

Attachment B.11.e
IBM Daksh

IBM Daksh

- 1. Indicate your organization's legal name, trade name, dba, acronym, and any other name under which you do business; the physical address, mailing address, and telephone number of your headquarters office. Provide the legal name for your organization's ultimate parent (e.g. publicly traded corporation).**

- IBM Daksh Business Process Services Pvt. Ltd
- Physical & mailing Address – Tech Park One, Tower A, Yerwada, Pune – INDIA
- Telephone - +912040006000
- CEO of IBM Corp (IBM Daksh Ultimate Parent)– Sam Palmisano

- 2. Describe your organization's form of business (i.e., individual, sole proprietor, corporation, non-profit corporation, partnership, limited liability company) and detail the names, mailing address, and telephone numbers of its officers and directors and any partners (if applicable).**

IBM Daksh is a privately held Corporation. Ultimate Parent Organization- IBM Corporation

- 3. Provide the name and address of any health professional that has at least a five percent (5%) financial interest in your organization, and the type of financial interest.**

As part of RFP responses, IBM does not share financial details for BPO separately. For any further information on financials, PDF versions of the annual report is available on the link below:

<http://www.ibm.com/annualreport/>

- 4. Provide your federal taxpayer identification number and Louisiana taxpayer identification number.**

IBM Daksh does not provide its Taxpayer ID number in RFP responses. The current financial information of its parent IBM can be found in IBM's Annual Report filed with the Securities and Exchange Commission (located in Form 10-K). Please refer to our web site www.ibm.com/annualreport for more information including all of IBM's public financial disclosure and required filings for the past two years

- 5. Provide the name of the state in which you are incorporated and the state in which you are commercially domiciled. If out-of-state, provide the name and address of the local representative; if none, so state.**

IBM Daksh is incorporated and based out of India. Its parent, IBM Corporation was organized to do business in Endicott, New York on June 16, 1911 and is incorporated in the State of New York.

- 6. If you have been engaged by DHH within the past twenty-four (24) months, indicate the contract number and/or any other information available to identify the engagement; if not, so state.**

IBM has contracts with private entities which cater to federal programs". IBM Daksh does not have any direct engagement with DHH

- 7. Provide a statement of whether there have been any mergers, acquisitions, or sales of your organization within the last ten years, and if so, an explanation providing relevant details. If any change of ownership is anticipated during the 12 months following the Proposal Due Date of 6/24/2011, describe the circumstances of such change and indicate when the change is likely to occur. Include your organization's parent organization, affiliates, and subsidiaries.**

Daksh was acquired by IBM in 2004. Other relevant and publicly available information may be found in <http://www.ibm.com/annualreport/>

- 8. Provide a statement of whether you or any of your employees, agents, independent contractors, or subcontractors have ever been convicted of, pled guilty to, or pled nolo contendere to any felony and/or any Medicaid or health care related offense or have ever been debarred or suspended by any federal or state governmental body. Include an explanation providing relevant details and the corrective action plan implemented to prevent such future offenses. Include your organization's parent organization, affiliates, and subsidiaries.**

IBM Daksh does not make the details of the information wanted in the query above publicly available. However, IBM Daksh represents that such cases, if any, would not prevent IBM Daksh from discharging its obligations pursuant to a contract finally awarded to IBM Daksh as a result of this RFP, including all obligations related to the provisions of IBM Daksh' Products and Services hereunder. Information that does exist can be found in Form 10 - K, Part I, Item 3 - Legal Proceedings in the annual report filed with the Securities and Exchange Commission by its parent IBM Corporation. Please refer to our web site www.ibm.com/annualreport for more information.

- 9. Provide a statement of whether there is any pending or recent (within the past five years) litigation against your organization. This shall include but not be limited to litigation involving failure to provide timely, adequate or quality physical or behavioral health services. You do not need to report workers' compensation cases. If there is pending or recent litigation against you, describe the damages being sought or awarded and the extent to which adverse judgment is/would be covered by insurance or reserves set aside for this purpose. Include a name and contact number of legal counsel to discuss pending litigation or recent litigation. Also include any SEC filings discussing any pending or recent litigation. Include your organization's parent organization, affiliates, and subsidiaries.**

IBM Daksh does not make the details of past, pending or current litigation publicly available. However, IBM Daksh represents that there is no pending litigation which would prevent IBM Daksh from discharging its obligations pursuant to a contract finally awarded to IBM Daksh as a result of this RFP, including all obligations related to the provisions of IBM Daksh' Products and Services hereunder. Information that does exist can be found in Form 10 - K, Part I, Item 3 - Legal Proceedings in the annual report filed with the Securities and Exchange Commission by its parent IBM Corporation. Please refer to our web site www.ibm.com/annualreport for more information.

- 10. Provide a statement of whether, in the last ten years, you or a predecessor company has filed (or had filed against it) any bankruptcy or insolvency proceeding, whether voluntary or involuntary, or undergone the appointment of a receiver, trustee, or assignee for the benefit of creditors. If so, provide an explanation providing relevant details including the date in which the company emerged from bankruptcy or expects to emerge. If still in bankruptcy, provide a summary of the court-approved reorganization plan. Include your organization's parent organization, affiliates, and subsidiaries.**

No

- 11. If your organization is a publicly-traded (stock-exchange-listed) corporation, submit the most recent United States Securities and Exchange**

Commission (SEC) Form 10K Annual Report, and the most-recent 10-Q Quarterly report.

No. However PDF versions of IBM Corporation's annual report is available on the link: <http://www.ibm.com/annualreport/>

- 12. Provide a statement whether there have been any Securities Exchange Commission (SEC) investigations, civil or criminal, involving your organization in the last ten (10) years. If there have been any such investigations, provide an explanation with relevant details and outcome. If the outcome is against the organization, provide the corrective action plan implemented to prevent such future offenses. Also provide a statement of whether there are any current or pending Securities Exchange Commission investigations, civil or criminal, involving the Organization, and, if such investigations are pending or in progress, provide an explanation providing relevant details and provide an opinion of counsel as to whether the pending investigation(s) will impair the Organization's performance in a contract/Agreement under this RFP. Include your organization's parent organization, affiliates, and subsidiaries.**

For publicly available information, please refer to our web site www.ibm.com/annualreport for more information.

- 13. If another corporation or entity either substantially or wholly owns your organization, submit the most recent detailed financial reports for the parent organization. If there are one (1) or more intermediate owners between your organization and the ultimate owner, this additional requirement is applicable only to the ultimate owner.**

PDF versions of the annual report is available on the link below:

<http://www.ibm.com/annualreport/>

- a. **Include a statement signed by the authorized representative of the parent organization that the parent organization will unconditionally guarantee performance by the proposing organization of each and every obligation, warranty, covenant, term and condition of the Contract.**

IBM Daksh is a financially stable company and is a leading and well reputed BPO service provider. Performance guarantees are not factored into IBM Daksh's pricing and are not necessary for a large, established entity such as Daksh

- 14. **Attach a personnel roster and resumes of key people who shall be assigned to perform duties or services under the Contract, highlighting the key people who shall be assigned to accomplish the work required by this RFP and illustrate the lines of authority.**

- a. William Guilfoil – Project executive
- b. Ameet Vernekar – Delivery Project Executive

- c. **Submit current resumes of key personnel documenting their educational and career history up to the current time. Include information on how long the personnel have been in these positions and whether the position included Medicaid managed care experience.**



Resume - Ameet Vernekar(2).doc

- d. **If any of your personnel named is a current or former Louisiana state employee, indicate the Agency where employed, position, title, termination date, and last four digits of the Social Security Number.**

To the best of our knowledge, the team responding is not aware of any IBM Daksh employees having worked for the LA state in the past 2 years

- e. **For key positions/employees which are not full time provide justification as to why the position is not full time. Include a description of their other duties and the amount of time allocated to each.**

- 15. **Identify (IN THE ATTACHED EXCEL DOCUMENT), all of your organization's publicly-funded managed care contracts for Medicaid/CHIP and/or other low-income individuals within the last five (5) years. In addition, identify, in Excel format your organization's ten largest (as measured by number of enrollees) managed care contracts for populations other than**

Medicaid/CHIP and/or other low-income individuals within the last five (5) years. For each prior experience identified, provide the trade name, a brief description of the scope of work, the duration of the contract, the contact name and phone number, the number of members and the population types (e.g., TANF, ABD, duals, CHIP), the annual contract payments, whether payment was capitated or other, and the role of subcontractors, if any. If your organization has not had any publicly-funded managed care contracts for Medicaid/SCHIP individuals within the last five (5) years, identify the Organization's ten largest (as measured by number of enrollees) managed care contracts for populations other than Medicaid/CHIP individuals within the last five (5) years and provide the information requested in the previous sentence. Include your organization's parent organization, affiliates, and subsidiaries.

PLEASE COMPLETE THIS QUESTION IN THE ATTACHED EXCEL DOCUMENT.

None

16. Identify whether your organization has had any contract terminated or not renewed within the past five (5) years. If so, describe the reason(s) for the termination/non-renewal, the parties involved, and provide the address and telephone number of the client. Include your organization's parent organization, affiliates, and subsidiaries.

- a. If the contract was terminated/non-renewed, based on your organization's performance, describe any corrective action taken to prevent any future occurrence of the problem leading to the termination/non-renewal. Include your organization's parent organization, affiliates, and subsidiaries.**

In the normal course of business, clients transition services to IBM Daksh from other vendors and move from IBM Daksh to other vendor for various reasons including which may include pricing, location and regulatory changes. While IBM Daksh does not provide details regarding terminated and un-renewed contracts for reasons pertaining to client confidentiality, IBM Daksh believes that the delivery of Services to WellCare shall not be affected for any such reasons.

17. As applicable, provide (in table format) the Organization's current ratings as well as ratings for each of the past three years from each of the following: [Not available for IBM Daksh](#)

- a. **AM Best Company (financial strengths ratings);**
- b. **TheStreet.com, Inc. (safety ratings); and**
- c. **Standard & Poor's (long-term insurer financial strength).**

18. For any of your organization's contracts to provide physical health services within the past five years, has the other contracting party notified the Proposer that it has found your organization to be in breach of the contract? If yes:

- a. **Provide a description of the events concerning the breach, specifically addressing the issue of whether or not the breach was due to factors beyond the Proposer's control.**
- b. **Was a corrective action plan (CAP) imposed? If so, describe the steps and timeframes in the CAP and whether the CAP was completed.**
- c. **Was a sanction imposed? If so, describe the sanction, including the amount of any monetary sanction (e.g., penalty or liquidated damage).**
- d. **Was the breach the subject of an administrative proceeding or litigation? If so, what was the result of the proceeding/litigation? Include your organization's parent organization, affiliates, and subsidiaries.**

[In the normal course of business, there may have been certain security breaches. IBM Daksh takes these matters seriously and always works with the client in performing a root cause analysis and takes appropriate steps to mitigate and prevent such breaches. While IBM Daksh does not provide details regarding such breaches for reasons pertaining to client confidentiality, IBM Daksh believes that the delivery of Services to WellCare shall not be affected for any such reasons.](#)

19. Indicate whether your organization has ever sought, or is currently seeking, National Committee for Quality Assurance (NCQA) or American Accreditation HealthCare Commission (URAC) accreditation status. If it has

or is, indicate current NCQA or URAC accreditation status and accreditation term effective dates if applicable.

NO

20. Have you ever had your accreditation status (e.g., NCQA, URAC,) in any state for any product line adjusted down, suspended, or revoked? If so, identify the state and product line and provide an explanation. Include your organization's parent organization, affiliates, and subsidiaries.
21. If you are NCQA accredited in any state for any product line, include a copy of the applicable NCQA health plan report cards for your organization. Include your organization's parent organization, affiliates, and subsidiaries.
22. Provide (as an attachment) a copy of the most recent external quality review report (pursuant to Section 1932(c)(2) of the Social Security Act) for the Medicaid contract identified in response to item #15 above that had the largest number of enrollees as of January 1, 2011. Provide the entire report. In addition, provide a copy of any corrective action plan(s) requested of your organization (including your organization's parent organization, affiliates, and subsidiaries) in response to the report.

Not applicable

23. Identify and describe any regulatory action, or sanction, including both monetary and non-monetary sanctions imposed by any federal or state regulatory entity against your organization within the last five (5) years. In addition, identify and describe any letter of deficiency issued by as well as any corrective actions requested or required by any federal or state regulatory entity within the last five (5) years that relate to Medicaid or CHIP contracts. Include your organization's parent organization, affiliates, and subsidiaries.

To the best of our knowledge, the team responding is not aware of any such sanction against IBM Daksh or an incident of IBM Daksh being placed under corrective action.

24. Provide a statement of whether your organization is currently the subject or has recently (within the past five (5) years) been the subject of a criminal or civil investigation by a state or federal agency other than investigations described in response to item #12 above. If your organization has recently been the subject of such an investigation, provide an explanation with relevant details and the outcome. If the outcome is against your organization, provide the corrective action plan implemented to prevent such future offenses. Include your organization's parent company, affiliates and subsidiaries.

IBM Daksh does not make the details of past, pending or current investigations publicly available. However, IBM Daksh represents that there is no pending investigations which would prevent IBM Daksh from discharging its obligations pursuant to a contract finally awarded to IBM Daksh as a result of this RFP, including all obligations related to the provisions of IBM Daksh' Products and Services hereunder. Information that does exist can be found in Form 10 - K, Part I, Item 3 - Legal Proceedings in the annual report filed with the Securities and Exchange Commission by its parent IBM Corporation. Please refer to our web site www.ibm.com/annualreport for more information

June 23, 2011

Wade Davenport
Director, Strategic Sourcing
WellCare Health Plans, Inc.
8735 Henderson Road
Renaissance Two
Tampa, FL 33634

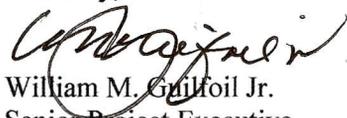
Dear Mr. Davenport:

We understand that the Louisiana Department of Health and Hospitals (“DHH”) is soliciting competitive proposals for managed care services through Medicaid Coordinated Care Network Request for Proposals (RFP # 305PUR-DHHRFP-CCN-P-MVA) (the “RFP”), and that WellCare Health Plans, Inc., through certain affiliates (“WellCare”), intends to respond to the RFP.

We also understand that, pursuant to the RFP Proposal Submission and Evaluation Requirements, Part II, Item B.7, WellCare is required to submit from each major subcontractor a statement that the organization will guarantee performance of the subcontract, based upon the terms and conditions between WellCare and IBM Daksh.

Please accept this correspondence as the required statement that IBM Daksh Business Process Services Pvt. Ltd. (“IBM Daksh”), a proposed subcontractor for WellCare’s Medicaid managed care business in the State of Louisiana, will, based on the terms and conditions of the subcontract, guarantee performance of each and every obligation, warranty, covenant, term and condition of IBM Daksh in its subcontract with WellCare.

Sincerely,



William M. Gilfoil Jr.
Senior Project Executive
IBM Daksh Business Process Services Pvt. Ltd.

AMEET VERNEKAR

EXPERIENCE

- February 2009 – Ongoing IBM Daksh
Pune – India

Senior Operations Manager US & German Health Insurance Projects

Keys Deliverables –

- To head the Delivery team for assigned backoffice processes
- To manage the P&L for the projects to achieve the targeted GP and other financial targets.
- Mentor team members to build effective second level leadership
- Drive standardisation initiatives to comply with IBM Global benchmarks
- Manage vendor relationships associated with the account
- Be the escalation contact for all client related issues
- To drive growth in the existing LOB's as well as identify farming opportunities within the client organisation
- As a member of the location Management team assist the location head to take decisions impacting all the processes working out of the Pune site.
- Be a contributing member of the Insurance & CRM competency group for IBM MBPS (Managed business process services vertical)
- Represent assigned processes at all client interactions as part of the IBM Management team and take decisions required.
- To identify opportunities to improve efficiency by effectively implementing automation and tracking tools

- April 2003 – Sept 2008 Wipro Ltd.
Belapur Navi Mumbai.

Operations Manager –Insurance Backoffice Mgmt

High Points of Tenure :

- To manage the operational activities and challenges of allocated insurance divisions and ensure resources match workloads to provide cost effective, high quality service within agreed SLAs and timeliness.
- To lead non linear growth initiatives in the Insurance vertical.
- To be able to interact with the senior Management (Wipro as well as the Client) on a day to day basis with regards to manpower planning, improvement initiatives, invoicing and financial reporting etc.
- Instrumental in ramping the process from 20 in 2003 to the current 800+ employees.
- Being a part of a pioneer insurance process in Wipro, have had extensive exposure in assisting BD for new clients by showcasing the technical capabilities.
- Have effectively managed all the MIS and Finance related functions in the process. Have had the opportunity to learn the specifics of P&L mgmt.
- Single handedly undertaken capacity forecasting and planning thereof.
- Base lining of CPM's with periodic improvements via Six Sigma implementations, automation etc.
- Developing the existing client business by identifying cross sell oppurtunites
- Liasoning with the finance function with regards to budgetary planning
- Have been able to transition multiple processes offshore for the client
- All compliance related activites like contract adherence, federal mandate, ISA have been under my perview during my tenure with Wipro.

EDUCATION

- 1995 - 1998 National Council of Hotel Management, Catering Technology and Applied Nutrition Mumbai. India
Diploma In Hotel Management and Catering Technology.
- K. J. Somaiya College of Arts And Commerce
High School Certificate
- 1983 -1993 St. John the Baptist High School.
Senior School Certificate

LANGUAGES

English, Hindi, Marathi.

EXTRACURRICULAR ACTIVITIES

1. Was a member of the Rotaract Club of Thane North
2. Mountaineering, Trekking.

AWARDS RECEIVED

1. Pre-Senior General Knowledge test Certificate (All India 3rd)
2. Outbound Certificate (Youth Leadership Camp)
3. Basic Outdoor Adventure Course (Directorate of Adventure Promotion)

E-MAIL AMEETVERNEKAR@GMAIL.COM

H-803 MYSTIQUE MOODS, OFF NEW AIRPORT ROAD, VIMAN NAGAR – 411014.
PHONE 0091-09503044401