

Attachment 10 includes a separate form (Excel file) for each Key Staff position and contains two (2) parts that must be completed for each proposed candidate:

Part 1 - Resume Tab

Instructions: Include a Resume for all proposed Key Staff. The template prescribes the required content that must be submitted with Proposals in response to the RFP. This format should also be used by the successful Contractor for the duration of the Agreement.

Key Staff Background: Provide Contractor name, Key Staff name, Role of Key Staff within the Contractor organization, duration (in years) in that Role and a description of the Key Staff's role within the organization,

Key Skills: Provide a summary of all skills and qualifications the proposed Key Staff candidate possesses in support of the Key Staff position.

Education/Certifications: Provide education and any relevant certifications. Start with the most recent.

Relevant Experience: This section is optional. For any Projects not cited within Part 2, contractors may provide additional Projects that illustrate experience or background to support their Key Staff candidate. Start with the most recent experience and add as many rows as necessary.

Part 2 - Key Staff Minimum Qualification Tabs (\$16 - \$18)

Instructions: Complete the Staff Project qualifications portion on each of the tabs of the form (all fields with a white background). All fields on the form must be completed, providing sufficient information to allow the Consortium to validate that the proposed Staff person meets the Minimum Qualifications (MQs).

For each Project, identify the name of the Project, Project/Project Role details, Description of the relevant Project Experience, and Project Contact information.

Project/Project Role details: Provide the Contractor name, Project start and end dates, percentage of time on the Project (100%, 50%, etc.), and name of Role on the Project.

Description of Relevant Experience: Provide a description that includes sufficient detail to verify that the Key Staff role/experience on the Project is relevant the MQ definition.

Contact Information: Provide the name, company/org name, role, email and phone number of a Client/Customer contact for this Project. Contact Information must be provided for a Project to be considered valid.

A full-time equivalent (FTE) is estimated to be approximately 1,920 hours annually. Proposed Staff may not cite full-time experience gained working simultaneously on multiple Projects.

If more than six (6) Projects must be cited in order to satisfy the MQ, insert the additional Project and Contact Information and a corresponding new summary table row.

Do not enter any data into the summary section of the tab. All summary table data will be populated from the Project details provided.

If a Project's start and/or end date is prior to the start time of the MQ or a Project does not comply with a specified Project detail, the form provides some basic "error" messaging. This messaging is informational. Contractors are responsible for the accuracy of their submissions and alignment of each Project with the details of the Minimum Qualifications (MQs).

BENEFITS CAL PRODUCT MANAGER							
PART 1 – RESUME							
Contractor		Accenture LLP		Candidate Name		Melissa Mendoza	
Position in the Company		Senior Manager, BenefitsCAL Integration Manager		Length of Time in Position		14 years	
Project Position & Responsibilities		Product Manager Project responsibilities will be as defined in RFP section 11.1.3.6.5.					
Skills & Qualifications for Project Position		<p>Skills: Melissa brings more than 18 years of experience launching and managing digital products. For the last 12 years, she has worked with CalSAWS, first on C4Yourself, YourBenefitsNow, Lobby Management, and then on BenefitsCAL leading cross functional design and development teams. She is experienced using data driven methods to identify pain points and opportunities, collaborating with diverse stakeholders to design the best solution, and managing a backlog to effectively prioritize and communicate progress. [MQ S17, S18 exceeds]</p> <p>Qualifications: A certified Scrum Master since 2017, Melissa is experienced managing agile teams through product launch and management. Additionally, she was recently Product Led Certified through Pendo. [MQ S16 exceeds]</p>					
Education (add rows as needed)							
Start	End	Degree / Course of Study		School			
MM/YYYY	MM/YYYY						
Professional Certifications or Designations (add rows as needed)							
Certification or Designation		Organization		Dates			
Scrum Master Certification		Scrum Alliance		7/20/17 - 11/5/26			
Product Led Certified		Pendo		11/6/2024			
Additional Relevant Experience (Add additional tables as needed)							
Project Title #1		Illumine Site Solutions					
Position Title		Owner					
Begin Date		1/1/2006		End Date		6/1/2012	
				# of Months		77.0	

Scope and Description of Responsibility	<p>As co-Owner of Illume Site Solutions, Melissa designed, developed and maintained web solutions for a variety of companies.</p> <p>Technical Product Launch</p> <ul style="list-style-type: none"> - Designed, developed, and maintained custom web solutions for a diverse portfolio of clients, including Folsom Zoo Sanctuary, Child Action, Parent Teacher Home Visit Project, California Institute for Rural Studies, Chicago Fire Restaurants, California Childcare R&R Network, October Road Photography, and others. - Led the design, development, and ongoing maintenance of websites using a variety of platforms such as WordPress, Joomla, Drupal, and custom PHP-based solutions. - Contributed to the successful rollout of Pin Point Care, a web-based platform for locating and tracking child care services across California, including generating state-required reports. Pin Point Care was used by 10 different counties across California. <p>Technical Product Management & Client Support</p> <ul style="list-style-type: none"> - Collaborated with graphic designers and external web development contractors to deliver tailored solutions. - Worked directly with clients to identify and prioritize website enhancements, ensuring alignment with their business needs and objectives. - Provided training and ongoing support to clients on Content Management Systems (CMS), enabling them to independently manage and update website content. - Designed and implemented e-commerce solutions to support online business transactions. - Managed all aspects of bookkeeping, including invoice tracking and financial reporting for client projects. - Responsible for marketing and networking across the state of California to promote and expand our client base.
Skills Utilized and Experience Attained	<p>Product Launch</p> <p>Product Design</p> <p>Product Management</p>

PART 2 – PRODUCT MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE				
Contractor -	Accenture LLP		Candidate Name -	Melissa Mendoza
Minimum Qualification - S16	Bachelor's Degree in relevant discipline such as Computer Science, Information Technology, Engineering, Business Administration, or relevant certification from a similar program such as Product Management.			
Certification/Degree Title	Certification Number	Original Grant Date	Expiration Date	Online Validation Link, if not available attach a copy to the offer
ScrumMaster Certification	672994	7/20/2017	11/5/2026	copy included
Product-Led Certification	n/a	11/6/2024		https://www.credly.com/badges/565a96e8-c907-406f-a9a0-1b1373b41b48/public_url

PART 2 – PRODUCT MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture LLP		Candidate Name - Melissa Mendoza		
Minimum Qualification - \$17	A minimum of five (5) years of experience in technical or technical-related product launch and or management.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
BenefitsCAL	11/1/2020	11/4/2024	100%	48.1	48.1
C4Yourself, YourBenefitsNow, Lobby Man	6/1/2012	10/31/2020	100%	101.0	101.0
Totals				149.1	149.1

PART 2 – PRODUCT MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S17		A minimum of five (5) years of experience in technical or technical-related product launch and or management.			
Project #1				Contact	
Company Name:		CalSAWS		Contact Name & Role:	Karen Rapponotti
Project Name:		BenefitsCAL		Company/Org Name:	CalSAWS Policy/ Design
Start Date (MM/DD/YYYY):		11/1/2020	End Date (MM/DD/YYYY):	11/4/2024	Phone Number:
Staff Role:		BenefitsCal Integration Manager	Percentage of Time:	100%	Email:
		As BenefitsCAL Integration Manager, Melissa has experience in technical product launch and management.			
		<p>Project Description</p> <p>Since 2020, Accenture has supported the rollout and maintenance of the BenefitsCal integration with CalSAWS. The CalSAWS team created over 20 APIs to support BenefitsCal as well as CalSAWS pages to support the counties in receiving and reviewing customer's applications, renewals and sending messages and documents to BenefitsCal.</p> <p>Technical Product Launch</p> <ul style="list-style-type: none">- Melissa created and managed two SCRUM teams for the rollout of BenefitsCal- She trained Consortium on the SCRUM/Agile process to support CalSAWS first SCRUM teams.- She collaborated with Deloitte on all of their requirements and lead her team to design all of the technical API documentation.- Melissa successfully launched all of the C-IV counties at the time of migration to now support BenefitsCal instead of C4Yourself. <p>Technical Product Management</p>			

Description of relevant experience:	<p>Cross Functional Team Leadership</p> <ul style="list-style-type: none"> - Melissa manages the Agile team of leads, developers and testers in the execution and maintenance of over 20 APIs that support BenefitsCal by pulling and posting CalSAWS data. - She collaborates on designs, development and the release of all BenefitsCal deliverables and enhancements with Deloitte and BenefitsCal/ CalSAWS Consortium that impact CalSAWS. - Melissa maintains 5 environments to support BenefitsCal including 4 connected environments to ensure all partner interface testing, training and staging validations can be completed. - She manages monthly releases using agile methodology to support BenefitsCal releases along with CalSAWS baseline releases. <p>Evidence Based Product Decisions and Recommendations</p> <ul style="list-style-type: none"> - Melissa's team maintains core metrics around customer and county experience. Her team evaluates user behaviors based on analytics to understand success of enhancements and make recommendations for future enhancements. - Melissa and her team identify and proactively bring forward solutions to make processes more efficient for county workers and improve customer experience - for example they recently proposed and implemented changes to the eapplication process to improve efficiency for county employees <p>Ensures Input from Diverse Audiences</p> <ul style="list-style-type: none"> - Melissa assist in facilitating the Self Service Portal Committee meetings to present and demo designs to the county stakeholders. - She attends meetings with state partners, CWDA and Advocates to ensure that all policy items can be accurately estimated and designed to meet the policy and customer needs. <p>Maintain and Prioritizing Product Backlog</p> <ul style="list-style-type: none"> - Melissa maintains the product backlog prioritized based on key factors such as security, usability impact, policy requirements, and input from diverse stakeholders. - She maintains in JIRA a master list of proposed changes based upon release planning across different impacted vendors, state policy requirements, and the consortium. This list maintains relevant details like planned and actual start, planned completion and other information that can be readily shared with the consortium, other contractors, counties, the state, and other stakeholders as needed. 				
	Project #2			Contact	
	Company Name:	CalSAWS		Contact Name & Role:	Dymas Pena - Consortium Business Analyst
	Project Name:	C4Yourself, YourBenefitsNow, Lobby Management		Company/Org Name:	CalSAWS
Start Date:	6/1/2012	End Date:	10/31/2020	Phone Number:	
Staff Role:	Online lead	Percentage of Time:	100%	Email:	
	<p>As C-IV/LRS Online Customer Service Design Lead, Melissa has experience in technical product launch and management.</p> <p>Project Description</p> <p>Accenture developed and maintained C-IV and LRS until the migration to CalSAWS. Accenture maintained C4Yourself portal as well as YourBenefitsNow prior to the rollout of BenefitsCal. Melissa served in role similar to a product manager across these applications – leading</p>				

<p>Description of relevant experience:</p>	<p>cross functional teams in the design, launch, and ongoing improvement of these applications.</p> <p>Technical Product Launch</p> <ul style="list-style-type: none"> - Melissa led a team which developed the C4Yourself Mobile App, based on her UI design, which was an application created for both iPhone and Android where customers can view benefits, upload images, find their nearest office and more. - She managed the team that created and launched the first Lobby Monitor system for CalSAWS. This lobby monitor was tied to CalSAWS Reception Log which allowed a county to call up the next customer as well as post custom ads for the county to show on their monitors. It was built in brand new technology for CalSAWS using ReactJS. - Melissa managed the team that launched the upgrade to Lobby Management Android devices that was an application run on a tablet to support county staff on checking in customers in the county office lobbies. <p>Technical Product Management</p> <ul style="list-style-type: none"> - Melissa managed the cross functional Online Customer Management Team which supported the maintenance of C4Yourself, YourBenefitsNow and Lobby Management. - She led a team of 6 designers and worked closely with the build and testing team on the rollout of enhancements in both customer portals and lobby management. <p>Evidence Based Product Decisions and Recommendations</p> <ul style="list-style-type: none"> - Melissa's team used analytics and primary research to create evidence based recommendations for the improvements of C4Yourself, YourBenefitsNow and Lobby Management, and to measure effectiveness of deployed improvements. Findings were collaboratively shared to help stakeholders understand results and prioritize future enhancements. <p>Ensures Input from Diverse Audiences</p> <ul style="list-style-type: none"> - Melissa and her team collected input from diverse audiences through research methods, such as direct observation of in person applications and interviews with county workers, as well as shared key insights and recommendations with diverse stakeholders. <p>Maintaining and Prioritizing Product Backlog</p> <ul style="list-style-type: none"> - Melissa maintains the product backlog prioritized based on key factors such as security, usability impact, policy requirements, and input from diverse stakeholders including the county committees feedback.
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PART 2 – PRODUCT MANAGER MINIMUM QUALIFICATIONS SUMMARY TABLE

Contractor -	Accenture LLP		Candidate Name -	Melissa Mendoza	
Minimum Qualification - S18	A minimum of three (3) years serving as a Product Manager or like role with familiarity in working with public sector services and enterprises.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
BenefitsCAL	11/1/2020	11/4/2024	100%	48.1	48.1
C4Yourself, YourBenefitsNow, Lobby Man	6/1/2012	10/31/2020	100%	101.0	101.0
Totals				149.1	149.1

PART 2 – PRODUCT MANAGER MINIMUM QUALIFICATIONS PROJECT DETAILS

Minimum Qualification - \$18	A minimum of three (3) years serving as a Product Manager or like role with familiarity in working with public sector services and enterprises.				
Project #1			Contact		
Company Name:	CalSAWS		Contact Name & Role:	Karen Rapponotti	
Project Name:	BenefitsCAL		Company/Org Name:	CalSAWS Policy/ Design	
Start Date (MM/DD/YYYY):	11/1/2020	End Date (MM/DD/YYYY):	11/4/2024	Phone Number:	
Staff Role:	BenefitsCal Integration Manager	Percentage of Time:	100%	Email:	
<p>As BenefitsCAL Integration Manager, Melissa has experience in technical product launch and management.</p> <p>Project Description Since 2020, Accenture has supported the rollout and maintenance of the BenefitsCal integration with CalSAWS. The CalSAWS team created over 20 APIs to support BenefitsCal as well as CalSAWS pages to support the counties in receiving and reviewing customer's applications, renewals and sending messages and documents to BenefitsCal.</p> <p>Technical Product Launch - Melissa created and managed two SCRUM teams for the rollout of BenefitsCal. - She trained Consortium on the SCRUM/Agile process to support CalSAWS first SCRUM teams. - She collaborated with Deloitte on all of their requirements and lead her team to desian all of the technical API documentation.</p>					

Description of relevant experience:	<p>- Melissa successfully launched all of the C-IV counties at the time of migration to now support BenefitsCal instead of C4Yourself.</p> <p>Cross Functional Team Leadership</p> <ul style="list-style-type: none"> - Melissa manages the Agile team of leads, developers and testers in the execution and maintenance of over 20 APIs that support BenefitsCal by pulling and posting CalSAWS data. - She collaborates on designs, development and the release of all BenefitsCal deliverables and enhancements with Deloitte and BenefitsCal/ CalSAWS Consortium that impact CalSAWS. - Melissa maintains 5 environments to support BenefitsCal including 4 connected environments to ensure all partner interface testing, training and staging validations can be completed. - She manages monthly releases using agile methodology to support BenefitsCal releases along with CalSAWS baseline releases. <p>Evidence Based Product Decisions and Recommendations</p> <ul style="list-style-type: none"> - Melissa's team maintains core metrics around customer and county experience. Her team evaluates user behaviors based on analytics to understand success of enhancements and make recommendations for future enhancements. - Melissa and her team identify and proactively bring forward solutions to make processes more efficient for county workers and improve customer experience - for example they recently proposed and implemented changes to the eapplication process to improve efficiency for county employees <p>Ensures Input from Diverse Audiences</p> <ul style="list-style-type: none"> - Melissa assist in facilitating the Self Service Portal Committee meetings to present and demo designs to the county stakeholders. - She attends meetings with state partners, CWDA and Advocates to ensure that all policy items can be accurately estimated and designed to meet the policy and customer needs. <p>Maintain and Prioritizing Product Backlog</p> <ul style="list-style-type: none"> - Melissa maintains the product backlog prioritized based on key factors such as security, usability impact, policy requirements, and input from diverse stakeholders - She maintains in JIRA a master list of proposed changes based upon release planning across different impacted vendors, state policy requirements, and the consortium. This list maintains relevant details like planned and actual start, planned completion and other information that can be readily shared with the consortium, other contractors, counties, the state, and other stakeholders as needed. 				
	Project #2			Contact	
	Company Name:	CalSAWS		Contact Name & Role:	Dymas Pena - Consortium Business Analyst
	Project Name:	C4Yourself, YourBenefitsNow, Lobby Management		Company/Org Name:	CalSAWS
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Staff Role:	Online lead	Percentage of Time:	100%	Email:	
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<p>Description of relevant experience:</p>	<p> Melissa developed and maintained C4Yourself and the online migration to CalSAWS. Melissa maintained C4Yourself portal as well as YourBenefitsNow prior to the rollout of BenefitsCal. Melissa served in role similar to a product manager across these applications – leading cross functional teams in the design, launch, and ongoing improvement of these applications. </p> <p> Technical Product Launch <ul style="list-style-type: none"> - Melissa led a team which developed the C4Yourself Mobile App, based on her UI design, which was an application created for both iPhone and Android where customers can view benefits, upload images, find their nearest office and more. - She managed the team that created and launched the first Lobby Monitor system for CalSAWS. This lobby monitor was tied to CalSAWS Reception Log which allowed a county to call up the next customer as well as post custom ads for the county to show on their monitors. It was built in brand new technology for CalSAWS using ReactJS. - Melissa managed the team that launched the upgrade to Lobby Management Android devices that was an application run on a tablet to support county staff on checking in customers in the county office lobbies. </p> <p> Technical Product Management <ul style="list-style-type: none"> - Melissa managed the cross functional Online Customer Management Team which supported the maintenance of C4Yourself, YourBenefitsNow and Lobby Management. - She led a team of 6 designers and worked closely with the build and testing team on the rollout of enhancements in both customer portals and lobby management. </p> <p> Evidence Based Product Decisions and Recommendations <ul style="list-style-type: none"> - Melissa's team used analytics and primary research to create evidence based recommendations for the improvements of C4Yourself, YourBenefitsNow and Lobby Management, and to measure effectiveness of deployed improvements. Findings were collaboratively shared to help stakeholders understand results and prioritize future enhancements. <p>Ensures Input from Diverse Audiences</p> <ul style="list-style-type: none"> - Melissa and her team collected input from diverse audiences through research methods, such as direct observation of in person applications and interviews with county workers, as well as shared key insights and recommendations with diverse stakeholders </p> <p> Maintaining and Prioritizing Product Backlog <ul style="list-style-type: none"> - Melissa maintains the product backlog prioritized based on key factors such as security, usability impact, policy requirements, and input from diverse stakeholders including the county committees feedback </p>
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