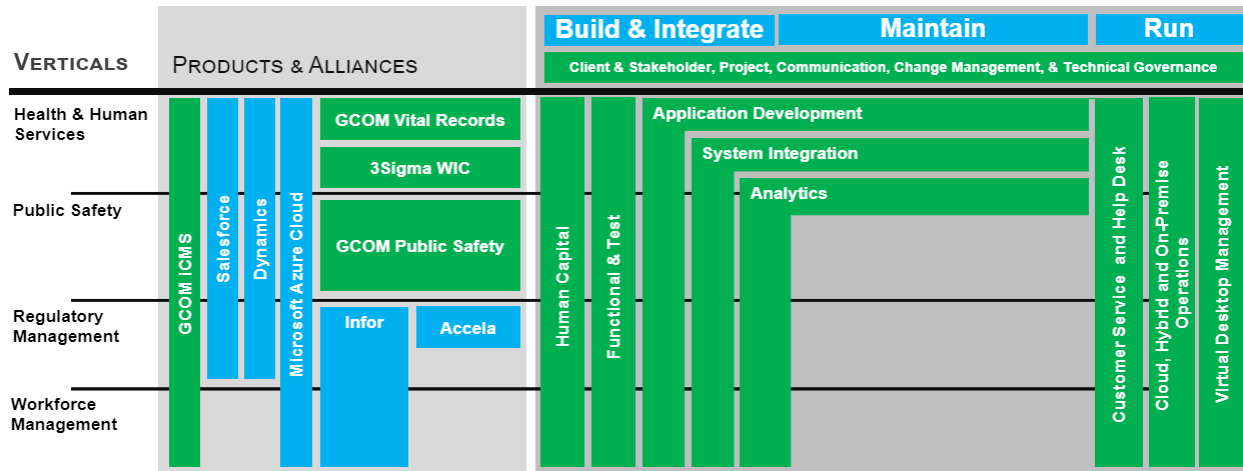


Figure 3 GCOM brings strategic alliances to our health and human services, public safety, regulatory management, workforce management, education, and transportation clients.

**Licensing and Regulatory Management**

Health and Human Services and Regulatory agencies are state and local entities that provide oversight and regulation to various industries and processes to ensure the health and safety of the communities they serve. Economic development is a key political platform for many local and state governments, which has placed pressure on departments within state and local governments to reduce turnaround times for licensing and permitting processes to accelerate local development and generate revenue. Licensing agencies are looking to verify that a licensed or certified facility / provider meets the minimum standards outlined in government regulations, issued to protect the individuals who live in, or receive care in, the licensed entity. These agencies face questions like: Are regulatory and licensing requirements well-articulated and easy to understand with confidence? Does your business start-up wizard include state and local requirements? Are in-flight licensing requests easy to complete and is the business process automated? Is there a robust, unified self-service portal for business and professionals to see the status of their license requests and interact with local agencies to complete missing application requirements? Does your licensing system integrate with your compliance and inspection systems offering constituents and inspectors the data and information they want, when they want it, and on a device of their choosing?

GCOM is a leading implementer of Enterprise Licensing, Permitting, and Compliance solutions. We have experience with moving local and state government agencies from scattered and paper-based licensing processes to single, centralized automated licensing and compliance solutions. We have worked with agencies on complex enterprise licensing modernization projects with numerous legacy systems consolidated into one agency, municipal, or statewide enterprise licensing system. GCOM has aided agencies with consolidating and streamlining their digital footprint by helping them identify outdated and / or little used systems and applications that can be rolled into or replaced by our new solution.

**Nebraska State Purchasing Bureau**  
**Request for Proposal for Licensure Information System (LIS)**  
**RFP 6249 Z1**

Since 2009, GCOM's Regulatory Management practice has supported some of the largest state and local agencies with the design, development, implementation, and maintenance of their land management, community development, professional and facility licensing, inspection, and compliance systems using the Accela Civic Platform. GCOM is an Accela Gold Certified Professional Services Partner™ and has a close and extensive history with Accela. We are the largest Accela implementer by revenue (\$140MM+ in 2019) and have led Accela implementations in the price range of \$500K to \$20MM. We have experience in both end-to-end implementations as well as turnaround "rescue" projects inherited from previous vendors.

The engagements below represents some success stories from our portfolio of Licensing and Regulatory projects. We have included more detailed write-ups in section 4.B Prior Experience.

- NYC Department of Health and Mental Hygiene (NYC DOHMH) Enterprise Licensing and Permitting (ELP)
- New York State and NYS Department of Environmental Conservation eLicensing

### **Health and Human Services (HHS)**

HHS agencies are looking to modernize aging systems by leveraging emerging, innovative, and relevant technologies to improve data management for better decision making, fraud detection / prevention, and providing a modern, intuitive, and efficient user-experience to citizens, service providers, and case workers. GCOM works with health and human services agencies to implement services-oriented solutions that digitize the delivery of human services benefits to our community's most vulnerable citizens. GCOM supports the delivery of modernized systems that unite legacy case data into a single case management solution with automated workflows and benefit eligibility systems that provide caseworkers and citizens with a unified view of the benefits they receive and the programs that they may wish to apply for to best help them reach economic self-sufficiency. Our approach and solutions provide intuitive, role-based access for citizens, service providers, case workers, program administrators, employers, and policy makers. GCOM can perform many roles on health and human services solution projects, including system and grant planning, system integrator, independent verification and validation provider, or program manager. The Women, Infants, and Children (WIC) program is one of our key focus areas in health and human services.

The projects listed below highlight some of our Health and Human Services successes. We have included detailed write-ups of these projects in section 4.B Prior Experience.

- Maryland's Women, Infant and Children Nutrition Management System
- New York State's Women, Infant and Children Nutrition Management System

### **WIC and Nutrition Systems**

The GCOM 3Sigma Team (3Sigma) has had a singular focus on Federally Funded Nutrition Programs, particularly the Women, Infants, and Children (WIC) program. Since its inception in 1974, the WIC program has become one of the most successful federal initiatives, continually focused on improving the health of participating women, infants, and children in many ways. For more than a decade, the 3Sigma team has been an important part of the success of the program bringing state-of-the-art Management Information Systems (MIS) software to state agencies across the nation, servicing more participants than any other provider. We provide outstanding Build, Maintain, and Run industry leading nutrition systems for our many state customers including a modern mobile solution for WIC participants that meets them where they are and streamlines their interaction with the program.

3Sigma is uniquely qualified to bring the in-depth WIC knowledge and lessons learned that we have gained since the company was founded in 2003. For the past sixteen years our goal has been to provide our customers with quality software development, implementation, and maintenance support to effectively manage their WIC programs. We have held to that goal and commitment as our business has grown and matured. Using the most current technology available today, 3Sigma is at the forefront of the modernization of the provision of WIC services, implementing the WIC on the Web (WOW) system for 11 states, 1 territory, and 10 tribal nations, serving over 1.5M participants.

**VI.A.1.1.2 GCOM Has Earned A Reputation For Success**

GCOM Software was founded in 2005 as a technology staffing and software development firm. Our first contract was an enterprise system modernization with the New York State Division of Criminal Justice Services where we started in a staff augmentation capacity, but quickly evolved to lead the system development and integration work streams. Today, GCOM delivers innovative, tailored technology solutions to state and local governments nationwide, with a focus on modernizing legacy IT systems in the health and human services, justice and public safety, licensing and regulatory, and cyber security markets. GCOM has established an outstanding reputation as an industry partner of choice in helping clients enhance operational performance and optimize digital engagement by leveraging cutting-edge, scalable technology while mitigating risk. GCOM’s wealth of domain expertise enables us to offer tech savvy state and local government customers an innovative approach to digital transformation.

**GCOM FACTOIDS**

Date Established	2005
2019 Revenues	\$142 Million
Public Sector Verticals Served	Health and Human Services Public Safety Regulatory Management Education
GCOM Certifications & Method Alignment	SCRUM and CMMI SDLC PROSCI Organization Change Management ITIL Certified ISO Certified
GCOM Team Members	750
Public Sector Enterprise Transformations	30+
Public Sector Managed Services Clients	13

*Figure 4 GCOM Factoids*

GCOM’s track record of delivering desired business outcomes for our clients has led to a consistent compound annual double-digit growth rate. GCOM merged with Three Sigma Software and GANTECH Incorporated to offer our public sector clients services to build, maintain, and run the systems that power today’s government, improve agency function, and enhance the citizen experience. We are a technically diverse team skilled in the latest technology architectures and delivery methods across people, process, and technology workstreams. We run systems with extreme operational efficiency and skills focused on DevOps and Cloud. We enable our clients to accelerate return on investment by implementing and supporting industry leading systems rapidly and successfully.

Since 2005, we have worked hard to establish a reputation as a trusted advisor to our clients. Our clients count on GCOM to deliver elegant, quality and timely solutions. At GCOM, we come to work every day with the goal and mission of continuing to earn the trust of our clients, through the delivery of timely, high quality services, products, and solutions.

Our commitment to our clients, our people, and continuously improving the quality of our products and services has resulted in a consistent, responsible growth rate. Over the last five years, GCOM has achieved a Cumulative Annual Growth Rate (CAGR) of 30%. Today we are a team of over 750 resources offering full-service system integration and managed services across people, process, and technology domains. Our team

comes to work every day committed to continuing our track record of delivering client results on time and on budget.

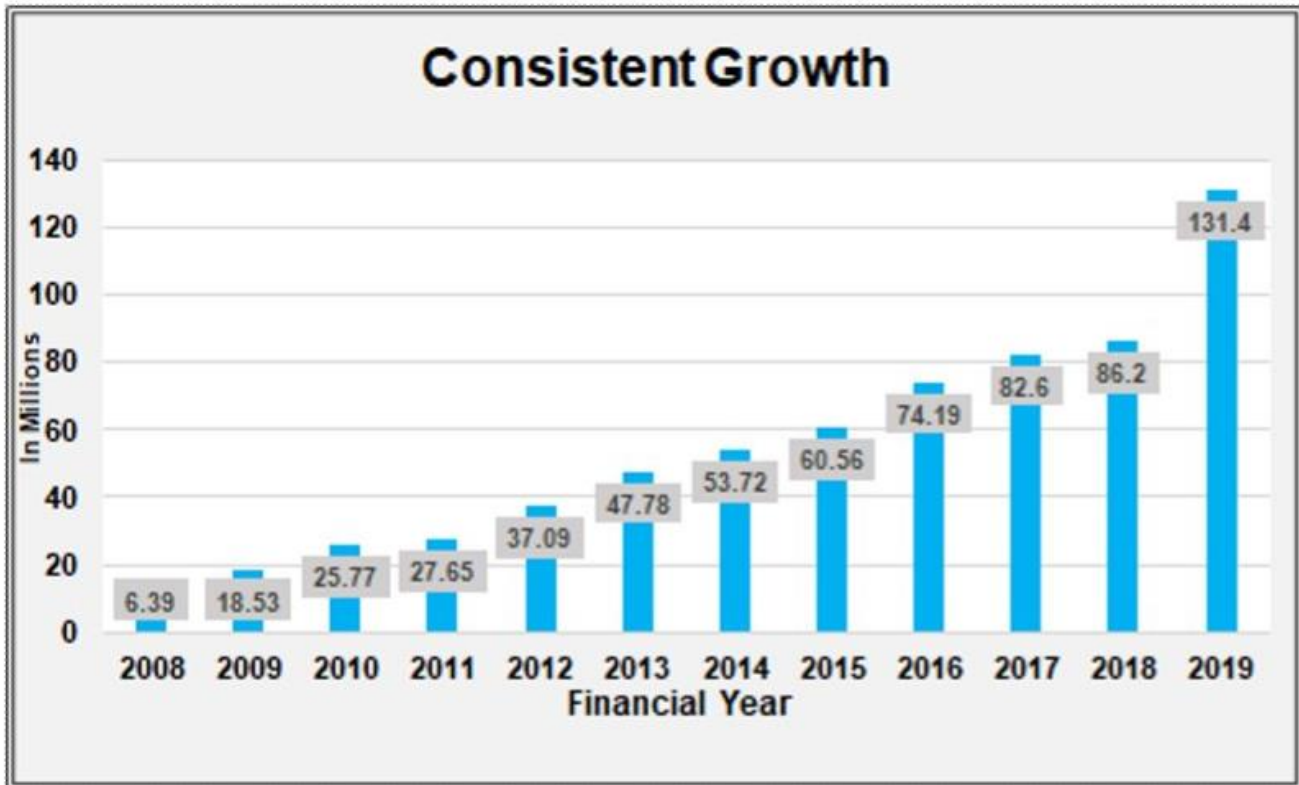


Figure 5 GCOM Financial Growth over the last 12 years

### VI.A.1.1.3 GCOM Has Completed All Our Projects On Time And Within Budget

A large part of GCOM’s record of success is our ability to consistently deliver our projects on time and within budget. Our ability to do that rests in our capacity to properly staff and manage our projects. For the DHHS LIS we have: proposed a team of highly experienced staff members who are all available to begin work on August 1st, per the Department request; have a wealth of proven accelerators, templates, and tools to facilitate a quick start and meeting early project due dates; and have provided an in-depth, loaded project schedule which details how we plan to meet the Department deadlines. The figure below is a high-level overview of the project schedule.

Nebraska State Purchasing Bureau  
Request for Proposal for Licensure Information System (LIS)  
RFP 6249 Z1

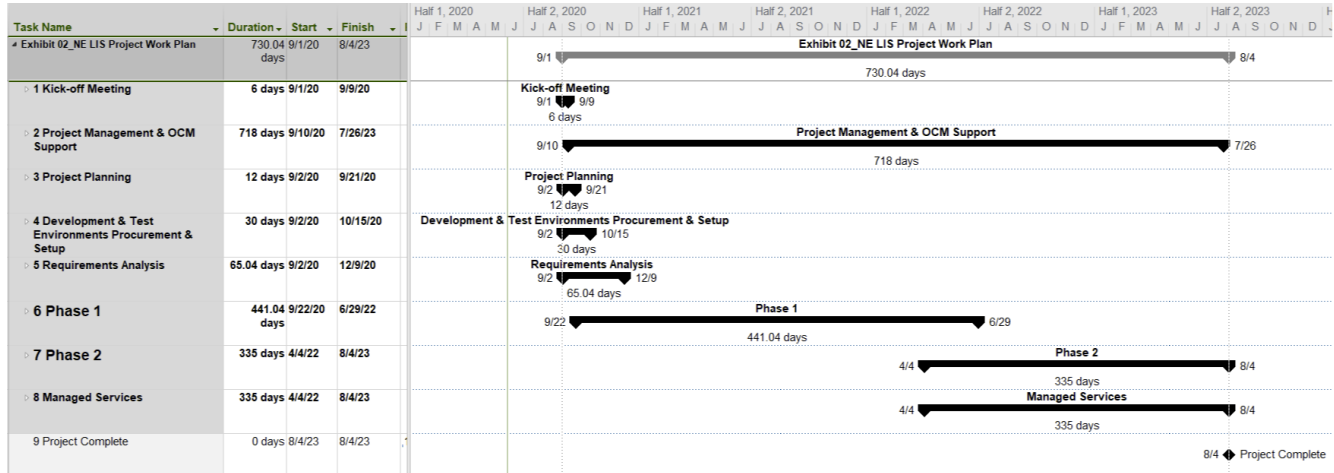


Figure 6 High-level overview of GCOM’s Project Schedule

The detailed Project Schedule can be found in **GCOM Exhibit 2 - Detailed Project Work Plan**.

We have included additional information of our proposed project team in “Section VI.A.1.i Summary of Contractor’s Proposed Personnel / Project Management Approach”

**VI.A.1.1.4 GCOM’s Success on Prior Engagements**

As described in Section 1.A GCOM has been tremendously successful in our prior regulatory and licensing engagements. Team GCOM is proud to provide our track record of success for evaluation. Our team has deep experience working with state and local governments on enterprise engagements, working in the health and human services domain, and implementing licensing and permitting solutions. GCOM is proposing to utilize the Accela Civic Platform as the solution, and we have a successful track record of implementing the Accela product. In the following table we have provided a matrix of our previous engagements and their similarities to NE DHHS.

Project Name	State-Wide Licensing	Accela Civic Platform	Health and Human Services	Multi-License Entities
New York City: Department of Health and Mental Hygiene – Enterprise Licensing and Permitting System		X	X	X
New York State and the Department of Environmental Conservation: eLicensing	X	X	X	X
Supplement Program for Women, Infants, and Children (WIC) on the Web (WoW): NYS and MD			X	

Table 3 Team GCOM’s qualifications, and how they map to Nebraska’s DHHS LIS project

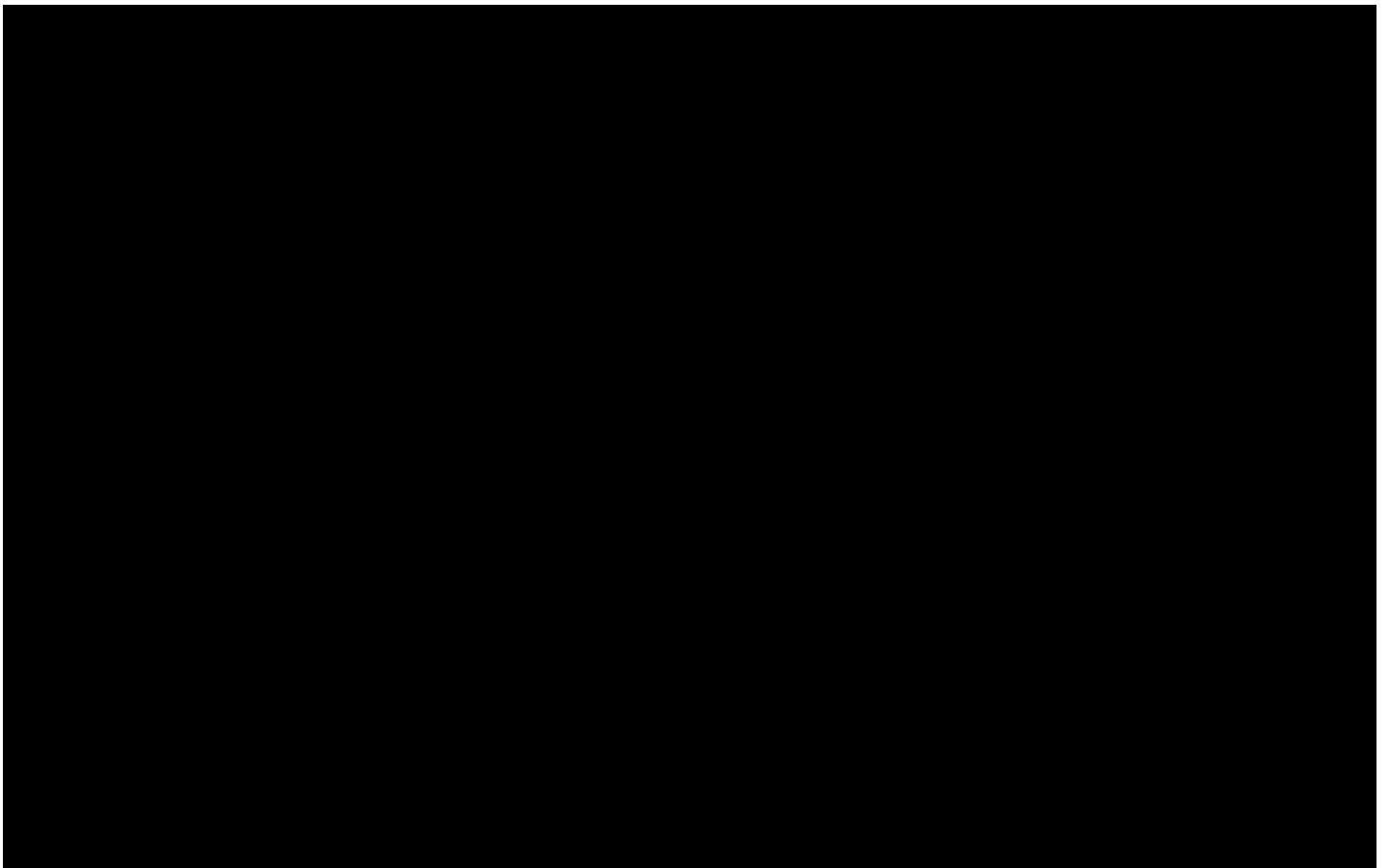
More information is provided for each of these projects in “Section H. Summary of Contractor’s Corporate Experience.”

### VI.A.1.a BIDDER IDENTIFICATION AND INFORMATION

*The bidder should provide the full company or corporate name, address of the company's headquarters, entity organization (corporation, partnership, proprietorship), state in which the bidder is incorporated or otherwise organized to do business, year in which the bidder first organized to do business and whether the name and form of organization has changed since first organized.*

Requested Information	GCOM Response
Company Name	GCOM Software LLC
Company Address	24 Madison Avenue Extension Albany, NY 12203 (Headquarters)
Entity Organization	LLC
State Incorporated	New York
First Year of Business	2005
Changes in Form of Organization	GCOM changed its corporate organization structure from GCOM Software Inc. to GCOM Software LLC in November 2017.

Table 4 GCOM’s Company Information



[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]

[REDACTED]

- [REDACTED]

### VI.A.1.c CHANGE OF OWNERSHIP

*If any change in ownership or control of the company is anticipated during the twelve (12) months following the proposal due date, the bidder should describe the circumstances of such change and indicate when the change will likely occur. Any change of ownership to an awarded Contractor(s) will require notification to the State.*

GCOM does expect to grow both organically and through business combinations. Changes in ownership will occur with business combinations. However, GCOM does not expect there will be a change in control of the company within the next twelve (12) months.

### VI.A.1.d OFFICE LOCATION

*The bidder's office location responsible for performance pursuant to an award of a contract with the State of Nebraska should be identified.*

GCOM will execute the project from the following locations:

- Assigned Nebraska State Office facilities in Lincoln, Nebraska
- GCOM Mid-West Regional Office located in Kansas City, Kansas
- GCOM Development Office in Albany, New York

## VI.A.1.e RELATIONSHIPS WITH THE STATE

*The bidder should describe any dealings with the State over the previous five (5) years. If the organization, its predecessor, or any Party named in the bidder's proposal response has contracted with the State, the bidder should identify the contract number(s) and/or any other information available to identify such contract(s). If no such contracts exist, so declare.*

GCOM has not previously worked with the State of Nebraska.

## VI.A.1.f BIDDER'S EMPLOYEE RELATIONS TO STATE

*If any Party named in the bidder's proposal response is or was an employee of the State within the past twenty-four (24) months, identify the individual(s) by name, State agency with whom employed, job title or position held with the State, and separation date. If no such relationship exists or has existed, so declare.*

*If any employee of any agency of the State of Nebraska is employed by the bidder or is a Subcontractor to the bidder, as of the due date for proposal submission, identify all such persons by name, position held with the bidder, and position held with the State (including job title and agency). Describe the responsibilities of such persons within the proposing organization. If, after review of this information by the State, it is determined that a conflict of interest exists or may exist, the bidder may be disqualified from further consideration in this proposal. If no such relationship exists, so declare.*

GCOM is not aware of any GCOM employees or proposed GCOM Nebraska LIS Team Members that were employees or consultants to the State of Nebraska.

## VI.A.1.g CONTRACT PERFORMANCE

*If the bidder or any proposed Subcontractor has had a contract terminated for default during the past five (5) years, all such instances must be described as required below. Termination for default is defined as a notice to stop performance delivery due to the bidder's non-performance or poor performance, and the issue was either not litigated due to inaction on the part of the bidder or litigated and such litigation determined the bidder to be in default.*

*It is mandatory that the bidder submit full details of all termination for default experienced during the past five (5) years, including the other Party's name, address, and telephone number. The response to this section must present the bidder's position on the matter. The State will evaluate the facts and will score the bidder's proposal accordingly. If no such termination for default has been experienced by the bidder in the past five (5) years, so declare.*

*If at any time during the past five (5) years, the bidder has had a contract terminated for convenience, non-performance, non-allocation of funds, or any other reason, describe fully all circumstances surrounding such termination, including the name and address of the other contracting Party.*

### **Florida Department of Agriculture and Consumer Services (FDACS):**

The newly elected administration of FDACS issued a Notice of Termination for Convenience for the Agriculture and Consumer Services System (AgCSS) Project on Feb 27, 2019. At that time, GCOM had successfully



completed the System Integration Test phase with 100% test execution and zero defects. Upon receiving notice, GCOM worked with FDACS to complete project closure. The documentation below issued by FDACS verifies that GCOM performed no wrongdoing in its performance of the AgCSS contract:

026214

**SETTLEMENT AGREEMENT AND RELEASE**

This Settlement Agreement and Release (the “Agreement”) is entered into effective 6/26/2019, by and between GCOM Software, Inc. (“GCOM”) and the Florida Department of Agriculture and Consumer Services (the “Department”) (collectively, the Parties, and individually, a Party).

**RECITALS**

**WHEREAS**, on June 27, 2017, GCOM and the Department entered into Contractual Services Agreement #024348 (“Contract I”);

**WHEREAS**, Contract I resulted from Invitation to Negotiate (“ITN”) ITN/OATS-16/17-05, Regulatory Lifecycle Management System Project, which was issued by the Department on July 18, 2016;

**WHEREAS**, on June 28, 2018, GCOM and the Department entered into Contractual Services Agreement #025330 (“Contract II”), which required GCOM to provide maintenance services related to Contract I (collectively the “Contracts”);

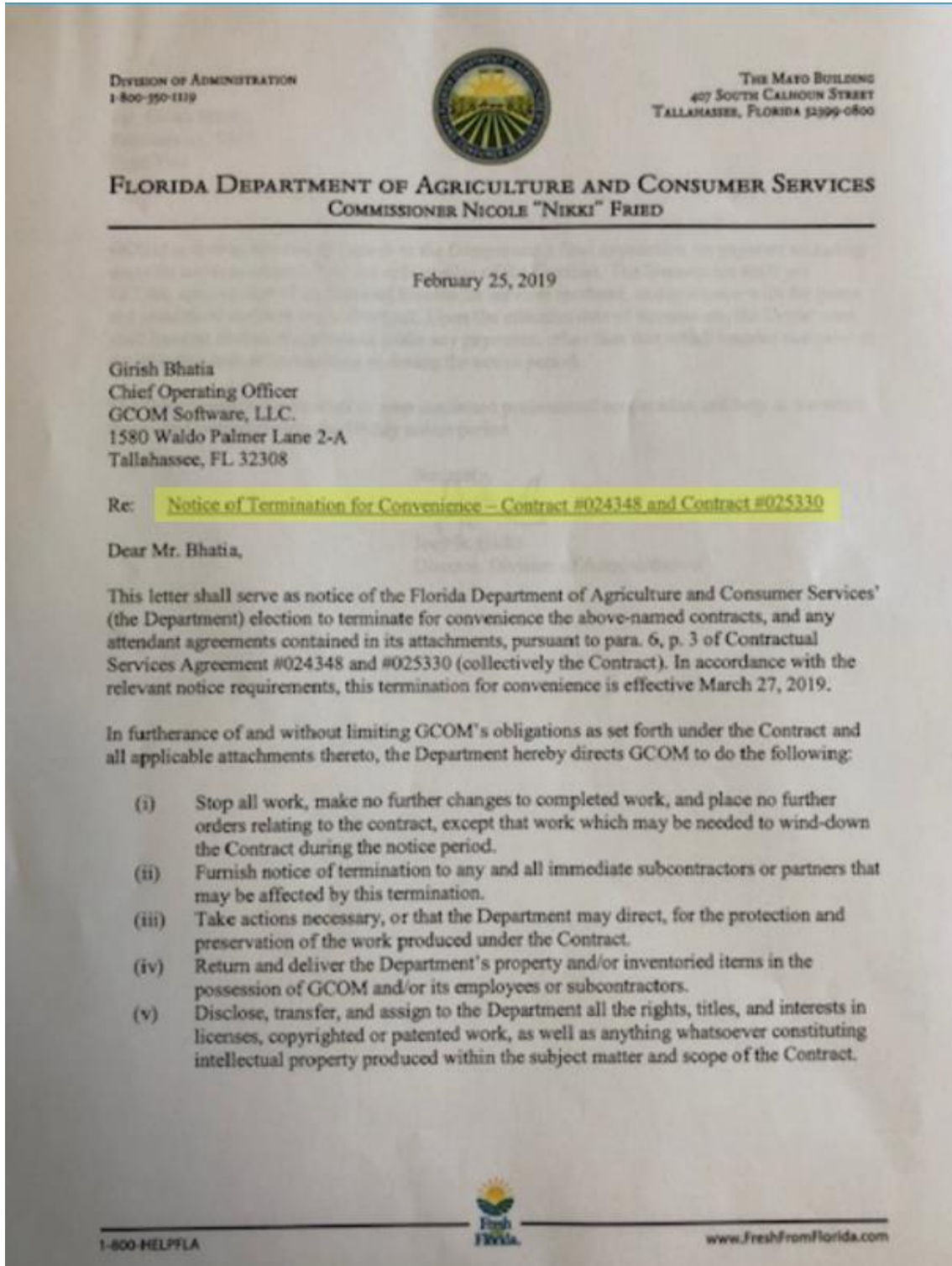
**WHEREAS**, the Contracts were scheduled, by their terms, to be effective through June 30, 2021;

**WHEREAS**, GCOM performed the contracts until February 25, 2019, when the Department sent GCOM a Notice of Termination for Convenience (“Notice”) as to both Contracts;

**WHEREAS**, the Notice provided that the Department elected “to terminate for convenience the above-named contracts, and any attendant agreements contained in its attachments” and that the Contracts would be terminated 30 days following the Notice;

**WHEREAS**, the Notice cited no wrongdoing by GCOM in its performance of the Contracts;

Figure 7 FDACS Settlement Agreement and Release



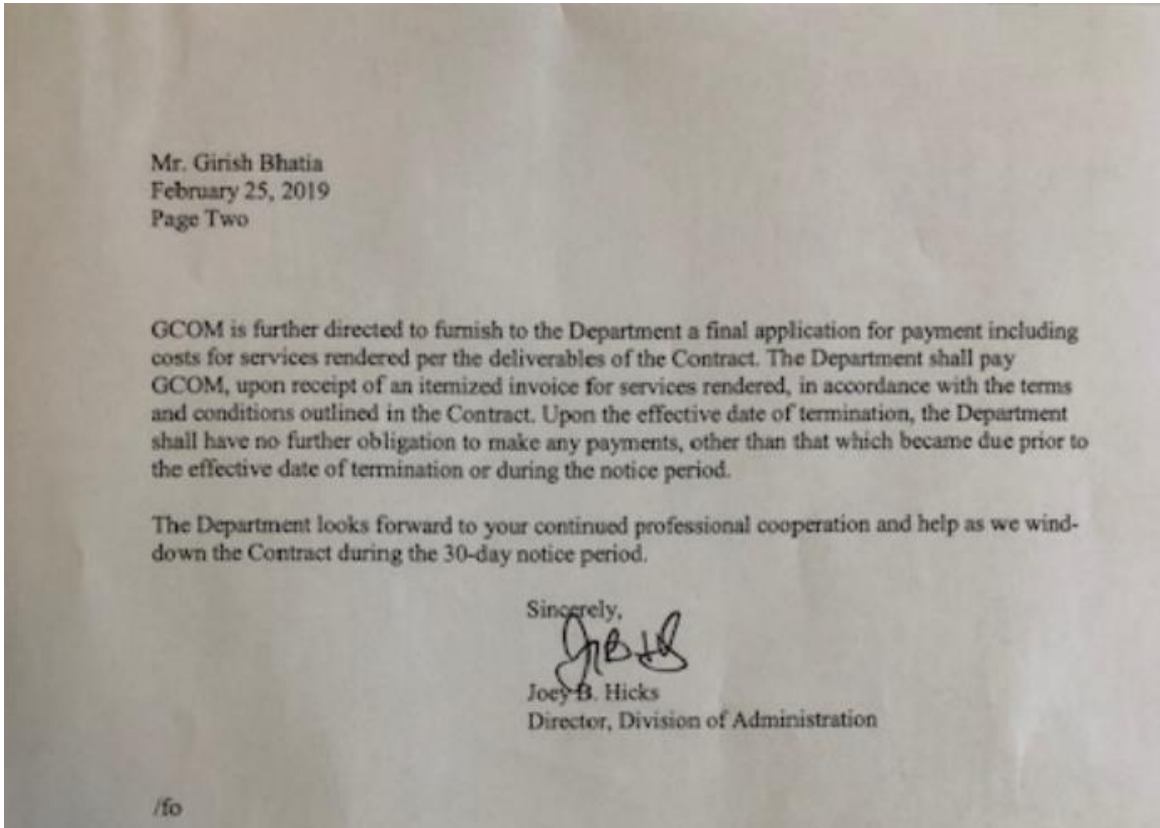


Figure 8 FDACS Notice of Termination for Convenience

## VI.A.1.h SUMMARY OF CONTRACTOR'S CORPORATE EXPERIENCE

*The bidder should provide a summary matrix listing of previous projects similar to this solicitation in size, scope, and complexity with multi-license entities. The State will use no more than three (3) narrative project descriptions submitted by the bidder during its evaluation of the proposal.*

*The bidder should address the following:*

- i. Provide narrative descriptions to highlight the similarities between the bidder's experience and this solicitation. These descriptions should include:*
- ii. The time period of the project;*
  - a. The scheduled and actual completion dates;*
  - b. The bidder's responsibilities;*
  - c. For reference purposes, a customer name (including the name of a contact person, a current telephone number, a facsimile number, and e-mail address); and*
  - d. Each project description should identify whether the work was performed as the prime Contractor or as a Subcontractor. If a bidder performed as the prime Contractor, the description should provide the originally scheduled completion date and budget, as well as the actual (or currently planned) completion date and actual (or currently planned) budget.*

*iii. Bidder and Subcontractor(s) experience should be listed separately. Narrative descriptions submitted for Subcontractors should be specifically identified as Subcontractor projects.*

*iv. If the work was performed as a Subcontractor, the narrative description should identify the same information as requested for the Contractors above. In addition, Subcontractor's should identify what share of contract costs, project responsibilities, and time period were performed as a Subcontractor.*

Team GCOM is proud to provide our track record of success for evaluation. Our team has deep experience working with state and local governments on enterprise engagements, working in the health and human services domain, and implementing licensing and permitting solutions. GCOM is proposing to utilize the Accela Civic Platform as the solution, and we have a track record of success implementing the Accela product.

We have provided the requested project matrix describing our qualifications below.

Project Name	State-Wide Licensing	Accela Civic Platform	Health and Human Services	Multi-License Entities
New York City: DOHMH ELP		X	X	X
New York State: eLicensing	X	X	X	X
WIC on the Web: NYS and MD			X	

Table 5 Team GCOM's Project Matrix Describing our Qualifications

The table below provides contact information for our references as well as brief descriptions of the services provided by GCOM. GCOM has always delivered our projects on time and within budget, and we are often re-subcontracted and extended for additional releases.

Project Name and Details	Project Description
<p>New York City: Department of Health and Mental Hygiene – Enterprise Licensing and Permitting Prime Contractor</p> <p>Contact Information: Shashidhar Shivanna; Solutions Director, Enterprise Systems <a href="mailto:sshivann@health.nyc.gov">sshivann@health.nyc.gov</a> (347) 396-2306 Address: 42-09 28th Street, QN, NY 11101 New York United States Contract Dates: Jan 2014 – Jan 2016 Total Contract Value: \$1.8 MM</p>	<p>GCOM implemented the ELP system using Accela's industry leading Licensing and Permitting solution. A seven-person team from GCOM managed all aspects of the project: Requirements Analysis, Design, Configuration, Scripting, and Customization. GCOM was also responsible for data conversion, the implementation plan, and post-Go Live support.</p>
<p>New York State Enterprise Licensing System Prime Contractor</p>	<p>GCOM was contracted to assist in modernizing both the State of New York's and the Department of Conservation's licensing and permitting systems. GCOM provided the following services:</p> <ul style="list-style-type: none"> <li>Architecting Accela Solutions</li> </ul>

Project Name and Details	Project Description
<p>Contact Information: Doug Stang; Assistant Director of DEC's Division of Fish, Wildlife and Marine Resources <a href="mailto:doug.stang@dec.ny.gov">doug.stang@dec.ny.gov</a> (518) 402-8920 Address: 675 Broadway Albany, New York 12207 United States Contract Dates: Jan 2013 – Jan 2016 Total Contract Value: \$40 MM</p>	<ul style="list-style-type: none"> <li>▪ Accela Installations Services</li> <li>▪ Accela Configurations</li> <li>▪ Accela Development</li> <li>▪ Accela Training</li> <li>▪ Accela Data Migration</li> <li>▪ Interfacing with Inter/External systems</li> <li>▪ Java/Oracle Policy Automation</li> </ul>
<p>Supplemental Program for Women, Infants, and Children (WIC) on the Web (WoW) in Maryland and New York State Prime Contractor</p> <p>Contact Information: Address:</p> <p>Contact Information: Address:</p> <p>Contract Dates: July 2017 - Present Total Contract Value: \$21.6 MM</p>	<p>The United States Department of Agriculture (USDA) Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk. Recently the United States Congress passed the Healthy, Hunger-Free Kids Act of 2010 (P.L. 111-296) that required all WIC state agencies to implement Electronic Benefit Transfer (EBT) systems by October 1, 2020. To meet this directive, the New York State Department of Health selected GCOM Software to provide and implement a new Management Information System (MIS) based on GCOM's WIC on the Web (WOW) MIS platform which has been implemented previously for the Maryland Department of Health to meet the same directive.</p>

Table 6 Contact information for Team GCOM's references as well as brief descriptions of the services provided to each client

Below we have provided narrative descriptions of the projects named above.

### VI.A.1.h.1 New York City Department of Health and Mental Hygiene: Enterprise Licensing and Permitting (ELP) Project

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#### Client Challenge:

The objective of the ELP Project was to improve DOHMH's multiagency license processing, and make opening and operating businesses in NYC simpler, faster, and accessible online by enabling Online application for licenses, permits, etc. The additional benefit was transparency for business customers regarding the application status.

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#### The Solution:

The scope of work for GCOM delivered for the DOHMH ELP system:

- License / Permit Intake from Accela Citizen Access (ACA) (Online for Public users)
- License / Permit Processing and Issuance using AA by DCA / DOHMH users
- Adjudication recording using Accela Automation (AA) by OATH users

- Data Migration from ODS (CAMIS Data Repository) to Accela
- Following Interfaces with Accela for the DOHMH existing systems:
  - Interface with internal enforcement systems
  - Interface with Internal Document Management System (SharePoint)
  - Interface with Adjudication system (OATH)
  - Interface with HRA for Child Support Certification
  - Interface with Citywide Payment Repository and Receivable (CPRR)
  - Interface with DOHMH USPS and DoITT GeoSupporter
- The implementation of a scalable, enterprise licensing and permitting system (ELP)
- Increase data quality through more rigorous validation of information

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### Final Results

GCOM team implemented ELP using Accela an industry leading Licensing and Permitting solution. A seven-person team from GCOM managed all aspects of the project from Requirements Analysis, Design, Configuration, Scripting, and Customization. GCOM was also responsible for data conversion, implementation plan and post go-live support.

**Customer Testimonial**

Overall this Vendor's performance was:  
 Excellent     Good     Fair     Poor

Additional comments: (Please use this space to comment if you believe that information provided above will be misleading without further explanation or if you wish to provide additional information.)  
GCOM team demonstrated utmost professionalism and dedication and resolved many business and technical challenges to meet the tight timelines. I highly recommend them for Accela implementation projects.

Sincerely,  
  
\_\_\_\_\_  
(Signature)

Printed name: Jian Liu  
Title: Deputy Commissioner & Chief Information Officer  
Date: Nov 6<sup>th</sup> 2014  
Telephone number: (347) 396-2211  
Email: jliu@health.nyc.gov

Figure 9 ELP Client Testimonial

### VI.A.1.h.2 New York State and Department of Conservation Enterprise Licensing System

DECALS started as a result of GCOM / Accela's work on the NYS eLicensing project.

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#### Client Challenge:

The New York State eLicensing System was designed to provide a unified presence for businesses and individuals to apply for and ultimately manage their business, professional, recreational, and occupational licenses. The new system aimed to modernize processes by reducing license management and enforcement cycle times while eliminating inefficiencies between legacy systems. Six large State agencies participated in this project. These agencies handle regulatory responsibilities for over 2.5 million active licenses across many

State agencies, using complex business rules while also maintaining high levels of security. In addition, there were 600 different service categories including inspection, investigation and enforcement, and 32 occupations, and 600+ reports and validations that depended on various combinations of service categories. The system implementation deadlines were based on the contractual period. The reporting requirements were very complex, and the user interface was listed as a prime concern. As implemented, the citizen portal, Accela Citizen Access, was not very user friendly and processing time took too long.

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**The Solution:**

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The scope of services provided by GCOM covered installation, configuration, customization, and integration of hardware and software systems. GCOM's knowledge and experience in systems integration spans all service areas and are listed below:

- **Architecting Accela Solutions:** Enterprise wide deployment of Accela solution requires multitudes of components from third party products such as Payment Adapter, Document Management System, Address Validations, etc. along with Interfaces with other internal and external applications. These disparate toolsets / applications must work together in perfect harmony and require in-depth understanding of not only Accela but overall enterprise / application architecture. GCOM has "Best in Class Architects" who work very closely with our developers. This team sets the vision, direction, and strategy for Accela solutions. The outcome of this work stream will be a conceptual design and to-be business flows that will provide a shared understanding of the NE LIS solution and serve as a basis for each of the detailed components developed in later work streams.
- **Accela Installation Services:** The main objective of these services is to set up the core infrastructure to support Accela system development and operation as part of the overall capacity and storage planning. This team also works with the agency CISO (Chief Information Security Officer) to ensure compliance with client's security protocols.
- **Accela Configuration(s):** The main objective of this service is to set up the Accela Civic Platform (ACP) and Accela Citizen Access (ACA). ACP will be the Agencies' "back office" for licensing data and related content and processes; Accela Automation will serve as the backbone of other Accela software suite components, including Accela Mobile Office, Accela Mobile Inspector, Accela GIS, ACA, Accela Analytics and Accela IVR. GCOM resources have extensive experience working on ACP and ACA configurations.
- **Accela Development:** GCOM has implemented various complex scripts such as Deer Management Permit processing for state agencies, the Auto Renewal Process, associating license professional records to public users, calling third party web services such as Tax clearance check, Driver's license validation using DMV Web service, etc. GCOM has also developed more than 400+ complex reports and notification for different state agencies.
- **Accela Training:** GCOM has created extensive training materials to train our clients, including administrators and IT staff. This enables GCOM to perform smooth knowledge transition to the client staff for maintaining the system post- engagement.
- **Accela Data Migration:** GCOM's data conversion approach leverages Accela's standardized method of data conversion. At a high level, the data conversion process begins with the analysis of the legacy system(s) to identify data elements required to populate the ACP database. The identified legacy data will be extracted from the source system into migration database(s) which will undergo analysis for data consistencies including missing or invalid data. When data cleansing is complete, the next important step is to mask the confidential data. The data conversion team will follow a data privacy policy and direction from the DHHS to identify the types of data that fall under the

category of confidential data and mask them accordingly. Legacy data might be bi-directional based on the 'to be' processes. Any data sets that are needed for the 'to be' NE LIS system will be mapped to Accela's Standard Map tables (and Views); the Accela Conversion tools will perform data integrity checks and validations at this point to confirm ACP's internal database constraints are met. Data that fails to load or is rejected will be reported and additional runs of the process will be adjusted to correct these issues. To further test, validate and enhance the process, the data conversion is run through a series of mock conversions (dry-runs of a typical conversion) to confirm that data conversion produces results as expected and any potential issues are identified and addressed before loading the data into the Production environment. The mock runs also provide timing data that is used in Go Live planning.

- Interfacing with Internal / External Systems: GCOM has design patterns to facilitate interfacing with other agency systems, e.g. interfacing payments with Finance Departments. For one implementation GCOM integrated with centralized geocoding and address validation systems hosted by a NYC Agency. GCOM integrated the mainframe system using ESB.
- Java / Oracle Policy Automation: As part of an important initiative GCOM was tasked with creating a brand new, intuitive user-friendly interface to replace the Accela public portal. GCOM's expert OPA developers and Java programmers converted complex business rules into OPA and created a fast, user friendly UI for both agents and citizens.

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### The Results

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The proposed Layered Architectural Model not only satisfied the existing needs of the State, but also met their future enterprise-level long-term requirements. Key features of the system include:

- Increased transparency and improved two-way communication between government agencies and the businesses and citizens they serve.
- Automated and streamlined key civic processes.
- Powerful web and mobile technologies that facilitate productivity for government workers and allow citizens to engage with their agencies 24X7.  
Our solution offers a web-based application that utilizes an open architecture and a centralized database, allowing information to be shared across departments while improving communication between office and field workers, citizens, businesses, and other key stakeholders.
- For a large environmental agency "secure printer solution" was implemented whereby each printing of a license panel and carcass tag has a unique document number.
- Customized solution went live with total redesign of the portal for citizens and was well received by agents and citizens.

The quality of work GCOM exhibited on the initial eLicensing project, led to us being handpicked by key stakeholders to lead DECALS.

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### The Client Challenge

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Shortly after implementing a COTS permit and licensing case management system for the NYS Sporting License System, the Department of Environmental Conservation (NYS DEC) knew that they wanted a more modern and efficient user experience. NYS DEC desired an Amazon-like shopping experience for NYS Sportsmen and Sportswomen, and engaged GCOM to assist with the design, development, and implementation of the new NYS DEC DECALS 2.0 portal. The new DECALS portal features a lightweight HTML5 / JAVA presentation and web application that provides an innovative, engaging, and intuitive user experience while leveraging the existing



transactional case management application, and persistence layers performing the day-to-day program management and reporting functions of the NYS Sporting License Program.

The goals of the new NYS DEC DECALS 2.0 Portal included:

- An integrated Citizen and Agent system that must effectively equip the application users to apply for and buy licenses and permits, and register for online services offered by DEC.
- Improve the performance of the existing DEC 1.0 application by leveraging Accele Civic APIs and Oracle Policy Automation (OPA).
- Provide dynamic and customizable business rules based on OPA.
- Provide a single page application to enhance the user experience. Reduce the overall time to buy / apply for a license, thereby improving business processes.
- Incorporate functionality for real-time agent transaction reports.

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## The Solution

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Development of the user interface started with GCOM facilitating eight voice-of-the-customer sessions that were used to inform user stories and the DECALS 2.0 visual design. In addition to the visual design focus in the early sprints, Team GCOM focused on non-functional requirements of the new system inclusive of capacity planning, performance requirements, acceptable user wait times, and ADA accessibility requirements with results used to inform the technical, functional, and user experience design. NYS wanted a beautiful and highly efficient user experience that rivaled leading consumer shopping experiences. The screen below shows the visual and user experience design that we delivered for New York State in the initial phase of the project.

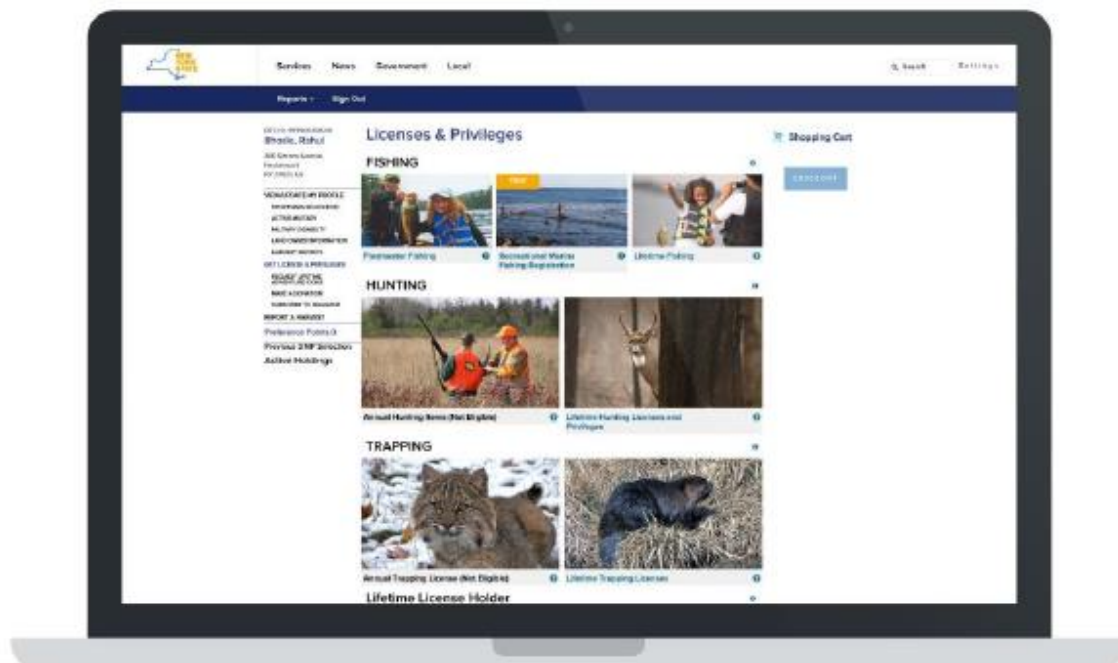


Figure 10 NYS DECALS

Detailed design, development, and testing were conducted with each build and release sprint. In most cases, each sprint resulted in features, functions, and products that were near Production ready. Later sprints in the

project lifecycle focused on performance of end-to-end solution testing (functional and non-functional) as well as a parallel Production pilot, where the new DECALS 2.0 portal was tested in Production with a small, pilot user group. The parallel Production pilot enabled the project team to verify that the new DECALS 2.0 Portal was producing the same results as the legacy application before the new official DECALS 2.0 Portal was launched.

DECALS uses a Service Oriented Architecture (SOA) that enables Enterprise Application Integration and reusability of service components across various enterprise applications. The solution has a clear split between presentation, business process, service components, and data management along with cross-cutting layers such as integration and security. The DECALS architecture allows NYS DEC to change or add rules / licensing policies without affecting other tiers, thus offering flexibility. Key technology / tools used are HTML5, CSS, Bootstrap, Oracle Policy Automation (OPA), and JAVA.

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## The Results

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The DECALS 2.0 Portal was recognized as a great success by internal and external NYS DEC stakeholders. The new DECALS 2.0 Portal reduces end user transaction time from 4 minutes to less than 1 minute per transaction. In addition, NYS DEC received accolades from the New York State Town Clerks Association for the new user interface, both for the greatly improved ease of use and for the significant improvement in performance.

### VI.A.1.h.3 Supplemental Program for Women, Infants, and Children

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#### Client Challenge

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The United States Department of Agriculture (USDA) Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides supplemental foods, health care referrals, and nutrition education for low-income pregnant, breastfeeding and non-breastfeeding postpartum women, and to infants and children up to age five who are found to be at nutritional risk. Recently the United States Congress passed the Healthy, Hunger-Free Kids Act of 2010 (P.L. 111-296) that required all WIC state agencies to implement Electronic Benefit Transfer (EBT) systems by October 1, 2020. To meet this directive, the New York State Department of Health selected GCOM Software to provide and implement a new Management Information System (MIS) based on GCOM's WIC on the Web (WOW) MIS platform.

The goals of the new WIC MIS system included:

- Modernize the WIC nutritional benefits management information system to support over 500,000 WIC eligible participants.
- Improve processes and controls for the issuance and redemption of \$300M per year in nutritional benefits.
- Transition the benefits issuance model from paper-based checks to EBT cards and to integrate services with the selected EBT provider (Conduent).
- Customize the WOW MIS with additional functionality to become the NYWIC MIS and to transfer management to New York Information Technology staff.
- Perform statewide training for approximately 1,600 staff using a combination of classroom, computer-based training, manuals, and other materials.

- Develop Extract, Transform, and Load (ELT) processes to support data migration and to perform incremental conversions of program data from the legacy system in support of the statewide rollout.
- Develop mobile application solutions for WIC program participants and program integrity field investigation staff.
- Meet a New York State executive request to shorten the original project schedule and to launch EBT in NYS by May 2018.

### The Solution

GCOM Software utilized a team that combined on-site staff and staff based in our Maryland development center. Requirements analysis began with the completion of four weeks of Joint Application Design (JAD) meetings during which the transfer system was reviewed in detail and requirements for the New York transfer system (NYWIC) were gathered. GCOM then prepared detailed requirements and design documentation for each of five NYWIC modules. The development of NYWIC customizations and the configuration of the system were scheduled to be performed across three project sprints.

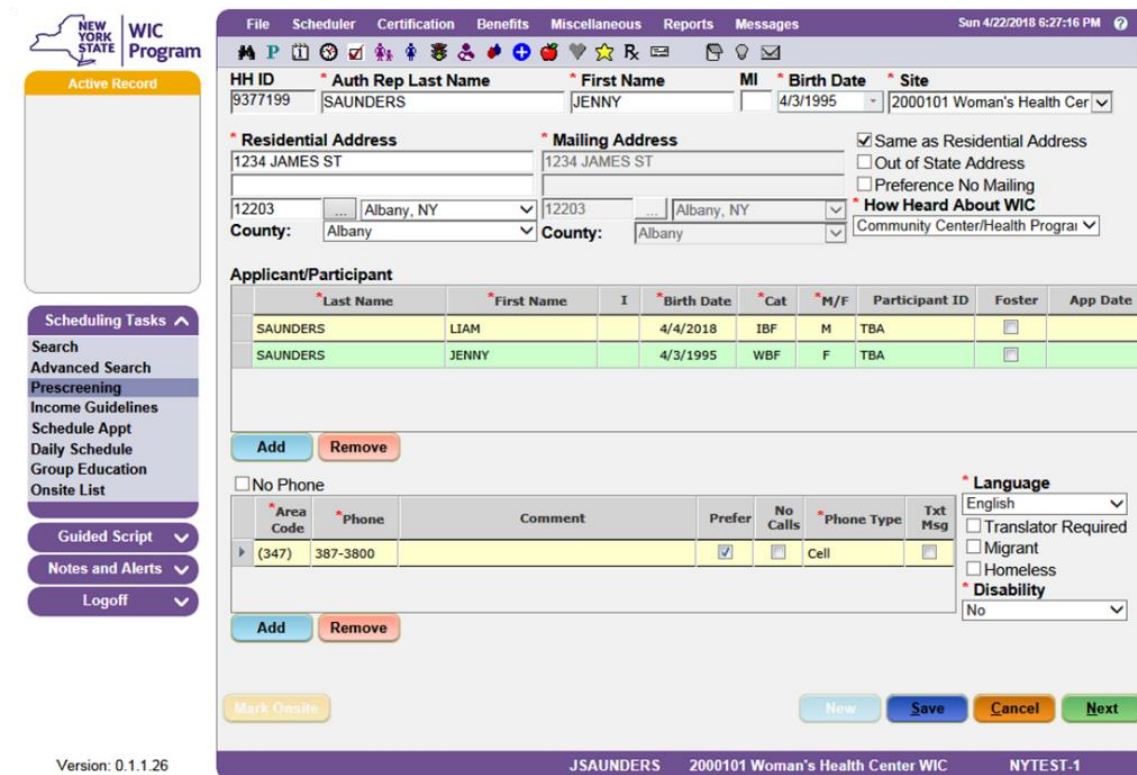


Figure 11 WIC Participant Prescreening

Detailed design, development, and testing were conducted with each build and release sprint. Each sprint resulted in features, functions, and products that were near Production ready. Following each sprint, GCOM performed a one-week functionality review and feedback session with project stakeholders. This approach allowed for the rapid development of a customized transfer system while limiting the potential for functional gaps during User Acceptance Testing processes.

In parallel to the software development process, the GCOM training team worked with NYS DOH staff to develop detailed training scripts and software documentation. Training scripts were migrated to become classroom training procedures and computer-based training (CBT) modules. NYS DOH has been able to reduce training costs and limit service disruptions by utilizing a combination of GCOM-led “Super-user” classroom training for a limited number of users and computer-based training for the remaining user base. The USDA requires that all states follow a standardized process of User Acceptance Testing, pilot, rollout, data migration, and other gated activities as part of WIC EBT implementations. GCOM staff have extensive experience with these procedures and worked with NYS DOH staff to successfully complete each required step and receive USDA approval to proceed with all steps through statewide implementation.

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### Final Results

The NYWIC system successfully launched in April 2018 meeting the earlier target date and achieving New York’s goal of improving services to New York citizens. All phases of the project, including Federally mandated and monitored User Acceptance Testing and Pilot, were completed on schedule. The NYWIC system and WIC2Go mobile application have received positive feedback both internally and in the media. The successful transition to EBT allows WIC participants greater flexibility in choosing nutritional benefits in the store while reducing social stigma by eliminating specialized payment vouchers. NYWIC and EBT also provide New York State and the USDA with greater access to purchase data, improved cost containment, and controls to prevent fraudulent activities.

<https://www.governor.ny.gov/news/governor-cuomo-announces-new-electronic-women-infants-and-children-program-capital-region-first>

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### Client Challenge

In 2005, the Maryland WIC Program successfully implemented “WOW” (WIC On The Web), a WIC information system developed by Three Sigma Software. WOW is a robust web-based system that was built to better service WIC participants in the Clinic. In 2006, the WOW System was transferred to the US Virgin Islands and in 2010, it was transferred to the State of Delaware. The Maryland, US Virgin Islands and Delaware systems use the same code base, but each system is accessed through separate URLs.

The WOW System has been supported by Three Sigma Software since its inception in 2005. In early 2019, the Maryland Department of Health selected Three Sigma Software to continue supporting the Maryland, US Virgin Islands and Delaware WIC Programs.

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### The Solution

The teams supporting the WOW System have several years of experience working solely on WIC Systems. Three key personnel work onsite at the Maryland State WIC Program office providing support to State staff and Clinic users. Members of the Three Sigma team participate in monthly meetings with Maryland, US Virgin Islands and Delaware to determine software updates and prioritize tasks.

As the WOW contractor supporting 10 other WIC Programs that currently use a version of the WOW System, system enhancements made in other WOW based systems can easily be transferred to Maryland, US Virgin Islands and Delaware without having to develop these changes from the ground up.

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### Final Results

Throughout the continuation of supporting the WOW System in Maryland, US Virgin Islands and Delaware, the most recent successes have been:

- Transitioning all 3 WIC Programs from paper checks to electronic benefits. (Delaware implementation - 2015, Maryland implementation - 2017, US Virgin Islands implementation - 2018). This met the United States Department of Agriculture (USDA) requirement that all State WIC agencies implement Electronic Benefit Transfer (EBT) systems by October 1, 2020.
- Launching of the Maryland WIC Mobile App for WIC participants. The mobile app allows participants to:
  - View upcoming appointment information
  - View remaining benefits and other benefit information
  - Scan UPCs while shopping to see if the item is WIC approved and if not, submit the UPC to the State WIC Office for review.
  - Receive notifications and alerts for upcoming appointments, expiring benefits and when to complete online nutrition education
  - Access clinic information and locate other WIC Clinics
  - Find out where to shop to redeem WIC benefits
- Implementing Online Nutrition Education interface for participants to complete Nutrition Education outside of the WIC Clinic.
- Awarded the Women, Infants, and Children (WIC) On the Web (WOW) System Support contract by the Maryland Department of Health, beginning April 1, 2019.

## VI.A.1.i SUMMARY OF CONTRACTOR'S PROPOSED PERSONNEL/MANAGEMENT APPROACH

*The bidder should present a detailed description of its proposed approach to the management of the project.*

*The bidder should identify the specific professionals who will work on the State's project if their company is awarded the contract resulting from this solicitation. The names and titles of the team proposed for assignment to the State project should be identified in full, with a description of the team leadership, interface and support functions, and reporting relationships. The primary work assigned to each person should also be identified.*

*The bidder should provide resumes for all personnel proposed to work on the project. The State will consider the resumes as a key indicator of the bidder's understanding of the skill mixes required to carry out the requirements of the solicitation in addition to assessing the experience of specific individuals.*

*Resumes should not be longer than three (3) pages. Resumes should include, at a minimum, academic background and degrees, professional certifications, understanding of the process, and at least three (3) references (name, address, and telephone number) who can attest to the competence and skill level of the individual. Any changes in proposed personnel shall only be implemented after written approval from the State.*

### VI.A.1.i.1 Our Project Staff Management

As shown in the previous section, GCOM is a company with deep experience in both the licensing and the health and human services industry. In particular, Accela is the leading provider of electronic government solutions and GCOM is the largest Accela integrator in the nation. Consequently, we can provide a team of highly skilled and experienced resources who have worked on implementing solutions for clients with very similar profiles to NE DHHS: state-wide, health and human services departments composed of multi-license regulatory entities.

**Nebraska State Purchasing Bureau  
Request for Proposal for Licensure Information System (LIS)  
RFP 6249 Z1**

The management of our resources takes place at both the corporate and project levels. The corporate organization chart below describes the corporate governance structure of GCOM and where the NE DHHS LIS project is located in the hierarchy.

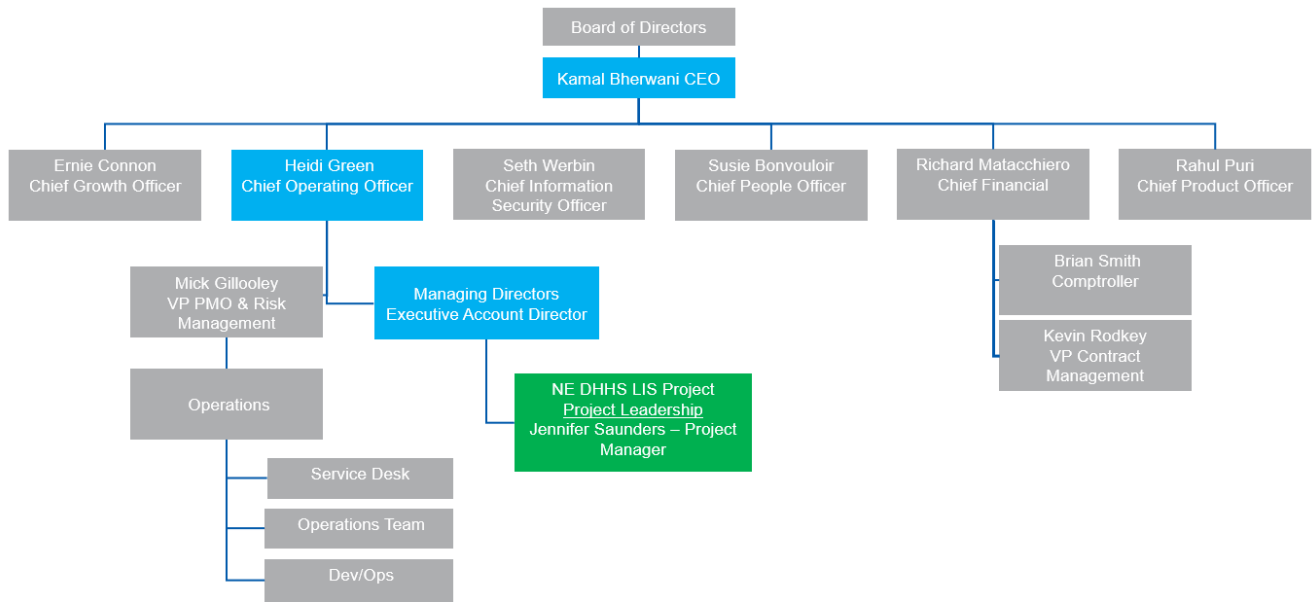


Figure 12 GCOM's Corporate Governance Structure

GCOM Software assigns an executive account director, often a Managing Director or equivalent, to supervise the project team. This executive is not only able to apply their own expertise directly to the project implementation, but they will also provide the project team and the NE DHHS stakeholders with direct access to the GCOM Software Executive team (GCOM Synergy Team).

This direct access is often crucial if a need arises to escalate an issue, and generally to ensure that the project team stays in alignment with the NE DHHS stakeholder needs. The organization chart below describes the connection between the Department stakeholders and the GCOM Synergy Team as well as the overall governance of the project.

## Nebraska – Licensure Information System

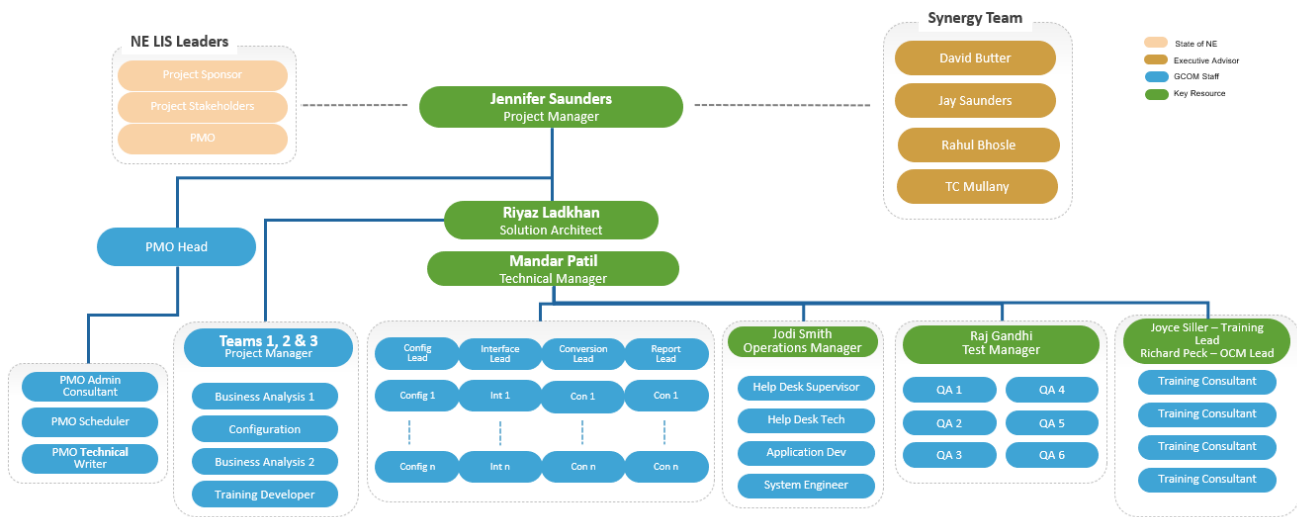


Figure 13 Project Organization Chart

As shown in the chart above, GCOM’s Synergy Team will consist of David Butter, GCOM Managing Director and Executive Account Director; Jay Saunders, GCOM Account Executive of the Midwest; Rahul Bhosle, GCOM Managing Director and GCOM Accela Practice Lead; and Thomas “TC Mullany”, GCOM Managing Director and Health and Human Services Practice Lead.

David Butter is a seasoned management and technology consultant with 15 years of experience leading technology and strategy projects. Prior to joining GCOM, Mr. Butter was associated with the big five technology and management consultancies where he held leadership roles on a number of public sector engagements and strategic firm initiatives in the licensing, education, health and human services, and health insurance exchange practices. Mr. Butter is a PMI certified Project Management Professional (PMP) with experience in Project Management, Product Development, Integrated Solutions and Requirements, Product and User Acceptance Testing Systems Implementations, and System Maintenance and Operations. Mr. Butter leads GCOM enterprise project delivery and business development activities. Mr. Butter works with GCOM's Executive and Project Management teams to plan, staff and deliver engagements that delight our clients.

Jay Saunders has over 25 years of experience developing solutions for public sector and commercial verticals. Jay is currently responsible for managing several state WIC systems including New York and North Carolina. In addition, he is responsible for new business development for public health systems at 3 Sigma Software. Jay served previously as a Director of Public Health Solution at CSC. His roles at CSC included developing MIS systems and providing managed services to 10 state entities, management of Women Infants and Children (WIC) Services for numerous states and tribal organizations, and serving as the product manager for the development of USDA’s Crossroads WIC system on behalf of 5 states. Jay’s background includes application architecture, program management, product development and practice management roles.

Rahul Bhosle is an entrepreneurial and focused IT professional with over 20 years of experience delivering quality solutions to state and local agencies. Mr. Bhosle drives results through a combination of leadership,

initiative and customer delight. Mr. Bhosle is proficient in web and mobile technologies, business intelligence, SOA, RDBMS, data migrations, reporting, COTS customizations and system integration new, and upgrades solutions. Mr. Bhosle has proven ability to analyze organizations’ and customers’ business requirements, identify areas for improvements and develop strategies, define detailed execution plans aligned to the identified strategies, build teams to deliver specific initiatives and enable business adoption.

As a Managing Partner, Mr. Bhosle oversees and is the steward of GCOM’s Services Quality Activities which includes maintenance and enhancement of GCOM Execution Methodology. Mr. Bhosle also leads GCOM’s Services Quality Internal Audit Program on GCOM’s larger engagements.

TC Mullany founded 3 Sigma Software (3Sigma) in 2003; which merged with GCOM Software in 2018. Today, Mr. Mullany leads GCOM’s State and Local Nutrition practice by building, maintaining, and running future ready, mission-based software packages to provide efficient, effective program services that improve the health of children, families, and community members at large. Mr. Mullany brings 40 years of experience in management, design, and development of scientific and business information systems; the last sixteen years have been focused exclusively on state and local health and human services systems. Mr. Mullany holds a BS in Aerospace Engineering and an MBA from Georgetown University.

GCOM’s team of proposed key staff are all senior level resources, with deep experience in the IT industry and especially with licensing and permitting practices. They have worked extensively on various enterprise projects and have worked with the proposed Accela Civic Platform solution in the past. All these resources are available to start on the project September 1, per the requirement by NE DHHS.

In the following section we highlight this team’s qualifications and how they meet or exceed the requirements of their proposed roles.

Team Member Name and Role	Team Member Qualifications
Project Manager Jennifer Saunders	<p>Almost 25 years’ experience providing services in the government sector with over 12 years successfully delivering, managing, and coordinating software implementation projects with recognized strengths in account management, risk analysis and mitigation strategies, budget, and schedule management, planning and documentation, and execution.</p> <p>Over 15 years’ hands-on experience in providing, coordinating, and managing licensed services including both day and residential services funded through Home and Community Based Services Medicaid waiver, active treatment services in Intermediate Care Facilities for Individuals with Intellectual Disabilities, and In-home Support services for both non-profit and government organizations. Managed and supervised direct care teams and professional services team for assistive technology, behavior supports including the management and coordination of licensed registered nurses, licensed practical nurses, occupational and physical therapists.</p>
Operations Manager Jodi Smith	<p>Manager with 10+ years of experience in managing daily IT operations including overseeing resources, systems, processes, and infrastructure.</p> <p>Manages teams of direct reports who are responsible for client support</p>



Team Member Name and Role	Team Member Qualifications
	<p>and resolution of complex IT issues. This team includes senior network engineers, system engineers and Service Desk Supervisors who have responsibility for direct reports within GCOM.</p> <p>Manages day to day operations including ticket escalations and assignments to optimize staff performance and resource capacity.</p>
<p>Testing Manager Raj Gandhi</p>	<p>IT professional with over 20 years of experience in support, leadership, customer service, and business processes.</p> <p>Managed testing effort for multiple state WIC implementations. Ran the WIC practice test center of excellence for the Delaware, South Dakota, Indiana, Connecticut, and New York projects</p>
<p>Technical Manager Mandar Patil</p>	<p>20+ years of significant, diverse experience in information technology consulting.</p> <p>Technical PM for FDNY responsible for requirements gathering, design, development, QA, Performance Testing, Training, working with client through all phases of SIT and UAT for final product delivery, and post Go Live support needs.</p> <p>As Configuration Lead for FDACS was key point of contact and accountable for all things engineering. Worked closely with Bureau Chiefs to understand their domain needs. Collaborated with Client teams, PMO, Architects, and Business Analysts for requirements understanding. Responsible for end-to-end solution to support FDACS Program, which was designed to manage the Issuance process for Concealed Weapons for both Individuals and Agencies.</p>
<p>Solution Architect Riyaz Ladkhan</p>	<p>Over 20 years of IT experience. Riyaz has excellent working experience over 15 years as a Database Architect, Tech Lead, programming with object oriented technologies, ORACLE, Microsoft technologies (Visual Basic, ASP, Access, MS SQL Server and Microsoft.Net), analysis, database administration, estimating project costs, and resource mentoring.</p> <p>As a Managing Director, Riyaz leads the execution of strategies, GCOM's day-to-day-operations, as well as leading the company's development and technology strategies.</p>

Table 7 Qualifications of Team GCOM's Resources

#### VI.A.1.i.2 Our Available Business and Technical Resources

In addition to the above-named resources, GCOM has a deep bench of business and technical resources with Accela experience who we will utilize in various capacities to assist with the implementation of the LIS solution. Their pertinent skills and certifications have been outlined in **GCOM Exhibit 5 – Accela Skills and Capabilities** and we have appended their resumes in **GCOM Exhibit 24 – Resumes**.

Team GCOM is proud to propose this highly qualified and experienced team to the Nebraska Licensure Information System (NE LIS) project. All our team members and staff either meet or exceed the requirements

set forth by the Department. In the following sections, we have highlighted our teams’ qualifications; and in addition to the team members introduced below, GCOM also has over 50 experienced Accela resources that can be made available to the Department should the need arise. Their pertinent skills and certifications have been outlined in **GCOM Exhibit 5 – Accela Skills and Capabilities**.

## VI.A.1.j SUBCONTRACTORS

*If the bidder intends to subcontract any part of its performance hereunder, the bidder should provide:*

- i. name, address, and telephone number of the Subcontractor(s);*
- ii. specific tasks for each Subcontractor(s);*
- iii. percentage of performance hours intended for each Subcontract; and*
- iv. total percentage of Subcontractor(s) performance hours.*

We have provided the above requested information in the table below.

Requested Information	GCOM Response
i. name, address, and telephone number of the Subcontractor(s);	Name: Solutions West Address: 1725 10th St, Suite 202 Sacramento, CA 95811 Telephone: 916.765.7886
ii. specific tasks for each Subcontractor(s);	OCM Lead and Training Lead
iii. percentage of performance hours intended for each Subcontract; and	< 1%
iv. total percentage of Subcontractor(s) performance hours.	< 1%

### **What Team GCOM means for the Nebraska Department of Health and Human Services.**

When NE DHHS chooses Team GCOM, they are choosing a team of highly experienced professionals who have worked extensively on many similar engagements and have successfully worked together in the past. GCOM is the largest system integrator of Accela, and Accela is the most used eGovernment platform in the country. As our track record of success shows, we are committed to working closely with the Agencies to understand your business needs and provide a uniquely tailored solution that will aid in providing a higher quality of service to the Nebraska’s citizens. We are proud of the opportunity to work with the state of Nebraska and would like to thank you for considering our proposal.

# Form A Bidder Point of Contact

Request for Proposal Number 6249 Z1

Form A should be completed and submitted with each response to this solicitation. This is intended to provide the State with information on the bidder’s name and address, and the specific person(s) who are responsible for preparation of the bidder’s response.

Preparation of Response Contact Information	
Bidder Name:	GCOM Software LLC
Bidder Address:	24 Madison Ave. Ext.
Contact Person and Title:	Rebecca Fischer, Production Coordinator
E-mail Address:	<a href="mailto:RFP@gcomsoft.com">RFP@gcomsoft.com</a>
Telephone Number (Office):	518-869-1671
Telephone Number (Cellular):	518-610-8553
Fax Number:	518-869-1673

Each bidder should also designate a specific contact person who will be responsible for responding to the State if any clarifications of the bidder’s response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Bidder Name:	GCOM Software LLC
Bidder Address:	24 Madison Ave. Ext.
Contact Person and Title:	Viren Alvekar, Managing Director
E-mail Address:	<a href="mailto:RFP@gcomsoft.com">RFP@gcomsoft.com</a>
Telephone Number (Office):	518-869-1671
Telephone Number (Cellular):	267-980-6099
Fax Number:	518-869-1673