7.0 PERSONNEL

7.1 Experience

Accenture provides AWI with the best mix of skills for developing the proposed myBIS solution coupled with the right State of Florida experience to effectively, efficiently, and collaboratively deliver the "extreme UC makeover".

AWI's "extreme makeover" of the Unemployment Compensation system is the foundation for the Agency's future success in achieving its mission. AWI must have confidence that the selected contractor's experience is genuine and that the individuals proposed for the work have the experience presented in their resumes.

AWI can be confident that the experience detailed here is real. You know it is real because AWI's UC team has worked with **Troy Myers, Tim Murray, Thomas Hawkins, Bob Bradner** and **Kathy McLeskey**. Relationships built on trust already exist because our team has delivered for you. The Accenture *myBIS* team has been put together specifically for this project and consists of the most skilled, experienced and veteran Florida-specific UC team available.

No other set of Prime Contractors and Sub-contractors has more AWI-specific history, broader Unemployment Compensation knowledge, more relevant technical skills or mission-critical delivery success that the Accenture team brings to AWI.

This project is the cornerstone of the UC Modernization effort. There is no place for the "experience inflation" that some contractors have been caught using in their resumes. The delays, frustration, and legal action that can result produce a shaky foundation instead of the rock solid one needed to support the "extreme makeover". Experience inflation undercuts AWI's success and puts the mission in jeopardy. As outlined in Figure 7-1, we are the right team with the right experience at the right time to provide AWI with faster project start-up, better schedule control, and lower delivery risk.

Key Staff Name and Role	Years of Experience					
	UC Experience	AWI Experience	Project Management	Florida Project Experience	Large System Implementation	Legacy System Replacement
Greg Martin, Client Executive	1	1	22	10	22	22
Tim Murray, UC Advisor	10	10	18	10	15	15
Michael Ljung, Quality Assurance Advisor	4	0	9	0	15	15
Troy Myers, Project Manager	12	3	10	3	15	15
Kathy McLeskey, Stakeholder Change Strategy Lead	20	10	10	6	10	10
Thomas Hawkins, Application Development Lead	9	8	9	8	15	15
Bob Bradner, BPR Lead (Bradner Consulting Group)	30	30	30	30	30	0

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Figure 7-1. AWI 's delivery risk is minimized with Accenture's UC and Florida-experienced team working collaboratively with the Agency to manage the schedule and control the project

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The experience, program knowledge, and technical skills our team brings to AWI demonstrate the ability to provide the products and services requested in this ITN and its attachments. Following is a concise, but thorough, description of relevant experience for the key staff and for proposed roles identified for the project. Since we propose the use of sub-contractors, we are clearly identifying our sub-contractors in our tables, charts and resumes.

We base our personnel, staffing and resource management approach on two key concepts:

- Having the right people, with the right experience on the job at the right time
- Retaining a high-performing team for duration of the project.

The key for AWI is that we use these two concepts from the very start – including the development of our response to this ITN. All of the key staff we have identified for this project helped in the design, development and completion of this ITN response. They know your requirements and understand the effort needed to work side-by-side with your team to achieve the UC project objectives.

The experience presented in our resumes is real, relevant, and AWI- and Florida-specific

This team built our estimates, created the work plan, planned the schedule, and defined the staffing model presented in this response. We used the Agency's requirements, the PMBOK-aligned Accenture Delivery Methods (ADM), and our collective experience from previous Unemployment Compensation projects as the basis for this effort.

The team we present here knows this business. They know the Agency and they have the right blend of current program, technical, and management skills to help AWI achieve the UC Modernization goals.

Organization Chart

AWI obtains an experienced group of dedicated UC professionals by selecting the Accenture team. The Organization Chart that follows outlines the *myBIS* project team based on our understanding of the requirements from the ITN. The Project Leadership Team (PLT) is excited to work with AWI during project initiation to refine our team's organizational structure for maximum collaboration and open communications.

The Organization Chart depicted in Figure 7-2 clearly outlines the blend of our AWI and Florida-experienced resources in combination with the Illinois UC-experienced individuals that will bring the core UC functionality from the Illinois Benefits Information System (IBIS) project. Following the Organization Chart are the details demonstrating why our team brings the best combination of relevant UC experience, technical knowledge and the collaborative approach that makes Accenture the right choice for UC Modernization project. A brief introduction to the key staff follows.

Our **PMP-Certified Project Manager** is **Troy Myers**. Troy is the day-to-day, single-point-of-accountability for the Accenture team's delivery of this project. Troy's UC experience is absolutely current. As the Project Manager for our Illinois UC project, Troy brings the most up-to-date UC experience possible. Coupling this with his AWI and Florida DLES-specific experience, some of which goes back more than 10 years, means Troy understands the Florida environment and that he also has a fresh perspective about how others are solving issues, addressing risks and providing services to increasing numbers of claimants with decreasing numbers of staff.

In his role as the **Client Executive** for this project, **Greg Martin** has one job. Greg will make sure that the team on the ground is getting the support and resources to help the team deliver the modernized UC system envisioned for the State. Greg is authorized to commit the resources needed to get the job done and has access to and can bring to bear the technical skills, relevant experience, up-to-date training and accumulated delivery knowledge that only Accenture's global practice and 190,000 employees provides.

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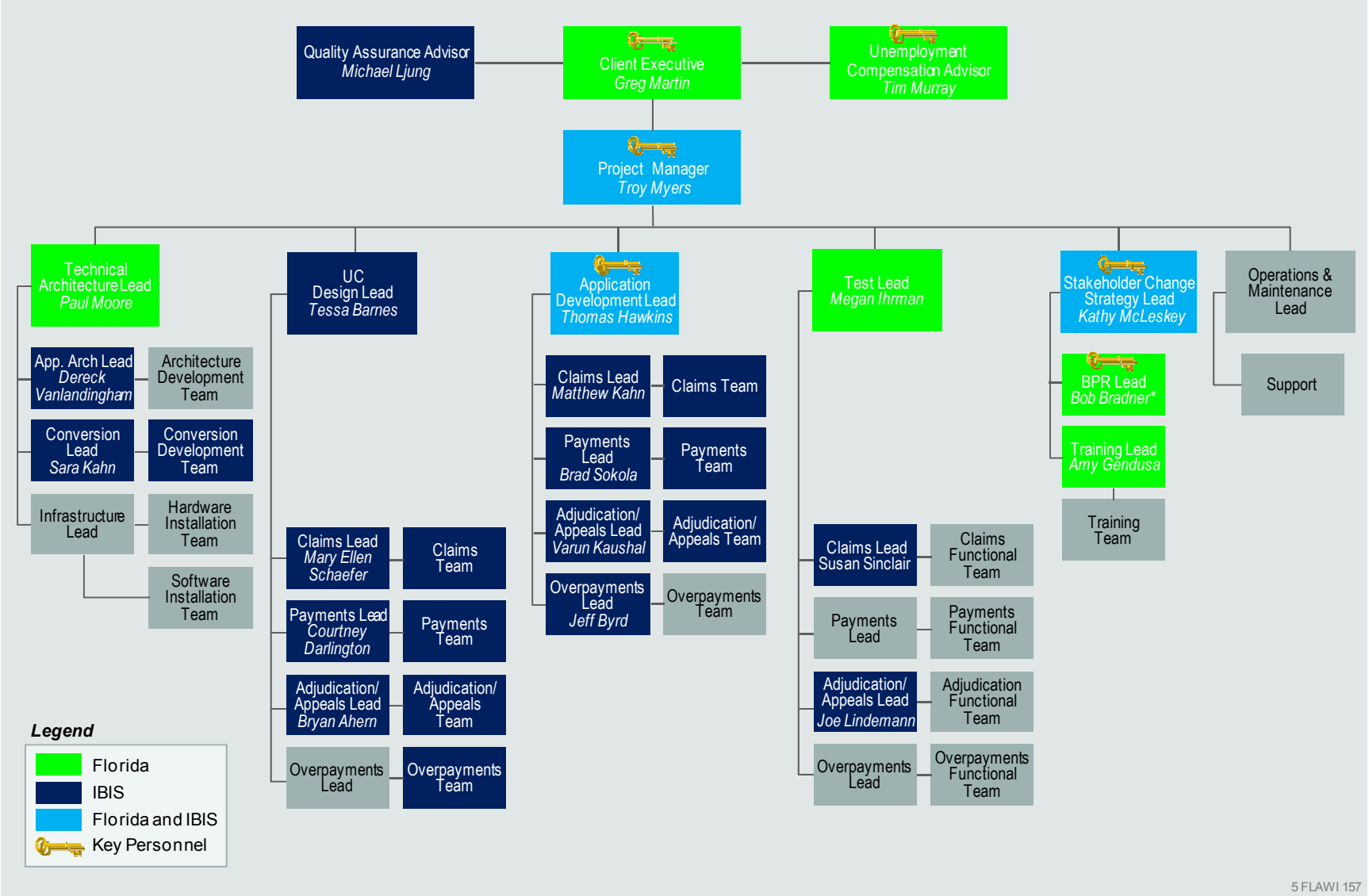

Figure 7-2. Accenture brings AWI the Florida-specific experience needed to reduce project delivery risk; decrease project start-up time and help AWI meet the mandated schedule

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Tim Murray is the right **UC Advisor** for this mission-critical project. Tim will provide overall direction for our effort and assess, on a regular basis, AWI's satisfaction with the project's progress. Tim has AWI-specific delivery experience as well as extensive Unemployment Compensation experience in Florida and several other states. Tim has worked with AWI's leadership to successfully deliver case management for all of the State's Workforce Boards and understands the importance of connecting UC and re-employment.

Real UC experience instead of inflated resumes is good. Real UC experience in Florida is even better. AWI's UC "makeover" needs the experience that only **seasoned professionals** like **Kathy McLeskey, Bob Bradner,** and **Thomas Hawkins** can provide. Individually, each of these people bring a deep familiarity with AWI and a proven record of helping the Agency address the challenges and opportunities that exist in Florida.

The relevant experience, technical skills, and program knowledge our team has in combination with the direction and guidance provided by the UC Project Director and AWI leadership can result in this "extreme makeover" project getting started faster, with lower delivery risk, and increased likelihood of meeting the aggressive schedule mandated by the Florida Legislature.

Staffing Levels for the Project

Our executive team will maintain the required staffing levels throughout the project and, more importantly, in collaboration with AWI, the executive team will adjust our resources as agreed necessary in order to maintain the required level of service and deliver this project in a cost effective and timely manner. Figure 7-3 depicts staffing levels over the duration of the project.

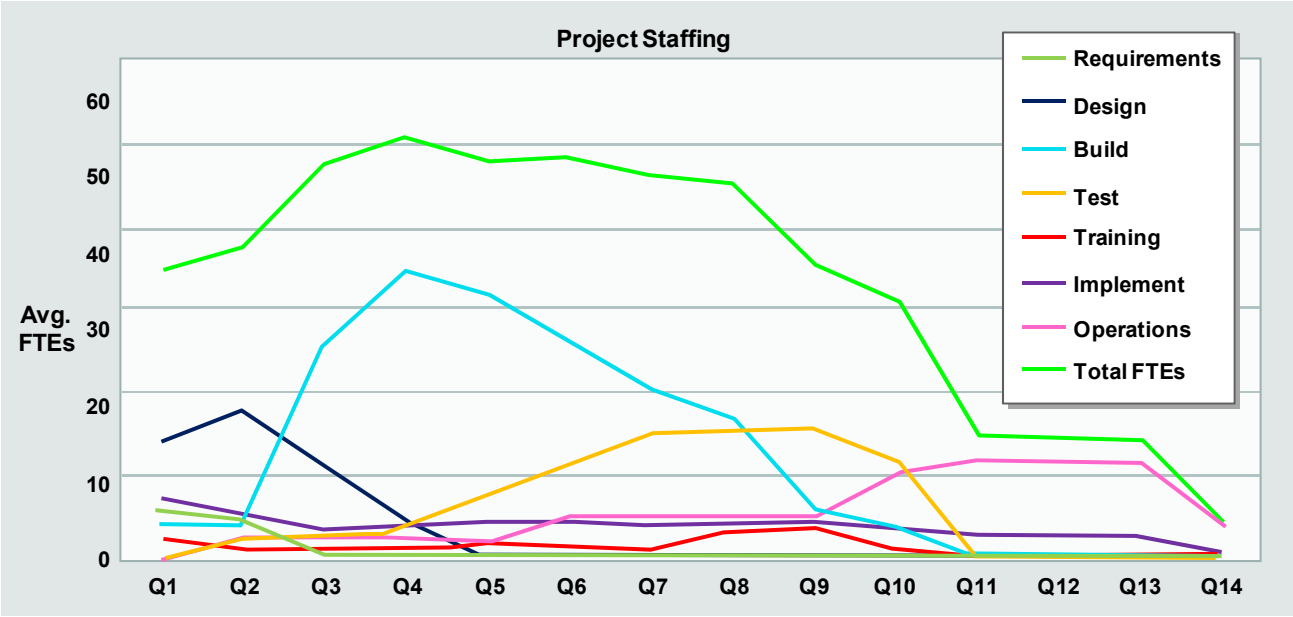

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Figure 7-3. We bring the right people on at the right time and keep them on the team through all necessary stages to deliver myBIS and successfully transition myBIS to your staff once the project is complete

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The Right Experience for AWI

We help AWI reduce project delivery risks by bringing an experienced team that has both the leadership skills as well as implementation skills to successfully deliver *myBIS* . Our knowledge and skills have been gained by our first hand experience with UC project implementations across the country and have deepened over time. As you will see from the Table below, Figure 7-4, as well as the resumes that follow, we are Unemployment Compensation specialists and offer you the strongest team in the market today. Over the years, this team has repeatedly demonstrated their ability to guide organizations through complex design, development, and implementation projects that encompass the full delivery life cycle from requirements gathering to transition.

Due to the page limit for this section and because we are introducing a large number of team members, we have abbreviated our description for both the role description and the experience of each individuals. Full resumes for each person named in the Table below can be found at the end of Tab 7.

Name	Role Description	Duration	Experience	Tenure
Greg Martin	Client Executive: • Responsible for achieving your objectives • Focused on your goals and effective delivery of the *myBIS* solution	02/2011–06/2014	Greg Martin is Accenture's Florida Public Service Practice Lead. His experience includes: • Leading large-scale FL DBPR COTS licensing solution including Web Portal • Leading the FL DFS Office of Financial Regulation (FL OFR) integrated licensing project • Greg's 20 years of experience demonstrates collaborative relationships with client executives	22 years
Tim Murray	UC Advisor: • Oversee and confirm that the Project Team is effectively addressing AWI's business needs • Assess client satisfaction • Understand stakeholder goals and expectations	02/2011–06/2014	As a leader in Accenture's Health and Public Service practice, Tim brings: • AWI-specific project leadership experience • Proven achievement of project goals • Extensive relationships with AWI and key stakeholders	19 years
Troy Myers	Project Manager: • Project management experience planning, managing, and delivering large scale UC implementations • Long term successful experience working with UC Agency leadership to successfully resolve difficult issues. • Deep understanding of UC Program objectives, requirements and	02/2011–06/2014	Troy has extensive UC and project management experience that includes: • Project Manager for the Illinois UC Modernization • Project Manager for the Wisconsin UC redesign • Project Manager for the Kansas UC enhancements • Project Lead for the FL DLES UCTAX projects in the late '90s • PMP Certification	15 years

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Name	Role Description	Duration	Experience	Tenure
	implementation risks and mitigation strategies.			
Thomas Hawkins	Application Development Lead: • Verify that application requirements are correct and complete before developing and implementing a solution • Assist in the design of new systems, modifications, and interfaces • Confirm application components align with application architecture and meet application performance goals • Identify and address application and data issues that affect application integrity • Identify risks and assumptions associated with the applications	02/2011–06/2014	Thomas is a leader in Accenture's Public Service practice with the following experience: • FL DLES UC TAX projects in the late 90s • Project Lead for the Florida Unemployment Internet Direct (FLUID) enhancement project for AWI • Led conversion efforts for AWI's statewide One Stop Service Tracking (OSST) case management system • Led interfaces and batch processing for integrated eligibility service in Texas	15 years
Kathy McLeskey	Stakeholder Change Strategy Lead: • Develops and implements the Change Management, Training, Communication Plans and strategies for the project. • Builds and maintains positive relationships across multiple stakeholder groups • Assesses training, change management and communication requirements and strategies to assure successful knowledge transfer across multiple user groups	02/2011–06/2014	Kathy has over 30 years experience in Florida Workforce Development at the state and local level. For the last 10 years she has been part of the Accenture Public Service practice, focusing on UC and Workforce programs. Her experience includes: • Working on 3 UC project implementations – KS, WI and IL providing Change Management, Training and Communications leadership. • Managed stakeholders of the Florida Workforce system through implementation of new programs, processes, procedures, and systems • Worked with large complex, diverse end user and stakeholder groups successfully in Florida, Kansas, Wisconsin and two large Federal projects – US VISIT and the Defense Logistics Agency.	10 years
Bob Bradner, Bradner Consulting Group	• BPR and Communications Lead: • Update provided future state AWI business processes to reflect system design • Identify and establish	02/2011–06/2014	Bob is the President of Bradner Consulting Group and has more than 30 years experience with Florida unemployment compensation: • Specialized consulting for	4 years

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Name	Role Description	Duration	Experience	Tenure
	communications channels with appropriate stakeholders for new business process rollout • Assess and contribute to organization readiness discussions • Coordinate rollout of new business processes		workforce development programs • Directed workforce development programs for Leon, Gadsden and Wakulla Counties • Bureau Chief for AWI's Program Development and Innovation • Bureau Chief for FL DLES Bureau of Claims and Benefits • Deputy Chief of Benefits Operations for FL DLES	
Paul Moore	Technical Architecture Lead: • Managed the design, build, and test of all technical architecture components • Understand and develop a long-term, enterprise vision for how product can be leveraged and its ability to integrate with other systems • Review application designs to confirm adherence to architecture standards • Prepare technical system design deliverables • Assess requirements and assist with the business continuity and disaster recovery plans • Perform hardware sizing and capacity planning required to support *my*BIS	02/2011–06/2014	In his 25 years with Accenture, Paul has gained deep technical knowledge and experience: • Led project technical teams including Application Development, Technical Architecture, Conversion, and Performance Test • Managed design and implementation of Technical Architecture • Coordinated with senior client management to resolve project issues and risks • Managed scope through Change Control Process • Coordinated performance test and tuning of online application functionality, batch jobs, and high-volume printing	25 years
Tessa Barnes	UC Design Lead: • Manage Design Team • Conduct user design and review sessions including Joint Application Development (JAD) sessions • Transition designs to Application Development team, and make sure clear and complete understanding of designs • Validate design with stakeholders to make sure design satisfies the requirements	02/2011–06/2014	Tess has worked on several UC implementations. During that time she: • Managed Design team for Claims Intake (CLI), Continued Claims Processing (CCP) and Adjudication (ADJ) during the Analyze, General Design, and Detail Design phases • Delivered Claims Intake functional area components necessary to determine claimant's eligibility to receive benefits • Facilitated JAD sessions for each functional area client and application design teams • Created and delivered the General and Detailed Design Deliverables including screen	10 years

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Name	Role Description	Duration	Experience	Tenure
			layout and logic, batch process, and interface specifications • Led validation of Benefits Payment Control components against client requirements	
Megan Ihrman	UC Test Lead: • Develop detailed testing strategies, test plans, and guide the review and development and execution of test cases • Work with Development Leads to resolve test defects and develop and manage defect control logs and tools • Identify risks and issues through defect status/resolution meetings and escalate them to leadership • Provide oversight of test script development to confirm requirements traceability • Review and approve test phase entry and exit criteria	02/2011–06/2014	Megan has worked several UC Implementations. During those projects she: • Managed small and large System Test teams • Developed test tracking tools to manage test planning, preparation, and execution • Provided oversight for design and signoff of over 100 design specification deliverables • Developed conceptual design of key processes through use cases and screen mock-ups • Managed nearly 2000 business requirements • Reviewed and validated test results to make sure all phase entry and exit criteria were met • Measured and monitored system test progress against client expectations	10 years
Dereck Vanlandingham	Application Architecture Lead: • Define, design and manage services model, definition and service interface requirements • Review application designs to confirm adherence to architecture standards • Design and implement application architecture standards • Develop UC systems according to the Software Development Life Cycle (SDLC)	02/2011–06/2014	On the IBIS project, Dereck: • Managed three major development areas into a browser based, internal/external tool utilizing the Java toolset • Maintained quality of area's codebase, made up of roughly 30+ screens and 25+ batch processes • Designed, architected and helped implement modules contained within the development area • Architected systems related to correspondence integration, unit and component testing of modules	4 years
Sara Kahn	Conversion Lead: • Develop comprehensive conversion plan including schedule, routines, mock conversions, data mapping • Develop and test data conversions	02/2011–06/2014	On the IBIS project, Sara: • Designed conversion modules and developed build procedures and standards • Ensured all modules built by the conversion team were delivered on time and with a high level of	5 years

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Name	Role Description	Duration	Experience	Tenure
	• Recommend procedures for missing data, data exceptions, and default values • Recommend procedures for combining duplicate data into one record		quality • Met with functional team to understand and define the data mapping between the legacy systems and IBIS • Supported System Test effort by being responsive to issues with the delivered data	
Mary Ellen Schaefer	Claims Design Lead: • Familiar with business process design concepts and principles • Knowledge of the Claims functionality of the application to be developed • Conduct Joint Application Design (JAD) sessions • Manage Claims Design team	02/2011–06/2014	On the IBIS project, Mary Ellen: • Created and documented user interface and batch designs • Gathered business and system requirements • Created use cases to assist in the implementation of a new unemployment insurance system for the State of Illinois • Led the User Experience effort to increase usability of the application by creating design standards application by creating design standards	13 years
Matthew Kahn	Claims Development Lead: • Verify that application requirements are correct and complete before developing and implementing the Claims functionality of solution • Contributes to the development of design specification documentation • Ability to review solution designs and link back to all system requirements • Confirm application components align with application architecture and meet application performance goals	02/2011–06/2014	On the IBIS project, Matt: • Worked as the application development lead for the Claims Intake, Certification and Benefit Charging functional areas • Ensured team developed the relevant code modules • Conducted code reviews and ensuring unit test coverage	13 years
Susan Sinclair	Claims Test Lead: • Manage the QA process for *my*BIS Claims project initiatives • Develop detailed testing strategies and testing plans • Guide and review the development of test cases developed by the test team • Provide oversight for execution of test cases	02/2011–06/2014	On the IBIS project, Susan has: • Executed assigned test scripts • Verified test scripts against design documents • Verified test data accuracy • Followed the defect process	13 years

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Name	Role Description	Duration	Experience	Tenure
Courtney Darlington	Payments Design Lead: • Manage Payments functionality of the application to be developed • Conduct Joint Application Design (JAD) sessions • Manage Payments Design team	02/2011–06/2014	On the IBIS project, Courtney: • Participated in the Release 4 detailed design for the Benefit Payment Processing and Benefit Processing Control functional area(s) • Documented associated screens, batch jobs, interfaces, correspondence, and business logic and rules • Developed and maintained project approved testing standards and procedures	13 years
Brad Sokalo	Payments Development Lead: • Verify that application requirements are correct and complete before developing and implementing the Payments functionality of solution • Contributes to the development of design specification documentation • Review solution designs and link back to all system requirements • Confirm application components align with application architecture and meet performance goals	02/2011–06/2014	On the IBIS Project, Brad: • Developed Front End and Batch processes using Java with Spring Batch, Struts, and iBATIS • Wrote unit tests for developed classes • Mentored new developers with the technologies used on the project • Led two other developers in the implementation of a set of change requests	13 years
Varun Kaushal	Adjudication/Appeals Development Lead: • Validate application requirements before developing and implementing the Adjudication/Appeals functionality • Contributes to the development of design specification documentation • Reviews solution designs and link back to all system requirements • Confirm application components align with application architecture and meet application performance goals	02/2011–06/2014	On the IBIS project, Varun has: • Created and maintained a daily batch schedule of 60+ jobs using Microsoft Project • Mitigated a lack of JCL knowledge risk by maintaining and creating Java modules used to generate JCL files • Completed work planning, overseeing implementation and review of two developers while completing individual tasks • Aided Client personnel with UAT issues, and helped address performance concerns in critical areas of the Batch environment	13 years

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Name	Role Description	Duration	Experience	Tenure
Joe Lindemann	Adjudication/Appeals Test Lead: • Manage the QA process for *my*BIS Adjudication/Appeals project initiatives • Develop detailed testing strategies and testing plans • Guide and review the development of test cases developed by the test team • Provide oversight for execution of test cases	02/2011–06/2014	On the IBIS project, Joe: • Managed over 20 testing resources across all functional areas • Developed test tracking tools to manage test planning, preparation, and execution tasks for nearly 500 test scripts over three testing cycles • Managed the system test review plan	13 years
Jeff Byrd	Overpayments Development Lead: • Verify that application requirements are correct and complete before developing and implementing the Adjudication /Appeals functionality of solution • Contributes to the development of design specification documentation • Ability to review solution designs and link back to all system requirements • Confirm application components align with application architecture and meet application performance goals	02/2011–06/2014	On the IBIS project, Jeff: • Led a 6 person team • Performed code reviews for team members • Identified and communicated issues to project manager that affect the project's scope, quality, schedule, budget or resources	13 years
Amy Gendusa	Training Lead: • Coordinate with AWI and Stakeholder Change Strategy Lead to identify target audiences and needed training content • Lead the design of training content, delivery approaches and the development of training materials as well as schedules and logistics with AWI training team • Manage training environment testing, data creation, and schedule • Deliver classroom training	02/2011–06/2014	Amy has worked multiple large implementations. During those projects she: • Provided business process reengineering, organizational change management and training services to government clients • Developed instructor-led training curriculum and End User Training Materials including Instructor Guides, Participant Guides, and hands on training scenarios utilizing area-specific data for large implementations • Developed training materials and conducted train-the-trainer sessions for agency trainers, end-users, and external vendors	12 years

Figure 7-4. The Accenture Team being proposed is the strongest any vendor. Our UC and Florida-specific experience reduces the AWI's project delivery risk because we speak the same language and share the same goals

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Resumes

Resumes for our team follow at the end of this section. We provide resumes for the Accenture team; key and proposed as well as a sample of representative resumes that we identify in our proposed project organization chart. Each resume provides a concise, but thorough, description of that person's relevant experience. We have identified the sub-contractors specifically in our resumes.

Project Manager

Our Project Manager, **Troy Myers**, is PMP certified and has more than a dozen years of UC project leadership experience. Troy has been the project lead for our successful UC project in Illinois for the last five years and lead UC projects in Wisconsin and Kansas prior to Illinois. In that role, Troy worked with the client leadership to create a collaborative and productive project environment that kept the project on schedule and within budget.

Background Screening and Verification

Accenture has very clear policies and procedures to verify that all staff assigned to a client site complete a criminal background check, as outlined in Figure 7-5. In addition, we will leverage our experience from other Florida projects to apply a consistent plan for background check verification across all our projects in this state that includes both Florida Department of Law Enforcement (FDLE) and National Crime Information Center (NCIC) screens.

As a global firm, we employ stringent policies and procedures to protect the confidentiality of our Accenture and sub-contractor staff's personal, highly confidential information.

This includes the combination of an individual's name, social security number, and birth date. We intend to employ a background check verification plan that addresses the Agency's requirements yet protects the confidentiality of our Accenture and sub-contractor staff.

We understand the State's requirements for background check verification to be as follows:

- All personnel, including sub-contractor(s) personnel, assigned to this project must have a background-screening that is equivalent to a Level Two (2) screening standard specified in Section 435.04, F.S., and AWI Policy 1.08, as specified in Section D, Exhibit 1, 7.11.1 Background Investigations.
- When we hire a staff member for a position on our projects, we conduct a thorough background check that verifies an individual's criminal background, educational background, financial background, and work history. This level of background check is required for all our Accenture staff and is a condition of their employment with our firm.

For sub-contractors, we require the sub-contracting company to verify completion of the same type of background check as a condition of the sub-contractor's staff working on any Accenture

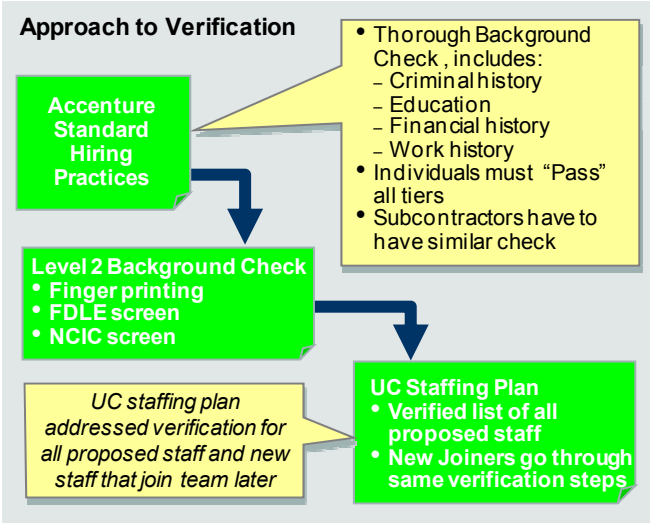

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Figure 7-5. Our approach addresses AWI's Level 2 verification steps for Accenture and sub-contractor staff

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engagements. An individual must have a "Pass" rating in all tiers of our internal background check in order to begin working on a client engagement.

For the purposes of our engagements in Florida, we follow the State's requirement of conducting and verifying the Level 2 background check for all Accenture and sub-contractor staff that will work on the project. As part of the project's Roll-On procedure, we include a verification that proof of a completed background check is on file with our Accenture Project Management Office.

As we do with other government projects in Florida, we would provide the Agency with a list of all project staff that we intend to hire onto the project team. The list would include a verification of the individual's "Pass" rating for their Level 2 criminal background check. The list would include the individual's full name and last four digits of their social security number to protect their personal confidential information.

We would provide this list to the Agency within 30 days of the contract award and, for any new staff that we intend to hire throughout the project, prior to the individual starting work on the project. As part of the State's background check verification process, we understand the State Auditor General requires Agencies to conduct a random audit of all project staff to acquire the appropriate documentation that verifies completion of the individual's criminal background check. We would expect the Agency to select a fair random sample from the entire project roster that would include Accenture and sub-contractor staff.

Once the Agency UC Project Director notifies our Accenture Project Manager of the random sample, our Accenture policy requires that we notify each individual when their personal confidential information may be released to an external entity, clearly stating the intended purpose and use of the information.

Each person is required to indicate their permission to grant Accenture the authority to release their personal confidential information for the purpose of verifying the completion of the Level 2 criminal background check. Once we have signed, written authority from the individual we proceed to acquire the appropriate documentation from our Accenture Public Service Human Resource Group that verifies completion of the Level 2 criminal background check.

Conflict of Interest and Confidentiality

We confirm that all of our personnel, including sub-contractors, are free of any conflict of interest with the Agency. Prior to starting work on the project, all assigned personnel will pass the background investigation, complete and sign the Conflict of Interest Disclosure Form, and an Individual Non-Disclosure and Confidentiality Certification Form.

Our Florida Locations and Employees

Accenture has nearly 1,000 Florida employees currently working in three primary locations: Tallahassee, Tampa and Miami as well as individual projects in Orlando, Jacksonville and other Florida locations, as shown in Figure 7-6.

Accenture is a diverse company employing people with skills ranging from the highly technical such as network and wireless communications

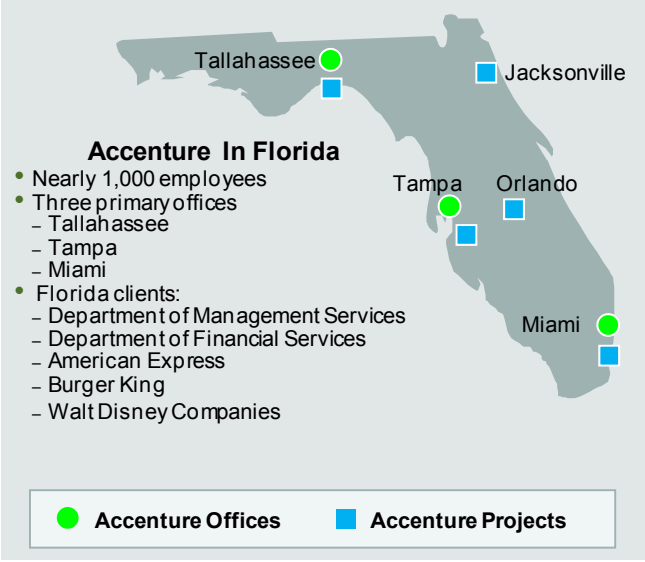

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Figure 7-6. Accenture's public sector and commercial experience in Florida brings lower delivery risk for myBIS

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specialist, database administrators and SOA technical architects to more traditional skills such management consultants. We also employ facilities specialists, administrative assistants and data entry staff when appropriate for an office or project.

Our Tallahassee office focuses on serving our government clients which include AWI as well as the Department of Management Services, Department of Revenue, Department of Business and Professional Regulations and the Department of Financial Services.

The Tampa office specializes in serving utilities companies, including Florida's major utilities such as Florida Power and Light and ENTERGY.

The Miami office works with our financial services and large corporate clients such as American Express and Burger King.

Accenture employees also work at individual locations around the state for clients such as Blue Cross Blue Shield, Wellcare and Walt Disney Companies.

The diversity of backgrounds, technical skills and business knowledge that Accenture brings to AWI means a richer mix of Florida-based talent is available from the very first day for this mission-critical project.

Accenture Gives Back to Florida

Accenture is committed to the State of Florida. We live here and we work here. Most importantly, we work to make Florida a better place for everyone through our charitable endeavors, as indicated in Figure 7-7. Accenture is an active United Way sponsor across the state. Accenture employees have contributed nearly $100,000 to Florida's charitable organizations this year as well as thousands of volunteer hours.

In addition to sponsoring large charitable organizations, the three Florida Accenture offices support more than 25 individual charitable organizations and efforts that are specific to areas where we live and work. These include the following:

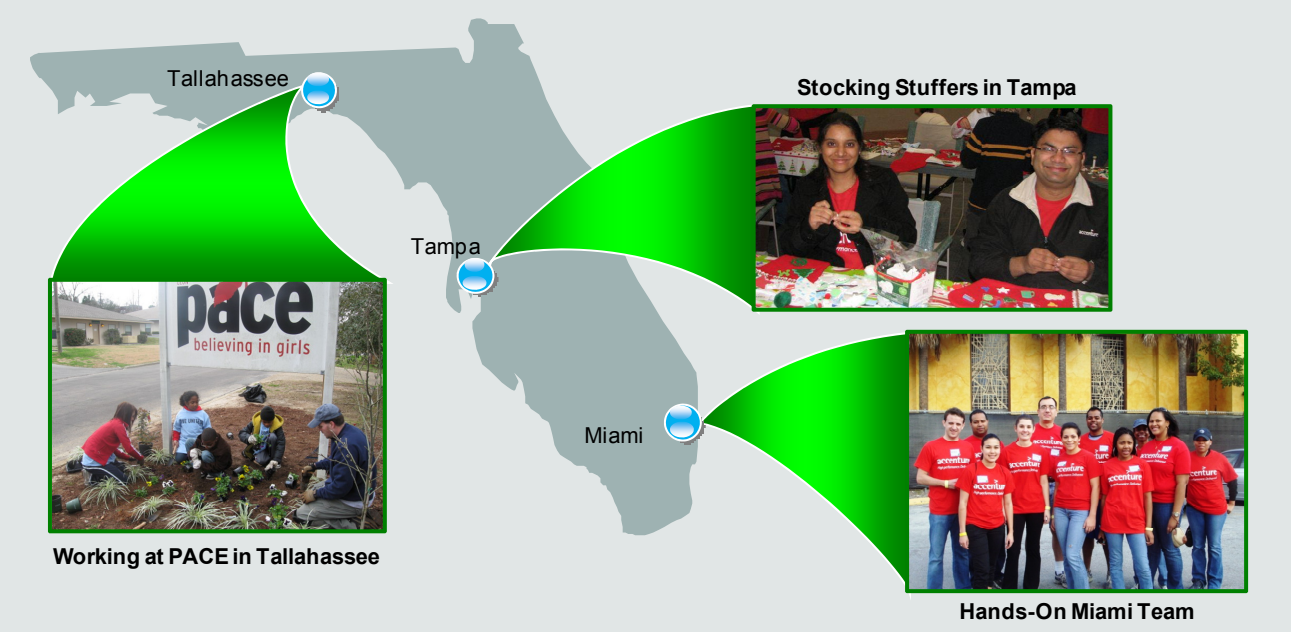

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Figure 7-7. Accenture's charitable efforts across Florida help improve lives and create the future we all want for this state

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- Hands-On Miami and Hands-On Tampa – Accenture participates in these events every year
- Holiday Stocking Stuffers in Tampa, Miami and Tallahassee
- Miami Leukemia and Lymphoma Walk – Accenture walkers collected more than 75% of the total collected donations during the last event
- Junior Achievement – Accenture supports JA in Tampa and Miami
- Holiday Toy Drive – Tallahassee employees support the Boys and Girls Clubs of the Big Bend and contributed gifts to nearly 100 children this year
- Ronald McDonald House – Accenture's Tallahassee employees provide on-going support for RMH
- Support for the PACE Center in Tallahassee
- Mentoring – Tallahassee employees helped the Boys and Girls Clubs of the Big Bend obtain a $130,000 grant for new computer and networking equipment and then installed the new equipment at the Clubs and have been volunteering hundreds of hours of time teaching classes and mentoring at the Clubs

Looking Local First Maximizes Florida Business

Our approach for maximizing the use of Florida-based residents, state products and other Florida-based businesses is a "Buy Local First". As indicated in Figure 7-8, when we are hiring "new" employees, we recruit from the widest variety of universities and colleges across the State.

Over the last four years, we have hired nearly 500 new "Florida" graduates by recruiting on more than 50 college and university campuses in the State. These schools include Florida A&M University, Florida State University and the University of Florida. The University of Central Florida, the University of South Florida, and University of Miami are also important sources of new Accenture employees as are a number of Community Colleges and other schools such as Rollins College and Stetson.

We typically work with a number of local recruiting companies in the specific markets where our projects are when are hiring experienced workers. These firms have the best sense of the local talent and availability. We have long-term relationships with these local companies and are confident in their abilities. Many of these local businesses are AWI "clients" and use AWI's job posting services for their placement efforts.

We have already started the process of identifying the Florida-based resources that will be available at contract award. We are in the process of "reserving" these Florida-based resources for this project. On large,

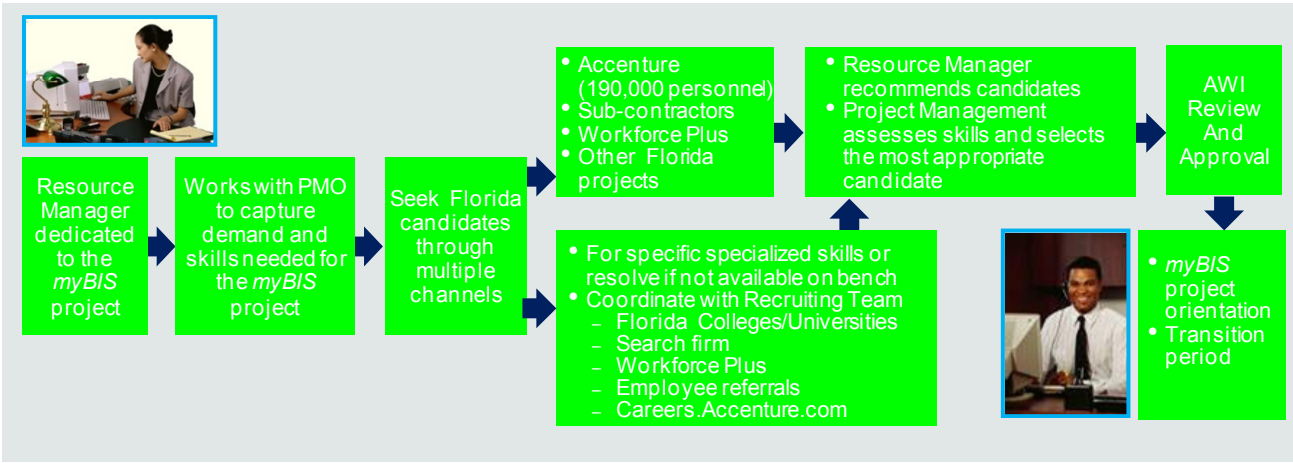

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Figure 7-8. Accenture's Florida focus brings the right staff to the AWI project at the right time with the right skills to reduce delivery risk and maintain the schedule

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multi-year projects like this one, we typically re-locate all of the key personnel as well as other staff to the primary delivery location—Tallahassee in this case. This creates a net plus in job growth resulting from the project.

To do our part to reduce Florida's unemployment rate, we commit to using the local Workforce Board as an integral part of our recruitment efforts for filling both existing and new roles on this project. As the staffing demands for the project change over time, **we will use Workforce Plus to recruit and hire local unemployed residents for roles on this project. We commit to working with AWI to determine the best means of helping qualified UC claimants learn about, apply for, and get hired as project employees on this or other Accenture projects.**

The same "Buy Local First" approach holds true for products and services. We actively support local businesses and purchase from them whenever possible. **For example, instead of developing this response in a centralized "proposal" center located out of state or even off-shore, we brought the entire proposal team to Tallahassee for the duration of the effort.** As a result, we supported local hotels, car rental companies and restaurants around the city for the last several months.

The final production of our ITN response took place in Tallahassee at a local printing company where we have an on-going business relationship. We value the importance of local businesses to the State of Florida. Even when we have pre-existing contracts with "national" companies, such as IBM, Dell or Office Depot, we buy the products we need through the local offices in the markets where we live and work.

Accenture's approach is to help AWI grow the opportunity for new jobs in the State and to support the businesses which support the State. We live and work here too and want the best future possible for all of Florida.

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