

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 (S11 - S12)**

**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 TRANSITION LEAD

### PART 1 – RESUME

<b>Contractor</b>	Deloitte Consulting LLP	<b>Candidate Name</b>	Michael Henry
<b>Position in the Company</b>	Consulting Managing Director	<b>Length of Time in Position</b>	46 months
<b>Project Position &amp; Responsibilities</b>	As the transition lead, Michael is responsible for managing all Transition-In activities and delivering a successful transition. He develops, maintains, and delivers Transition-In Plans; works collaboratively with the incumbent contractor to accomplish a smooth transition of all IT system components; minimizes impact to end users and business operations during transition; assists stakeholders in understanding transition-in activities, timelines, and impacts to other initiatives, IT system releases, and tasks; identifies and communicates with internal and external stakeholders/advocates on transition activities as needed; and works with the Project Manager in closing out Transition activities.		
<b>Skills &amp; Qualifications for Project Position</b>	Michael exceeds all skills, qualifications, and requirements for this project position, having successfully performed transition activities on large and complex IT system projects for state and federal clients. Most recently, he has led multiple large-scale transitions of large application portfolios and IT service management programs from incumbent vendors. He is familiar with their processes, approach, and style, and has navigated challenges such as documentation gaps and technology stack complexity. Michael brings extensive experience providing strategic guidance to large-scale system integration projects to the role of transition lead. Overall, Michael has 20 years of experience in large and complex IT implementations.		
<b>Education (add rows as needed)</b>			
<b>Start</b>	<b>End</b>	<b>Degree / Course of Study</b>	<b>School</b>
8/1/1999	5/1/2003	BS, Management Sciences and Information System	Pennsylvania State University
<b>Professional Certifications or Designations (add rows as needed)</b>			
<b>Certification or Designation</b>	<b>Organization</b>	<b>Dates</b>	
ITIL Foundation Level	AXELOS	5/2021	
Capability Maturity Model Integration (CMMI) Level	CMMI Institute	4/2013	
Project Management Professional (PMP®)	Project Management Institute	3/2012	

PART 2 – TRANSITION LEAD MINIMUM QUALIFICATIONS SUMMARY TABLE					
Contractor -	Deloitte Consulting LLP		Candidate Name -	Michael Henry	
Minimum Qualification - S11	A minimum of 18 months of experience within the past ten (10) years, performing operational transition activities on Projects involving complex IT systems.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
Medicaid Applications Maintenance and Development (AMD)	1/1/2023	10/31/2023	100%	10.0	10.0
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	12/2/2019	9/30/2020	100%	9.9	9.9
Enterprise Management Information Technology Services (EMITS)	6/1/2018	12/1/2019	100%	18.0	18.0
ONE Medicaid Eligibility Program	11/1/2015	2/1/2018	100%	27.0	27.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				64.9	64.9

PART 2 – TRANSITION LEAD MINIMUM QUALIFICATIONS PROJECT DETAILS					
Minimum Qualification - S11	A minimum of 18 months of experience within the past ten (10) years, performing operational transition activities on Projects involving complex IT systems.				
Project #1				Contact	
Company Name:	State of Texas			Contact Name & Role:	Ricardo Blanco, CIO
Project Name:	Medicaid Applications Maintenance and Development (AMD)			Company/Org Name:	State of Texas Health and Human Services
Start Date (MM/DD/YYYY):	1/1/2023	End Date:	10/31/2023	Phone Number:	
Staff Role:	Transition Manager	Percentage of Time:	100%	Email:	
Description of relevant experience:	<p>Michael spearheaded the seamless transition of application maintenance and operations for over 40 Medicaid applications within a stringent nine-month timeline. His role as Transition Manager involved intricate collaboration with the incumbent vendor to facilitate comprehensive knowledge transfer and effective job shadowing activities. Demonstrating exceptional readiness, Michael adeptly managed the cutover of operations, ensuring a smooth transition of complex IT systems between companies without disrupting ongoing services. His leadership in this critical role underscores his capability to handle complex logistical challenges in IT system transitions.</p>				

Project #2				Contact	
<b>Company Name:</b>	State of California			<b>Contact Name &amp; Role:</b>	Perminder Bagri
<b>Project Name:</b>	California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)			<b>Company/Org Name:</b>	State of California
<b>Start Date:</b>	12/2/2019	<b>End Date (MM/DD/YYYY):</b>	9/30/2020	<b>Phone Number:</b>	
<b>Staff Role:</b>	Transition Manager	<b>Percentage of Time:</b>	100%	<b>Email:</b>	
<b>Description of relevant experience:</b>	<p>Michael served as the transition manager for California's large and complex eligibility system, CalHEERS, which integrates 10 applications, 2 Commercial Off-the-Shelf (COTS) applications, and interfaces with 41 external systems including 30 real-time applications. The transition spanned nine months. This Maintenance &amp; Operations (M&amp;O) project provides enhancements, security, maintenance, subcontractor and product vendor management, helpdesk support, and ongoing operations of core applications. Deloitte was tasked with the implementation of accelerated modernization programs, including the migration to and optimization of an AWS Cloud environment, delivery model transformation (Agile/DevOps), and workforce transformation. This system is accessed by more than 1,000 users at multiple locations and includes multi-tiered processing including a customer interface with a contract value exceeding \$10M. The team also implemented multiple system enhancements while simultaneously maintaining current operations, such as enabling and expanding the special enrollment period for COVID-19-impacted individuals to apply for subsidized health coverage, allowing more than 7.7 million consumers in multiple locations to apply for health coverage since May 2020.</p> <p>As the transition manager, Michael was a primary point of contact for performing operational transition including overall activities, communications, and escalations. He managed and supported alignment across the transition team and facilitated productive discussions with client leaders in understanding transition activities, timelines, and impacts. He utilized his strengths in leadership and communication to lead knowledge transfer sessions by directing the transition plan, publishing status reports, and submitting deliverables. Michael gave strategic input and guidance to the project management team during the maintenance of technical and management aspects of the CalHEERS engagement. Under his leadership, the team successfully transitioned the system from the incumbent vendor during the pandemic in nine months (three months ahead of schedule) with 100% availability and minimal disruption to stakeholders, plan members, and consumers. Michael was adept at working with stakeholders to anticipate issues, manage critical-path activities, and working with executives to prioritize and execute. In addition, Michael worked with executives to develop contingencies to manage to the big picture and deliver ahead of schedule for a smooth transition. Mike collaborated with stakeholders for a smooth transition and developed, managed, and maintained the transition-in plan. He anticipated issues and worked across stakeholder groups to manage, communicate, and resolve issues for a smooth transition.</p>				

Project #3				Contact	
Company Name:				Contact Name & Role:	
Project Name:	Enterprise Management Information Technology Services (EMITS)			Company/Org Name:	
Start Date (MM/DD/YYYY):	6/1/2018	End Date:	12/1/2019	Phone Number:	
Staff Role:	Transition Manager	Percentage of Time:	100%	Email:	
Description of relevant experience:	<p>Michael served as transition manager for the [REDACTED] Enterprise Management Information Technology Services (EMITS) project. The transition from [REDACTED] to Deloitte spanned three months. This Technical Services Directorate is responsible for providing Information Technology (IT) services for [REDACTED] and the [REDACTED] organization while supporting the information requirements of the [REDACTED]. Deloitte was engaged to deliver IT support services and solutions that span the entire spectrum of existing and future technical environments, hardware and software systems, and life cycle applications in support of its unclassified Non-secure Internet Protocol Router Network (NIPRNet) and classified Secure Internet Protocol Router Network (SIPRNet) environments. The goal was enabling [REDACTED] to consolidate its legacy applications currently residing in multiple data centers on SIPRNet and NIPRNet environments, by migrating these applications to a primary and failover site, while maintaining high-level network availability, secure operations, and quality customer support. This solution integrates 500 applications with 23 COTS applications, interfaces with more than 400 external systems, at least one of which is real-time. In addition, the solution was used by more than 3,500 users in multiple locations through multi-tiered processing, and a user-facing front end. The project contract value exceeded \$10M.</p> <p>As the transition manager, Michael oversaw the successful transition of EMITS and led transition team deliverables for client leadership. He communicated with internal and external project members to organize transition activities. Michael worked closely with other contractors to ensure a smooth transition cloud for users of 215 different applications. He published gate review summaries and tracked deliverables to align progress across different teams. In addition, Michael worked with executives to develop contingencies to manage to the big picture and deliver ahead of schedule for a smooth transition. He collaborated with stakeholders for a smooth transition and developed, managed, and maintained the transition-in plan. He anticipated issues and worked across stakeholder groups to manage, communicate, and resolve issues for a smooth transition.</p>				

Project #4				Contact	
Company Name:	State of Oregon			Contact Name & Role:	Vivian Levy, Interim Medicaid Director
Project Name:	ONE Medicaid Eligibility Program			Company/Org Name:	Oregon Health Authority
Start Date (MM/DD/YYYY):	11/1/2015	End Date:	2/1/2018	Phone Number:	
Staff Role:	Transition Manager	Percentage of Time:	100%	Email:	
Description of relevant experience:	<p>Michael served as the transition manager for the Oregon Health Authority (OHA). He led the transition to a state-based eligibility determination solution to support the eligibility determination and case management of its Modified Adjusted Gross Income (MAGI) Medicaid caseload. The transition spanned six months. The ONE system is a fully functional MAGI Medicaid Eligibility Determination application and is integrated with Medicaid Management Information System (MMIS) for real-time transfer of eligibility information. The solution includes an integration with more than two applications, COTS applications, more than five external systems, including bidirectional interface with the Federal Facilitated Marketplace (FFM) to transfer applications and eligibility results. ONE includes a single, integrated online application available 24x7 (self-service portal) serving more than 1,000 users at multiple locations through a customer user-facing front end with a smooth user experience along with a worker portal that provides workers with eligibility and case management features for application intake and processing, workflow, case maintenance, renewals, and interfaces.</p> <p>Michael led transition training and user adoption curriculums across centralized application processing sites. He managed progress reporting, executive client briefings, and agency interaction with a community partner to impart awareness of crucial transition activities. In addition, Michael also worked with executives to develop contingencies to manage to the big picture and deliver ahead of schedule for a smooth transition. He collaborated with stakeholders for a smooth transition and developed, managed, and maintained the transition-in plan. He anticipated issues and worked across stakeholder groups to manage, communicate, and resolve issues for a smooth transition.</p>				

  

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 – TRANSITION LEAD MINIMUM QUALIFICATIONS SUMMARY TABLE**

Contractor -	Deloitte Consulting LLP		Candidate Name -	Michael Henry	
Minimum Qualification - S12	Experience within the past ten (10) years, managing the successful transition of IT systems from one (1) company or contract to another on at least two (2) separate Projects. The Transition Manager's experience will have been for a minimum duration of three (3) months for each Project.				
Project Name	Start Date	End Date	Percentage of Time	Duration in Months	Project Value
Medicaid Applications Maintenance and Development (AMD)	1/1/2023	10/31/2023	100%	10.0	10.0
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	12/2/2019	9/30/2020	100%	9.9	9.9
Enterprise Management Information Technology Services (EMITS)	6/1/2018	12/1/2019	100%	18.0	18.0
ONE Medicaid Eligibility Program	11/1/2015	2/1/2018	100%	27.0	27.0
			0%	0.0	0.0
			0%	0.0	0.0
Totals				64.9	64.9

**PART 2 – TRANSITION LEAD MINIMUM QUALIFICATIONS PROJECT DETAILS**

Minimum Qualification - S12	Experience within the past ten (10) years, managing the successful transition of IT systems from one (1) company or contract to another on at least two (2) separate Projects. The Transition Manager's experience will have been for a minimum duration of three (3) months for each Project.				
<b>Project #1</b>			<b>Contact</b>		
<b>Company Name:</b>	State of Texas		<b>Contact Name &amp; Role:</b>	Ricardo Blanco, CIO	
<b>Project Name:</b>	Medicaid Applications Maintenance and Development (AMD)		<b>Company/Org Name:</b>	State of Texas Health and Human	
<b>Start Date (MM/DD/YYYY):</b>	1/1/2023	<b>End Date:</b>	10/31/2023	<b>Phone Number:</b>	
<b>Staff Role:</b>	Transition Manager	<b>Percentage of Time:</b>	100%	<b>Email:</b>	
<b>Description of relevant experience:</b>	Michael spearheaded the seamless transition of application maintenance and operations for over 40 Medicaid applications within a stringent nine-month timeline. His role as Transition Manager involved intricate collaboration with the incumbent vendor to facilitate comprehensive knowledge transfer and effective job shadowing activities. Demonstrating exceptional readiness, Michael adeptly managed the cutover of operations, ensuring a smooth transition of complex IT systems between companies without disrupting ongoing services. His leadership in this critical role underscores his capability to handle complex logistical challenges in IT system transitions.				

Project #2				Contact	
<b>Company Name:</b>	State of California			<b>Contact Name &amp; Role:</b>	Perminder Bagri
<b>Project Name:</b>	California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)			<b>Company/Org Name:</b>	State of California
<b>Start Date:</b>	12/2/2019	<b>End Date (MM/DD/YYYY):</b>	9/30/2020	<b>Phone Number:</b>	
<b>Staff Role:</b>	Transition Manager	<b>Percentage of Time:</b>	100%	<b>Email:</b>	
<b>Description of relevant experience:</b>	<p>Michael served as transition manager for California's large and complex eligibility system, CalHEERS, which integrates 10 applications, 2 COTS applications, and interfaces with 41 external systems, including 30 real-time applications. The transition spanned 9 months. This M&amp;O project provides enhancements, security, maintenance, subcontractor and product vendor management, helpdesk support, and ongoing operations of core applications. Deloitte was tasked with the implementation of accelerated modernization programs, including the migration to and optimization of an AWS cloud environment, delivery model transformation (Agile/DevOps), and workforce transformation. This system is accessed by more than 1,000 users at multiple locations, includes multi-tiered processing, including a customer interface, with a contract value exceeding \$10M. The team also implemented multiple system enhancements while simultaneously maintaining current operations, such as enabling and expanding the special enrollment period for COVID-19-impacted individuals to apply for subsidized health coverage, allowing more than 7.7 million consumers in multiple locations to apply for health coverage since May 2020.</p> <p>As the transition manager, Michael was a primary point of contact for performing operational transition including overall activities, communications, and escalations. He managed and supported alignment across the transition team and facilitated productive discussions with client leaders in understanding transition activities, timelines, and impacts. He utilized his strengths in leadership and communication to lead knowledge transfer sessions by directing the transition plan, publishing status reports, and submitting deliverables. Michael gave strategic input and guidance to the project management team during the maintenance of technical and management aspects of the CalHEERS engagement. Under his leadership, the team successfully transitioned the system from the incumbent vendor during the pandemic in nine months (three months ahead of schedule) with 100% availability and minimal disruption to stakeholders, plan members, and consumers. Michael was adept at working with stakeholders to anticipate issues and manage critical-path activities, and worked with executives to prioritize and execute. In addition, Michael worked with executives to develop contingencies to manage to the big picture and deliver ahead of schedule for a smooth transition. Mike collaborated with stakeholders for a smooth transition and developed, managed, and maintained the transition-in plan. He anticipated issues and worked across stakeholder groups to manage, communicate, and resolve issues for a smooth transition.</p>				



Project #3				Contact	
<b>Company Name:</b>				<b>Contact Name &amp; Role:</b>	
<b>Project Name:</b>	Enterprise Management Information Technology Services (EMITS)			<b>Company/Org Name:</b>	
<b>Start Date (MM/DD/YYYY):</b>	6/1/2018	<b>End Date:</b>	12/1/2019	<b>Phone Number:</b>	
<b>Staff Role:</b>	Transition Manager	<b>Percentage of Time:</b>	100%	<b>Email:</b>	
<b>Description of relevant experience:</b>	<p>Michael served as Transition Manager for the █████ EMITS project. The transition from █████ to Deloitte spanned three months. This Technical Services Directorate is responsible for providing IT services for █████ and the █████ organization while supporting the information requirements of the █████ P&amp;R. Deloitte was engaged to deliver IT support services and solutions that span the spectrum of existing and future technical environments, hardware and software systems, and life cycle applications in support of both its unclassified NIPRNet and classified SIPRNet environments. The goal was to enable █████ to consolidate its legacy applications currently residing in multiple data centers on SIPRNET and NIPRNET environments, by migrating these applications to a primary and failover site, while maintaining high-level network availability, secure operations, and quality customer support. This solution integrates 500 applications with 23 COTS applications, interfaces with more than 400 external systems, at least one of which is real-time. In addition, the solution was used by more than 3,500 users in multiple locations through multi-tiered processing, and a user-facing front end. The project contract value exceeded \$10M.</p> <p>As the transition manager, Michael oversaw the successful transition of EMITS and led transition team deliverables for client leadership. He communicated with internal and external project members to organize transition activities. Michael worked closely with other contractors to ensure a smooth transition to cloud for users of 215 different applications. He published gate review summaries and tracked deliverables to align progress across different teams. In addition, Michael also worked with executives to develop contingencies to manage to the big picture and deliver ahead of schedule for a smooth transition. He collaborated with stakeholders for a smooth transition and developed, managed, and maintained the transition-in plan. He anticipated issues and worked across stakeholder groups to manage, communicate, and resolve issues for a smooth transition.</p>				

Project #4				Contact	
Company Name:	State of Oregon			Contact Name & Role:	Vivian Levy, Interim Medicaid Director
Project Name:	ONE Medicaid Eligibility Program			Company/Org Name:	Oregon Health Authority
Start Date (MM/DD/YYYY):	11/1/2015	End Date:	2/1/2018	Phone Number:	
Staff Role:	Transition Manager	Percentage of Time:	100%	Email:	
Description of relevant experience:	<p>Michael served as the transition manager for the Oregon Health Authority (OHA). He led the transition to a state-based eligibility determination solution to support the eligibility determination and case management of its Modified Adjusted Gross Income (MAGI) Medicaid caseload. The transition spanned six months. The ONE system is a fully functional MAGI Medicaid Eligibility Determination application and is integrated with Medicaid Management Information System (MMIS) for real-time transfer of eligibility information. The solution includes an integration with more than two applications, COTS applications, more than five external systems, including bidirectional interface with the Federal Facilitated Marketplace (FFM) to transfer applications and eligibility results. ONE includes a single, integrated online application available 24x7 (self-service portal) serving more than 1,000 users at multiple locations through a customer user-facing front end with a smooth user experience along with a worker portal that provides workers with eligibility and case management features for application intake and processing, workflow, case maintenance, renewals, and interfaces.</p> <p>Michael led transition training and user adoption curriculums across centralized application processing sites. He managed progress reporting, executive client briefings, and agency interaction with a community partner to impart awareness of crucial transition activities. In addition, Michael also worked with executives to develop contingencies to manage to the big picture and deliver ahead of schedule for a smooth transition. He collaborated with stakeholders for a smooth transition and developed, managed, and maintained the transition-in plan. He anticipated issues and worked across stakeholder groups to manage, communicate, and resolve issues for a smooth transition.</p>				

  

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:					