



1. Overview

Accenture is pleased to respond to your Request for Information pertaining to the UC Modernization Planning Phase 3. As outlined in your Schedule IV-B Feasibility Study and reiterated through discussions with you over the past year, we understand AWI faces many challenges operating in Florida's dynamic employment environment. Unemployment Compensation programs are highly complex operations, processing large numbers of claims, providing benefits to thousands of claimants, distributing billions of dollars in benefits, and requiring the daily support of many workers.

Through AWI and the Department of Revenue, Florida operates a complex and multifaceted UC program, encompassing activities covering the entire unemployment compensation lifecycle – from the collection of wage information and employer tax payments, to processing claims filed by customers, to the disbursement of claimants' benefits, adjudicatory functions and, importantly, re-employment.

Florida's unemployment rate is 10.8 percent – two-thirds higher than this time last year (6.5% September 2008) and exceeds the national unemployment rate of 9.8 percent. You have to go back nearly 35 years to find a time when Florida faced an unemployment crisis of this magnitude, and in 1975, like now, the State faced similar challenges meeting the service demand and addressing the needs of employers and claimants.

Today's economic crisis and high unemployment create the following conditions for AWI:

- The volume of claimants is overwhelming the current system and stressing the current infrastructure to points of failure
- AWI is facing a critical loss of the all-important institutional UC knowledge base as large numbers of skilled staff members approach retirement
- UC staff spend an inordinate amount of time on activities that could easily be automated
- The support to maintain and enhance UC legacy systems has been stressed by federal expansion(s) of benefits to claimants and extended benefit periods with differing formulas and rules
- Today's connection between the UC system and the re-employment systems is inadequate to successfully increase the number and percentage of claimants returning to work thereby decreasing the number of benefit weeks claimed

The Florida Legislature has also given AWI a very prescriptive timeline for the UC Modernization Implementation:





- Re-engineering analysis & requirements (complete by end of FY2010)
- Replace web channels (complete by end of FY2011)
- Replace IVR and Benefit Overpayment (complete by end of FY2012)
- Replace Appeals systems and Mainframe (Complete by end of FY2013)

In addition to overcoming these challenges, AWI's vision for the future includes enhanced electronic communications, increased self service for claimants and employers, and consolidating all applications under one security framework.

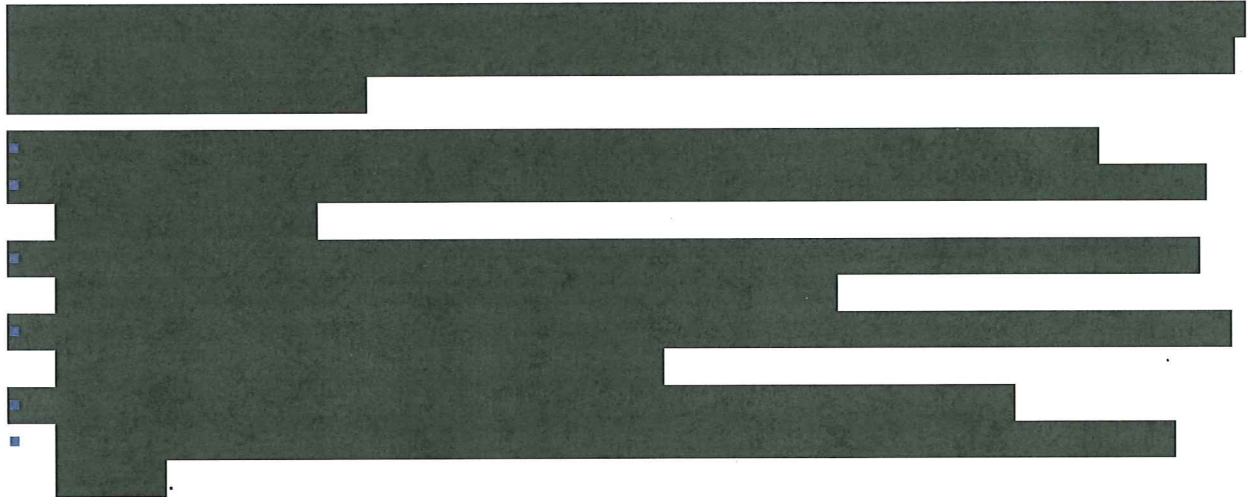
Our team understands the complexities associated with this UC Modernization program because we have been right beside you keeping some of your most critical systems up and running during the current crisis. We are familiar with your specific operating environment and systems and we bring over 25 years of experience from all aspects of large-scale UC system implementations. We have used our experience managing complex integration projects combined with our UC experienced resources to create this response and provide advice for consideration as you move forward. We know delivering large-scale, tight time-frame, high-impact projects, AWI must have access to the right resources at the right time. Our team understands the Florida UC program and has large-scale, mission-critical, Florida-specific experience directly relevant to this effort. For example:

- Accenture has over 25 years experience in the UC market. We have implemented systems in 29 states. We have defined, designed, built and deployed UC systems in Texas, New Jersey, California, Michigan, Ohio, and Illinois – some of the largest and most complex UC programs in the nation.
- Six of the 10 largest states currently use Accenture-built UC systems. We have worked through policy and administrative changes, seen what works and what does not, and have the skills required for UC Modernization-scale systems development and implementation projects.
- Accenture has demonstrated high quality on-time, on-budget delivery of complex statewide initiatives for the State of Florida. When comparing the implementation success rate, cost compared to original award price and adherence to the committed project schedules for large projects, it is apparent that Accenture is alone in delivering system implementation projects. Accenture implemented and customized COTS software to provide the MyFloridaMarketPlace system and DBPR Enterprise Licensing systems that are in statewide production today.
- Accenture has designed and developed both custom and COTS solutions for Florida agencies that have included strong interconnectivity with other agencies (e.g., DCF, DFS, DOR) eligibility determination, document imaging, elimination of manual processes, provided resource re-allocation options and implemented technical architectures that are adaptable, scalable and support continuous process improvement.





- The Department of Business and Professional Regulation received numerous awards including the Computerworld Laureate Medal Honoree Award and EAI Journal Best B2B Integration Solution Award for the Enterprise Licensing project that we designed, developed, tested, trained users on and then provided operations and maintenance services on.



Our continuing goal is to meet or exceed the vision set forth by the AWI, and work with you to transition the UC program from its current state - largely a loose confederation of disparate tasks dependent on fragmented and outdated IT systems - to one that uses technology to promote the concepts of one customer, one account, and one agency. The resulting service delivery model provides customers with a integrated method for conducting transactions that cross internal organization lines. When successful, Floridians depending on these systems to provide the path to reemployment will not have concern for which internal bureau or organizational unit is responsible for specific activities. In the future, this citizen interaction with the AWI will become a single, cohesive entity.

2. Ability to Design and Develop UC Systems

Accenture's is uniquely qualified to work with AWI and its stakeholders for the design, development and implementation of the new modernized UC system. Our qualifications are based on actual Florida-specific experience that consists of the following:

- Implementing COTS package systems, customizing and implementing transfer systems and building custom systems.





- Delivering functionality for eligibility, adjudication and appeals, over payments, fiscal management, data security and re-employment.
- Designing, testing and successfully implementing interfaces with existing systems at all 24 Florida Regional Workforce Boards, the Department of Children and Families, Florida Department of Law Enforcement, Florida Department of Financial Services, Department of Revenue the Department of Education and others.
- Providing these capabilities through web-based, self-service environments.

Accenture sees substantial momentum building across all states and foreign government human service and workforce organizations to integrate standalone program specific systems and stovepipe business processes that are duplicate, constrain or hinder citizen, provider and community based organizations access and involvement in service delivery. Selected goals of this movement to integrated public services are to:

- Allow citizens to provide information only once when applying for services
- Enhance and rationalize data collection through unified applications and efficient supplemental data collection processes
- Use client provided and existing information known about the client to confirm the client is receiving appropriate benefits from the applicable programs
- Allow real time transparent access to the appropriate system information by citizens, providers, community based organizations and other stakeholders
- Provide better case management through a complete 360 degree view of all of the benefits and services a citizen is receiving
- Allow governments to utilize low cost business processing services to perform selected activities within their overall service delivery business process
- Securely share data between backend systems and business processes
- Proactively identify waste and possible fraud using data analytics
- Align program policy rules and processes (e.g. recertification time frames) across programs to reduce administrative costs
- Provide real time visibility to workflow and business activity throughout the entire system to address bottlenecks and issues that extend the time and cost to administer services
- Provide portals and composite applications that present information from multiple systems with a presentation style relevant to the person's role (resident, claimant, business, administrator, investigator, auditor)

Implementing a modern UC system AWI is positioned to apply the emerging integrated public service strategies. We are seeing three trends emerge for organizations that are considering new systems or major replacements:





Migration to a COTS package- Government agencies worldwide are turning their attention to long-needed overhauls of their human services and workforce management systems. Many seek to fundamentally transform their current approach of working in the process—to orient themselves toward automated and integrated services, with a greater focus on the client experience and outcomes. Public service agencies need systems that provide staff the ability to focus on making informed decisions, provide a higher level of customer service and are cost effective to deploy and maintain. Agencies are looking to replace or modernize their existing program-focused eligibility and case management systems with systems that focus on the achievement of *outcomes* across programs.

Next generation public service COTS products can now provide government agencies with an alternative to a custom-built or transfer solution, and a platform for the transformation that will drive high performance. The move to COTS products, while representing a dramatic shift in how agencies view and use their systems, can offer a number of significant advantages:

- **Out-of-the-box functionality**—Many features, such as case management; eligibility determination; correspondence; provider management; and the tools, interfaces, and infrastructure for detailed analysis and operational and program performance reporting, come fully tested and standard in the product.
- **A single enterprise architecture**—COTS provide an integrated architecture enabling governments to invest once for an architecture that can span across the enterprise and support multiple human service programs through a single, consistent solution.
- **A proven solution**—Governments can reduce risk based on the experiences of other jurisdictions that have already implemented the same COTS product. Reduced risk comes in the form of fully tested software, production experience, a product warranty, practitioners with skills in the COTS product and the experience gained from many previous implementations.
- **Potentially shorter implementation timelines**—COTS implementations can be deployed sooner than a custom solution that has to be designed, built and tested from the ground up.
- **Lower total cost of ownership**—Long-term maintenance costs can be reduced by using the base software product appropriately (helping reduce modifications) and by adding functionality via periodic software releases reducing the need for customization. Lower total cost of ownership can be achieved in a number of ways. These include helping increase the capability of the COTS, streamlining the skills required to maintain legacy systems, reducing the cost of making changes delivered in the new releases of the product, and reducing training needs (because using a standard platform across the entire enterprise facilitates job-sharing and role changes).





Transfer of Systems and Reusable Business Process Components – Transfer of a system built for a similar purpose or similar technology platform can also provide proven functional or technical capability. Transfer systems usually require a level of reconfiguration that varies depending on the fit of the transferred system to the new environment. Transfer of a system may also require changes and compromise to existing or desired business processes to support the processes embedded in the transferred system.

As an alternative to a complete system transfer, we are also seeing customers create essentially new custom systems by leveraging SOA technologies combined with COTS and transferred reusable business process modules. After establishing the base service oriented architecture, the system integrates the use of reusable web services from other systems. Examples of external enterprise services that may be integrated include but are not limited to: workflow, fund management, correspondence/notices, invoice processing, identity management, etc.

Application Renewal – For applications that are limited by a technically obsolete platform, limited application support resources or performance and capacity constraints, an application renewal approach may be a viable option. Application renewal approaches can consist of technology re-platform (mainframe to Linux), application code re-platform (e.g. from COBOL to Java), application performance and capacity tuning, or other application maintenance improvement initiatives (automated documentation and code analysis).

As a system integrator, we have deep experience implementing COTS packages Transfers systems and Custom builds. In the following pages, we describe our experience with each.

2.1. Our Ability to Implement COTS

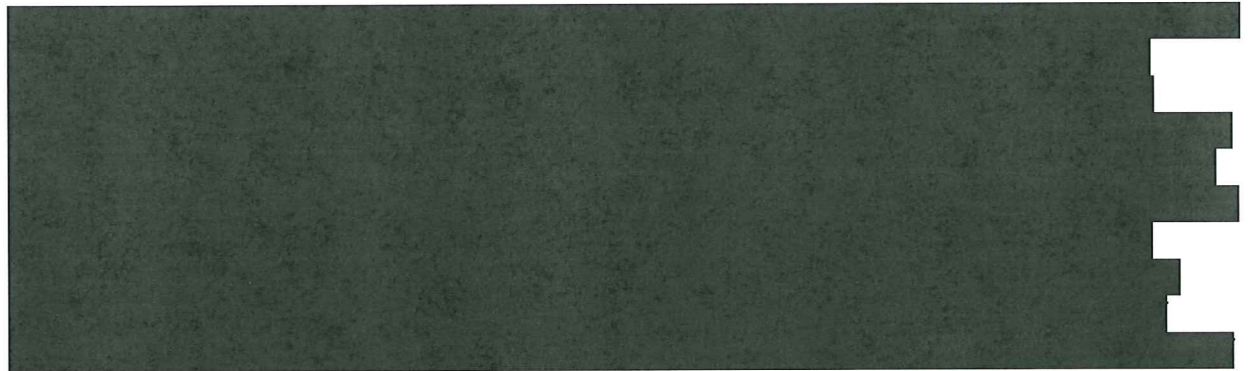
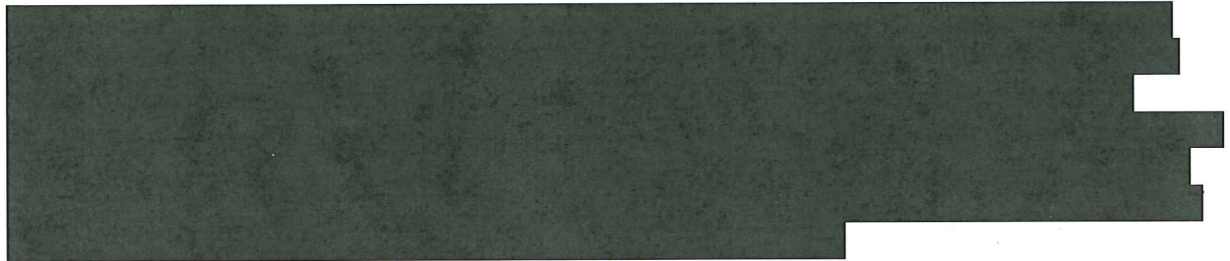
AWI benefits from our ability and experience implementing COTS solutions. We bring proven methodologies and practices in COTS application implementations that result in rigorous work plans and workday estimates based on actual projects, not just generic estimators. We understand the need for a strategic framework and rigorous testing program when deploying emerging COTS technologies because we have implemented more than 5,300 COTS solutions. We have more than 180,000 highly skilled professionals who provide systems integration and technology services that support our clients' business ambitions. Our COTS package implementation experience includes major engagements for many state and local agencies. We have implemented products such as Cúram, Oracle, SAP, PeopleSoft, Ariba, Siebel, FileNet, Documentum, Vignette, and Websphere Business Integrator. The following is a relevant list of several





of our key Public Service COTS-based implementations:

- New York City HHS-Connect & ACCESS NYC – Cúram
- New York City 311 – Siebel
- State of Ohio Statewide Enterprise Resource Planning (OAKS) – PeopleSoft
- State of New South Wales (Australia) CCMS – Siebel
- Florida Office of Financial Regulation - Versa
- Florida Department of Business and Professional Regulation – Siebel
- New York City Automated Personnel System (NYCAPS) – PeopleSoft
- State of Connecticut Statewide Financial Solution – PeopleSoft
- State of Washington – SAP Financials
- City of Boston – PeopleSoft Financials
- State of Arizona Department of Economic Security – PeopleSoft Financials
- Riverside County Financial Solution – PeopleSoft
- State of North Carolina – Ariba eProcurement
- State of Florida – Ariba eProcurement





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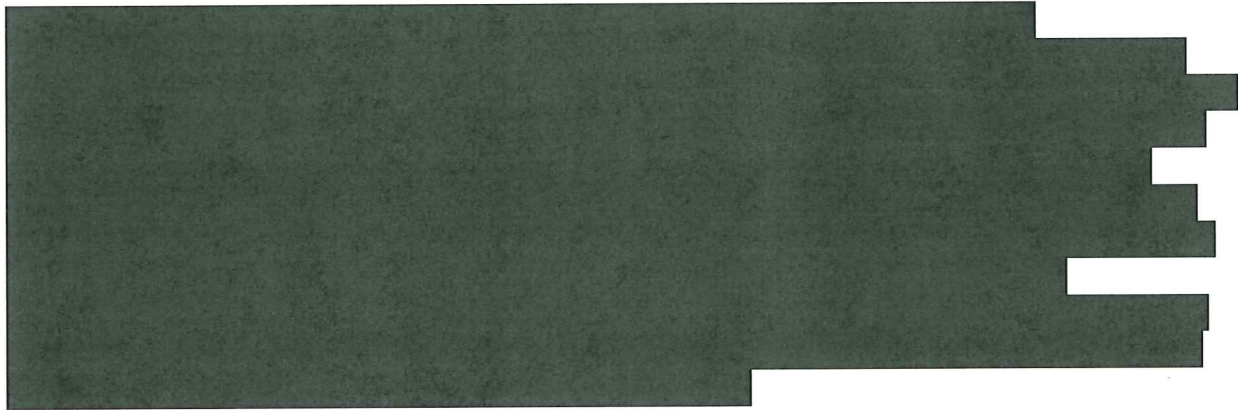
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2.2 Our UC System Transfer Solution

Transfer of a system built for a similar purpose or similar technology platform can often provide proven functional or technical capability. Accenture is in the final stages of implementing a redesigned Unemployment Insurance Benefits system for the Illinois Department of Employment Security (IDES)

The Illinois Department of Employment Security is one of the largest agencies for Unemployment Insurance benefit administration in the United States. IDES administers over \$30 million weekly in unemployment benefits. The Benefits Information System (BIS) currently in place is outdated and unable to effectively support the growing demands of the UI industry. The Illinois Benefits Information System (IBIS) project was initiated by IDES to replace the 29 year old BIS and the benefit payment system that is supporting over \$3-5B annually in benefit payments. Much like AWI, the current BIS is mainframe-based, relying primarily on batch processing, with disparate subsystems and multiple data sources. IDES' replaces BIS and its associated sub systems with a Java, web-based solution, using a relational database, workflow, imaging, and scheduling features.

Accenture has completed the analysis, design, build, and system test and user acceptance test phases for the new replacement system. The American Recovery and Reinvestment Act (ARRA) requires IDES to make substantial changes to the system before putting it into production. These changes have resulted in new scope, an extension to the schedule, and a new cycle of User Acceptance Test. IBIS is on track for deployment to production in June of 2010.

Addressing Business Challenges for IDES

IBIS is addressing many of the same challenges facing AWI:

- Using enhanced IVR and Internet channels to increase customer service levels and reduce the need for in-person communication
- Eliminating the need to fund costly maintenance of old technology with reduced or static funding levels from Federal administrative grants
- Reducing manual, knowledge intensive processes to address an aging and retiring workforce
- Implementing integrated, object-oriented development platform to keep pace with business rule and process changes
- Providing consistent and accurate data across multiple systems
- Developing Electronic Case Folder to provide one stop access to information and documentation from multiple systems to support claims and benefit investigations
- Establishing workflow solution for Agency staff in order to have a consistent and controlled approach to claims management
- Training Agency staff on multiple systems in a timely manner





Business Drivers

IDES shares many of the same business drivers as AWI:

| <i>Business Driver</i> | <i>IBIS Solution</i> |
|---|---|
| Reduce administrative operating costs | With new technologies for easier system maintenance and business processes requiring less staff intervention, IDES will realize administrative cost reduction. |
| Improve customer service via streamlined processes and customer self-service | Three releases already in production to handle internet initial claims, internet certifications and IVR certification enhancements |
| Provide a complete and auditable record of UI transactions | Both the Expanded Claims History and integrated Accounting functions provide a trail for claim progression through the business process lifecycle |
| Provide flexibility for new program and operating changes via a new, open IT architecture | The object oriented, Java EE platform allows for ease of maintenance and flexibility to make program level changes |
| Integrating Workforce functionality such as job matching, etc. on the front-end of the initial claims application process to promote faster claimant reemployment | Release 3 of IBIS deployed an auto-registration function with Employment Services' Illinois Skills Match (ISM) system. Claimants that file for benefits via the IIC and meet certain criteria are automatically registered for job services programs using the ISM. |



Relevance of IBIS Experience to AWI

IDES shares the same desired outcomes as the AWI initiative seeks to achieve with a system reengineering effort of the existing legacy systems. Following are a list of the AWI functions and details on how IBIS would deliver process improvements:

- **Adjudication**

To establish a more efficient Adjudication process, IBIS has implemented an Electronic Case Folder to allow one access point to reference all case materials. Claimant and employer correspondence is contained in the case folder specific to that issue including fact finding information needed to make the determination.

Updated document intake processes allow a bar-coded return document, like an employer protest, to be scanned and indexed to the specific case. The system generates a workflow to the assigned adjudicator based on the trigger action taking place. **Issues that can be identified at claims intake are automatically added, assigned, and scheduled without staff intervention.**

Issue workflow items are assigned and scheduled to staff based on their specific profile attributes including issue

competency and language. Supervisors are able to automatically or manually schedule cases to **balance workloads** across geographies. The system updates tasks based on due dates to increase priority in the user's task queue as timeliness deadlines approach.

The Release 2 Guided Interview application deployed in 2005 allows staff to capture interview details using scripted interview questions specific to each issue. **Over 1 million adjudication issues have been determined in IBIS to date.** Deployment of this release prior to the main implementation has the added benefit of training a large set of users on new functionality to reduce the learning curve and impact.

- **Audit** - IBIS developed the Expanded Claims History to track user and claimant interactions as the claim moves through the business process lifecycle.
- **Appeals** - IBIS contains a fully integrated Appeal process at the Benefit Appeal

BIS Release Schedule

IBIS deployed releases to gain benefit earlier in the implementation schedule

- Release 1 – Internet Initial Claims deployed July 2005
- Release 2 – Guided Adjudication Interviews deployed November 2005
- Release 3 – Illinois Skills Match auto-registration deployed April 2006
- Release 3.5 – Internet Certifications deployed August 2009
- Release 4 – Statewide IBIS Implementation scheduled for June 2010



level to Board of Review and captures Circuit Court information. Using the established Electronic Case Folder, referees can access previously made determinations and case information in one place. Based on statutes and legal precedents, the team added **over 150 issues with canned decision language and “quick text”** that pops up for the specific issue being decided to reduce errors. Appeals has workflows to move decisions to different levels and capture additional information. Once a decision is made, the system processes the result and triggers the payment or overpayment processing based on the outcome. Because of the **smooth integration between payments and appeals** functions, a decision’s result is the only entry required of staff to correctly administer the agreed appropriate effect.

- **Benefit Payment Control (BPC)** - IBIS has developed an integrated approach to Overpayments processing. Overpayments are closely tied to payments and accounting processes where the system does the heavy lifting that tends to cause errors in manual processing today. When a change is made that results in an overpayment (for example an overturned determination or base wage adjustment), **IBIS automatically puts up an overpayment, generates a notice, and updates the payment accounting without staff intervention.** IBIS interfaces with the established Benefit Audit Reporting and Tracking System (BARTS) that is used in many states for overpayment case management. This approach allows users the flexibility to follow established recoupment procedures while still capturing the end result in the system. The BPC process in IBIS establishes has communication lines with many external parties and agencies including the state Comptroller and the Attorney General’s office to deal with collections and repayments. IBIS interfaces with the state’s Overpayment Recovery System (ORS) which manages the repayment agreements to improve recoupment levels.
- **Claims Intake & Internet Initial Claims** - IBIS 1st release is an Internet Initial Claims (IIC) application that allows claimants to file for benefits online via the IBIS website. Since its release in July of 2005, over 725,000 claims have been entered online using IBIS. This online, self-service function has dynamic fact finding to capture the appropriate investigation issue details up front. The internet claims release also introduced claimant address validation to enhance data accuracy.

In order to address the increased strain on the current IVR system, Accenture developed a quick win with deployment of Release 3.5 - Internet Certifications. This expanded the internet claims functionality to consist of a web-based certification portal for existing claimants. As claim volumes skyrocketed to record





levels, the IVR strain declined as many users moved to the internet to certify bi-weekly for benefits. **Since released in August of 2009, over 300,000 certifications have already been completed on the internet using the IBIS Internet Certifications system.** These certifications are processed automatically without any manual intervention, just as with certifications taken through other channels.

- **Federal Reporting** - IDES is using Business Object technology to harvest report data from the IBIS data model. The data structure allows for real time and historical outputs consistent with federal reporting requirements.

For federal Benefits Timeliness and Quality (BTQ) reviews, IBIS developed a set of screens to generate sample and capture Data Collection details for upload to federal systems. This functionality **improves BTQ scores programmatically** by implementing quality assurance checks in all geographies and levels of the adjudication process

- **Customer Information Requests** - IDES is currently piloting a Customer Service Center to deal with increased claims load and client inquiries. There are claimant and employer intentions pages developed in IBIS for the IDES public web page to provide static information about the benefit process, common forms, and payment details to claimant.
- **Special Payment** - **IBIS directly interfaces with external stakeholders including banks to reconcile accounts and maintain overall program accounting functions.** 1099-G tax forms are created on an annual schedule and provided for claimants during tax season. Enhanced IVR functions allow 1099-Gs replacements to be sent by request using the automated system. IBIS also provides On Demand payment functionality that is reconciled with the accounting functions back to a claim in order to track payments effectively.
- **Special Programs** - IBIS has a robust claims and determination process to administer the Trade Readjustment Allowances (TRA) program. In addition to automatically calculating eligibility based on the claimant's training status, system provides TRA outreach to potentially eligible claimants.

Conversion

The current data for the UC application will need to be converted from VSAM and other sources to an RDBMS. Accenture has extensive experience and a robust methodology for a data conversion work stream. The following is a sampling of considerations when planning a data conversion:





- Conversion approach – big bang or phased
- Conversion code approach – custom code or utilize and Extract Transform Load (ETL) tool to assist with development
- Number of mock conversions
- Data mappings from source to target system
- Default values
- Data cleansing approach in source system, time required and ownership
- Approach to testing with converted data

Support Services and Operations and Maintenance

Accenture can support your desired approach for operations and maintenance ranging from transitioning to your support team to maintain the application all the way to Accenture operating and maintaining the entire system. Either way, Accenture has a robust Service Introduction methodology that consists of items such as communication plans, deployment checklists, go/no-go checklists, knowledge transfer, operational readiness testing, SLE definition and more. In addition, Accenture has a dedicated practice for Operations Architecture with deep experience in the areas of high availability, redundancy, failover, application monitoring and alerting, application performance monitoring and more.

Training

Accenture has a dedicated practice called Talent & Organization Performance with knowledgeable resources and extensive experience in change management and training design. Accenture also has a full methodology work stream for training and performance support. We can help you analyze your training needs and design the agreed upon appropriate option for training delivery. Training options range from Accenture leading full instructor-led training sessions, train the trainer sessions or computer based training simulations.

Typically, the training approach should be wrapped into the overall change management plan which consists of other items such as a communications plan, conference room pilot sessions with end users and metrics that track usage of the new system.

Equipment Needs

Accenture typically defines the hardware and software requirements during the scoping phase once the implementation approach has been finalized and transaction volumes are defined. Accenture works with the hardware and software vendors directly to obtain price quotes and review hardware sizing requirements. Accenture has strong alliance partnerships in place with the majority of the hardware and software vendors on the



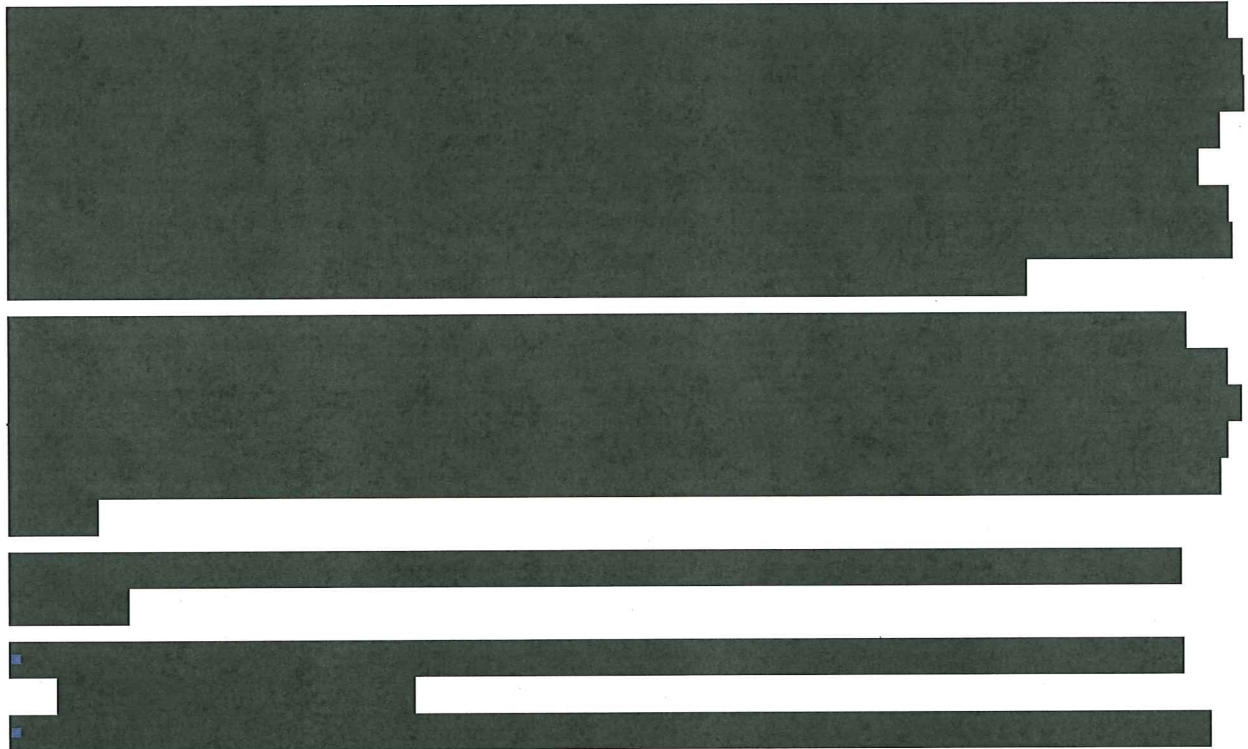
market. These partnerships often help us to get additional or prioritized support when working with vendors on issues.

Summary

Faced with many of the same challenges with archaic systems and inundated with similar claims loads as Florida AWI, IDES invested in new technologies and a redesigned their legacy systems. As many of the offerings of IBIS align to AWI needs, Accenture is well-positioned to bring this breadth of knowledge and experience to the state of Florida for an effective implementation.

2.3. Our Ability to Develop Custom Systems

As an alternative to a complete system transfer, we are also seeing customers create essentially new custom systems by leveraging SOA technologies combined with COTS and transferred reusable business process modules. After establishing the base service oriented architecture, the system integrates the use of reusable web services from other systems. Examples of external enterprise services that may be integrated consists of: workflow, fund management, correspondence/notices, invoice processing, and identity management.





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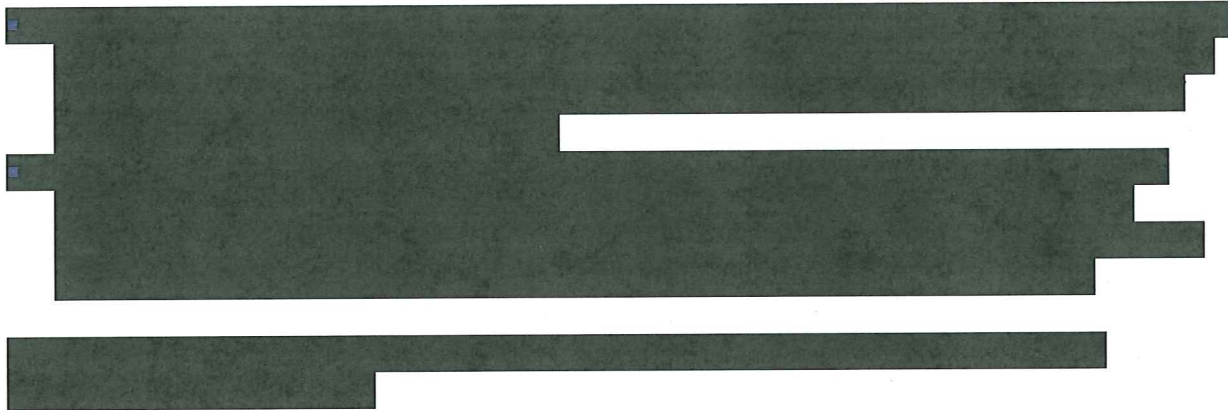
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2.4 Potential Timeframe for UC Modernization Implementation

Accenture looks forward to working with AWI to discuss an agreed upon timeline and release options for the UC Modernization effort. The overall timeline will be driven by many factors including, but not limited to:

- Implementation approach (COTS, Custom, Transfer)
- Total agreement on scope of releases
- Number and availability of Agency resources with deep knowledge and experience
- Release approach and Implementation

To develop an appropriate timeframe for the UC system will require more insight into the system requirements, business processes timetables and dependencies, and preference for optional features. For example, implementation dates are often set to coincide with low volume periods or following critical business processes. Coordinating implementation dates this way, there is less risk to the organization that the shake out that follows implementation of a new system and the new business processes will have dramatic impacts on the clients of the system.

We have performed thousands of projects that will be similar to the scope so we can provide a high level timeline for planning purposes. We would estimate the elapsed time until completion of implementation critical activities to be:

- | | |
|---|--------------|
| ▪ Requirements Validation | 3 - 5 months |
| ▪ Analysis and design | 2 - 4 months |
| ▪ Configuration and custom development | 3 - 5 months |
| ▪ System Testing, Training and Acceptance | 2 - 4 months |
| ▪ Implementation and roll-out | 3 -12 months |
| ▪ Total | 13-30 months |





Our experience is that system implementation projects like this will be most effective if “quick wins” can be introduced in the first 16 months. Time frames longer than this may cause stakeholders to lose interest and reduce their participation. While Accenture has a large number of resources that can support rapid implementation to meet critical schedules if needed, we would recommend limiting scope to fit the desired time frame and phasing non-critical features into a release schedule that implements the additional functionality and capabilities over time.

3. Accenture’s History, Organization and Contact Information

History- Accenture is a global management consulting, technology services and outsourcing company. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world’s most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments. With approximately 177,000 people serving clients in more than 120 countries, the company generated net revenues of US\$21.58 billion for the fiscal year ended Aug. 31, 2009. Our home page is www.accenture.com.

Accenture LLP, an Illinois general partnership, which has elected for purposes of Illinois law to be treated as a limited liability partnership is owned by Accenture Inc. and Accenture LLP, both of which are Delaware corporations who are, in turn, owned by the ultimate parent company, Accenture plc. Accenture plc is a public limited company incorporated in Ireland and its successors, and whose shares trade on the New York Stock Exchange. The registered address for both partners is:

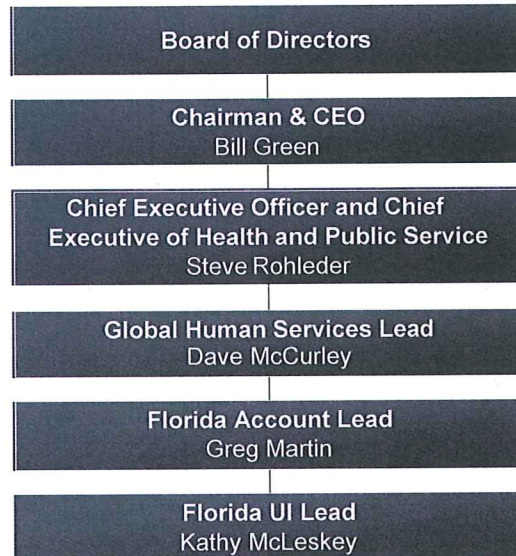
c/o Corporation Service Company
2711 Centerville Road, Suite 400
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Both of these partners are ultimately wholly owned by Accenture plc.





Organization Chart - The UC Modernization Project will be managed under our Health and Public Services Operating Group. Below is our organization chart.



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4. Contemporary Enabling Technologies

As one of the world's leading Systems Integrators, Accenture has experience with a broad array of contemporary technologies. Since Accenture has alliances with many software vendors, and is not tied to one specific technology platform, we have built systems that consist of a diverse set of technologies and software packages.

Established Technology Experience

Open Architecture - When Accenture implements a custom or transfer system, it is based on an open, layered architecture. Our architecture guiding principles recommend that application code maintains a separation of concerns between architecture tiers (client, presentation, service and integration). For example, business rules and logic should reside in the service tier and not in the presentation tier. Since the architecture is open, different components can be more easily swapped out without affecting the entire system. This architectural approach allows for ease of maintenance and integration with other systems.

The architecture is also service-based, so that the service layer can easily be exposed to other integrating applications. This enables multi-channel support for user interfaces such as a web browser, an IVR and mobile devices. Service-based architectures are more flexible, reusable and support rapid change.

Batch Architecture - A claims and payment processing system like the UC requires a large amount of bulk data, or batch, processing. Often the batch processing is some of the most critical to the entire system since it can involve financial information and interfaces to external systems. Accenture has deep experience with batch architectures and created a Java-based batch architecture framework from our experience with multiple large batch implementations. Accenture donated the batch architecture to the Spring open source platform, and it has become the Spring Batch framework. The Spring Batch framework supports key batch processing concepts like job processing statistics, job restart ability, and job partitioning for scalability. The framework has been proven reliable at very large volumes and throughputs. Accenture's Illinois Benefits Information System (IBIS) project uses Spring Batch.

Document Management - Accenture has implemented numerous document management systems consisting of an imaging component and a Content Management System (CMS). Accenture has a practice that specializes in content management and has experience with all of the largest software vendors for imaging and content management. For the UC system, Accenture recommends generating outbound documents with a barcode so that they can be scanned upon return. The document metadata is stored in the repository during document creation and associated with the barcode ID. When the document is scanned, the system matches the document with the





metadata by associating the barcode ID. This approach increases the automation and efficiency of the process. It also allows for better reporting metrics around document usage.

Emerging Technology Experience

IVR / Agent-Assisted Services - Accenture has a great deal of experience implementing CRM systems using IVR and agent-assisted services. We have experience with the following types of IVR technologies and approaches:

- Natural Language Queries
- Speech Application Language Tags (SALT)
- Voice XML (VXML)
- Caller Identity Authentication
- Intelligent Routing to Agents
- Pre-recorded Content for Common Questions

Web 2.0 and Rich Internet Applications (RIA) - Accenture has a Community of Practice around Web 2.0 and RIAs. When applied properly, these technologies can enhance the user interface and create a very rewarding experience for the user. An example of a technique used is partial page refresh to reduce the wait time for the user. Accenture has decision guides to address common Web 2.0 technologies like offline technologies and AJAX push model. However, the use of some Web 2.0 technologies can have drawbacks such as browser compatibility or accessibility issues.

Care should be taken to make sure that the user experience is improved when making the decision to use Web 2.0 or RIA. Accenture has a practice dedicated to improving the user experience. Team members from this practice are knowledgeable in user experience and help clients determine navigation styles, create a high-quality look and feel for the application, and help facilitate walk-through sessions with users to gather feedback and improve the usability of the designs.

5. Additional Value Added Options

Accenture can provide AWI with many valued added services in addition to the UC Modernization Implementation. Specific offerings of value added services that could be part of a service contract consisting of:





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Access to Alliance Teaming Partners and Preferred Relationships - Accenture provides access to its alliance partners and preferred relationships as part of a contract for services. This can reduce cost to the Agency in many areas. As an example, Accenture personnel are able to use Microsoft products at no cost saving the department on software licensing costs for development personnel. Accenture has similar relationships with other vendors providing enhanced access to vendor support resources.

Access to Accenture Knowledge Exchange – Accenture provides resources that have access to Accenture’s Knowledge Exchange. This provides staff with industry leading thinking, practical implementation experience, reusable assets, technical problem solving, sample deliverables and access to a virtual workforce of specialists.

Transfer of Knowledge - Accenture has built and maintained UC systems that are implemented at several large states (Florida, Illinois, Texas, California, Ohio, New Jersey). We know what works and what does not. We are able to share our acquired knowledge with you.

MBE Usage Commitment – Accenture commits to meet qualified Minority Business Enterprise organizations.

Use of On Shore Delivery Centers – Accenture has onshore delivery centers that have established infrastructure to support rapid and cost effective COTS package configuration, custom development, performance and security testing and other capabilities.

Licensing System Assets - Accenture will provide AWI with access and usage rights to industry leading online web forms technologies that were developed and implemented at the Department of Business and Professional Regulation. These consist of: call center, enterprise integration, mobile field worker and online self service infrastructure and applications. AWI would only need to pay for the services associated with customizing these assets to the UC environment.

We are open to discussion on additional value added offerings that we could provide to increase the value of delivering the services you desire.

