4. Vol 1 Sect 2 Firm Qualifications – Gainwell

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| The Firm Qualifications Section shall provide a narrative with information that provides the Consortium with a basis for determining Contractor financial and overall capabilities to undertake a contract of this size and complexity. Bidders will respond to all Firm Qualifications contained in Section 5.2.1 – Firm Qualifications. |

Proven Gainwell Experience

* More than 40 years of experience serving the CalSAWS Consortium and its predecessors
* Effective and collaborative working relationships with other CalSAWS contractors
* Support for human services in 50 States

As a current service provider for the CalSAWS Consortium, we bring large-scale human services IT system experience. We know the complexities of the program, the workstyles of the people, and the uniqueness of the culture — all of which promote efficiencies in meeting your needs on time and on budget.

We are focused on public health and human services with significant impact on the lives of several million beneficiaries as shown in the following figure. It is an integral part of our culture and gives us a different perspective compared to organizations that serve multiple industries. Each staff member focuses on health and human services regardless of their position in the company. With this ever-present mindset, we apply our more than 50 years of experience in providing technology solutions and consulting services to improving service delivery for better self-sufficiency and health outcomes.

1. Gainwell Industry Experience

A blue sign with white text and blue text

Description automatically generated

As requested, this section provides the Consortium with a basis for determining Gainwell’s overall capabilities to undertake a contract of this size and complexity. In the following sections, Gainwell provides narrative highlights of our M&O Services experience and capabilities.

2.1 Firm Experience Details

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| ***Firm Experience Details***  Bidders will provide details of Prime Contractor firm experience relevant to the proposed BenefitsCal Services within the form in ***Attachment 8 – Firm Qualifications***. A concise but thorough description of relevant experience is desired.  The Contractor shall also provide a general narrative description highlighting the Contractor’s BenefitsCal Services experience and capabilities.  The Contractor shall provide a firm organization chart. If the firm is a subsidiary of a parent company, the organization chart must be that of the subsidiary firm. The chart must display the firm’s structure and the organizational placement of the BenefitsCal Project. The organization chart must include names and an effective date. The Contractor shall supply any additional information not already presented in this Section, which the Bidder believes to be relevant to the Consortium’s assessment of the Contractor’s experience with regard to the specifics of this RFP.  The Contractor shall provide two references using the ***Attachment 9 – Firm References*** form. Each reference must clearly indicate the reference entity. |

We describe our firm experience details in the following subsections:

2.1.1 Gainwell Experience Relevant to the Services

2.1.2 Gainwell Organization Structure

2.1.3 Additional Information

* 2.1.4 Gainwell References

2.1.1 Gainwell Experience Relevant to the Services

We provide details of our Prime Contractor experience relevant to the proposed portal services and application maintenance services within the last three years in Section 5 Attachment 8 - Firm Mandatory Qualifications.

This subsection provides information about our experience beyond the projects listed as part of Attachment 8.

Gainwell has extensive capabilities in maintaining and enhancing large and complex IT systems.

Gainwell is a demonstrated industry leader in the health and human services space, focusing solely on serving government customers — specifically in Medicaid, public health, and human services. We deliver vital health and human services to 50 states, two territories, and the District of Columbia. With more than 50 years of proven experience, we are a leading provider of technology, services, and solutions that are vital to the administration and operations of health and human services programs. As a testament to client satisfaction, our relationship with clients averages 19 years.

Gainwell processes more claims than any other contractor: 1.2 billion in FY2023. We cover more lives in our systems than any other contractor, currently about 61.1 million members. We provide a wide variety of systems and services including human services eligibility and case management systems, Medicaid Management Information Systems (MMISs), call center platforms, web portals, mobile applications, interactive voice response (IVR), data analytics, and others — and a mixture of business services such as imaging centers, call center agents, reporting and analysis, client correspondence, and many others.

Nationwide, Gainwell teams help our government clients increase information accuracy, reduce operational costs, and apply innovation to improve program and performance. The strength of our team comes from a combination of our rich history and continuously innovative mindset as we help transform our clients’ businesses. We follow field-tested and proven project management to deliver successfully on each of our contracts. We bring professional, knowledgeable leaders and staff members to the project.

We have direct evidence of our capability to perform portal/mobile and M&O services on a large-scale California human services system through our support of the California Work Opportunity and Responsibility to Kids Information Network (CalWIN) system. CalWIN was one of the largest human services public assistance systems in the United States. CalWIN:

* Managed 39% of the caseload in California
* Provided benefits to 3.5 million Californians every month
* Processed 21 million online transactions daily with sub-second average response time
* Produced more than 3.7 million pieces of client correspondence per month in 14 languages
* Included maintenance and operations of the award-winning MyBenefitsCalWIN (MyBCW) portal using responsive design forms and an associated mobile application

The scope of work included:

* Application maintenance and enhancement – more than 400,000 enhancement hours were implemented under the CalWIN contract in 2021
* Public health emergency enhancement hours – more than 26,000 hours of automation were implemented to assist the Counties during the pandemic
* Innovation and strategic projects to enhance functionality
* Operational excellence projects to improve system performance and stability
* Infrastructure operations in both an on-premises data center and the Amazon Web Services (AWS) cloud
* Batch processing including creation of correspondence
* Service desk operations
* Dispatch services to County Point of Presence (PoP) locations

Gainwell’s UCD approach is based on both our extensive experience with public facing portals and creation and maintenance of our numerous Medicaid Management Information System (MMIS) products. As shown on the following figure, Gainwell provides and maintains government health and human services portals in 27 states and territories.

1. Gainwell Maintained Government Health and Human Services Portals

A map of the united states

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The California “portal in progress” noted on the figure above refers to a member portal for recipients of Medi-Cal that is under design as part of our Population Health Management (PHM) contract with the California Department of Health Care Services (DHCS).

In all, Gainwell brings more than 40 years of experience in serving the CalSAWS Consortium and its predecessor entities. We understand the unique capabilities required to serve California Counties.

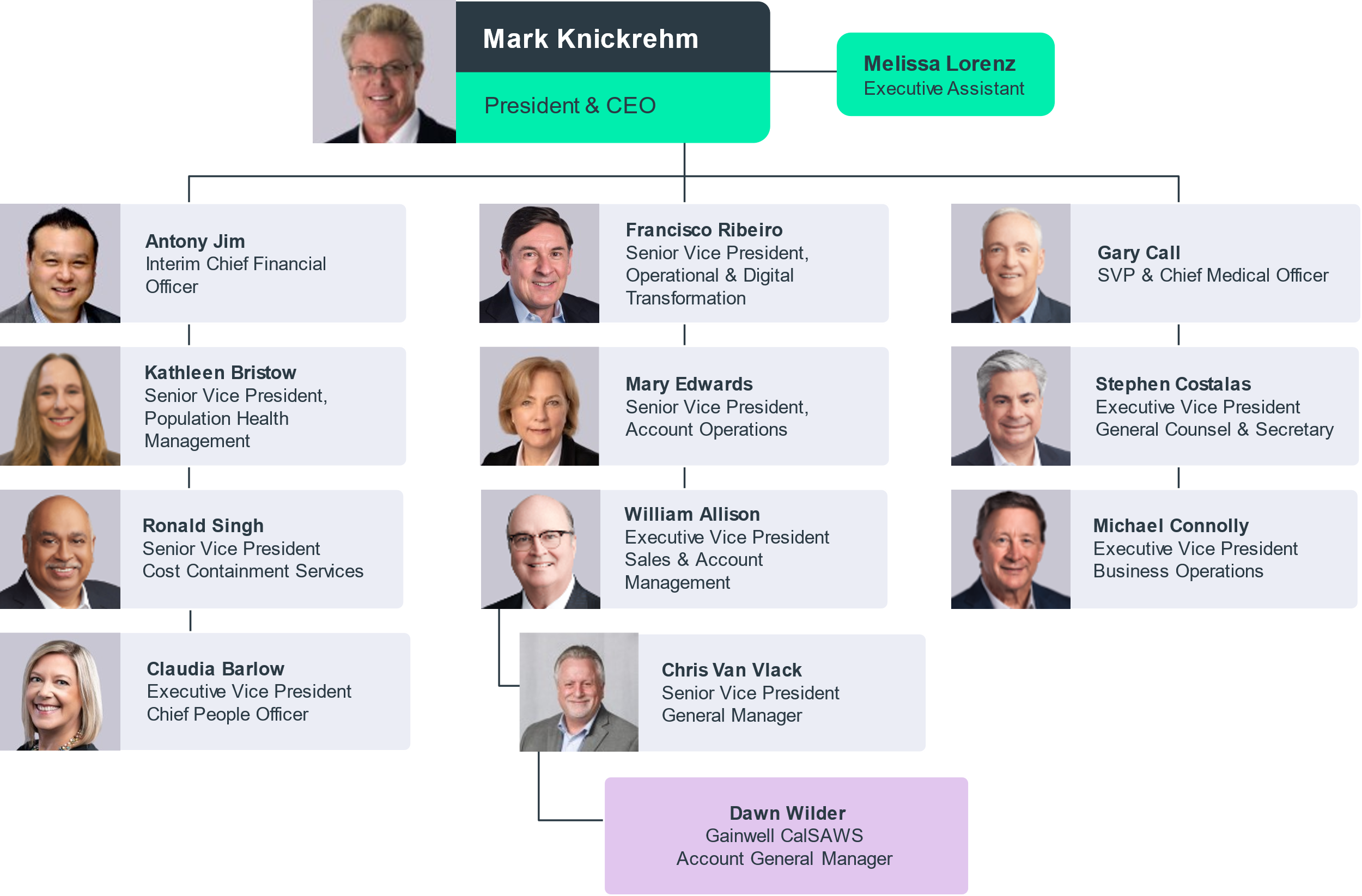
Gainwell **exceeds all areas** of M&O firm qualifications as detailed in Section 5 Attachment 8 - Firm Mandatory Qualifications.

2.1.2 Gainwell Organization Structure

In the figure below, we provide a firm organization chart for Gainwell Technologies LLC only, not the parent company Gainwell Acquisition Corp. This organization chart shows the oversight for the CalSAWS BenefitsCal M&O Services Project. The chart includes names and is dated. The chart also illustrates the organizational placement of the BenefitsCal Project as represented by the purple highlighted box.

Gainwell is committed to maintaining the highest standards of corporate governance, essential for sustained success and long-term shareholder value. The following figure is the organization chart for the Gainwell Technologies LLC subsidiary that will serve the Consortium.

1. Gainwell Technologies LLC Organization Chart, 07/23/2024



**Legend:** Organizational Placement of the BenefitsCal Project

Our proposed Project Manager is Michael Johnson. The line of responsibility extends from Michael to our CalSAWS Account General Manager Dawn Wilder, and from Dawn to our Senior Vice President and Sector General Manager Chris Van Vlack.

Dawn will have executive oversight responsibility for the CalSAWS BenefitsCal M&O Services contract. Dawn is a member of the Account Management Division led by Bill Allison, Chief Account Management Officer, who reports to our President and Chief Executive Officer Mark Knickrehm.

2.1.3 Additional Information

In addition to the firm qualifications presented above, Gainwell brings additional experience that will support the Consortium in achieving its BenefitsCal M&O Services objectives with the greatest level of success. These include:

* **Effective and collaborative working relationships with Consortium leaders, the other contractors, and stakeholders.** Gainwell brings a proven ability to work effectively with other Consortium contractors to achieve successful outcomes for the Counties.We also have extensive experience in working with state and federal partners, advocacy groups, and unions due to our focus on delivering systems and services in health and human services.
* **Extensive public sector experience in California.** Operating in California requires unique capabilities because of the size and complexity of the state. In addition to our experience with the Consortium and Counties, Gainwell successfully:
* Transitioned to a new contract for CalWIN in 2014, including re-inventing our joint change request processes and re-tooling our project management and testing practices (This successful transition was led by our Account General Manager Dawn Wilder.)
* Transferred the Medi-Cal Dental MMIS to Gainwell operations in 2018 (Our Account General Manager Dawn Wilder led this successful transition.)
* Successfully took over business operations for Medi-Cal in 2019
* Supported the In-Home Supportive Services program by operating the Case Management Information and Payrolling System (CMIPS) prior to our transition-out of the system
* Obtained the contract for Medi-Cal Dental business operations in 2022
* Obtained the California Population Health Management (PHM) contract in 2022 (The PHM Service is part of the California Advancing and Innovating Medi-Cal [CalAIM] initiative to provide equitable access to preventive, whole-person care.)
* Converted the CalWIN system data in coordination with the CalSAWS M&O contractor in 2023 (This successful conversion was led by our Project Manager Michael Johnson.)

The Center for Digital Government at the 2017 California Technology Forum recognized two of our projects for California, as shown in the figure below.

1. Award-winning Work for the State of California

A large red bridge with a blue sky with Golden Gate Bridge in the background

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The Consortium can rely on Gainwell to deliver high-quality BenefitsCal M&O Services.

2.1.4 Gainwell References

Gainwell provides two reference forms in Section 5 Attachment 9 Firm References. Our references, summarized in the table below, demonstrate our service excellence and the faith our clients have in our ability to perform.

1. Gainwell References

| Client | Project | Rating, with 10 being highest |
| --- | --- | --- |
| State of West Virginia, Department of Human Services, Bureau for Medical Services (BMS) | West Virginia Portals/West Virginia Molina-Health PAS | 9 |
| California Work Opportunity and Responsibility to Kids Information Network (CalWIN) Consortium | CalWIN | 9 |

2.2 Firm Financial Resources

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| --- |
| ***Firm Financial Resources***  Bidders will provide financial qualifications as contained in Section 5.2.1.3 associated with the prime Contractor and any Subcontractor providing at least 20% of the annual revenue during the base contract period. |

Gainwell

Gainwell Holding Corp. is an independent private company founded on October 1, 2020, through the sale of DXC Technology’s State & Local Health and Human Services (HHS) business to an affiliate of Veritas Capital Fund Management, L.L.C. Gainwell Technologies LLC’s Federal Tax Identification Number is 27-1510177.

Before October 1, 2020, DXC included the health and human services business, which is now Gainwell Holding Corp., in DXC’s consolidated financial statements. The six months ending on March 31, 2021, were Gainwell’s first fiscal period operating as a standalone entity following the separation from DXC Technology. Gainwell acquired HMS Holdings Corp. (“HMS”), an industry-leading healthcare technology, analytics, and engagement solutions provider, on April 1, 2021.

Gainwell is a financially sound, independent company with stability and solvency appropriate to the requirements of this solicitation. Gainwell’s revenue for Fiscal Year 2024, ended March 31, 2024, was $2.5 billion, representing an increase of approximately 3.4% relative to the comparable prior-year period.

We are submitting the following financial statements for the past three fiscal years in Appendix A – Gainwell Financial Reports.

1. 2024 Gainwell Audited Financial Statement, Year Ending 03-31-2024
2. 2023 Gainwell Audited Financial Statement, Year Ending 03-31-2023
3. 2022 Gainwell Audited Financial Statement, Year Ending 03-31-2022

The D&B D-U-N-S number for Gainwell Technologies LLC is 12-588-4336.

See Gainwell’s D&B Report provided in Appendix A – Gainwell Financial Reports for the Dun & Bradstreet Business Information Report, including our D&B viability and credit ratings.

Gainwell does not have a subcontractor providing at least 20% of the annual revenue during the base contract period.

2.3 Subcontractor Additional Details

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| The Contractor shall provide a detailed description of all Work to be performed by the Subcontractor(s) providing at least 20% of the annual price during the base contract period, including:   * Any Tasks, or portions thereof, that will be subcontracted must be identified and defined; * Each Subcontractor(s) responsible shall be identified by name; * The rationale for selection of the Subcontractor(s) must be stated; and * The exact type and amount of Work to be done by each Subcontractor must be identified and defined.   Additionally, the Contractor shall delineate the percentage of the total BenefitsCal Services Work each Subcontractor will perform by SFY. The percentage of Work shall be calculated using the Subcontractor’s portion of the total number of Work hours or by using another method such as the Subcontractor’s portion of the prime Contractor’s total price. The Contractor shall separately delineate the percentage of the total BenefitsCal Services Work any Minority or MWBEs or Disabled Veteran Owned Business Enterprises will perform by SFY. |

Gainwell does not have a subcontractor, Minority, MWBEs or Disabled Veteran Owned Business Enterprise providing at least 20% of the annual revenue during the base contract period.