

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 (S8 - S10)

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 PMO Lead				
PART 1 – RESUME				
Contractor	Accenture		Candidate Name	Lulu Fou
Position in the Company	Managing Director Program leadership, collaboration and governance, client relationship management		Length of Time in Position	23 years
Project Position & Responsibilities	Project Management Office Lead Project responsibilities will be as defined in RFP section 11.1.3.6.2.			
Skills & Qualifications for Project Position	<p>Skills: Lulu has expert management skills in all nine Project Management Body of Knowledge (PMBOK) elements: integration, scope, time, cost, quality, people, communication, risk, and procurement. She has strong leadership and problem-solving skills. She is proactive and agile, adapts to change easily, and sees the big picture, yet is detail-oriented. She has expert-level skills in relevant project management software applications and tools, including the Microsoft Office suite (Timeline and Project), ServiceNow, and Jira.</p> <p>Qualifications: Lulu has 32 years of extensive experience in project and program management, including 19 years as the PMO lead for Consortium organizations: CalSAWS, LRS, CalPERS, and C-IV (MQ S8: Exceeds). For three years and 10 months, Lulu has managed a blended onsite and remote PMO team during the planning, execution, and evaluation of all IT project activities, and she is responsible for all project management knowledge areas: scope, time, cost, human resource, risk, quality, integration, and communication on CalSAWS (MQ S9: Exceeds). Lulu is a Project Management Professional (PMP) certified by the Project Management Institute (PMI) (MQ S10: Meets).</p>			
Education (add rows as needed)				
Start	End	Degree / Course of Study	School	
9/1/1985	6/1/1990	Computer Information Systems	California State Polytechnic University-Pomona	
Professional Certifications or Designations (add rows as needed)				
Certification or Designation		Organization	Dates	
Project Management Professional (Certificate No. 1351707)		Project Management Institute (PMI)	August 6, 2010 – August 6, 2025	

Additional Relevant Experience (Add additional tables as needed)				
Project Title #1				
Position Title				
Begin Date		End Date		# of Months
				0.0
Scope and Description of Responsibility				

Skills Utilized and Experience Attained					
Project Title #2					
Position Title					
Begin Date		End Date		# of Months	0.0
Scope and Description of Responsibility					
Skills Utilized and Experience Attained					

PART 2 – PMO LEAD MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture		Candidate Name -	Lulu Fou	
Minimum Qualification - S8	A minimum of three (3) years of experience within the past five (5) years leading a PMO in a corporate systems integration organization, Federal, State, County, or Consortium organization.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	4/1/2024	7/30/2024	50%	4.0	2.0
CalSAWS	3/4/2019	3/31/2024	100%	60.9	60.9
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				64.9	62.9

PART 2 – PMO LEAD MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S8	A minimum of three (3) years of experience within the past five (5) years leading a PMO in a corporate systems integration organization, Federal, State, County, or Consortium organization.				
Project #1				Contact	
Company Name:	CalSAWS Consortium			Contact Name & Role:	Holly Murphy, PMO Director
Project Name:	CalSAWS			Company/Org Name:	CalSAWS Consortium
Start Date (MM/DD/YYYY):	4/1/2024	End Date (MM/DD/YYYY):	7/30/2024	Phone Number:	
Staff Role:	Program/Project Management Office Lead	Percentage of Time:	50%	Email:	

The CalSAWS project is a complex IT system with similar services to this project:

1. The **CalSAWS solution integrates custom Java code with COTS applications** (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).
2. The CalSAWS solution **interfaces and exchanges with 50 external systems**. BenefitsCal, CalHEERS, County Master Data Management (MDM), Lobby Monitors, the Online CalWORKs Appraisal Tool (OCAT), and Statewide Client Index all interface in real time.
3. The CalSAWS solution is **accessed by an average of 18,500 daily users across 125 locations**. After the CalWIN counties are migrated, the number of CalSAWS users will be approximately 41,500.
4. The CalSAWS **contract value is \$1,425,495,842**.
5. The CalSAWS core eligibility application **includes a multi-tiered processing architecture**, a presentation tier optimized for multiple user interface platforms (e.g., Google Chrome and Microsoft Edge), an application tier, and a data tier. Other components of the system run on other user interface platforms such as kiosks and tablets.

For the last five years, Lulu's responsibilities **leading the Project Management Office (PMO) for the CalSAWS Consortium** include the following:

Project scope

- **Serves as the Program/Project Management Office Lead for Accenture, the System Integrator**
- **Provides overall project management for Accenture M&O, M&E, and CalSAWS DD&I Migration work efforts** (e.g., CalSAWS Project Gantt chart and DD&I critical path, CalSAWS Work Plan, risk and issue management, quality management, communication management, and contract management)
- **Provides PMO support over the NIST 800-53 audits and implementation of controls** in the CalSAWS PCD, M&O Services Plan, and M&E Services Plan deliverables
- Develops and manages annual updates to the CalSAWS Project Control Document (PCD), which included the project management plans for Communications Management, Contract Management, Deficiency Management, Deliverable Management, Quality Management, Schedule Management Approach, Action Items and Decision Management Tracking Approach, Status Reporting Approach, Scope and Requirements Management, Risk and Issue Management, and Staff Management
- **Manages the implementation and execution of project management and project processes and procedures contained within the CalSAWS PCD**
- Manages the updates to the M&O Services Plan and M&E Services Plan deliverables and the deliverable management process for

Description of relevant experience:

CalSAWS DD&I deliverables

- Manages requirements compliance and tracking
- Manages and monitors the work plans developed by the Delivery Leads and Project Scheduler
- Manages monthly compliance, monitoring, tracking, and reporting of the service level agreements (SLAs)
- **Manages the execution and performance of the CalSAWS prime contract and 25 subcontractor agreements**
- Managed the expansion of the facility space at the Rancho Cordova project site
- Automates processes, including the roll-on and roll-off process in ServiceNow

Time

- **Leads a PMO Work Plan team that manages more than 245 work plans** in Microsoft Office Professional (Cloud-based Plan 3, 2022 version) and 8,430,768 hours across all work plans dating from the beginning of the project to present

Cost

- Manages consolidated C-IV services that continue into the existing CalSAWS prime contract
- Manages the contract amendment and change notice processes
- Manages and coordinates with the Accenture leads on Accenture's project budget, monthly invoice projections, and IAPDU and ABQ (premise) updates processes
- Provides financial reporting regarding planned and actual monthly expenditures using contract price schedules

Human resources

- Leads and manages the Accenture PMO team consisting of 40 personnel located onshore and offshore
- **Transitions personnel when required, including 800 personnel from the Rancho Cordova and Norwalk project sites to remote work in two weeks**
- Reacts with agility to unexpected situations, such as the development and roll out of Microsoft Teams to 800 personnel at the start of the COVID-19 pandemic
- **Manages the Rancho Cordova and Norwalk facilities team**
- Manages the Inclusion, Diversity, Equity and Advancement (IDEA) program at CalSAWS for 1,500 personnel, including diversity awareness workshops, the CalSAWS Buddy Program, and CalSAWS Table Talks sessions
- Manages the Cultural Transformation program for the entire CalSAWS team of 1,500 personnel, including the creation of the Power of 58 brand, the CalSAWS "One Team" brand, and one CalSAWS mission—a new, one-team identity for multiple project sites with different cultures
- Implements virtual team engagement initiatives for inclusion of the remote workforce, such as a monthly CalSAWS Connect newsletter, a

implements direct team engagement initiatives for inclusion of the remote members, such as a monthly CalSAWS Consortium, a monthly virtual project-wide/all-staff meeting series with an average of 500 participants, and AAPI, Latinx, Black, LGBTQIA+ Pride employee resource groups

Risk

- Manages related issue resolution and risk mitigation strategies after developing and launching the program
- Manages risk and issues for the enterprise CalSAWS program across all Consortium vendors

Quality

- **Manages the quality assurance program and quality metrics to improve service delivery continuously**
- Manages the deliverable management process for quality submission in achieving 100% on-time submission and 100% Consortium approval
- Leads and supports the development and delivery of all M&E deliverables and work products, confirming they are the highest quality and are delivered in accordance with the approved M&E Work Plan

Integration

- Oversees the PMO in the administration, enhancement, and maintenance of the CalSAWS.org website that was designed, developed, and rolled out in two months
- Managed the integration of project management activities across the Accenture teams
- Managed 81 DD&I Deliverables with 100% on-time submission and 100% approval rating

Communication

- Provided leadership direction across the Accenture functional teams to gain approval of the CalACES Migration Final Acceptance deliverable for the C-IV Counties' migration to the CalSAWS
- Provides Zoom host and technical support for the monthly CalSAWS Joint Powers Authority (JPA) board meetings and project steering committee meetings
- Provides PMO leadership oversight for the CMS Streamlined Modular Certification for the CalSAWS DD&I Project
- Plans and coordinates logistics onsite and remotely for the annual CalSAWS conferences

Additionally, Lulu worked to strengthen the relationship with CalSAWS and its stakeholders through the following collaborative efforts:

Collaboration+B22

- Works with the Delivery Managers and provides PMO oversight and support in the execution of Accenture's prime contract responsibilities
- Builds strong working relationships with key internal and external stakeholders
- Coordinates the monthly IT Project Status Meetings across the Accenture teams and with the Office of Systems Integration (OSI), the U.S. Department of Agriculture Food and Nutrition Service (FNS), and Centers for Medicare & Medicaid Services (CMS)
- Prepares and facilitates the Consortium weekly Section Directors' meetings for the Consortium Executive Director
- Coordinates and prepares for the weekly CalSAWS project status agenda and status reports across all Consortium vendors, and serves as backup facilitator of the weekly status meetings

Project #2

Contact

Company Name:	CalSAWS Consortium			Contact Name & Role:	Holly Murphy, PMO Director
Project Name:	CalSAWS			Company/Org Name:	CalSAWS Consortium
Start Date:	3/4/2019	End Date (MM/DD/YYYY):	3/31/2024	Phone Number:	
Staff Role:	Program/Project Management Office Lead	Percentage of Time:	100%	Email:	

The CalSAWS project is a complex IT system with similar services to this project:

1. The **CalSAWS solution integrates custom Java code with COTS applications** (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).
2. The CalSAWS solution **interfaces and exchanges with 50 external systems**. BenefitsCal, CalHEERS, County Master Data Management (MDM), Lobby Monitors, the Online CalWORKs Appraisal Tool (OCAT), and Statewide Client Index all interface in real time.
3. The CalSAWS solution is **accessed by an average of 18,500 daily users across 125 locations**. After the CalWIN counties are migrated, the number of CalSAWS users will be approximately 41,500.
4. The CalSAWS **contract value is \$1,425,495,842**.
5. The CalSAWS core eligibility application **includes a multi-tiered processing architecture**, a presentation tier optimized for multiple user interface platforms (e.g., Google Chrome and Microsoft Edge), an application tier, and a data tier. Other components of the system run on other user interface platforms such as kiosks and tablets.

For the last five years, Lulu's responsibilities **leading the Project Management Office (PMO) for the CalSAWS Consortium** include the following:

Project scope

- **Serves as the Program/Project Management Office Lead for Accenture, the System Integrator**
- **Provides overall project management for Accenture M&O, M&E, and CalSAWS DD&I Migration work efforts** (e.g., CalSAWS Project Gantt chart and DD&I critical path, CalSAWS Work Plan, risk and issue management, quality management, communication management, and contract management)
- **Provides PMO support over the NIST 800-53 audits and implementation of controls** in the CalSAWS PCD, M&O Services Plan, and M&E Services Plan deliverables
- Develops and manages annual updates to the CalSAWS Project Control Document (PCD), which included the project management plans for Communications Management, Contract Management, Deficiency Management, Deliverable Management, Quality Management, Schedule Management Approach, Action Items and Decision Management Tracking Approach, Status Reporting Approach, Scope and Requirements Management, Risk and Issue Management, and Staff Management
- **Manages the implementation and execution of project management and project processes and procedures contained within the CalSAWS PCD**
- Manages the updates to the M&O Services Plan and M&E Services Plan deliverables and the deliverable management process for

Description of relevant experience:

CalSAWS DD&I deliverables

- Manages requirements compliance and tracking
- Manages and monitors the work plans developed by the Delivery Leads and Project Scheduler
- Manages monthly compliance, monitoring, tracking, and reporting of the service level agreements (SLAs)
- **Manages the execution and performance of the CalSAWS prime contract and 25 subcontractor agreements**
- Managed the expansion of the facility space at the Rancho Cordova project site
- Automates processes, including the roll-on and roll-off process in ServiceNow

Time

- **Leads a PMO Work Plan team that manages more than 245 work plans** in Microsoft Office Professional (Cloud-based Plan 3, 2022 version) and 8,430,768 hours across all work plans dating from the beginning of the project to present

Cost

- Manages consolidated C-IV services that continue into the existing CalSAWS prime contract
- Manages the contract amendment and change notice processes
- Manages and coordinates with the Accenture leads on Accenture's project budget, monthly invoice projections, and IAPDU and ABQ (premise) updates processes
- Provides financial reporting regarding planned and actual monthly expenditures using contract price schedules

Human resources

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- **Manages the Rancho Cordova and Norwalk facilities team**
- Manages the Inclusion, Diversity, Equity and Advancement (IDEA) program at CalSAWS for 1,500 personnel, including diversity awareness workshops, the CalSAWS Buddy Program, and CalSAWS Table Talks sessions
- Manages the Cultural Transformation program for the entire CalSAWS team of 1,500 personnel, including the creation of the Power of 58 brand, the CalSAWS "One Team" brand, and one CalSAWS mission—a new, one-team identity for multiple project sites with different cultures
- Implements virtual team engagement initiatives for inclusion of the remote workforce, such as a monthly CalSAWS Connect newsletter, a

implements direct team engagement initiatives for inclusion of the remote members, such as a monthly CalSAWS Consortium, a monthly virtual project-wide/all-staff meeting series with an average of 500 participants, and AAPI, Latinx, Black, LGBTQIA+ Pride employee resource groups

Risk

- Manages related issue resolution and risk mitigation strategies after developing and launching the program
- Manages risk and issues for the enterprise CalSAWS program across all Consortium vendors

Quality

- **Manages the quality assurance program and quality metrics to improve service delivery continuously**
- Manages the deliverable management process for quality submission in achieving 100% on-time submission and 100% Consortium approval
- Leads and supports the development and delivery of all M&E deliverables and work products, confirming they are the highest quality and are delivered in accordance with the approved M&E Work Plan

Integration

- Oversees the PMO in the administration, enhancement, and maintenance of the CalSAWS.org website that was designed, developed, and rolled out in two months
- Managed the integration of project management activities across the Accenture teams
- Managed 81 DD&I Deliverables with 100% on-time submission and 100% approval rating

Communication

- Provided leadership direction across the Accenture functional teams to gain approval of the CalACES Migration Final Acceptance deliverable for the C-IV Counties' migration to the CalSAWS
- Provides Zoom host and technical support for the monthly CalSAWS Joint Powers Authority (JPA) board meetings and project steering committee meetings
- Provides PMO leadership oversight for the CMS Streamlined Modular Certification for the CalSAWS DD&I Project
- Plans and coordinates logistics onsite and remotely for the annual CalSAWS conferences

Additionally, Lulu worked to strengthen the relationship with CalSAWS and its stakeholders through the following collaborative efforts:

Collaboration

- Works with the Delivery Managers and provides PMO oversight and support in the execution of Accenture's prime contract responsibilities
- Builds strong working relationships with key internal and external stakeholders
- Coordinates the monthly IT Project Status Meetings across the Accenture teams and with the Office of Systems Integration (OSI), the U.S. Department of Agriculture Food and Nutrition Service (FNS), and Centers for Medicare & Medicaid Services (CMS)
- Prepares and facilitates the Consortium weekly Section Directors' meetings for the Consortium Executive Director
- Coordinates and prepares for the weekly CalSAWS project status agenda and status reports across all Consortium vendors, and serves as backup facilitator of the weekly status meetings

Project #3

Contact

Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					
Project #4				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					
Project #5				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					
Project #6				Contact	
Company Name:				Contact Name & Role:	
Project Name:				Company/Org Name:	
Start Date (MM/DD/YYYY):		End Date:		Phone Number:	
Staff Role:		Percentage of Time:		Email:	
Description of relevant experience:					

PART 2 – PMO LEAD MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Accenture		Candidate Name - Lulu Fou		
Minimum Qualification - S9	A minimum of three (3) years of experience directly responsible for supporting activities in the following Project Management knowledge areas: scope, time, cost, human resource, risk, quality, integration and communication.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
CalSAWS	4/1/2024	7/30/2024	50%	4.0	2.0
CalSAWS	3/4/2019	3/31/2024	100%	60.9	60.9
LEADER Replacement System (LRS)	11/7/2012	3/3/2019	100%	75.9	75.9
			0%	0.0	0.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				140.7	138.8

PART 2 – PMO LEAD MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S9	A minimum of three (3) years of experience directly responsible for supporting activities in the following Project Management knowledge areas: scope, time, cost, human resource, risk, quality, integration and communication.				
Project #1				Contact	
Company Name:	CalSAWS Consortium			Contact Name & Role:	Holly Murphy, PMO Director
Project Name:	CalSAWS			Company/Org Name:	CalSAWS
Start Date (MM/DD/YYYY):	4/1/2024	End Date (MM/DD/YYYY):	7/30/2024	Phone Number:	
Staff Role:	Program/Project Management Office Lead	Percentage of Time:	50%	Email:	

The CalSAWS project is a complex IT system with similar services to this project:

1. The **CalSAWS solution integrates custom Java code with COTS applications** (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).
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Throughout her five years as the CalSAWS Program/Project Management Office Lead, Lulu **directly supported activities in the Project Management knowledge areas including scope, time, cost, human resource, risk, quality, integration, and communication**:

Project Scope

- Serves as the Program/Project Management Office Lead for Accenture, the System Integrator
- Provides overall project management for Accenture M&O, M&E, and CalSAWS DD&I Migration work efforts (e.g., CalSAWS Project Gantt chart and DD&I critical path, CalSAWS Work Plan, risk and issue management, quality management, communication management, contract management, etc.)
- Provides PMO support over the NIST 800-53 audits and implementation of controls in the CalSAWS PCD, M&O Services Plan, and M&E Services Plan deliverables
- Develops and manages annual updates to the CalSAWS Project Control Document (PCD), which included the project management plans for Communications Management, Contract Management, Deficiency Management, Deliverable Management, Quality Management, Schedule Management Approach, Action Items and Decision Management Tracking Approach, Status Reporting Approach, Scope and Requirements Management, Risk and Issue Management, and Staff Management
- Manages the implementation and execution of project management and project processes and procedures contained within the CalSAWS PCD

Description of relevant experience:

- Manages the updates to the M&O Services Plan and M&E Services Plan deliverables and the deliverable management process for CalSAWS DD&I deliverables
- Manages requirements compliance and tracking
- Manages and monitors the Work Plans developed by the Delivery Leads and Project Scheduler
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Cost

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Integration

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Collaboration

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- Coordinates and prepares for the weekly CalSAWS project status agenda and status reports across all Consortium vendors, and serves as backup facilitator of the weekly status meetings

Project #2		Contact	
Company Name:	CalSAWS Consortium	Contact Name & Role:	Holly Murphy, PMO Director
Project Name:	CalSAWS	Company/Org Name:	CalSAWS Consortium

Start Date:	3/4/2019	End Date (MM/DD/YYYY):	3/31/2024	Phone Number:	
Staff Role:	Program/Project Management Office Lead	Percentage of Time:	100%	Email:	
<p>The CalSAWS project is a complex IT system with similar services to this project:</p> <p>1. The CalSAWS solution integrates custom Java code with COTS applications (e.g., Oracle database and middleware products, Informatica Identity Resolution, Pitney Bowes Spectrum, ForgeRock, and IBM Operational Decision Manager). The core eligibility application further integrates with other COTS applications (e.g., Adobe Experience Manager and AWS Connect) and custom applications (e.g., OCAT, Child Care Portal, and BenefitsCal).</p> <p>2. The CalSAWS solution interfaces and exchanges with 50 external systems. BenefitsCal, CalHEERS, County Master Data Management (MDM), Lobby Monitors, the Online CalWORKs Appraisal Tool (OCAT), and Statewide Client Index all interface in real time.</p> <p>3. The CalSAWS solution is accessed by an average of 18,500 daily users across 125 locations. After the CalWIN counties are migrated, the number of CalSAWS users will be approximately 41,500.</p> <p>4. The CalSAWS contract value is \$1,425,495,842.</p> <p>5. The CalSAWS core eligibility application includes a multi-tiered processing architecture, a presentation tier optimized for multiple user interface platforms (e.g., Google Chrome and Microsoft Edge), an application tier, and a data tier. Other components of the system run on other user interface platforms such as kiosks and tablets.</p> <p>Throughout her five years as the CalSAWS Program/Project Management Office Lead, Lulu directly supported activities in the Project Management knowledge areas including scope, time, cost, human resource, risk, quality, integration, and communication:</p> <p>Project Scope</p> <ul style="list-style-type: none">• Serves as the Program/Project Management Office Lead for Accenture, the System Integrator• Provides overall project management for Accenture M&O, M&E, and CalSAWS DD&I Migration work efforts (e.g., CalSAWS Project Gantt chart and DD&I critical path, CalSAWS Work Plan, risk and issue management, quality management, communication management, and contract management)• Provides PMO support over the NIST 800-53 audits and implementation of controls in the CalSAWS PCD, M&O Services Plan, and M&E Services Plan deliverables• Develops and manages annual updates to the CalSAWS Project Control Document (PCD), which included the project management plans for Communications Management, Contract Management, Deficiency Management, Deliverable Management, Quality Management, Schedule Management Approach, Action Items and Decision Management Tracking Approach, Status Reporting Approach, Scope and Requirements Management, Risk and Issue Management, and Staff Management• Manages the implementation and execution of project management and project processes and procedures contained within the CalSAWS PCD					

<p>Description of relevant experience:</p>	<ul style="list-style-type: none"> • Manages the updates to the M&O Services Plan and M&E Services Plan deliverables and the deliverable management process for CalSAWS DD&I deliverables • Manages requirements compliance and tracking • Manages and monitors the work plans developed by the Delivery Leads and Project Scheduler • Manages monthly compliance, monitoring, tracking, and reporting of the service level agreements (SLAs) • Manages the execution and performance of the CalSAWS prime contract and 25 subcontractor agreements • Managed the expansion of the facility space at the Rancho Cordova project site • Automates processes, including the roll-on and roll-off process in ServiceNow <p>Time</p> <ul style="list-style-type: none"> • Leads a PMO Work Plan team that manages 245 work plans in Microsoft Office Professional (Cloud-based Plan 3, 2022 version) and 8,430,768 hours across all work plans dating from the beginning of the project to present <p>Cost</p> <ul style="list-style-type: none"> • Manages consolidated C-IV services that continue into the existing CalSAWS prime contract • Manages the contract amendment and change notice processes • Manages and coordinates with the Accenture leads on Accenture's project budget, monthly invoice projections, and IAPDU and ABQ (premise) updates processes • Provides financial reporting regarding planned and actual monthly expenditures using contract price schedules <p>Human resources</p> <ul style="list-style-type: none"> • Leads and manages the Accenture PMO team consisting of 40 personnel located onshore and offshore • Transitions personnel when required, including 800 personnel from the Rancho Cordova and Norwalk project sites to remote work in two weeks • Reacts with agility to unexpected situations, such as the development and rollout of Microsoft Teams to 800 personnel at the start of the COVID-19 pandemic • Manages the Rancho Cordova and Norwalk facilities team • Manages the Inclusion, Diversity, Equity and Advancement (IDEA) program at CalSAWS for 1,500 personnel, including diversity awareness workshops, the CalSAWS Buddy Program, and CalSAWS Table Talks sessions • Manages the Cultural Transformation program for the entire CalSAWS team of 1,500 personnel, including the creation of the Power of 58 brand, the CalSAWS "One Team" brand, and one CalSAWS mission – a now, one team identity for multiple project sites with different cultures
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brand, the CalSAWS "One team" brand, and one CalSAWS mission—a new, one-team identity for multiple project sites with different cultures

- Implements virtual team engagement initiatives for inclusion of the remote workforce, such as a monthly CalSAWS Connect newsletter, a monthly virtual project-wide/all-staff meeting series with an average of 500 participants, and AAPL, Latinx, Black, and LGBTQIA+ Pride employee resource groups

Risk

- Manages related issue resolution and risk mitigation strategies after developing and launching the program
- Manages risk and issues for the enterprise CalSAWS program across all Consortium vendors

Quality

- Manages the quality assurance program and quality metrics to improve service delivery continuously
- Manages the deliverable management process for quality submission in achieving 100% on-time submission and 100% Consortium approval
- Leads and supports the development and delivery of all M&E deliverables and work products, confirming they are the highest quality and are delivered in accordance with the approved M&E Work Plan

Integration

- Oversees the PMO in the administration, enhancement, and maintenance of the CalSAWS.org website that was designed, developed, and rolled out in just months
- Managed the integration of project management activities across the Accenture teams
- Managed 81 DD&I deliverables with 100% on-time submission and 100% approval rating

Communication

- Provided leadership direction across the Accenture teams to gain approval of the CalACES Migration Final Acceptance deliverable for the C-IV Counties' migration to CalSAWS
- Provides Zoom host and technical support for the monthly CalSAWS JPA board meetings and project steering committee meetings
- Provides PMO leadership oversight for the CMS Streamlined Modular Certification for the CalSAWS DD&I Project
- Plans and coordinates logistics onsite and remotely for the annual CalSAWS conferences

Additionally, Lulu worked to strengthen the relationship with CalSAWS and its stakeholders through the following collaborative efforts:

Collaboration

- Works with the Delivery Managers and provides PMO oversight and support in the execution of Accenture's prime contract responsibilities
- Builds strong working relationships with key internal and external stakeholders
- Coordinates the monthly IT Project Status Meetings across the Accenture teams and with the Office of Systems Integration (OSI), the U.S. Department of Agriculture Food and Nutrition Service (FNS), and Centers for Medicare & Medicaid Services (CMS)
- Prepares and facilitates the Consortium weekly Section Directors' meetings for the Consortium Executive Director
- Coordinates and prepares for the weekly CalSAWS project status agenda and status reports across all Consortium vendors, and serves as backup facilitator of the weekly status meetings

Project #3		Contact	
Company Name:	LA County Department of Public Social Services (DPSS)	Contact Name & Role:	Laura Chavez, IT Manager
Project Name:	LEADER Replacement System (LRS)	Company/Org Name:	CalSAWS Consortium

Start Date (MM/DD/YYYY):	11/7/2012	End Date:	3/3/2019	Phone Number:	
Staff Role:	Project Management Office Director	Percentage of Time:	100%	Email:	
Description of relevant experience:	<p>The LRS project is a complex IT system with similar services to this project:</p> <ol style="list-style-type: none"> 1. The LRS solution integrated with a member self-service portal, IVR, EDMS (document imaging), call center application, mobile apps, and a real-time lobby check-in. LRS and ancillary services use 60 COTS software components as part of the overall solution including Adobe, Cisco, IBM, Informatica, Oracle, Pitney Bowes, SAP, ServiceNow, and VMWare. 2. The LRS solution interface with several real-time external systems including MEDS, IEVS, DMS/ELP, CalWIN, Department of Children and Family Services (DCSF), Child Support Department of Public Social Services (DPSS), and CalHEERS (near real time). 3. The LRS solution was accessed by 13,000 Los Angeles County users at 130 office locations. 4. The solution contract value was \$1,054,145,353 (initial term, amended). 5. The LRS solution includes multi-tiered architecture including front-end applications optimized for various user interface platforms. <p>In her nearly seven years as the Project Management Office Manager for LRS, Lulu directly supported activities in the Project Management knowledge areas including scope, time, cost, human resource, risk, quality, integration, and communication:</p> <p>Project scope</p> <ul style="list-style-type: none"> • Served as the Project Management Office Manager on LRS, a complex IT system in a health and human services project • Managed the scope management and requirements compliance processes • Managed the change control board process and facilitated the change control meetings • Managed and supported the Public Records Act requests • Developed the work plan with critical path and cross-team dependencies • Maintained the LRS organization chart <p>Time</p> <ul style="list-style-type: none"> • Managed the project schedule, meeting 100% on-time delivery <p>Cost</p> <ul style="list-style-type: none"> • Managed the fiscal budget, cost, and hardware and software procurement processes • Provided weekly reporting of budget, schedule variance, look ahead, and schedule performance index (SPI) metrics reporting <p>Human Resources</p> <ul style="list-style-type: none"> • Managed the roll-on, orientation, and roll-off process for all personnel • Managed the Accenture staff performance process • Implemented and managed the Accenture mentor program, recognition program, and retention program 				

	<ul style="list-style-type: none"> • Provided the monthly 24-month staffing plan 			
	Risk <ul style="list-style-type: none"> • Managed the monthly risk and issue management processes • Maintained the Risk Management Process in the PCD 			
	Quality <ul style="list-style-type: none"> • Managed the quality assurance program, quality metrics, and continuous improvement initiatives • Managed the deficiency management processes and low production defect backlog 			
	Integration <ul style="list-style-type: none"> • Managed the integration of project management activities across the Accenture teams • Managed 75 DD&I deliverables with 100% on-time submission and 100% approval rating 			
	Communication <ul style="list-style-type: none"> • Managed the LRS internal project communication processes • Provided input and support to the LA County Department of Public Social Services (DPSS) monthly DPSSTAT executive meetings • Supported and coordinated the LRS monthly Steering Committee meetings 			

Project #4						Contact	
Company Name:					Contact Name & Role:		
Project Name:					Company/Org Name:		
Start Date (MM/DD/YYYY):			End Date:			Phone Number:	
Staff Role:			Percentage of Time:			Email:	
Description of relevant experience:							
Project #5						Contact	
Company Name:					Contact Name & Role:		
Project Name:					Company/Org Name:		
Start Date (MM/DD/YYYY):			End Date:			Phone Number:	
Staff Role:			Percentage of Time:			Email:	
Description of relevant experience:							
Project #6						Contact	
Company Name:					Contact Name & Role:		
Project Name:					Company/Org Name:		
Start Date (MM/DD/YYYY):			End Date:			Phone Number:	
Staff Role:			Percentage of Time:			Email:	

<i>Description of relevant experience:</i>	
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PART 2 – PMO LEAD MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -		Accenture		Candidate Name - Lulu Fou	
Minimum Qualification - S10		Possess and maintain a valid Project Management Institute (PMI) Project Management Professional (PMP) certification throughout the term of this Agreement.			
Certification/Degree Title		Certification Number	Original Grant Date	Expiration Date	Online Validation Link, if not available attach a copy to the offer
Project Management Professional (PMP)		1351707	6-Aug-10	6-Aug-25	pmi.org/certifications/certification-resources/registry