6.0 COMPANY PROFILE AND EXPERIENCE

Accenture is the recognized leader in large-scale systems integration and business transformation implementations. At the corporate and individual level, we bring unmatched technical skills and Unemployment Compensation implementation experience, measurable business transformation results, and a history of successfully working with the State of Florida. Based on this solid delivery background, the Accenture Team will apply industry-leading skills and knowledge to successfully deliver the Unemployment Compensation Modernization Project and help achieve AWI's vision to put Floridians back to work.

6.1 Respondent's History and Experience

The State of Florida is facing an unprecedented crisis with an unemployment rate surpassing the unemployment levels from the mid-1970s recession. AWI faces a daunting task providing services to more than 1.1 million individuals and over 800,000 employers, through numerous benefit programs, over a large geographical area. We have been right beside you helping you keep some of your most mission-critical systems up and running during this current crisis. Additionally, we have been in the trenches with our clients in other large states doing implementations of similar size and scope.

Best Value

Specifically, Accenture brings over 25 years of experience from all aspects of large-scale Unemployment Compensation system implementations. Our team understands the Florida UC program and has large-scale, mission-critical, Florida-specific experience directly relevant to this effort. For example:

- Accenture has **over 25 years experience in the UC market**. We have **implemented UC solutions in more states than any other vendor**, having done UC planning, design, or implementation projects in 16 states. In addition to Florida, we have defined, designed, built, and deployed UC benefits systems in states with some of **the largest and most complex UC programs in the nation**.
- **Six of the 10 largest states currently use Accenture-built UC systems**. We have worked through policy and administrative changes, seen what works and what does not. We have the skills required for UC modernization at scale.
- Accenture has designed and developed a **state-of-the-art, custom UC Benefits solution** for Illinois that is Java and web-based, using a relational database, workflow, imaging, automated scheduling, and business rules. **We will configure this new generation system for Florida's requirements.**
- Accenture has demonstrated **high quality, on-time and on-budget delivery of complex statewide projects for the State of Florida**. Comparing the implementation success rate, final cost to original award price, and adherence to project schedules for large projects, Accenture is alone in delivering for the State on projects such as MyFloridaMarketPlace and the Department of Business and Professional Regulation (DBPR) Enterprise Licensing systems.

6.1.1 Accenture -- the Leader in Large-Scale Systems Integration and Outsourcing

Best Value

AWI requires an integrator with broad capabilities and experience. You need more than requirements definitions and studies, or specialization in only one of AWI's business processes or technology. AWI needs an experienced consulting and systems integration team to bring the best experience to this project. You also need a team that understands and shares your vision for the modernized UC system. This includes new business processes and technology that is prepared for the maintenance and support efforts to enable a successful transition of maintenance and management of the system back to the State.

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Recognized as a Leader by Industry Analysts

Leading third party analysts such as Gartner Group, Meta Group, IDC and others recognize Accenture as one of the world's leading Systems Integrators, as evidenced by the following industry accolades:

- For the third year in a row, market research firm IDC has named Accenture the "**Worldwide leader in Systems Integration (SI) services**"
- Fortune has ranked Accenture **No. 1 in our Industry** (2004/2005: Computer and Data Services; 2006 – 2008: Information Technology Services) for five consecutive years on the list of Most Admired Companies
- Named to Ethisphere Institute's "**World's Most Ethical Companies**" list for second year in a row in 2009
- Identified as one of the **top 20 highest performing tech companies** in the 2009 Business Week's Info Tech 100 for the fourth year in a row (2006-2009)
- Ranked No. 2 on the International Association for Contract and Commercial Management's list of "**Most Admired Global Companies**" in Contract Management in 2008.

Accenture has a proven record of delivering large-scale system implementations on time. The State of Florida can be confident in the solution and approach that we propose.

6.1.2 UC Systems Integration and State of Florida Experience

For AWI, the successful design, development and implementation of the *myBIS* solution requires the selection of a contractor that has demonstrated capability on projects of similar scope, complexity, and timeframe, and with a proven record of achieving clients' desired business results. The best recipe for AWI success is a vendor who brings a combination of similar large-scale systems implementations, UC industry knowledge, systems integration experience, and a proven track record within the State of Florida.

We are the only vendor that has that unique combination, as depicted in Figure 6-1. This includes not just our Accenture corporate experience, but the hands-on experience of the personnel we propose for the project – experience that includes a blend of people who have worked in the UC industry and those with State of Florida experience.

Our Presence in the Unemployment Compensation Industry and in Florida

Accenture is the only vendor that has national presence in developing UC benefit and tax systems, delivering projects in 16 states. We have provided UC planning, design, and/or implementations during the past 25 years. Besides Florida, our most recent UC work has been with Illinois, Texas, and New Jersey where we have implemented next-generation UC systems. Having a vendor that claims UC system implementation experience as a result of the purchase of a bankrupt company or a vendor who only has limited experience through a sub-contractor or an incomplete system implementation is simply not good enough for Florida.

The risks are greater for Florida; the issues are more complex. You require a vendor with first-hand experience in successfully navigating these issues in order to reduce the risks and meet the schedule.

> ***"The greatest value Accenture brought to us was a project manager and team that had a thorough knowledge of UI programs and extensive experience in designing and implementing UI systems using state-of-the-art technology tools. They delivered, on time and within budget, a reengineered UI Benefits system that met the expectations of both our users and our management team."***
>
> *- Mike Fernandez*
> *Director of Information Technology and Facilities*
> *Texas Workforce Commission*

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Client/Project	Unemployment Compensation	Large, Complex System Implementation	Program/Project Management	Testing	Change Management/ Training	Data Conversion from Large Legacy Systems	Maintenance and Operations	Multi-Channel Solution	Internet Portal/ Web Self-Service	Customer Relationship Management	Managing Multiple and Diverse Stakeholders
Illinois Department of Employment Security (IBIS)	●	●	●	●	●	●	●	●	●	●	●
Florida Agency for Workforce Innovation (Legacy Systems Support)	●		●	●	●		●	●	●	●	●
Texas Workforce Commission (Internet UC Initial Claims and Continued Claims)	●	●	●	●	●	●	●	●	●	●	●
Kansas Department of Labor (TABS)	●	●	●	●	●	●	●	●	●	●	●
Florida Department of Labor and Employment Security (UCTAX)	●	●	●	●	●	●	●	●	●	●	●
Florida Department of Business and Professional Regulation (Single Licensing)		●	●	●	●	●	●	●	●	●	●
Florida Office of Financial Regulation (REAL)		●	●	●	●	●	●	●	●	●	●
Florida Department of Management Services (MyFloridaMarketPlace)		●	●	●	●	●	●	●	●	●	●
Florida Agency for Workforce Innovation (ELIS PMO)			●								●

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Figure 6-1. Our team has relevant, hands-on experience delivering UC systems and mission-critical systems for the State of Florida

Accenture has successfully implemented UC systems in 6 of the 10 largest states in terms of UI taxes collected and UI benefits paid. Large states bring a whole set of considerations—claimant volumes, conversion complexity, program governance, external stakeholders, and change management—that small state programs and their vendors never see.

We have a personal stake in the success of the UC Modernization project. We live and work in Florida and call this home. We respond to State procurements and work with the State of Florida because we want to see our State lead the nation with innovation. We want our fellow citizens to be able to access government services easily and conveniently. We want to provide our expertise and technology skills to help agencies help their clients. We are very proud of our work in Florida and understand the complexities of working with the various stakeholders in Florida, including the various AWI program areas, the Regional Workforce Boards, other state departments and agencies, the Administration and the Legislature, employers, other AWI vendors, and citizens.

On the following pages, we present a brief description of our experience implementing similar functionality as that requested in the ITN as well as highlight the specific experience of our core team members on these engagements. We are including both UC system implementation experience as well as highlighting our accomplishments within the State of Florida where we have worked side-by-side with your colleagues in state government working to make a difference in the lives of our fellow Floridians.

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Illinois Department of Employment Security: IBIS

The Illinois Department of Employment Security (IDES) is one of the largest agencies for Unemployment Insurance benefit administration in the U.S. In 2009, IDES administered over $7.5B in UC benefits with nearly 900,000 claimants compared to nearly $2.8B and 560,000 claimants in 2008. The Benefits Information System (BIS) currently in place is outdated and unable to effectively support the increased volumes, new legislation, and new programs. The Illinois Benefits Information System (IBIS) project was initiated by IDES to replace a 29 year old benefit system. Much like AWI, the current BIS is mainframe-based, relying primarily on batch processing, with disparate subsystems and multiple data sources. Accenture is working side-by-side with IDES to replace BIS and its associated sub-systems with a Java, web-based solution, using a relational database, workflow, imaging, automated scheduling, and business rule features. IBIS offers IDES the ability to provide its clients with self-service technologies that increase productivity, reduce operational costs, and improve customer service. The IBIS system represents the most modern, next-generation UC system in the marketplace today.

Relevance to AWI UC Modernization Project

- ✓ UC Benefits system implementation
- ✓ Proposed transfer solution for AWI
- ✓ Large Project Management/PMP Processes
- ✓ Full Software Development Life Cycle scope
- ✓ Client Self-Service Portal including both Initial and Continued Claims functionality
- ✓ Includes ARRA legislative changes and extended benefits programs

To date, Accenture, as the Prime contractor, has implemented four releases of IBIS:

- Internet Claims: nearly 1 million claims filed since go-live in July 2005
- Guided Interview: over 1.4 million issues completed since go-live in November 2005
- Auto Registration: over 379,504 claimants automatically registered with Illinois Skills Match since go-live in March 2006
- Internet Certification: over 1.5 million certifications since go-live in May 2009, reducing the load on the IVR system.

Our largest release is in the final phase of user acceptance testing and in preparation for an August 2010 implementation. This release will include the following functionality: Claims Intake, Benefit Payment Processing, Electronic Case Folder, Authentication, Benefit Payment Control, Correspondence, Appeals (Benefit Appeals, Board of Review, Circuit Court), Adjudication, Continued Claims, Workflow, Benefit Charging, Expanded Claims History, Scanning, and American Recovery and Reinvestment Act (ARRA) legislative changes and extended benefits programs.

Accenture's Role:	Accenture is the Prime contractor.
Proposed Staff Involvement in Project:	

- Our proposed Project Manager, **Troy Myers**, is currently serving as the Project Manager on the IBIS project. He brings this first-hand knowledge of our proposed solution to FL AWI and the day-to-day leadership necessary to guide the project to successful completion. Troy has lived 'in the trenches' of the UC program and knows the complexities of building a UC system, thus minimizing impacts to schedule by mitigating risks faster.
- **Michael Ljung,** our proposed Quality Assurance Advisor, is serving as the Program Executive Director on the IBIS project and will apply lessons learned and provide valuable insight into issues to help solve problems quickly. Michael is also our Advanced Systems and Technology Director providing him access to the latest technology information to help guide decisions for the *myBIS* project.
- **Kathy McLeskey**, our proposed Stakeholder Change Strategy Lead, assisted the IBIS project with change management activities and communication strategy prior to implementation. She met with stakeholders to determine the best and most effective change readiness activities to usher in the new system.
- Our proposed Design Manager, **Thomas Hawkins**, served as the Implementation Quality Assurance Auditor on the IBIS project. Through his work evaluating batch processes and design, Thomas provides FL AWI with perspective and priority for what must be in place for the *myBIS* 'Go-Live' decision.

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- In addition, a large number of IBIS experienced project personnel will transition from the IBIS project to the *myBIS* project, bringing first-hand skills and knowledge of our proposed solution.

Sub-contractors on Project:

- Accenture's sub-contractors include Chicago Systems Group, B2B Enterprise Application Inc, Diversified Technology Inc., Instant Technology LLC, Viva USA Inc.

Florida Agency for Workforce Innovation: Legacy Systems Support

Relevance to AWI UC Modernization Project

- ✓ First-hand knowledge of AWI UC legacy systems
- ✓ Understanding of AWI business processes
- ✓ Ability to identify and implement "quick wins"
- ✓ Tangible outcomes for the State of Florida

From March 2009 and until earlier this year, Accenture, as the Prime contractor, assisted AWI in your efforts to improve the operation of the Unemployment Compensation program by implementing enhancements to the FLUID initial application and continued claims system. This work included the management analysis, design, and implementation of eight key enhancements to benefit the consumers and back office users of the Unemployment Claims system. Through the successful implementation, Accenture also managed and implemented enhancements to the online system to support the filing for Extended Benefits as set forth by law and capabilities to provide additional online services for AWI customers such as tax form reprinting and EUC pre-qualification.

Working with the UC Information Technology team, we have:

- Implemented the claimant self-service Extended Benefits Web application
- Replicated functionality that allows both faxed and mail-in claims to be entered by claims takers
- Created an employer lookup on the AWI site for AWI administrative web site for AWI staff. This has reduced lookup response time from almost one minute to a sub second.
- Simplified and clarified data entry by rewording questions and providing drop downs or radial buttons where agreed appropriate.
- Improved claimant/employer verification resulting in reduced rework.
- Created functionality to view and track claimants who filed an appeal of their Extended Benefits.
- Added address validation logic
- Enhanced the Self Service capability of claimants by allowing them to reprint their 1099 and 49T.
- Employer lookup by claimants as they filled out their Initial Claims form.

Accenture's Role: Accenture was the Prime contractor.

Proposed Staff Involvement in Project:

- Both **Tim Murray**, our proposed Unemployment Compensation Advisor, and **Greg Martin**, our proposed Client Executive, worked with AWI on this engagement . Tim worked with AWI at the beginning of the project to identify the opportunities and enhancements for the project team to execute and Greg oversaw the project until completion. They both have established ongoing relationships with FL AWI and know your objects for the UC Modernization project, eliminating the need for ramp up time.
- Our proposed Application Development Manager, **Thomas Hawkins**, was the Project Manager on the FLUID Modernization project. He brings knowledge of existing AWI SDLC processes and IT organization, as he was responsible for integrating our teams.

Sub-contractors on Project:

- We had no sub-contractors for this project.

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Texas Workforce Commission: Multiple Projects

TexasWorkforce

Accenture has had a successful relationship working with the Texas Workforce Commission (TWC) on several strategic initiatives over the last 15 years.

Relevance to AWI UC Modernization Project

- ✓ UC Benefits system implementation
- ✓ Large Project Management/PMP Processes
- ✓ Full Software Development Life Cycle scope
- ✓ Client Self-Service Portal including both Initial and Continued Claims functionality
- ✓ Imaging
- ✓ IVR
- ✓ Long-term system Maintenance and Operations

UI Benefits System: Accenture was the Prime contractor responsible for designing and implementing a new UI benefits system. The benefits redesign project was completed in three steps. Initially, we performed a feasibility study to provide TWC executive management with the appropriate project scope and technology approach for the new UI system. Next, we completed a systems design project to determine requirements and estimate the costs and benefits of the system. Lastly, we implemented the system. Accenture was responsible for the design, programming, and testing of the system as well as the development of user procedures, training users, ensuring acceptance at all levels of the organization, and converting the system to production.

Accenture was also responsible for designing and developing interfaces to two IVR systems and an imaging system, all hardware and software implementation activities, and system maintenance and support.

Internet Initial Claims. The UI Internet Initial Claims project in 2002 was to enhance user-friendliness, support varying needs of UI claimants and help handle a claim load that has almost doubled to well over one million new claims during the year prior to the implementation. Accenture designed, developed, and deployed a system to allow individuals to apply for UI benefits via the Internet in both English and Spanish.

To streamline the processing requirements of the claim application information, the system fully integrates the data captured by the Internet system with the legacy mainframe Benefits System, allowing real-time claims processing. This innovative solution can process claims without eligibility issues and generate benefit payment without any human intervention, saving significant staff time. For claims with eligibility issues, the system generates dynamic fact-finding questions, then automatically creates cases and assigns them to staff. Information claimants entered on the Internet is available in real-time to Customer Service Representatives using the legacy mainframe Benefits System.

Once the claim is complete, the user receives a printable confirmation page that displays all information entered. The system automatically generates the monetary determination to the claimant and the notice of claim to the claimant's last employer. This application also provides for employers to respond to notices of claims filed via the internet. The system also integrates with TWC's Internet job matching system. Upon submission of an Internet claim, the system transfers the claimant to the job matching system and pre-fills the claimant's demographic and work history information from the claim.

Internet Continued Claims. The State of Texas also engaged Accenture to develop the continued claims "Payment Request" application, which enables claimants to certify for unemployment benefits every two weeks. The application provides for online entry of weekly work search and is in both English and Spanish. Our role on this project included the system's initial design, the detailed design, and the subsequent development and testing for the system. Also, Accenture planned and then conducted a pilot implementation of the system, followed by full implementation in June 2006.

Accenture's Role:	Accenture was the Prime contractor.
Proposed Staff Involvement in Project:	

- **Troy Myers**, our proposed Project Manager, was the Batch Architect Lead Analyst on the Benefits Redesign project. He brings hands-on development knowledge of online and batch processes using the same tools that we bring to *myBIS*

Sub-contractors on Project:	

- Accenture's sub-contractors included Greiner Consulting, C&T InfoTech, DCS, and Qnet.

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Kansas Department of Labor: TABS

Relevance to AWI UC Modernization Project
✓ Full UC System Implementation including Tax, Appeals, and Benefits
✓ Large Project Management/PMP Processes
✓ Full Software Development Life Cycle scope
✓ Client Self-Service Portal including Initial and Continued Claims, Employer, and Appeals functionality
✓ IVR, CTI and CRM

The Kansas Department of Human Resources (KDHR) – now Department of Labor – was under extreme stress from growing claims and an unstable technology platform. In addition, the employee turnover rate in the Unemployment Program was about 22 percent. Call routing was at the core of many problems. In less than a month, weekly initial claims tripled, and the call centers' technology platform was not stable. The system would crash once per week on average. Inevitably system crashes would occur on the busiest day of the week and take more than four hours to fix. A solution was needed to improve system reliability.

Accenture performed business process reengineering for a Tax, Appeals, and Benefits Self-Service System (TABS). The business process reengineering included facilitating multiple sessions with KDHR's Guiding Coalition for the TABS Project to identify, document and prioritize Kansas' long-term functional and technical requirements, assessing the current information technology infrastructure, and developing a recommended migration approach and implementation plan. Accenture recommended an overhaul of the call center processes, as well as self service functions for claimants and employers performed in the following project implementation releases:

Release 1. Internet Transaction - Initial Claims. This release allows claimants to file UI initial claims over the Internet.

Release 2. Call Center Computer Telephony Integration (CTI) and Routing. This release included skills based routing based on user defined business rules, virtual call center management by routing calls throughout all three Kansas call centers, management monitoring and reporting of call center operations, Self-Service Interactive Voice Response (IVR) functionality -- taking "quick claims" without CSR intervention

Releases 3 and 4. Scanning/Imaging and Customer Relationship Management (CRM). This release provides a robust desktop application that allows the TABS associate from tax, BPC, and appeals to see the customer's information in a seamless manner and share information across business units. CRM functions include employer case management, service requests, activity tracking, electronic document sharing, workflow, adjudication scheduling and smart scripts.

Release 5. Internet Self-service: Employer Registrations, Continued Claims, Notice of Appeal, Employer Notice, Account Change, and Quarterly Wage Report. This release allows claimants and employers the ability to transact additional UI transactions via the Internet.

KDHR was able to process two times the number of claims with the same staff, more specifically, the Internet claims functionality, coupled with other efforts, allowed the program to cut the average number of minutes it took to process a claim from a high of 47 minutes in fiscal year 1999 to less than 20 minutes.

Accenture's Role:	Accenture was the Prime contractor.
Proposed Staff Involvement in Project:	

- Our proposed Project Manager, **Troy Myers**, was the Project Manager on the TABS project. Troy managed the day-to-day delivery of a multi-phased development and implementation schedule similar to the *myBIS* project.
- **Kathy McLeskey**, our proposed Stakeholder Change Strategy Lead, was the Stakeholder Manager for the project, leading the change management and communication strategy for the TABS implementation. Kathy worked with Stakeholders to define and verify the requirements of the TABS system. She also designed and implemented the communication strategy for all the local workforce offices.

Sub-contractors on Project:	

- Accenture's sub-contractors included Avanade and Attachmate.

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Florida Department of Labor and Employment Security: UC Integrated Tax Information System

The Florida Department of Labor and Employment Security (FDLES) engaged Accenture to assist in the system design, development, and implementation for the Unemployment Compensation (UC) tax information system. The design incorporated all tax administration business functions for the Department including registration, employer wage and tax reporting, account maintenance/trust fund reporting, experience rating, collections, field audit and investigation, system support, and case management.

The system incorporated several new technologies, including client/server architecture, electronic data interchange, electronic funds transfer, remittance processing technologies, document management technologies, reporting database/end user computing, CASE tools, and relational database management system.

Relevance to AWI UC Modernization Project

- ✓ Florida UC Tax implementation with knowledge of integration points with UC Benefits
- ✓ Large Project Management/PMP Processes
- ✓ Full Software Development Life Cycle scope
- ✓ Tangible outcomes for the State of Florida

"Accenture's understanding of UC programs, experience from other states, and approach to large system implementation projects provided the value needed to implement a comprehensive and complex UC Tax integrated system design and implementation project."

- Neil Meoni, former CIO, DLES

Accenture and FDLES partnered on six engagements over a nine-year period spanning from 1995 to 2000. These engagements included: Reengineering of Unemployment Compensation Division Bureau of Tax; Unemployment Compensation Integrated Tax System Design and Installation; Strategic Information Management and Systems Plan; Benefit Payment Control System Design and Installation; Benefit Payment Control Production Support; and Reengineering of Unemployment Compensation/Job Services Client Service Delivery.

Accenture's Role:

Accenture was the Prime contractor.

Proposed Staff Involvement in Project:

- **Troy Myers,** our proposed Project Manager, was the System Test and User Acceptance Test lead on the UC-TAX Redesign project and has familiarity with AWI's way of doing business. These roles gave him reusable quality assurance practices that he applies at the project management level. Troy was later the Project Manager for the application maintenance phase of the project. He oversaw the development of process improvements for increasing productivity and prioritizing business needs.
- Our proposed Unemployment Compensation Advisor, **Tim Murray** was the Functional Architect on the UC-TAX Redesign project where he interacted repeatedly with key stakeholders to design the system.
- **Thomas Hawkins**, our proposed Application Development Lead, served as the Conversion Lead on the UC-TAX Redesign project. Thomas brings his first-hand development knowledge and knows what is important to you.

Sub-contractors on Project:

- Accenture had no sub-contractors for this project.

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Florida Department of Business and Professional Regulation: Single Licensing System

The Florida Department of Business and Professional Regulation (DBPR) is a $1.5 billion agency regulating one million professionals and businesses across some 250 licensee categories. Accenture assisted DBPR in reengineering its current operation, implemented a COTS integrated licensing solution, custom built online internet services to support users, provided customer relationship management services, and provided hosting services for the Single Licensing System project.

Relevance to AWI UC Modernization Project

- ✓ Full, statewide implementation of large-scale complete solution including hosting
- ✓ Large Project Management/PMP Processes
- ✓ Full Software Development Life Cycle scope
- ✓ Diverse Florida stakeholder interaction
- ✓ CRM
- ✓ IVR with Genesys for skill-based routing
- ✓ Tangible outcomes for the State of Florida
- ✓ Long-term system Maintenance and Operations

Prior to the Single Licensing System project, DBPR identified that their operations provided unsatisfactory customer service as a result of several conditions including outdated, antiquated, and cumbersome business processes; outdated technology and fragmented systems; inconsistent, inconvenient, and unacceptable customer service levels and self-service options; duplicative functions across the state, and limited access to information.

The Department engaged Accenture to develop a Department-wide, Single Licensing System and to reengineer business processes to improve business operations across the Department's many divisions; to provide significant enhancements to customer responsiveness, including online capabilities and to centralize key functions for customer service interaction. The project's business objectives were to improve business operations across the Department's divisions; improve customer service; improve enforcement and protection of the public, implement a more streamlined, cost-effective operation; initiate an enterprise model for unified government services; and centralize application processing.

The goal of the Single Licensing System project was to dramatically improve DBPR's operating effectiveness though re-design of critical business processes and implementation of a state-of-the-art, commercial off the shelf (COTS) licensing software system, COTS CRM technology, internet portal services, and mobile commerce technology. Accenture collaborated with DBPR to implement a business transformation change program that resulted in:

- Reallocating Department resources from processing paper to providing direct client service
- Improving information sharing among previously siloed agency divisions
- Integrating legacy data and presenting a customer-centric view of DBPR's customers
- Strengthening DBPR's ability to protect the public by promoting increased compliance and access to timely and accurate information
- Over $70 million in process improvement cost savings over the next 9 years
- Computerworld Laureate Medal Honoree Award
- Award of 1st place in the prestigious EAI Journal award ("2002 Best B2B Integration Solution")
- Being featured as a case study in "The Ultimate CRM Handbook".

Accenture's Role:	Accenture was the Prime contractor.

Proposed Staff Involvement in Project:

- **Greg Martin**, our proposed Client Executive, was the Project Lead for the Single Licensing System project and led the transformation from design through implementation. He managed the relationship with State stakeholders and aligned with their objectives.
- Our proposed Application Development Lead, **Thomas Hawkins**, led the System Test team for the Single Licensing System. This role provided Thomas with valuable information regarding common problem areas in development that allow him to predict issues earlier in the process and saves time and rework.
- **Amy Gendusa,** our proposed Training Lead, was the Re-engineering Lead on the DBPR Project, responsible for identifying, developing, and documenting new business processes. She developed end user and call center staff training which included the incorporation of system functionality as well as the

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new business processes. She brings not only her training development and delivery capabilities to AWI, but her knowledge of business process re-engineering and call center management in a State of Florida government setting.

Sub-contractors on Project:

- Accenture's sub-contractors included Versa Systems, Bell South, eSuccess, and Digital Data Voice.

Florida Office of Financial Regulation: REAL

The Florida Office of Financial Regulation (OFR) is a statewide regulatory agency dedicated to safeguarding the private financial interests of the public by licensing, chartering, examining, and regulating depository and non-depository financial institutions and financial service companies in the State of Florida. Accenture assisted OFR in implementing a Commercial Off-The-Shelf (COTS) integrated licensing solution and custom built online internet services to support OFR's users. We were responsible for the design, development, implementation, project management, and maintenance of the REAL system.

Relevance to AWI UC Modernization Project

- ✓ Large Project Management/PMP Processes
- ✓ Full Software Development Life Cycle scope
- ✓ Integrated Workflow
- ✓ Imaging
- ✓ Client Self-Service Portal
- ✓ Tangible outcomes for the State of Florida

Since the implementation, REAL has dramatically improved renewal processing time and provided OFR with additional benefits, including:

- Reduced average processing time for mortgage industry renewals from more than 12 days at the project outset to approximately one hour
- Increased use of the Web for initial applications from the mortgage industry and all financial industry renewals to 100 percent
- Reduced bad checks in the first six months by approximately 80 percent due to new payment options
- Avoidance of approximately $15,000 in postage costs in the first year due to new self-service options as well as operational changes.

"From the outset, the Accenture team was able to successfully forge a working relationship with our organization. Their knowledge, cohesiveness, and experience gave us the comfort needed to meet our project goals."

- Janice Jackson
Special Assistant to the Commissioner for REAL

Accenture's Role: Accenture is the Prime contractor.

Proposed Staff Involvement in Project:

Greg Martin was the Project Lead for the Florida REAL project interacting with multiple state agencies to integrate legacy systems and interfaces. This was a multi-phase project providing Greg with an up-close view to how state agencies interact with each other and what their priorities might be.

Amy Gendusa, our proposed Training Lead, was the Organizational Change Management Consultant on the FL OFR project, responsible for the development of the communication plan, end user training plan, training materials and training evaluation instruments. Amy understand the intricacies of working in state government, and brings to AWI a deep understanding of providing training to FL State government employees.

Sub-contractors on Project:

Accenture's sub-contractors include Versa Systems and Consulting Solutions International (CSI).

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Florida Department of Management Services: MyFloridaMarketPlace

Relevance to AWI UC Modernization Project

- ✓ Full, statewide implementation of large-scale complete solution
- ✓ Large Project Management/PMP Processes
- ✓ Full Software Development Life Cycle scope
- ✓ Diverse Florida stakeholder interaction
- ✓ Tangible outcomes for the State of Florida

Beginning in 2002, the Florida Department of Management Services contracted with Accenture to provide outsourcing services including the development and implementation of a web-based e-Procurement system, strategic sourcing (spend analysis, commodity segmentation, and sourcing select commodities), procurement performance optimization (Full Time Equivalent baseline and State and DMS Purchasing re-organization), and maintenance and operations of the e-Procurement and Sourcing applications, including a Help Desk that supports both buyers and vendors. This program is known as MyFloridaMarketPlace.

MyFloridaMarketPlace automates the State's order, approval, invoicing and payment approval process, making the procurement cycle more cost effective and time efficient than a traditional paper based system. Additionally, MyFloridaMarketPlace provides electronic tools to streamline the development and execution of solicitations, as well as the award and management of contracts. Online certification of minority vendors, online catalog shopping, and online quoting are also key features of the system.

Specific accomplishments by the Accenture team include:

- Implemented a single, statewide eProcurement solution enabling buying and selling through a state of the art electronic tool which is fully integrated with the State of Florida's financial accounting system
- Generated savings through strategic sourcing and processing efficiencies
- Completed a state purchasing re-organization effort
- Have eliminated the need for paper processing of purchase orders and invoices across State agencies
- Supported State of Florida's 2007 Sustainability Initiative by enhancing the MyFloridaMarketPlace to flag approved green products, enabling increased visibility to state buyers and green product purchase reporting
- Constructed and provided centralized help desk capabilities for both buyers and vendors
- Developed self-registration capabilities for vendors and increased State of FL vendor registrations by more than 400%, driving competition and increased savings, which resulted in increased transaction fees collected by the State
- Improved accountability for expenditures of State funds
- Implemented cross agency benchmarking to help identify agency best practices in both purchase order and invoice processing in order to allow continuous improvement in operational efficiency across the state
- Maintain and provide continuous improvement initiatives for the operations for the MFMP program, which includes all application development, production support, technical infrastructure and support, customer service desk capabilities, content enablement, billing and collections services, and strategic sourcing services.

The project is self-funded, supported by a 1% fee paid by vendors selling to the State, which was already in place before the MyFloridaMarketPlace project began. The fee funds the Division of State Purchasing operations, the Office of Supplier Diversity operations, other miscellaneous purchasing related functions, and the MyFloridaMarketPlace project (including all payments to Accenture).

Accenture's Role:	Accenture is the Prime contractor.

Proposed Staff Involvement in Project:

- Our proposed Application Development Lead, **Thomas Hawkins,** was the Application Development Manager for the MyFloridaMarketPlace project and led the design and development of system interfaces. Thomas had to provide estimates for the work that he managed, providing you with confidence in the development effort and schedule for the *myBIS* project.

Sub-contractors on Project:

- Accenture's sub-contractors have included Epylon, SBC, Spherion, CCP Global, Consulting Solutions International, Matrix Resources, TEK Systems, Wily Technology, Vedior, and MIR Mitchell & Company.

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Florida Agency for Workforce Innovation: Early Learning PMO

The Florida Agency for Workforce Innovation provides innovative and timely services to Florida's Workforce and Early Learning programs to create a globally competitive workforce and to advance Florida's economic prosperity. The mission of the Office of Early Learning is to ensure that all children are emotionally, physically, socially, and intellectually ready to enter school and ready to learn, fully recognizing the crucial role of parents as their child's first teacher.

Relevance to AWI UC Modernization Project

- ✓ First-hand knowledge of AWI Project Management and PMP Processes
- ✓ Understanding of AWI business processes
- ✓ Experience managing enterprise implementations for the State of Florida

AWI is currently in the process of the design, development, and implementation of a centralized, web-based early learning information system (ELIS). The ELIS Project is to develop a comprehensive, dynamic, web-based, centralized information system to better support the Office of Early Learning's mission of delivering quality School Readiness and Voluntary Prekindergarten programs to Florida's children. In partnership with 31 early learning coalitions, 20 Redlands Christian Migrant Association Offices and over 15,000 child care providers, Florida's early learning programs serve in excess of 400,000 children and families annually. ELIS will be utilized by Florida's families, the Agency, early learning coalitions, contractors and child care providers and other partner agencies. ELIS is the proposed system to replace the current systems and is expected to create a unified, cohesive data system for accessing, managing, storing and sharing programmatic, administrative, financial and outcome data related to the $1.1 billion Child Care Resource and Referral, School Readiness and Voluntary Prekindergarten programs.

AWI has engaged Accenture to utilize Industry Standard Project Management practices in order to create an Agency Project Management Office (PMO) for the Early Learning Information System (ELIS) System Design, Development, and Implementation project.

Accenture is providing skilled and experienced project managers with successful experience managing enterprise implementations for the State of Florida and with a successful history of working with the Agency and Florida stakeholders. The Accenture Project Management team has tailored Accenture Delivery Methods for Program and Project Management for the needs of ELIS to provide a field tested, successfully demonstrated project management methodology.

Accenture's Role:	Accenture is the Prime contractor.

Proposed Staff Involvement in Project:

- Our proposed Unemployment Compensation Advisor, **Tim Murray**, is the PMO Contract Manager on the ELIS PMO team where he interacts regularly with the key stakeholders of the AWI project, and leads the team in providing a well-defined and tested project management methodology that will allow the PMO and AWI to provide improved comprehensive project management capabilities for the ELIS project.

Sub-contractors on Projects:

- Accenture has no sub-contractors on this project.

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6.1.2 Qualifications, Experience, and Proposed Role of our Sub-contractors

In anticipation of your ITN, we began seeking the teaming partners who bring the strongest skills and best value to this project. Our criteria included a deep understanding of the Florida UC program and its challenges, success in working in AWI and for the State of Florida, an understanding of your vision for the future, and a passion for a successful implementation with measurable outcomes. We are confident that the companies shown in Figure 6-2 and described below, together with Accenture, make up the right team to make your UC Modernization project a success.

Our team provides AWI with experience and the capability to deliver an effective *myBIS* solution for Florida:

- **Accenture** – As the Prime contractor, we bring deep UC knowledge, strong project management skills, large systems implementation experience, and major program change implementation capabilities. Most of the key project management team are from our Tallahassee office and have experience working with AWI.
- **Bradner Consulting Group** – Bradner Consulting is a Tallahassee firm focused on Florida's UC and Workforce Development programs both at the state and local levels. As the former Claims and Benefits Bureau Chief, Bob Bradner has deep Florida UC experience gained in his 30 years with the Agency.
- **Image API** – For over 6 years, Image API has been the imaging vendor for AWI. They specialize in system development, imaging technology application installations, and imaging and document management operations in the State and Local government marketplace.
- **Genesys** – As the market leader in contact center soiftware, Genesys has delivered software and services for more than 15 years, allowing government agencies like AWI to offer citizen-centric service, reduce costs, and improve operational efficiencies.

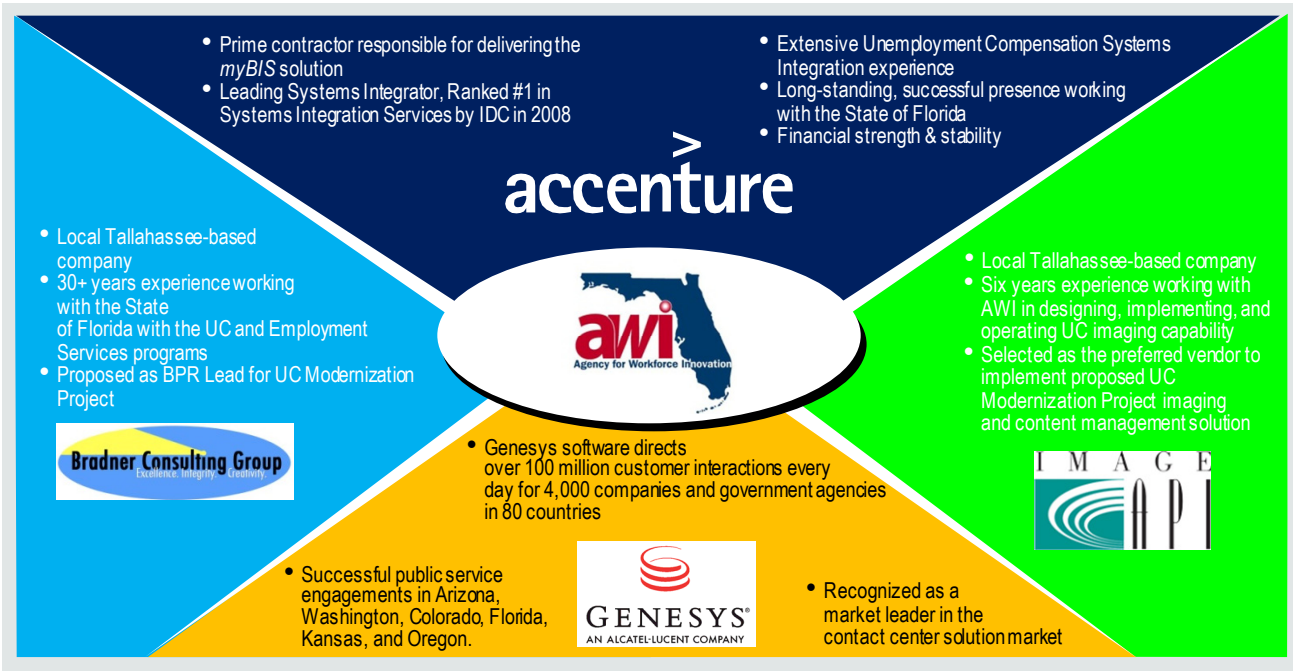

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Figure 6-2. We bring the right team with the right skills to bring the key capabilities required to deliver the UC Modernization Project for AWI

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Company Name: Bradner Consulting Group

Statement of Relevance: Bob Bradner is the President of Bradner Consulting Group since July of 2006. For over 28 years, Bob worked at the Florida Department of Labor in the Unemployment Compensation Program. He served as the Chief of Benefits and Claims and improved performance and outcomes through innovative policies and business process re-engineering.

Role: Bob will serve as the BPR and Communications Lead on the Accenture team. He will work with your UC team in the redesign of business processes. He will also be responsible for development and execution of the project Communication Plan.

Qualifications and Relevant Experience: As the President of Bradner Consulting Group, Bob has been working as a consultant specializing in UC and Workforce Development and programs since July 2006. He provides professional guidance in the implementation and deployment of process management systems, strategic planning, customer service, leadership development, business service operations, and performance management. He has recently provided training and consulting services to AWI both at the central office as well as in the call centers. His background and skills uniquely qualifies him to be part of our team.

History in Florida: Bradner Consulting Group is Tallahassee based and specializes in work for Florida at both the state and local levels.

Company Name: Image API

Statement of Relevance: Image API has been working with AWI for over six years providing imaging and document management software and services. Each day for AWI, Image API processes approximately 12,000 scanned pages and 1,500 faxed pages received from AWI offices and uploads approximately 300,000 digital images to the Image API Enterprise Content Management (ECM) system. Image API also provided the technical services to interface three AWI systems with the Image API ECM system archive.

Role: Using the new version of Image API's flagship content management system, iCenter, Image API will play a pivotal role on the team and will also be responsible for the development of imaging interfaces to the new *myBIS* system with an AWI proven product and partner delivering the lowest-risk transition for AWI.

Qualifications and Relevant Experience: Image API successfully implements large scale document management technology solutions for government clients. No other company in the marketplace understands the unique imaging and document management requirements of AWI for the UC Modernization Project.

History in Florida: Image API is based in Tallahassee, Florida and has over 16 years of knowledge and experience in providing document management solutions and converting millions of documents to digital images for government clients annually. The company has six years of directly relevant experience working with AWI.

Company Name: Genesys Telecommunications Laboratories, Inc

Statement of Relevance: Genesys, an Alcatel-Lucent company, is the only company that focuses 100 percent on software to manage customer interactions over the phone, web and in e-mail. The Genesys software suite dynamically connects customers with the right resources— self-service or assisted-service—to fulfill customer requests, optimize customer care goals and efficiently use

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resources. Genesys software directs more than 100 million customer interactions every day for 4,000 companies and government agencies in 80 countries. These companies and agencies can leverage their entire organization, from the contact center to the back office, to improve the overall customer experience. As a result, Genesys helps stop customer frustration, drive efficiency, and accelerate business innovation.

Role: Genesys will provide the customer-enabling IVR contact center software, customized to meet AWI requirements, and will provide integration services to incorporate the contact center system with the *myBIS* solution.

Qualifications and Relevant Experience: Genesys began as a computer telephony integration (CTI) supplier in 1990. Over the years, Genesys has expanded its portfolio to provide a comprehensive customer service software suite to route interactions across all channels – inbound and outbound, self and assisted service, voice and eServices, to gain insights from these customer interactions using reporting and analytics, to optimize the workforce, and to enable deep integration with enterprise applications and customer processes.

History in Florida: Genesys has a large install base in Florida. Their client base includes the Department of Business and Professional Regulation, Assurant, Home Shopping Network, Bank Atlantic, Kaplan University, Interval International, PGT, and Royal Caribbean Cruise Lines.

6.2 Company Profile

6.2.1 Respondent's and Sub-Contractors' Ability to Complete this Project

No element is more critical to the success of the UC Modernization project than the stability, experience, and financial strength of the team AWI selects. This project is a significant undertaking that requires AWI to have the confidence that the selected team is capable of sustained delivery over the term of the project. The Accenture Team is that team.

Accenture is the prime contractor and would be the single point of accountability and responsibility to the State of Florida AWI. We have the experience, people, financial stability, and commitment to meet our responsibilities, which translates to lower risks, high continuity, and a strong bench of resources for the UC Modernization project.

accenture	
6.2.1.1 Full, legal name	Accenture LLP
6.2.1.2 Federal Employer Identification Number	72-0542904
6.2.1.3 Proof of Legal Entity and Authorization to do Business with the State of Florida	Accenture is registered to do business in the State of Florida as shown in our Certificate of Good Standing found in Attachment K.

6.2.1.4 Country and State of Incorporation

Accenture LLP is an Illinois general partnership registered as a limited liability partnership that provides management and technology consulting services. The ownership of Accenture LLP is as follows:

- Accenture, Inc, Managing Partners – 2.8504%
- Accenture LLC, General Partners – 97.1496%

The registered address for both partners is c/o Corporation Service Company, 2711 Centerville Road, suite 400, Wilmington, Delaware 19808. Both of these partners are ultimately wholly owned by Accenture plc, a public limited company incorporated in Ireland with its registered office at 1 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland.

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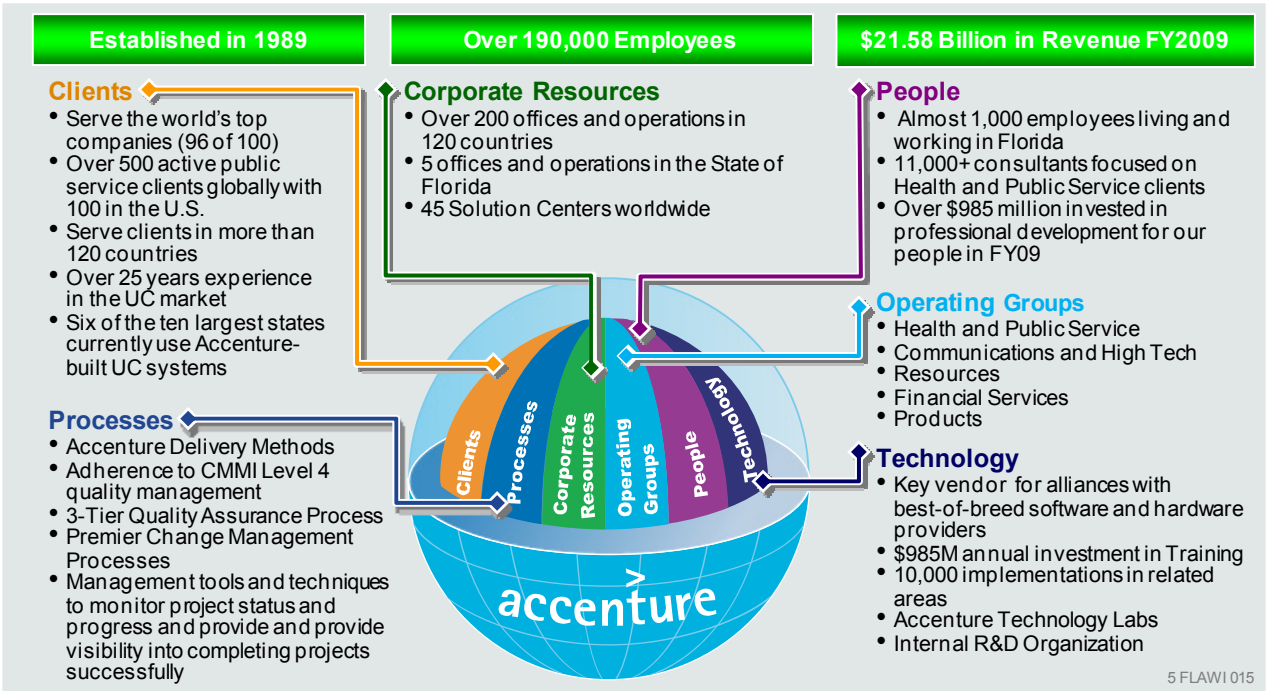
6.2.1.5 Principal Place of Business

Accenture is a global company with offices and operations in more than 200 cities across the world. Our Tallahassee office, located at 2002 Old St. Augustine Road, serves as our primary headquarters for our work for the State of Florida including the MyFloridaMarketPlace maintenance and operations work.

6.2.1.6 Description of Organization

As illustrated in the figure below, Accenture brings valuable assets and capabilities that make us an exceptional partner for the AWI UC Modernization Project.



Number of Years in Business: Accenture LLP was formerly known as Andersen Consulting which was formally established in 1989.

Subsidiaries and Parent Corporations: Accenture LLP operates as a subsidiary of Accenture plc. Please see Section 6.2.2.1 below for a detailed description.

Officers: The officers of our company include the following:

Name	*Title*
William D. Green	Chairman & CEO (also a member of the board of directors)
Jo Deblaere	Chief Operating Officer
Pamela J. Craig	Chief Financial Officer
Kevin M. Campbell	Group Chief Executive – Technology
Gianfranco Casati	Group Chief Executive – Products
Martin I. Cole	Group Chief Executive – Communications & High Tech
Shawn Collinson	Managing Director Industries & Market Innovation
Karl-Heinz Floether	Chief Strategy & Corporate Development Officer
Mark Foster	Group Chief Executive – Global Markets and Management Consulting
Robert N. Frerichs	Group Chief Executive – North America
Chikatomo Hodo	Country Managing Director and Geographic Unit Lead – Japan
Roger Ingold	Country Managing Director – Brazil
Adrian Lajtha	Chief Leadership Officer
Gong Li	Chairman – Greater China

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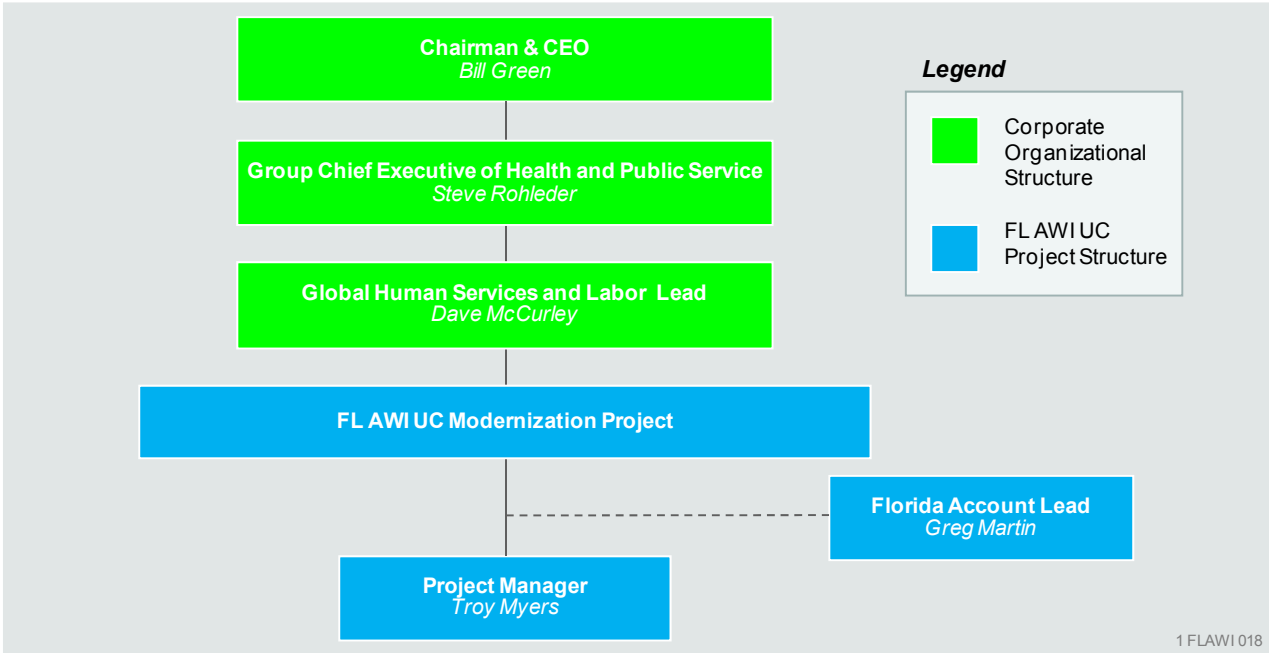
Name	Title
Lori L. Lovelace	Executive Director – Office of the CEO
Harsh Manglik	Chairman & Geography Managing Director–India
Vicente Moreno	Country Managing Director – Spain
Pierre Nanterme	Group Chief Executive – Financial Services
Jeffrey Osborne	Chief Performance Officer
Donald J. Rippert	Chief Technology Officer and Managing Director – Technology
Stephen J. Rohleder	Group Chief Executive – Health & Public Service
David P. Rowland	Senior Vice President – Finance
Michael J. Salvino	Group Chief Executive – Business Process Outsourcing
Julie Spellman Sweet	General Counsel, Secretary & Chief Compliance Officer
Jill B. Smart	Chief Human Resources Officer
Sander van't Noordende	Group Chief Executive – Resources
Roxanne Taylor	Chief Marketing & Communications Officer
David C. Thomlinson	Senior Managing Director – Geographic Strategy & Operations
Diego Visconti	International Chairman – Strategic Countries

Organization Charts: As shown in the figure below, our proposed team for the AWI UC Modernization Project reports directly to our Global Human Services and Labor Lead, David McCurley.



As a member of Accenture's Public Service executive leadership, Dave has the authority to commit the resources required to deliver the US Modernization project according to AWI's requirements. For the UC Modernization project, the project team will provide regular briefings for Dave on project status so that, if needed, he can access ample technical and program subject-matter specialists from a talent force of 190,000 Accenture employees. Dave has direct access to the leadership of the entire company.

Facilities by Geographic Location: Accenture has U.S. offices and operations in 42 cities across 23 states and the District of Columbia, as seen in the following figure. Florida is one of our largest practice in the U.S. with almost 1000 professionals living and working here in the State.

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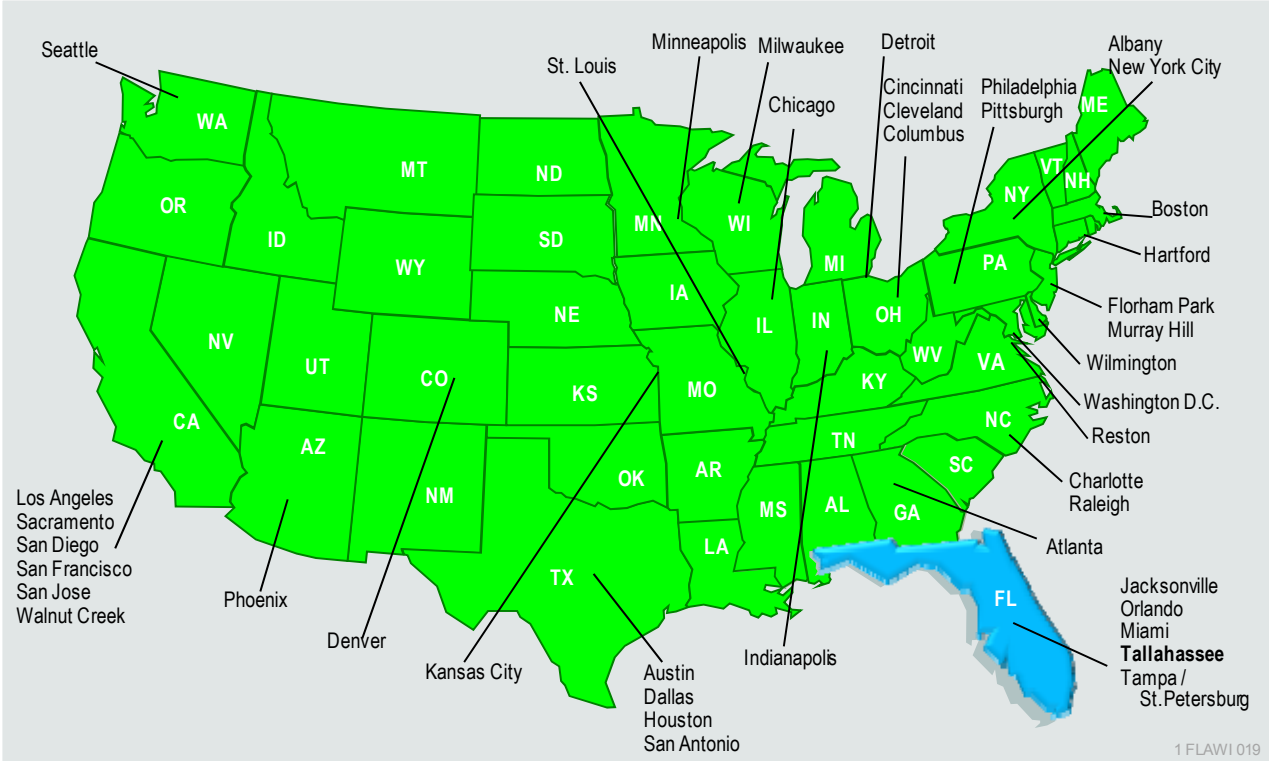

6.2.1.7 Description of Type of Business, History, and Qualifications

Principle Type of Business: Accenture is in the management consulting, technology services and outsourcing business with more than 190,000 people serving clients in more than 120 countries. We are one of the largest and most successful companies in this industry, with net revenues of $21.58 billion for the fiscal year ended August 31, 2009.

History: Accenture traces its consulting and systems integration heritage back to 1954 with the installation of the first computer for business applications at General Electric. Originally called the Administrative Services Division of Arthur Andersen, Andersen Consulting was formally established in 1989 when a group of partners from the consulting division of Arthur Andersen formed a new organization devoted solely to consulting and technology services. In January 2001, Andersen Consulting became its own separate entity and adopted the name Accenture. In July 2001, Accenture became a public company and is listed on the New York Stock Exchange (NYSE: ACN).

Unique Qualifications for This Work: For more than 25 years, Accenture has provided public service clients in the United States and around the world with innovative, mission-critical solutions. We have helped UC agencies and other customer-facing government agencies complete system integration projects and other large-scale change initiatives that are citizen-focused, outcome-oriented, and cost effective. Specific to the design, development, and implementation of the Florida *myBIS* solution, we have several key strengths that uniquely qualify us for this work. We are the only team to successfully implement self-funded, revenue neutral projects in Florida, including Florida DBPR Single Licensing System project and Florida DMS MyFloridaMarketPlace project. No other vendor has the track record of success delivering mission-critical, innovative solutions for the State of Florida. We have considerable domain expertise in the UC areas, having over 25 years of experience in the UC market and UC system implementations in more states than any other vendor. Six of the 10 largest states currently use Accenture-built UC systems, representing some of the largest and most complex UC programs in the nation.

6.2.1.8 Bankruptcy Protection

Accenture has not filed for bankruptcy protection in the past five years or at any other time. Accenture is neither in the process of filing for nor planning to file for bankruptcy protection or financial restructuring or refinancing.

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6.2.1.9 Conflict of Interest

Accenture's contract with the State of Florida will not represent a potential nor actual conflict of interest.

6.2.1.10 Reservations to Certify "Representations and Authorization"

To the best of the knowledge of the person signing the response, the respondent, its affiliates, subsidiaries, directors, officers, and employees are not currently under investigation by any governmental authority and have not in the last ten (10) years been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to responding on any public contract.

Accenture submits the following reservation concerning one element of Section 9 of the PUR 1001, entitled "Representations and Authorization". Other than this single reservation, which Accenture has provided to the Agency in prior communications with the State and which is publicly disclosed in Accenture's SEC Form 10-K filing, Accenture attests to the truth of all other listed items in Section 9, Section C.

As Accenture has previously reported in its publicly available Annual Report, SEC Form 10-K, in April 2007, the U.S. Department of Justice (the "DOJ") intervened in a civil "qui tam" action previously filed under seal by two private individuals in the U.S. District Court for the Eastern District of Arkansas against Accenture and several of its indirect subsidiaries. The complaint as amended alleges that, in connection with work we undertook for the U.S. federal government, we received payments, resale revenue or other benefits as a result of, or otherwise acted improperly in connection with, alliance agreements we maintain with technology vendors and others in violation of our contracts with the U.S. government and/or applicable law or regulations. Similar suits were brought against other companies in our industry. The suit alleges that these amounts and relationships were not disclosed to the government in violation of the Federal False Claims Act and the Anti-Kickback Act, among other statutes. The DOJ complaint seeks various remedies including treble damages, statutory penalties and disgorgement of profits. The DOJ is currently conducting an additional investigation regarding certain of the alleged conduct and relationships at issue in the suit and we are cooperating with the DOJ in that investigation. Accenture intends to defend such matters vigorously and do not believe they will have a material impact on our operations or financial condition.

Furthermore, as previously reported in publicly available submissions before the U.S. Securities and Exchange Commission (the "SEC"), in July 2003, Accenture became aware of an incident of possible noncompliance with the Foreign Corrupt Practices Act and/or with Accenture's internal controls in connection with certain of our operations in the Middle East. In 2003, Accenture voluntarily reported the incident to the appropriate authorities in the United States promptly after its discovery. Shortly thereafter, the SEC advised us it would be undertaking an informal investigation of this incident, and the DOJ indicated it would also conduct a review. Since that time, seven years ago, there have been no further developments. We do not believe that this incident will have any material impact on our operations or financial condition.

Nevertheless, Accenture, its affiliates, subsidiaries, directors, officers, and employees have not been convicted or found liable for any act prohibited by law in any jurisdiction, involving conspiracy or collusion with respect to responding on any public contract.

6.2.1.1 Full, legal name	Bradner Consulting Group
6.2.1.2 Federal Employer Identification Number	N/A – Sole Proprietorship (Social Security Number available upon request)
6.2.1.3 Proof of Legal Entity and Authorization to do Business with the State of Florida	Bradner Consulting Group is registered to do business in the State of Florida as shown in their Certificate of Good Standing found in Attachment K.

6.2.1.4 Country and State of Incorporation

Bradner Consulting Group is a Sole Proprietorship and is located in the State of Florida, USA.

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6.2.1.5 Principal Place of Business

2136 Armistead Road, Tallahassee, Florida 32308

6.2.1.6 Description of Organization

Bradner Consulting Group specializes in Unemployment Compensation and Workforce Development consulting. They were established July 1, 2006, and thus have been in business for four years. The only officer is Robert B. Bradner, serving as the President of the company. The office is located at 2136 Armistead Road, Tallahassee, Florida 32308.

6.2.1.7 Description of Type of Business, History, and Qualifications

Bradner Consulting Group specializes in UC and Workforce Development consulting including process management, strategic planning, leadership and customer service training, service delivery design, and performance measurement systems. Bob Bradner has over 30 years of professional level experience working in state government in Florida with the Unemployment Compensation and Employment Services programs. He also has worked as a consultant for over half of the regional workforce boards in the State of Florida. He has provided customer services training to the UC Call Centers in the last year. His background in UC and his recent work in the agency uniquely qualify him for this role on the UC Modernization project.

6.2.1.8 Bankruptcy Protection

Bradner Consulting Group has not filed for bankruptcy protection in the past five years nor at any other time. Bradner Consulting Group is neither in the process of filing for nor planning to file for bankruptcy protection or financial restructuring or refinancing.

6.2.1.9 Conflict of Interest

There are no potential or actual conflicts of interest. Bradner Consulting Group has worked with the Agency for Workforce Innovation on a contractual basis in the past, providing leadership and customer service training relating to the unemployment compensation program but that has no relationship to the subject ITN.

6.2.1.10 Reservations to Certify "Representations and Authorization"

No reservations.

6.2.1.1 Full, legal name	Image API, Inc.
6.2.1.2 Federal Employer Identification Number	23-2753915
6.2.1.3 Proof of Legal Entity and Authorization to do Business with the State of Florida	Image API, Inc. is registered to do business in the State of Florida as shown in their Certificate of Good Standing found in Attachment K.

6.2.1.4 Country and State of Incorporation

Image API is incorporated in the State of Florida, USA.

6.2.1.5 Principal Place of Business

2670 Executive Center Circle West
Tallahassee, Florida 32301

6.2.1.6 Description of Organization

Image API, inc. is a wholly owned corporation by Richard S. Griffith, Jr. It was incorporated on Nov. 9, 1993, in Florida.

Number of Years in Business: Image API has been in business for 16.5 years, since November 1993.

Subsidiaries and Parent Corporations: Not Applicable

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Officers: The officers of the company include the following:

- Richard S. Griffith Jr., Chairman of the Board/President
- Kristine Ann Davis, Treasurer/Director
- Loree E. Evans, Secretary/Director
- Carrie L. Griffith, Director
- Patrick J. Menjor, Director

Facilities by Geographic Location:

- Southeast United States – 2670 Executive Center Circle West, Tallahassee, FL 32301
- Southwest United States – 3737 Executive Center Drive, Austin, TX 78731
- Northeast United States – 455 Veit Road, Huntingdon Valley, PA 19006

6.2.1.7 Description of Type of Business, History, and Qualifications

Principle Type of Business: Image API is a Business Process Improvement (BPI) company providing software applications and associated technical services, content processing and indexing services, and facility management outsourcing services focused on helping government streamline content-intensive operations. The company's headquarters (including software engineering, technical support, project management, and a production facility) is located in Tallahassee, FL. A secondary facility with offices and production facilities is located in Huntingdon Valley, PA. Two offices/production facilities are located in Texas: Project Management and Administrative functions are located in Austin, TX, and a production facility is in operation in Midland, TX.

History: Image API began as a technology division of Alpha Systems, a large, national document conversion service bureau. It incorporated in 1993 and quickly became a tier one provider of leading-edge information and document imaging technology solutions.

Unique Qualifications for This Work: The company has primarily worked in the State government arena providing content management software and processing services as part of larger solutions to reengineer content intensive processes. In the performance of high-volume document conversion services, Image API adheres to ANSI/AIIM standards for process and quality at all of our three existing production facilities or on site at customer locations.

6.2.1.8 Bankruptcy Protection

Image API, Inc. has never filed for bankruptcy and maintains a Dun & Bradstreet rating of 3A1.

6.2.1.9 Conflict of Interest

There are no potential or actual conflicts. Image API, Inc. has worked for State of Florida government for nearly 17 years and has never had any conflicts of interest.

6.2.1.10 Reservations to Certify "Representations and Authorization"

No reservations.

GENESYS
AN ALCATEL-LUCENT COMPANY

6.2.1.1 Full, legal name	Genesys Telecommunications Laboratories, Inc.
6.2.1.2 Federal Employer Identification Number	94-3120525
6.2.1.3 Proof of Legal Entity and Authorization to do Business with the State of Florida	Genesys, a division of Alcatel-Lucent USA, Inc., is registered to do business in the State of Florida as shown in their Certificate of Good Standing found in Attachment K.

6.2.1.4 Country and State of Incorporation

Genesys is incorporated in the State of California, USA.

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6.2.1.5 Principal Place of Business

2001 Junipero Serra Boulevard
Daly City, California 94014

6.2.1.6 Description of Organization

Genesys, an Alcatel-Lucent company, is the world's leading provider of contact center and customer service management software – with more than 4,000 customers in 80 countries. Genesys software directs more than 100 million interactions every day, dynamically connecting customers with the right resources – self-service or assisted-service – to fulfill customer requests, optimize customer care goals and efficiently use agent resources.

Number of Years in Business: Genesys has been in business for 20 years.

Subsidiaries and Parent Corporations: Subsidiaries of Genesys include Genesys Telecommunications Laboratories in Canada, VG, UK, France, Germany, Sweden, Spain, Italy, South Africa, Czech Republic, Netherlands, Australia, Singapore, and Japan. The parent corporation is Alcatel-Lucent Holdings, a subsidiary of Alcatel-Lucent SA.

Officers: The officers of their company include:

- Doris Battle, AVP
- Glenn Gunn, VPT
- James V. Cocito, CCO
- Robert Vrij, President of Americas Region
- Scott Wolfe, S
- Marvin R. Williams, AVP

Facilities by Geographic Location: Genesys is headquartered in Daly City, California with 45 offices worldwide, including the largest facilities, as follows:

- Daly City, CA (Global Headquarters)
- Rosemont, IL (Sales)
- Mountain View, CA (Information Technology and Research and Development)
- Morrisville, NC (Research and Development)
- Markham, ON, Canada (Research and Development)
- Saint John, NB, Canada (Technical Support & Quality Assurance)
- Mexico City, Mexico (Sales)
- Buenos Aires, Argentina (Sales)
- Sao Paulo, Brazil (Sales)
- Caracas, Venezuela (Sales)
- Bogota, Colombia (Sales)
- United Kingdom (Europe, Middle East, Africa - EMEA Headquarters)
- Australia (Asia/Pacific – APAC Headquarters)

6.2.1.7 Description of Type of Business, History, and Qualifications

Principle Type of Business: Genesys is a provider of contact center software, focusing 100% of their effort on call center software and services. They deliver real-time interaction solutions to businesses, governments, and contact centers of all sizes. Genesys has delivered contact center software and services for more than 15 years, pioneering the development of computer telephony integration software and developing a range of award-winning products for live support and self-help.

History: Genesys began as a computer telephony integration (CTI) supplier in 1990. Over the years, Genesys has expanded its portfolio to provide a comprehensive customer service software suite to route interactions across all channels - inbound and outbound, self and assisted service, voice and eServices, to gain insights from these customer interactions using reporting and analytics to optimize the workforce, and to enable deep integration with enterprise applications and customer processes.

Unique Qualifications for This Work: Genesys is the established market leader in delivering comprehensive and technically innovative contact center solutions to the enterprise. Genesys contact center solutions allow government agencies to offer citizen-centric service, reduce costs, and improve operational efficiencies. Ten state governments use Genesys; two of the country's largest cities – New York and Houston – run their 311 services on Genesys; and ten Federal government agencies use Genesys. They

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bring the unique experience to deliver a high-performance contact center solution to AWI.

6.2.1.8 Bankruptcy Protection

Genesys has not filed for bankruptcy protection in the past five years or is currently in the process of filing or planning to file for bankruptcy protection or financial restructuring or refinancing.

6.2.1.9 Conflict of Interest

There are no potential or actual conflicts.

6.2.1.10 Reservations to Certify "Representations and Authorization"

The product will be offered under a warranty that will conform to the specification as set forth in the contract between parties.

6.2.2 Additional Information on Prime Respondent

6.2.2.1 Names and Address of Affiliated or Related Companies, Partnerships, or Associations

Accenture LLP, located at 161 North Clark Street, Chicago, IL 60601, is an Illinois general partnership registered as a limited liability partnership that provides management and technology consulting services to primarily commercial customers. Accenture LLP is a wholly-owned subsidiary of Accenture Inc., a Delaware corporation, located at 2711 Centerville Rd., Ste 400, Wilmington, Delaware 19808. Accenture, Inc. also serves as Accenture LLP's Managing Partner. Accenture Inc. is a wholly owned subsidiary of Accenture US Ltd a Gibraltar company. Accenture US Ltd is, in turn, wholly owned by Accenture S.C.A. Accenture S.C.A is wholly owned by Accenture plc, the ultimate parent of the Accenture family of companies. Accenture plc, located at 1 Grand Canal Square, Grand Canal Harbour, Dublin 2, Ireland, is a publicly held company listed on the New York Stock Exchange.

Each of the following is a company "related" to Accenture LLP. This information is publicly available and contained within Exhibit 21.1 of Accenture plc's most recent 10K filing before the Securities and Exchange Commission (see "SEC Form 10-K filing", Accenture plc, filed October 19, 2009):

Related Company	*Address*
Accenture Capital Inc.	100 Wacker Drive, Chicago IL 60606
Accenture Sub Inc.	161 N. Clark Street, Chicago, IL 60601
Accenture Financial Corporation	161 N. Clark Street, Chicago, IL 60601
Avanade Inc.	161 N. Clark Street, Chicago, IL 60601
Avanade International Corporation	161 N. Clark Street, Chicago, IL 60601
Avanade Holdings LLC	11 Clark Drive, Chicago, IL 60601
Digital Asset Management Co.	117 Church Street, Roseville, CA 95678
Maple Insurance Inc.	4426 Maple Avenue, Dallas, TX 75219
Navitaire Inc.	9130 Jollyville Road, Austin, TX 78759
Navitaire International Inc.	333 South Seventh Street, Suite 500, Minneapolis, MN 55402
Proquire LLC	161 N. Clark Street, Chicago, IL 60601
Accenture National Security Services LLC	13355 Noel Road, Suite 1600, Dallas, TX 75240
Accenture Relocation LLC	233 N Michigan Avenue, Chicago, IL 60601
Accenture HR Services Inc.	2711 Centerville Road, Wilmington, DE 19808
Accenture Technology Solutions- US, Inc.	2711 Centerville Road, Wilmington, DE 19808
Accenture BPO Services LLC	161 N. Clark Street, Chicago, IL 60601
Accenture Indiana LLC	111 Monument Circle, # 2100, Indianapolis IN 46204
Media Audits North America	1345 Avenue Of The Americas, New York, NY 10105

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Related Company	Address
Accenture Insurance Services LLC	161 N. Clark Street, Chicago, IL 60601
Accenture Puerto Rico LLC	161 N. Clark Street, Chicago, IL 60601
BABCN LLC	161 N. Clark Street, Chicago, IL 60601
Accenture 2, Inc.	2711 Centerville Road, #400, Wilmington, DE 19808
Maxim Systems, LLC	1615 Murray Canyon Road, # 400, San Diego CA
Memetrics Inc.	625 Second Street, Level 3, San Francisco, CA 94107
Origin Digital, Inc.	300 Boulevard E, Weehawken, NJ 07086

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Figure 6-3. Our related US Companies

Avanade and Proquire are the only Accenture subsidiaries that may be applicable to the delivery of the UC Modernization project.

Avanade may be used for the integration services work to integrate the Microsoft MS Dynamics CRM software with the *myBIS* solution. Started as a joint venture between Accenture and Microsoft in 2000, Avanade was formed to merge the strengths of both companies – Accenture's consulting and Microsoft's technology expertise – into a single company that is now a subsidiary of Accenture. Avanade is a multinational IT consulting and software company that specializes in developing business software limited to the Microsoft products platform.

Proquire may be used for the purchase of hardware and third party software. Proquire is a wholly owned subsidiary of Accenture, and is essentially our purchasing arm that we use to transact on behalf of our clients. If any order under this contract requires the procurement of third party products, including hardware, software, and/or related third party services (including, but not limited to, maintenance services), Accenture may assign the procurement functions to its affiliate Proquire LLC ("Proquire"), a licensed reseller.

6.2.2.2 Experience working with Sub-contractors

We have proposed to include on our team to deliver the UC Modernization project three sub-contractors, Bradner Consulting Group, Image API, and Genesys. Although all our Team members collaborate to deliver the best possible *myBIS* solution, we recognize AWI's desire to have one vendor accountable. As the Prime contractor, Accenture recognizes and accepts its responsibility for contract performance and acts as the sole point of contact with AWI. We hold our sub-contractors and vendors to high standards of execution and client satisfaction, just as we do our own personnel.

We integrate our sub-contractors and hardware and software vendors into our project team. We manage our sub-contractors with comprehensive teaming agreements and sub-contractor agreements to clarify the areas of responsibility and performance measurements metrics. We flow down prime contract terms and conditions, as negotiated, to the sub-contractors in their respective roles within the UC Modernization project. Our sub-contractor agreement includes a clear definition of sub-contractor responsibilities relating to the project: deliverables and schedules, cost and payments, warranties for products and services, and various other provisions. We closely manage all sub-contractor progress through the same tracking mechanisms used for our own staff (status reports, work schedules, meetings, etc.) and will take the appropriate action should AWI have any issues with our sub-contractor staff.

6.2.2.3 Previous Experience working with Sub-contractors

The UC Modernization project is the first opportunity Accenture has had the opportunity to work with Bradner Consulting. Bob Bradner and Kathy McLeskey began their professional relationship years ago working at the Florida Department of Labor and Employment Security. They worked with the Department to

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implement the Workforce Investment Act in Florida and the Welfare Transition Program. Additionally, they implemented statewide policies and procedures relating to workforce development and created linkages between the UC program and workforce development entities. We wanted Bob on our own team because of his history with UC and his deep understanding of the Benefits Program. He brings his recent experience with AWI both in the call centers and with the central agency staff.

Image API worked as a sub-contractor to Accenture on a major modernization project in the State of Texas for the Integrated Eligibility and Enrollment Services project for the Texas Health and Human Services Commission (HHSC). Image API was responsible for the design, standup, operation, and management of the HHSC Document Processing Center and brought extensive experience in configuring and performing large scale document imaging services in support of eligibility determination.

We have worked with Genesys on several large system implementations in both the public and private sector to implement IVR and customer center solutions in over 15 states, several local governments, and the Federal government. One of our most notable system implementation is with NYC 311, one of the largest and most sophisticated Customer Service systems in the world, allowing city residents to dial 3-1-1 anytime, day or night, and speak with a live Customer Service representative who can assist them with a wide range of City services.

6.2.2.4 Sub-contractor Agreements

We have executed Teaming Agreements with our sub-contractors to provide services pursuant to this ITN. Signed copies of each teaming agreement are included in Appendix C, as requested in the ITN. These teaming agreements detail the expectations of any work to be performed during the ITN procurement process. Upon negotiation and execution of the contract between Accenture and the State of Florida for the Unemployment Compensation Claims and Benefits Information System Design, Development, and Implementation, Accenture will execute sub-contracts with our sub-contractors.

6.3 Dun & Bradstreet – Supplier Qualifier Report

Per the instructions in the ITN, a copy of our Dun & Bradstreet Supplier Qualifier report has been submitted electronically. A copy of this report is provided as Attachment H – Dun & Bradstreet Supplier Qualifier Report.

As evidenced in our company financial reports, we bring a level of financial strength that serves to lessen the risk associated with a project the size and complexity of the UC Modernization project. Accenture enjoys a stable, independent position in the market and has an A+ credit rating. We have been posting consistently strong financial results year after year since our inception in 1989. For Fiscal Year 2009 (ending August 31, 2009) our global practice turned in a strong performance in an extremely challenging economic environment. Over the past five years, Accenture has grown in net revenue from US$13.7 billion to US$21.58 billion in FY 2009 and in number of employees from over 100,000 to over 190,000 today.

We have continuously grown and innovated to lead the market. Our consistent growth positions us to respond to our clients' dynamic needs and requirements. We have successfully demonstrated financial stability, compliance with corporate financial reporting requirements, continued growth, and an exceptional credit rating while fulfilling our obligations to our clients. Our cash flow and balance sheet remain strong and our delivery excellence and collaboration with our clients propelled this growth and resulting financial stability. The strict accounting and reporting compliance that come with being a publicly traded company provides AWI with peace of mind that Accenture is financially fit and capable of serving you for years to come.

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