

BENEFITS CAL FIRM MANDATORY QUALIFICATIONS		
Bidder Name	Deloitte Consulting LLP	
<p>The Bidder will complete the tables titled "Firm Mandatory Qualifications Project Details" in the following tabs (F1 - F4) to demonstrate the firm's Minimum Mandatory Experience. The tables represent up to six projects.</p> <p>Do not enter data in the Summary Table at the top of page; it will auto-populate data from the Project Details table.</p> <p>Provide the details of firm experience for the Prime Contractor relevant to the proposed BenefitsCal Services.</p> <p>For any requirement that has restrictions on the timeframe (i.e. "within the last 10 years"), informational error messages may pop up next to the Project Summary table. These messages are informational. Bidders are responsible for the accuracy of their submissions.</p> <p>Note: If more projects are necessary to reflect the mandatory duration, then add additional project detail segment(s) and project summary row(s). The project summary formulas will need to be re-applied to any new rows. Please verify that each project summary row selects the appropriate project detail information.</p>		

FIRM MANDATORY QUALIFICATIONS SUMMARY TABLE			
Bidder -	Deloitte Consulting LLP		
Minimum Experience - F1	At least three (3) years of Prime Contractor experience developing, implementing and/or supporting portal and/or mobile applications in the Health and Human Services arena. Experience must have been completed or ongoing within the last five (5) years.		
Project Name	Start Date	End Date	Duration in Months
MI Bridges: Michigan Integrated Service Delivery (ISD) Portal	7/13/2015	12/20/2025	125.2
Kentucky Integrated Eligibility and Enrollment System (IEES) Maintenance and Operations (M&O)	11/1/2018	2/28/2025	75.9
Tennessee Eligibility Determination System (TEDS)	12/3/2016	9/30/2023	81.9
			0.0
			0.0
			0.0
Totals			283

FIRM MANDATORY QUALIFICATIONS PROJECT DETAILS						
Minimum Experience F1		At least three (3) years of Prime Contractor experience developing, implementing and/or supporting portal and/or mobile applications in the Health and Human Services arena. Experience must have been completed or ongoing within the last five (5) years.				
Project #1				Contact		
Company Name:		Michigan Department of Health and Human Services (and Michigan Department of Technology, Management, and Budget (DTMB))		Contact Name:	Robin Grinnell	
Project Name:		MI Bridges: Michigan Integrated Service Delivery (ISD) Portal		Contact Title:	Product Manager, MI Bridges	
Contract Amount:		\$900,000,000+		Address:	Grand Tower, 235 South Grand Ave, Lansing, MI 48933	
Contract Start Date (MM/DD/YYYY):		7/13/2015	Contract End Date (MM/DD/YYYY):	12/20/2025	Phone Number:	[REDACTED]
				Email:	[REDACTED]	

<div>Describe the services provided:</div> <div>Provide sufficient details to support the experience requirement details.</div>	<div>Overview The Michigan Department of Health and Human Services and the Michigan Department of Technology, Management, and Budget (DTMB) collaborated with Deloitte, the prime contractor, to transform their self-service delivery model from program-focused to citizen centric through an enhanced user experience in a customized and innovative solution known as MI Bridges. The portal is intended to provide a holistic and proactive approach dedicated to identifying the root cause of individuals' problems and improving outcomes for Michigan's residents. A cornerstone of this transformation is MI Bridges, a new digital platform that offers an improved citizen self-service portal as an avenue to interact with customers. In alignment with Michigan's Mobile First and Cloud First strategy, the solution is built on the leading enterprise scale Salesforce lightning cloud platform and hosted on secure FedRAMP certified Salesforce Government Cloud. The MI Bridges platform functions as a single-entry point for Michigan residents to apply for 6 State programs, including Healthcare Coverage, Food Assistance Program, Cash Assistance, Child Development and Care, Women, Infant and Children (WIC) and State Emergency Relief and discover local resources. Additionally, residents can view their active benefits, report changes to their case, reapply for existing benefits, download letters sent by the department, and upload documents. The portal integrates with several other State systems including single sign on (MiLogin), Master Person Index (MPI), Michigan 211, Great Start to Quality, Michigan Women, Infant & Children, caseworker portal (Bridges), SQL On Prem Server, Microsoft Power BI, AWS Pinpoint for text messaging and external document storage (FileNet). For real-time eligibility, client users can submit a Medicaid application in portal and have real-time eligibility determined via MAGI upon submission. The portal leverages the State of Michigan HUB, IBM IIB, to facilitate integration between portal and other systems.</div>																																		
	<div>Usage Statistics and Impact<ul style="list-style-type: none">•Over 3.8 Million Registered client users•Over 7900 Community Organization Users and over 1300 Community Organizations•More than 300K proactive referrals triggered to support clients•Over 9.5M Applications submitted since go live•Average of 75% usage on mobile devices, supporting mobile-first approach and responsive web design.•Reduction of application completion time by 50% from 20 min to 10 min•Over 30K resources available to MI Bridges users via integration with Michigan 2-1-1</div>																																		
	<div>Recognition<ul style="list-style-type: none">•2018 ISM Award of Excellence in Human Services Technology: Best Use of Technology for Customers•NASCIO 2018 State IT Recognition Award: Information Communications Technology Innovations•StateScoop 50 Awards: State IT Innovation of the Year•Digital Edge Award for Cloud/Multi-Cloud-based Technologies and/or Services•MI Digital Government: Excellence in Technology for Best Citizen-Centric Experience</div>																																		
<table><tr><th colspan="3">Project #2</th><th colspan="2">Contact</th></tr><tr><td>Company Name:</td><td colspan="2">Commonwealth of Kentucky Cabinet for Health and Family Services</td><td>Contact Name:</td><td>LeAnne Mullins</td></tr><tr><td>Project Name:</td><td colspan="2">Kentucky Integrated Eligibility and Enrollment System (IEES) Maintenance and Operations (M&O)</td><td>Contact Title:</td><td>Division Director</td></tr><tr><td>Contract Amount:</td><td colspan="2">\$296,000,000+</td><td>Address:</td><td>275 E Main St, Frankfort, KY 40601</td></tr><tr><td>Contract Start Date (MM/DD/YYYY):</td><td>11/1/2018</td><td>Contract End Date (MM/DD/YYYY):</td><td>2/28/2025</td><td>Phone Number:</td><td></td></tr><tr><td colspan="4"></td><td>Email:</td><td></td></tr></table>				Project #2			Contact		Company Name:	Commonwealth of Kentucky Cabinet for Health and Family Services		Contact Name:	LeAnne Mullins	Project Name:	Kentucky Integrated Eligibility and Enrollment System (IEES) Maintenance and Operations (M&O)		Contact Title:	Division Director	Contract Amount:	\$296,000,000+		Address:	275 E Main St, Frankfort, KY 40601	Contract Start Date (MM/DD/YYYY):	11/1/2018	Contract End Date (MM/DD/YYYY):	2/28/2025	Phone Number:						Email:	
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<p>Describe the services provided:</p> <p>Provide sufficient details to support the experience requirement details.</p>	<p>The Commonwealth of Kentucky Cabinet for Health and Family Services (CHFS) collaborated with Deloitte, the prime contractor, to create a self-service solution, kynect, that provides Kentucky's families access to a suite of portals: kynect benefits, kynect health coverage, and kynect resources. kynect was designed with the following tenets: user-centered design, a mobile-first approach, robust self-help options, and cloud based implementation. The system is built using Salesforce Lightning Web Components (LWC) and hosted on FedRamp certified GovCloud Plus helping ensure compliance with relevant Federal and State security and confidentiality requirements. Due to the use of Salesforce as a platform, the system can be efficiently scaled while maintaining high availability to meet the needs of the client. kynect integrates with the existing Worker Portal system and enables the case worker to have a 360 view of individual's benefits cases from a single system with kynect only acting as a data entry and maintenance portal with the worker system acting as the source of truth.</p> <p>In October 2020, kynect benefits was launched, allowing Kentuckians to apply for public assistance benefits. kynect has a resource engine connecting users to resources outside of state-managed programs (kynect resources. kynect has also been enhanced with the ability to track work participation activities and complete transportation requests (kynect Ability), the ability to apply for Qualified Health Plans (QHPs) or other public health insurance programs (kynect health coverage), and integration for a personal communications experience (Salesforce Marketing Cloud). Additional enhancements include Appointments and ChatBot.</p> <p>Kentucky residents, authorized representatives, kynectors (assisters/navigators), Insurance Agents, and other user roles can use kynect to apply for Health Care Assistance (Medicaid/KCHIP/Advanced Premium Tax Credits), Kentucky Integrated Health Insurance Premium Payments (KI-HIPP), Supplemental Nutrition Assistance Program (SNAP), Kentucky Transitional Assistance Program (KTAP) (Kentucky's TANF program), Child Care Assistance Program (CCAP), Qualified Health Plan (QHP), and State Supplementation. They can also use kynect to view their personalized dashboard (dashboard view varies based on user role), manage benefit cases, report a change, renew their benefits, and provide verification documents.</p> <p>Deloitte continues to maintain, operate, and enhance kynect since go-live in October 2020.</p> <p>Usage Statistics and Impact:</p> <ul style="list-style-type: none">•Over 70% of users opt for access via mobile devices or tablets•Application intake increased 140% post implementation of kynect benefits•Over 650,000 Registered client users•580 kynectors and 1950 Insurance Agents registered and active in system•Over 800,000 Applications submitted since go live <p>Recognition:</p> <ul style="list-style-type: none">•2021 ISM Collaboration Across Boundaries Award for kynect resources•2021 Salesforce Partner Innovation Award in Cloud Solution for the Service Cloud Category				

FIRM MANDATORY QUALIFICATIONS SUMMARY TABLE			
Bidder -	Deloitte Consulting LLP		
Minimum Experience - F2	At least three (3) years of Prime Contractor experience performing application maintenance and system modifications applying UCD processes and User Experience (UX) activities on IT Projects.		
Project Name	Start Date	End Date	Duration in Months
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	9/16/2019	6/30/2027	93.5
Kentucky Integrated Eligibility and Enrollment System (IEES) Maintenance and Operations (M&O)	11/1/2018	2/28/2025	75.9
Tennessee Eligibility Determination System (TEDS)	12/3/2016	9/30/2023	81.9
			0.0
			0.0
			0.0
Totals			251

FIRM MANDATORY QUALIFICATIONS PROJECT DETAILS					
Minimum Experience F2	At least three (3) years of Prime Contractor experience performing application maintenance and system modifications applying UCD processes and User Experience (UX) activities on IT Projects.				
Project #1			Contact		
Company Name:	State of California, Office of Technology and Solutions Integration (OTSI)		Contact Name:	Lorna Eby	
Project Name:	California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)		Contact Title:	CalHEERS Project Director	
Contract Amount:	\$900,000,000+		Address:	2329 Gateway Oaks Suite 100 Sacramento, CA 95833	
Contract Start Date (MM/DD/YYYY):	9/16/2019	Contract End Date (MM/DD/YYYY):	6/30/2027	Phone Number:	
				Email:	
Describe the services provided: Provide sufficient details to support the experience requirement details.	<p>Project Overview: The State of California's Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) is a critical platform operating 24/7, serving all 39 million Californians. It enables users to search, compare, and enroll in affordable healthcare options that meet individual needs. CalHEERS offers functionalities for healthcare enrollment, including eligibility checks, plan previews, selections, and the management of healthcare plans.</p> <p>UCD and UX Experience:</p> <ul style="list-style-type: none"> • Application Maintenance and System Modifications: Our role as prime contractor involved conducting regular updates and enhancements to improve system functionality and user interactions. These updates included modifications to user interfaces and backend optimizations to boost system performance and reliability. • Adoption of UCD Approach: Our team led the shift from focusing on traditional business requirements to adopting a User-Centered Design (UCD) approach. This transition not only improved the user experience but also made the development process more efficient by integrating user feedback early in the design phase. • Impactful Results: The application of UCD principles led to a 20% reduction in average user session times and a significant decrease in client requests for design changes, which accelerated the development cycle and reduced production costs. These initiatives in applying UCD processes and UX activities have contributed to heightened user satisfaction and maintained the high performance and reliability of the CalHEERS system. 				

Project #2				Contact	
Company Name:	Commonwealth of Kentucky Cabinet for Health and Family Services			Contact Name:	LeAnne Mullins
Project Name:	Kentucky Integrated Eligibility and Enrollment System (IEES) Maintenance and Operat			Contact Title:	Division Director
Contract Amount:	\$296,000,000+			Address:	275 E Main St, Frankfort, KY 40601
Contract Start Date (MM/DD/YYYY):	11/1/2018	Contract End Date (MM/DD/YYYY):	2/28/2025	Phone Number:	
				Email:	
<p>Describe the services provided:</p> <p>Provide sufficient details to support the experience requirement details.</p>		<p>The Commonwealth of Kentucky Cabinet for Health and Family Services (CHFS) collaborated with Deloitte, the prime contractor, to create a self-service solution, kynect, that provides Kentucky's families access to a suite of portals: kynect benefits, kynect health coverage, and kynect resources. kynect was designed with the following tenets: user-centered design, a mobile-first approach, robust self-help options, and cloud based implementation. The system is built using Salesforce Lightning Web Components (LWC) and hosted on FedRamp certified GovCloud Plus helping ensure compliance with relevant Federal and State security and confidentiality requirements. Due to the use of Salesforce as a platform, the system can be efficiently scaled while maintaining high availability to meet the needs of the client. kynect integrates with the existing Worker Portal system and enables the case worker to have a 360 view of individual's benefits cases from a single system with kynect only acting as a data entry and maintenance portal with the worker system acting as the source of truth.</p> <p>In October 2020, kynect benefits was launched, allowing Kentuckians to apply for public assistance benefits. kynect has a resource engine connecting users to resources outside of state-managed programs (kynect resources. kynect has also been enhanced with the ability to track work participation activities and complete transportation requests (kynect Ability), the ability to apply for Qualified Health Plans (QHPs) or other public health insurance programs (kynect health coverage), and integration for a personal communications experience (Salesforce Marketing Cloud). Additional enhancements include Appointments and ChatBot.</p> <p>Kentucky residents, authorized representatives, kynectors (assisters/navigators), Insurance Agents, and other user roles can use kynect to apply for Health Care Assistance (Medicaid/KCHIP/Advanced Premium Tax Credits), Kentucky Integrated Health Insurance Premium Payments (KI-HIPP), Supplemental Nutrition Assistance Program (SNAP), Kentucky Transitional Assistance Program (KTAP) (Kentucky's TANF program), Child Care Assistance Program (CCAP), Qualified Health Plan (QHP), and State Supplementation. They can also use kynect to view their personalized dashboard (dashboard view varies based on user role), manage benefit cases, report a change, renew their benefits, and provide verification documents.</p> <p>Deloitte continues to maintain, operate, and enhance kynect since go-live in October 2020.</p> <p>Usage Statistics and Impact:</p> <ul style="list-style-type: none"> •Over 70% of users opt for access via mobile devices or tablets •Application intake increased 140% post implementation of kynect benefits •Over 650,000 Registered client users •580 kynectors and 1950 Insurance Agents registered and active in system •Over 800,000 Applications submitted since go live <p>Recognition:</p> <ul style="list-style-type: none"> •2021 ISM Collaboration Across Boundaries Award for kynect resources •2021 Salesforce Partner Innovation Award in Cloud Solution for the Service Cloud Category 			
Project #3				Contact	
Company Name:	Tennessee TennCare			Contact Name:	Hugh Hale
Project Name:	Tennessee Eligibility Determination System (TEDS)			Contact Title:	Chief Information Officer
Contract Amount:	\$64,000,000 for DDI and \$29,500,000 per O&M year			Address:	310 Great Circle Rd, Nashville TN 37228
Contract Start Date (MM/DD/YYYY):	12/3/2016	Contract End Date (MM/DD/YYYY):	9/30/2023	Phone Number:	
				Email:	

Describe the services provided:

Provide sufficient details to support the experience requirement details.

TennCare is the State of Tennessee's managed Medicaid agency and serves more than 1.8 million Tennesseans, including low-income individuals such as pregnant women, children, caretaker relatives of young children and older adults and adults with disabilities, helping them improve lives through high-quality, cost-effective care. Deloitte was the primary system integrator in building the new cloud-based Tennessee Medicaid Eligibility System (TEDS) solution tailored to Tennessee Medicaid policy, with a contract value greater than ten million (\$10,000,000) dollars. TEDS is a large and complex IT system that automates Medicaid eligibility determination for all Tennessee Medical Assistance programs through a streamlined, all-in-one benefits eligibility web portal. The TEDS solution is accessed by 563k+ of users at multiple locations. Currently TEDS has a clearly defined AWS-based cloud reference architecture with managed, enterprise shared, and application environments specific to virtual private cloud networks. TennCare has provisioned over 570 servers across 40 virtual private cloud/sub-networks, hosting 70+ application environments supporting more than 6 production applications, 75+ COTS and other third-party-managed supporting services. The solution interfaces with 11 systems, including 75+ real time services. The solution includes multi-tiered processing, including a user front-end optimized for multiple user interface platforms.

TEDS automates Medicaid Eligibility determination for all TN Medical Assistance programs through a streamlined, all-in-one benefits eligibility web portal. Core functions include electronic document management, intake, recertification, appeals, case management, and eligibility determination. It went live in May 2019, provides with several capabilities including, citizen self-service portal, TennCare worker portal, member notifications over mail, paper or SMS, integration with several state/federal interfaces for auto-verification and information gathering, and various CMS and state reports. The system determines Medicaid eligibility for the citizens of Tennessee and interfaces with MMIS to transfer the medical eligibility data of the citizens.

FIRM MANDATORY QUALIFICATIONS SUMMARY TABLE			
Bidder -	Deloitte Consulting LLP		
Minimum Experience - F3	At least three (3) years of Prime Contractor experience performing application maintenance and system modifications in an environment of similar size and complexity to the BenefitsCal application with: 1) Real-time web-based application experience in JAVA; and 2) AWS cloud architecture and/or deployment experience.		
Project Name	Start Date	End Date	Duration in Months
State of Colorado, Colorado Benefits Management System (CBMS) and Program Eligibility Application Kit (PEAK)	11/24/2008	8/30/2024	189.2
Tennessee Eligibility Determination System (TEDS)	12/3/2016	9/30/2023	81.9
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	9/16/2019	6/30/2027	93.5
			0.0
			0.0
			0.0
		Totals	365

FIRM MANDATORY QUALIFICATIONS PROJECT DETAILS			
	At least three (3) years of Prime Contractor experience performing application maintenance and system modifications in an environment of similar size and complexity to the BenefitsCal application with: 1) Real-time web-based application experience in JAVA; and 2) AWS cloud architecture and/or deployment experience.		
Project #1		Contact	
Company Name:	State of Colorado	Contact Name:	Robert (Mike) West
Project Name:	State of Colorado, Colorado Benefits Management System (CBMS) and Program Eligibility Application Kit (PEAK)	Contact Title:	PEAK Manager
Contract Amount:	\$400,000,000+	Address:	303 E. 17th Avenue, Denver, CO 80203
Contract Start Date (MM/DD/YYYY):	11/24/2008	Contract End Date (MM/DD/YYYY):	8/30/2024
		Phone Number:	[REDACTED]
		Email:	[REDACTED]@s
Describe the services provided:	<p>Project Overview</p> <p>The State of Colorado enables Colorado county workers to determine Coloradans' eligibility for government assistance programs and disburse food, cash, and medical assistance through the Colorado Benefits Management System (CBMS). CBMS is a mission-critical, state-wide integrated eligibility system used to assess and issue Medicaid, CHP+, SNAP, and TANF government benefits to Coloradans based on their eligibility.</p> <p>Colorado's Program Eligibility and Application Kit (PEAK) serves as the self-service portal for the CBMS integrated eligibility system. PEAK incorporates eligibility, enrollment, and benefits management self-service functions for Medicaid, food assistance (SNAP), cash assistance (TANF), Children's Basic Health Plan, as well as case management for work programs. PEAK also acts as a universal application for other public assistance programs like child-care assistance, LEAP, and WIC.</p> <p>These integrated platforms are supplemented by agency-specific mobile applications. MyCOBenefits enables people in Colorado to manage SNAP and TANF benefits, while the Health First Colorado app enables Coloradans to manage their Medicaid.</p> <p>Deloitte Background</p> <p>Beginning in November 2008, Deloitte took over as the Prime vendor for the CBMS and PEAK programs. The transition (planned for 6 months) was completed in just 4 months. In Deloitte's role as the prime vendor for CBMS, Deloitte designs, develops, and implements (DDI) enhancements on a bi-monthly basis for all systems within CBMS, including PEAK and the MyCOBenefits and Health First Colorado mobile apps. Since Deloitte's work with CBMS began in 2008, Deloitte has implemented over 1M hours' worth of system enhancements to deliver continuous improvements to the CBMS system. In 2020 alone, the team delivered over 200K hours of enhancements. Many of these improvement efforts have become enterprise standards for the State of Colorado. Deloitte's responsibilities with the CBMS and PEAK ecosystem include proven expertise in providing real-time web-based applications, creating, deploying, and maintaining AWS cloud architecture.</p> <p>Real-time web-based applications</p> <p>Both PEAK and CBMS are web-applications built using the Salesforce platform. While the User Interface tier leverages Salesforce Sales Cloud and Experience Cloud, the data for both systems is served via a suite of real-time APIs developed in JAVA. PEAK and CBMS are connected by more than 20 distinct JAVA APIS that are used to seamlessly read, create, or update data in real time. On any given day, these real-time services successfully process over 100K requests. The APIs range from simple programs to read reference data to complex sub-routines that update case data and determine program eligibility in real time. The JAVA services in the PEAK and</p>		

Describe the services provided.

Provide sufficient details to support the experience requirement details.

AWS cloud architecture
In September 2018 Deloitte partnered with the State of Colorado to migrate CBMS from a State database system into a Cloud-stored database with Amazon Web Services (AWS), a national provider of cloud-based technology. This migration included adoption of cloud-native technologies and made CBMS one of the first entirely cloud-based eligibility systems in the country. A primary benefit of this migration was enhanced security through AWS capabilities. The CBMS application leverages multiple VPCs to isolate data by classification. Each data classification exists in a dedicated VPC. This allows for additional isolation and better control of data between VPCs.
Finally, AWS offers streamlined deployment through Terraform, and Infrastructure as Code. The CBMS project uses these tools to seamlessly create environments and efficiently move changes to production.

Additional background
In June 2013, Deloitte converted the PEAK self-service portal from a Java-based solution to a Salesforce-based solution. To take advantage of the latest cloud capabilities, the State of Colorado and Deloitte transformed and migrated the existing Java-based CBMS system to a cloud solution using Salesforce (SFDC) and Amazon Web Services (AWS) to improve efficiency of caseload management, user experience, and ongoing system maintenance challenges. The CBMS Transformation project went live in three distinct phases, beginning in September 2018 and culminating in August 2019. Beginning in fall 2019, Deloitte and the State of Colorado began a human-centered design effort to evolve the PEAK user experience to align with the latest design standards and mobile-responsive capabilities. This work included significant user research including surveys, interviews, and focus groups across Colorado's 64 counties, where the research audience included both citizen user groups that were PEAK users as well as county workers and community partners who support Colorado citizens. This research resulted in several deliverables, including personas, journey maps, research insights, a design prototype, and a roadmap for continued evolution of PEAK. The State and Deloitte are currently in the process of executing this roadmap through a series of agile projects to fully modernize the PEAK experience. Deloitte also provides and maintenance and operations (M&O) services for CBMS, including production operations and support, environment management, configuration management, database and server administration, system performance monitoring, system backups, and security compliance. In addition to DDI and M&O services, Deloitte provides project management services, analytics and data insights services, human-centered design strategic services, and cost allocation advisory services. In Colorado, Deloitte and the Governor's Office of Information Technology (OIT) collaborated to establish the SDLC methodology and development tools for enhancement projects. Deloitte delivers its enhancement projects in both hybrid-agile and waterfall methodologies, depending on the complexity, scope of work, and design elements. Both the large transformation of CBMS to Salesforce and the human-centered modernization of PEAK were delivered using a hybrid-agile methodology. Depending on the complexity of the enhancements, Deloitte generally recommends projects for a methodology and then the State approves that approach for the project. Deloitte and OIT collaborate on a bi-weekly basis to recommend process improvement opportunities around our agile and waterfall methodologies, and then these are approved by State leadership. Deloitte and OIT also are developing a larger agile strategy to transform all enhancement delivery to agile in the future.

Project #2

Contact

Company Name:

Tennessee TennCare

Contact Name:

Hugh Hale

Project Name:

Tennessee Eligibility Determination System (TEDS)

Contact Title:

Chief Information Officer

Contract Amount:

\$64,000,000 for DDI and \$29,500,000 per O&M year

Address:

310 Great Circle Rd, Nashville TN 37228

Contract Start Date (MM/DD/YYYY):

12/3/2016

Contract End Date (MM/DD/YYYY):

9/30/2023

Phone Number:

Email:

Describe the services provided:

Provide sufficient details to support the experience requirement details.

TennCare is the State of Tennessee's managed Medicaid agency and serves more than 1.8 million Tennesseans, including low-income individuals such as pregnant women, children, caretaker relatives of young children and older adults and adults with disabilities, helping them improve lives through high-quality, cost-effective care. Deloitte was the primary system integrator in building the new cloud-based Tennessee Medicaid Eligibility System (TEDS) solution tailored to Tennessee Medicaid policy, with a contract value greater than ten million (\$10,000,000) dollars. TEDS is a large and complex IT system that automates Medicaid eligibility determination for all Tennessee Medical Assistance programs through a streamlined, all-in-one benefits eligibility web portal. The TEDS solution is accessed by 563k+ of users at multiple locations. Currently TEDS has a clearly defined AWS-based cloud reference architecture with managed, enterprise shared, and application environments specific to virtual private cloud networks. TennCare has provisioned over 570 servers across 40 virtual private cloud/sub-networks, hosting 70+ application environments supporting more than 6 production applications, 75+ COTS and other third-party-managed supporting services. The solution interfaces with 11 systems, including 75+ real time services. The solution includes multi-tiered processing, including a user front-end optimized for multiple user interface platforms.

TEDS automates Medicaid Eligibility determination for all TN Medical Assistance programs through a streamlined, all-in-one benefits eligibility web portal. Core functions include electronic document management, intake, recertification, appeals, case management, and eligibility determination. It went live in May 2019, provides with several capabilities including, citizen self-service portal, TennCare worker portal, member notifications over mail, paper or SMS, integration with several state/federal interfaces for auto-verification and information gathering, and various CMS and state reports. The system determines Medicaid eligibility for the citizens of Tennessee and interfaces with MMIS to transfer the medical eligibility data of the citizens.

The Deloitte Technology Team has supported TennCare by working with the TennCare IS team to stand up over 800 servers in the AWS TennCare Cloud environment serving 30+ applications for TennCare. Our team works closely with the TennCare IS, TennCare Security and TennCare Architecture counterparts to collect technical requirements, layout overall network and infrastructure design, deploy the infrastructure and setup all of the shared services around it.

Application Details:
TennCare Connect: This is a self-service portal for citizens, developed using the Angular Spring Boot Framework and hosted on the Amazon Web Services network. It enables Tennessee residents to apply for the Medical Assistance program and also allows them to report changes, renew benefits, and upload documents.

TEDS Worker Portal: The Tennessee Eligibility Determination System (TEDS) is an online portal built on the JBoss JDK Java framework and deployed on AWS. It enables workers to process applications and determine eligibility for the Medical Assistance Program.

PERLSS: The Preadmission Evaluation and Referrals for Long-Term Services and Supports system (PERLSS) is an online portal for partners and vendors developed using the Angular Spring Boot Framework and hosted on the Amazon Web Services network. It facilitates the support of citizens applying for long-term support services in determining their medical eligibility.

Project #3				Contact	
Company Name:	State of California, Office of Technology and Solutions Integration (OTSI)			Contact Name:	Lorna Eby
Project Name:	California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)			Contact Title:	CalHEERS Project Director
Contract Amount:	\$900,000,000+			Address:	2329 Gateway Oaks, Suite 100, Sacramento, CA 95833
Contract Start Date (MM/DD/YYYY):	9/16/2019	Contract End Date (MM/DD/YYYY):	6/30/2027	Phone Number:	[REDACTED]
				Email:	[REDACTED]
Describe the services provided: Provide sufficient details to support the experience requirement details.		Project Overview The State of California's Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) is a critical public-facing platform available 24/7 to all 39 million Californians. It allows users to search, compare, and access affordable health care options that meet their unique health care needs. CalHEERS provides functionality to support a multitude of programs related to health care enrollment, including eligibility, plan preview, selection, and ongoing retention, which includes management of available health care plans and affordability options. Additional details on the CalHEERS project is included in F4.			
		Technological Landscape Microservice architecture, Java, OpenShift, Aurora PostgreSQL, Oracle, Amazon Web Services (AWS) – Amazon EC2, AWS Snowball, Amazon S3, Amazon EBS, Amazon EFS, AWS Direct Connect, Salesforce, GitLab, SonarQube, Splunk, Jenkins, Selenium, Dynatrace, LoadRunner, Snowflake, Tableau Server, Autosys, Databricks, PySpark Data Lake Builder			

FIRM MANDATORY QUALIFICATIONS SUMMARY TABLE

Bidder -	Deloitte Consulting LLP		
Minimum Experience -F4	Prime Contractor experience with the transition of one IT System, from one company to another. The Project must have occurred within the last ten (10) years.		
Project Name	Start Date	End Date	Duration in Months
California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)	9/16/2019	6/30/2027	93.5
			0.0
			0.0
			0.0
			0.0
			0.0
Totals			93

FIRM MANDATORY QUALIFICATIONS PROJECT DETAILS

Minimum Experience F4	Prime Contractor experience with the transition of one IT System, from one company to another. The Project must have occurred within the last ten (10) years.		
Project #1		Contact	
Company Name:	State of California, Office of Technology and Solutions Integration (OTSI)		Contact Name: Lorna Eby
Project Name:	California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)		Contact Title: CalHEERS Project Director
Contract Amount:	\$900,000,000+		Address: 2329 Gateway Oaks Suite 100 Sacramento, CA 95833
Contract Start Date (MM/DD/YYYY):	9/16/2019	Contract End Date (MM/DD/YYYY):	6/30/2027
			Phone Number: [REDACTED]
			Email: [REDACTED]

Describe the services provided:

Provide sufficient details to support the experience requirement details.

Project Overview

The State of California's Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) is a critical public-facing platform available 24/7 to all 39 million Californians. It allows users to search, compare, and access affordable health care options that meet their unique health care needs. CalHEERS provides functionality to support a multitude of programs related to health care enrollment, including eligibility, plan preview, selection, and ongoing retention, which includes management of available health care plans and affordability options.

IT System Transition Experience

Deloitte, the prime contractor, serves as the System Integrator (SI) vendor for CalHEERS, providing application development, operations, and maintenance services. Deloitte also provides enhancements, security, maintenance, subcontractor and product vendor management, help desk support, and ongoing operations of core applications for the AWS cloud-based system.

The California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS) faced mounting technical debt from legacy infrastructure while regularly supporting over 36,000 daily users. The system required modernization and scalability to address increased user demand during the busy Renewal and Open Enrollment (R&OE) periods. To enable CalHEERS to meet demand, Deloitte modernized CalHEERS to support more 55 million daily transactions and 36,000+ average daily users during OE periods. Additionally, it can now handle 149,000 user visits and 112 million transactions per day at peak R&OE. Deloitte manages four major releases a year, along with other priority and monthly releases following an agile sprint cadence. Deloitte successfully migrated CalHEERS from an on-prem data center to the AWS cloud within 18 months, migrating more than 450 terabytes of production data.

The team transitioned the system from the incumbent in nine months with 100% system availability and minimal stakeholder and consumer disruption. This was three months ahead of schedule, during the COVID-19 pandemic. Deloitte implemented hundreds of system enhancements while maintaining current operations, such as enabling/expanding the Special Enrollment Period (SEP) for COVID-19-impacted individuals to apply for subsidized health coverage (340K+ consumers). Additional Policy updates, such as the Public Health Emergency, have increased customers served by the CalHEERS application by 20%. While the size and complexity of the application has increased since the time Deloitte transitioned, Deloitte continues to lower M&O Services cost every year, measured through annual budget planning, monitoring, and review activities.