2. Vol 1 Transmittal Letter – Gainwell

July 30, 2024

Tom Hartman  
ProcurementTeam@CalSAWS.org

Subject: BenefitsCal M&O Services RFP #01-2024

Dear Mr. Hartman,

Gainwell Technologies LLC (“Gainwell”) is pleased to submit this response for the California Statewide Automated Welfare System (CalSAWS) BenefitsCal Maintenance and Operations Services Request for Proposal #01-2024.

The application BenefitsCal Maintenance and Operations (M&O) vendor plays a critical role in helping the Consortium realize the full vision for BenefitsCal. In troubleshooting, modifying, maintaining, and enhancing BenefitsCal, as described in the RFP, the M&O vendor is responsible for:

* Adhering to and actively supporting the Delivery Integration (DI) processes established by CalSAWS and fostering collaboration within the integrated multi-contractor environment.
* Promoting continuous improvement to the Collaboration Model and other stakeholder engagement and communication processes.
* Focusing on public outreach and communication strategies for improved effectiveness, including an increased recognition and communication to affected Stakeholders of the impacts of system change at the County level.
* Proactively exploring, recommending, and implementing ongoing innovations, to enhance services to the public and the counties.

With Gainwell, the Consortium accelerates the progress to achieve program and policy goals and to make BenefitsCal a major part of achieving Federal goals for streamlining access to benefits. Gainwell’s involvement and commitment to the Consortium’s success extends from Project Manager Michael Johnson to Account General Manager Dawn Wilder and Gainwell executive leadership, including President and CEO Mark Knickrehm. We are committed to and focused on health and human services programs. Our goal is to improve the experience of BenefitsCal users and Californians in providing and receiving benefits respectively.

|  |
| --- |
| 1. The Contractor’s business name and address; |

Gainwell Technologies LLC

5615 High Point Dr.

Irving, TX 75038

|  |
| --- |
| 2. The nature of the Contractor’s business organization, such as: corporation, partnership or other entity; |

Gainwell Technologies LLC is a limited liability company.

|  |
| --- |
| 3. The Contractor’s Primary Business Contact including name, title, phone number and email address; |

Dawn Wilder, Account General Manager, CalSAWS

620 Roseville Pkwy.

Roseville, CA 95747

(626) 625-0691

[dawn.wilder@gainwelltechnologies.com](mailto:dawn.wilder@gainwelltechnologies.com)

|  |
| --- |
| 4. A statement certifying that neither the organization, proposed Subcontractor organizations, nor any of their principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any Federal, State or County department or agency; |

Gainwell certifies that neither the organization, proposed Subcontractor organizations, nor any of our principals is presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in this transaction by any federal, State, or County department or agency.

|  |
| --- |
| 5. A reference to all RFP Addenda received by the Contractor; if none have been received, a statement to that effect must be included; |

Gainwell acknowledges we have received the following addenda related to this RFP:

* Addendum 1, dated June 14, 2024
* Addendum 2, dated June 25, 2024
* Addendum 3, dated July 3, 2024

|  |
| --- |
| 6. A statement indicating whether the Contractor has had any contracts terminated within the last five (5) years. If any such terminations exist, the Contractor must include details regarding the contract, the reason for termination, date of termination, and client contact information; |

Gainwell Technologies LLC has not had any contracts terminated within the last 5 years.

|  |
| --- |
| 7. A statement indicating whether the Contractor is or has been involved in litigation regarding any contracts to which the Contractor is a party, within the previous five (5) years. If any such litigation exists, the Contractor must include details regarding the contract, the reason for litigation, date of litigation, and client contact information; |

As may be expected for a company the size of Gainwell, from time to time, Gainwell may experience a disagreement with a supplier and some matters may result in a judicial or administrative proceeding. However, in the past five years, there is no legal actions to which Gainwell is a party relating to its provision of information technology products and services.

|  |
| --- |
| 8. A description of any Prime or Subcontractor formal relationships with the Consortium or Counties over the last twenty-four (24) months;  9. A description and associated contract number(s) of any existing contracts between the Contractor's organization, or any party named in the Contractor’s response to this RFP, with the Consortium or any California County(ies). If no such contracts exist, so declare; |

Gainwell has the following contracts in place with the Consortium or Counties during the past 24 months:

* **CalSAWS: CalWIN M&O Agreement.** Full Contract Name: Revised and Restated Maintenance and Operations Agreement Between CalSAWS Consortium and Gainwell Technologies LLC. There is no assigned contract number. Date entered into: February 1, 2015. Extensions and options years have been added into the contract.
* **CalSAWS: Central Print Service.** Full Contract Name: CalSAWS Central Print Services Agreement Between CalSAWS Consortium and Gainwell Technologies LLC. There is no assigned contract number. Date entered into: April 16, 2021.
* **San Mateo County.** Full Contract Name: Agreement Between The County and Gainwell Technologies LLC. Contract Number: This is listed as “Resolution No. 079200.” Date entered into: September 27, 2022.
* **Placer County.** Full Contract Name: County of Placer Supplier Contract with Gainwell Acquisition Corp dba Gainwell Technologies LLC. Contract Number: SCN104194 Date entered into: September 2, 2021.

While not a contract with the Consortium or Counties, Gainwell provides services to the Consortium as a subcontractor to Accenture under their CalSAWS M&O agreement with the Consortium.

|  |
| --- |
| 10. A description of how the Contractor will address any potential conflicts between the Work underway on current contracts and the BenefitsCal and/or BenefitsCal Services; |

Gainwell intends to avoid any real or apparent conflict of interest between the Work underway on current contracts and the BenefitsCal M&O Services.

Gainwell’s objective in delivering against its contract commitments is to avoid resource conflicts between contracts. This is done through allocating separate resources and following best-practice project management processes.

None of the resources planned for the BenefitsCal M&O contract are performing work under our Central Print Services, San Mateo County, or Placer County contracts. A number of the resources planned for the BenefitsCal M&O contract are currently performing work under the CalWIN M&O Agreement. The CalWIN M&O Agreement is due to expire October 31, 2024 and will not create a conflict with work under the BenefitsCal M&O contract anticipated to start in September 2025. There is no overlap between the CalWIN M&O Agreement and the BenefitsCal M&O Agreement.

However, should any conflicts arise, these will be addressed by the Gainwell Account General Manager who is responsible for CalSAWS-related contracts.

|  |
| --- |
| • A statement certifying that the Contractor’s Proposal as submitted will remain in full force and effect for a specified period, which must be at least twelve (12) months from the Proposal due date specified in Section 1 or through the end of contract negotiations whichever is later; |

Gainwell certifies that our proposal as submitted remains in full force and effect until July 30, 2025, or through the end of contract negotiations, whichever is later.

|  |
| --- |
| • A description of Contractor’s corporate commitment to diversity, equity, and inclusion in hiring and contracting, including a description of Contractor’s efforts to enter into subcontracts on the Project with qualified Minority and Women Business Enterprises (MWBEs) and/or Disabled Veteran Business Enterprises (DVBEs); and |

Gainwell is committed to diversity, equity, and inclusion in hiring and contracting. We employ a Head of Diversity, Equity & Inclusion (DEI) to help spearhead our related efforts.

Our DEI commitment comprises strategic objectives that focus on talent, engagement, and community. These pillars guide our actions to improve the diversity of our workforce, promote equitable solutions to provide opportunities for all employees, and offer professional development opportunities to support an inclusive work environment.

To further support these objectives, we have a DEI Council and a growing list of Employee Resource Groups that currently includes Women’s Opportunity Network, Pride, Unidos, Mosaic, and Veterans.

Gainwell’s diversity recruiting strategy includes not only race/ethnicity diversity but also military veterans and mothers returning to the workforce. Our staff are continuously trained on our Code of Business Conduct learning modules, which address diversity, non-discrimination, and other social justice, equity, and equality topics. Gainwell makes training available on topics such as inclusion, teamwork, unconscious bias, and communication through Gainwell University. The CalSAWS-specific management team will verify that their employees complete the training when onboarded and ongoing while the leaders support and model what is learned.

Specific measures and metrics we monitor include gender and race/ethnicity across various categories such as new hires, leadership roles, promotions, attrition, and our overall workforce. Currently, of our executive team and board members, 38% are ethnically/racially diverse. Across our leadership roles, women represent 51% of leaders and managers at Gainwell.

Our Global Supplier Diversity policy provides small, minority-owned, women-owned, veteran-owned, and other underutilized businesses an equal opportunity to participate as suppliers for materials and services purchased. The primary objective of this policy is to increase the dollars Gainwell awards to these businesses while continuing to purchase based on competitive technology, quality, responsiveness, delivery, and price. We recognize that talent is distributed throughout the general population; therefore, it is our policy to cultivate relationships with a diverse base of suppliers, subcontractors, and customers.

Gainwell is committed to utilizing qualified Minority and Woman Business Enterprises (MWBEs) and/or Disabled Veteran Business Enterprises (DVBEs) specifically in support of this CalSAWS M&O Services Project. Gainwell is also committed to the California Small Business (SB) and DVBE programs in our other business in the State of California.

As part of Gainwell’s diversity commitment, we have purchasing agreements in place with several of these vendors. Of those firms, the following four are applicable to the scope of work: Franklin Health Solution, Stanfield Systems, Synectic Technologies, and Fortuna BMC.

We cannot currently estimate the percentage of total work each will perform, but they will be given the opportunity to fill open positions or provide services accordingly.

I am legally authorized to negotiate on behalf of Gainwell and commit to the terms and conditions of the Agreement resulting from this procurement.

Thank you for the opportunity to continue our relationship with the CalSAWS Consortium.

We look forward to achieving the goals set by the Consortium for BenefitsCal.

A blue signature on a white background

Description automatically generated

Sincerely,

Mark Knickrehm

President and Chief Executive Officer

Gainwell Technologies LLC