

## ATTACHMENT 17.21: SOLUTION OPERATIONS LEAD - QUALIFICATIONS FORM

The Bidder may use multiple projects to meet the total experience required for each mandatory experience and, if applicable, desirable experience. A separate form must be completed for each project cited.

| QUALIFICATIONS FORM |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1                   | <b>Bidder:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| 2                   | <b>Key Staff Name:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 3                   | <b>Key Staff's Referenced Project Name:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 4                   | <b>Company Name (of staff's reference):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 5                   | <b>Contact Name, Title, Email Address and Telephone Number (of Staff's Reference):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| 6                   | <b>Key Staff Start Date (MM/DD/YYYY):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| 7                   | <b>Key Staff End Date (MM/DD/YYYY):</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| 8                   | <b>Project Description:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| 9                   | <b>Project Contract Amount:</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| 10                  | For each mandatory experience and, if applicable, desirable experience listed below, check "Yes" if the total years of experience was met on this referenced project; check "No" if none of the experience was met on this referenced project; or check "Partial" if fewer than the total years of experience was met on this referenced project. If partial or total experience was met (checked), enter the years and/or months of "Experience gained on this referenced project" and describe the Staff's role and responsibilities performed on the project in the "Description of services provided" field. |

| Number                            | Classification | Mandatory Experience                                                                                                                      | Total Experience Required | Experience gained on this cited Project |
|-----------------------------------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------------|
| 11                                | M              | A minimum of five (5) years of experience managing the operational processes, including help desk and training, of the proposed solution. | 5 Years                   | Yes <input type="checkbox"/>            |
|                                   |                |                                                                                                                                           |                           | No <input type="checkbox"/>             |
|                                   |                |                                                                                                                                           |                           | Partial <input type="checkbox"/>        |
|                                   |                |                                                                                                                                           |                           | Yr.____ Mo.____                         |
| Description of services provided: |                |                                                                                                                                           |                           |                                         |

| Number                            | Classification | Mandatory Experience                                                                                                                               | Total Experience Required | Experience gained on this cited Project |
|-----------------------------------|----------------|----------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-----------------------------------------|
| 12                                | M              | A minimum of three (3) years of experience training and leading the client operations team in knowledge transfer and management of business rules. | 3 Years                   | Yes <input type="checkbox"/>            |
|                                   |                |                                                                                                                                                    |                           | No <input type="checkbox"/>             |
|                                   |                |                                                                                                                                                    |                           | Partial <input type="checkbox"/>        |
|                                   |                |                                                                                                                                                    |                           | Yr.____ Mo.____                         |
| Description of services provided: |                |                                                                                                                                                    |                           |                                         |

| Number | Classification | Mandatory Experience                                        | Total Experience Required | Experience gained on this cited Project |
|--------|----------------|-------------------------------------------------------------|---------------------------|-----------------------------------------|
| 13     | M              | A minimum of two (2) years of knowledge and experience with | 2 Years                   | Yes <input type="checkbox"/>            |

| Number                            | Classification | Mandatory Experience                | Total Experience Required | Experience gained on this cited Project                                            |
|-----------------------------------|----------------|-------------------------------------|---------------------------|------------------------------------------------------------------------------------|
|                                   |                | public health in the public sector. |                           | No <input type="checkbox"/><br>Partial <input type="checkbox"/><br>Yr.____ Mo.____ |
| Description of services provided: |                |                                     |                           |                                                                                    |

| Number                            | Classification | Mandatory Experience                                                                   | Total Experience Required | Experience gained on this cited Project                                                                            |
|-----------------------------------|----------------|----------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------------------------------------------------------------|
| 14                                | M              | A minimum of five (5) years of experience of leading geographically distributed teams. | 5 Years                   | Yes <input type="checkbox"/><br>No <input type="checkbox"/><br>Partial <input type="checkbox"/><br>Yr.____ Mo.____ |
| Description of services provided: |                |                                                                                        |                           |                                                                                                                    |

| Number | Classification | Mandatory Experience                                                                                                   | Total Experience Required | Experience gained on this cited Project                     |
|--------|----------------|------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------------------------------------------------|
| 15     | M              | A minimum of three (3) years of experience managing IT operations for a large IT system valued at \$5,000,000 or more. | 3 Years                   | Yes <input type="checkbox"/><br>No <input type="checkbox"/> |

| Number | Classification                                   | Mandatory Experience | Total Experience Required | Experience gained on this cited Project                 |
|--------|--------------------------------------------------|----------------------|---------------------------|---------------------------------------------------------|
|        |                                                  |                      |                           | Partial <input type="checkbox"/><br><br>Yr.____ Mo.____ |
|        | <b>Description of services provided:</b><br><br> |                      |                           |                                                         |

| Number | Classification | Desirable Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Total Experience Required | Experience gained on this cited Project                                                                                        |
|--------|----------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| 16     | DS             | <p>One (1) to three (3) years of experience as the Solution Operations Lead implementing or maintaining a public sector system.</p> <p>Five (5) points per year for up to three (3) years of satisfactory Solution Operations Lead experience. To receive DS points for this requirement, the following conditions must be met:</p> <ul style="list-style-type: none"> <li>The public sector system must be for a federal, state, county or city government with a population greater than 1,000,000 people.</li> </ul> | 1-3 Years                 | Yes <input type="checkbox"/><br><br>No <input type="checkbox"/><br><br>Partial <input type="checkbox"/><br><br>Yr.____ Mo.____ |

| Number | Classification                    | Desirable Experience                           | Total Experience Required | Experience gained on this cited Project |
|--------|-----------------------------------|------------------------------------------------|---------------------------|-----------------------------------------|
|        |                                   | 5 pts. X 3 years = 15 maximum points possible. |                           |                                         |
|        | Description of services provided: |                                                |                           |                                         |
|        |                                   |                                                |                           |                                         |