The State of California and CGI
CGI manages complex, multi-stakeholder IT projects that integrate and modernize systems and business processes to reduce costs and better serve citizens. Known for having the best implementation record in the industry, more than 100 federal agencies and over 300 state and local governments—including California’s—have partnered with CGI to implement their most critical projects. Our successes include:

- **$2 billion** in revenue from CGI’s solution for the Franchise Tax Board’s Enterprise Data to Revenue project.
- **$11 billion+** in public assistance benefits reconciled annually by the EBT Statewide Automated Reconciliation System.
- **$200 million** in annual federal penalties eliminated for the Department of Child Support Services.
- **9.85/10.0** average client satisfaction scores for CGI’s work with the State of California.
- **160+** projects where CGI has partnered with the State to improve IT and business processes.
For more than 30 years, CGI has worked side-by-side with the State of California to solve business problems with an unwavering commitment to client success.

As the State seeks to strengthen its financial position, capture greater efficiencies and offer quality services, CGI is the experienced partner to deliver results. Our deep understanding of California’s policies, practices and systems—coupled with our technical and delivery processes—help you reduce operating costs, increase revenues and deliver faster, more efficient service to citizens.

CGI takes great pride in our long-standing relationship with the State—a partnership based on integrity, dedication to deliver and commitment to client success. Backed by CGI’s resources as the fifth largest independent IT and business process services firm in the world, we offer a powerful combination of local experience and public sector expertise to help California move forward on its key priorities.

Our disciplined way of running projects is driven by practices developed from working with clients for 40 years. The resulting frameworks allow us to approach large complex projects and smaller projects in a consistent manner. Our program management office, business process and testing services expertise round out our ability to deliver quality results.

As you look to introduce the next generation of systems to support your organization—whether in health and human services, tax and revenue management, enterprise resource planning or overall IT management—we encourage you to continue turning to CGI.

Thank you for your business and your confidence. We look forward to seeing the results our partnership can achieve over the next 30 years and beyond.

Best regards,

Greg Hussey, Vice President
Account Manager, Sacramento Metro
CGI
True partnerships delivering quality and value

From improving the management of information, to providing innovative financing for modernization projects, CGI focuses on delivering the expertise California needs to address its critical business challenges. Highlights of our work with the State include:

**Secretary of State (SOS)**

CGI modernized the Secretary of State’s new centralized statewide voter registration database system, VoteCal, providing a single official source of voter registration information. VoteCal connects to multiple state agencies and all 58 county election official offices to improve the voter registration efficiency. A single registration database is a sweeping change because the 58 counties have maintained their own voter files individually. VoteCal includes a new public website for people to register online, verify their registration, and look up provisional ballot and vote-by-mail ballot status. It brings California into compliance the federal Help America Vote Act (HAVA) of 2002 which requires the system to interface electronically with the State’s Departments of Motor Vehicles, Public Health, Employment Development and Corrections and Rehabilitation.

**Franchise Tax Board (FTB)**

100% benefits-funded tax modernization approach

To help mitigate California’s annual estimated tax gap of nearly $10 billion, the Franchise Tax Board (FTB) selected CGI to support its Enterprise Data to Revenue (EDR) project. The EDR project is driving fundamental changes in tax processing and will generate an estimated $2.8 billion in additional revenue by 2016/2017. To date, CGI has helped the State generate an additional $2+ billion in revenue—more than six times the $309 million initially projected.

When completed, EDR benefits are estimated at $1 billion annually. EDR is structured to pay for project costs from a percentage of increased collections each year. Under the performance-based, benefits-funded contract, no monies were paid to CGI until revenue was generated.

**California State Teachers’ Retirement System (CalSTRS)**

The California State Teachers’ Retirement System (CalSTRS) selected CGI to be the systems integrator to configure and implement a new IT system for administering CalSTRS benefits for hundreds of thousands of active and retired California educators and their beneficiaries. CGI also will provide the software and robust technology platform. The new pension administration system, to be implemented using a multi-year phased approach, will deliver integrated and modern technology with the flexibility to meet evolving business needs well into the future.
Department of Health Care Services (DHCS)

Working in partnership with the California Health Benefit Exchange and DHCS, CGI is part of the Health Benefit Exchange team developing, deploying and supporting Covered California, the State’s health benefit marketplace. The consumer-accessible solution is designed to meet the requirements of the Affordable Care Act, determine eligibility for assistance programs and enable consumers to shop, compare and enroll in healthcare plans.

Additionally, CGI is a member of the team delivering enhanced fiscal intermediary administrative services and an advanced Medicaid Management Information System (MMIS) for DHCS. CGI manages the Enterprise Project Management Office, and provides quality management and system testing.

Department of Child Support Services (DCSS)

Working with DCSS and FTB, CGI was part of the team that designed, built and implemented the single statewide California Child Support Automation System (CCSAS)—serving 1.4 million children and families. CGI led the transition of 10,000 users in 58 local agencies to the new system. Certification of the system by the federal government resulted in savings of over $200 million in annual penalties and a federal rebate of more than $190 million back to the State. CGI currently provides Child Support Enforcement System maintenance and operations services for DCSS.

Office of Systems Integration (OSI)

Using CGI Advantage® Human Resources Management and Financial Management software, CGI provides a comprehensive solution for the OSI’s Case Management, Information and Payrolling System (CMIPS). Integrated with IBM Cúram Software’s case management application, CGI Advantage is used to process annual wages exceeding $5.5 billion for more than 680,000 providers serving recipients of in-home support services.

Partnered with the prime vendor, CGI supports all aspects of payment processing, including high-volume payroll handling, state and federal tax reporting, program funding accountability and interfaces with external partners such as the offices of the State Controller and Treasurer.

Previous Success: CGI helped develop an automated system allowing standardization of daily reconciliation of Electronic Benefit Transfer (EBT) transactions across California’s 58 counties. The Statewide Automated Reconciliation System (SARS)—the largest in the nation—is used by all independent California county public assistance agencies to uniformly monitor and reconcile funds, enabling statewide rollup and reporting. More than $11 billion of public assistance funds are reconciled annually by this system.

Board of Equalization (BOE)

Working in a unique partnership with BOE, CGI implemented our collections solution and transformed business processes to generate a $40 million increase in revenue and a 30 percent increase in staff productivity after just 10 months of operation. As a performance-based, benefits-funded project, the State did not have to provide any upfront capital to cover project costs. CGI was compensated from revenue collected upon systems implementation.

Local government

CGI has also implemented our CGI Advantage ERP solutions for the cities of Anaheim, Los Angeles, Regina and San Diego, and the Counties of Los Angeles, Monterey, Orange, San Mateo, Santa Clara, Tulare and Ventura.

Experience our commitment.
As a true partner, CGI:

- Is technology independent, giving you complete flexibility and choice in your solutions
- Operates with a Local Proximity Model, so the individuals on your project are from our community, with global reach when needed
- Embodies a culture of going above and beyond to deliver value and do what is best for everyone
- Measures our performance by your satisfaction
Focusing on key State priorities

With a keen understanding of the State’s challenges, combined with our integration and managed services capabilities, CGI is in a unique position to help California continue improvements with enabling technologies such as:

- **Master data management**, providing the 360 degree view needed to better understand the constituents being served
- **Analytics**, including predictive and prescriptive modeling to enable smarter decisions for better outcomes
- **Business process reengineering**, automating and integrating processes and rules management to improve efficiency, and minimize negative impacts of change
- **Organizational change management**, including methods, templates and tools to prepare, support and lead clients through the change process
- **Licensing/permitting**, using industry-leading workflow tools to streamline processes for all users
- **Case management**, automating and transforming processes to provide better case tracking and citizen service
- **Incremental modernization**, using modular components to reduce risk and more quickly adapt to changing requirements
- **Testing management**, to plan and manage quality software deliveries, reducing defects and controlling testing scope

We also provide expertise and solutions in key domain areas, such as:

- **Human services**—As a long-standing partner to California’s human services organizations, CGI creates pragmatic, accessible solutions achieving transformation, compliance and service delivery goals.
- **Collections, tax and revenue**—When every drop of revenue counts, CGI knows how to capture untapped sources of revenue by increasing collections and mitigating fraud and tax-gaps.
- **Health services**—CGI has built vital connections between complex federal, state and commercial health IT and insurance programs for more than 20 years. We help states manage programs for MMIS modernization and administration, health benefit exchanges and electronic medical records.
- **Enterprise resource planning (ERP)**—CGI is the only leading independent IT and business process services firm developing, supporting and hosting an integrated ERP software platform built exclusively for government. We have implemented more than 400 administrative and financial systems for federal, state and local entities, including California agencies, cities and counties.

*End-to-end services focused on business needs:*

- High-end IT and business consulting
- Systems integration
- Infrastructure management
- Application development and maintenance
- Business process services
- 150+ intellectual property-based solutions for mission-critical functions
Community commitment

With offices in Sacramento, Los Angeles, Oakland and San Diego, our California-based professionals live, work and volunteer in the communities they serve. As active participants in our local neighborhoods, we are addressing community challenges through our involvement in programs for underserved families and children, students, veterans and more. We work with organizations such as American Cancer Society’s Relay for Life, Foster Youth Education Fund, Sacramento Children’s Home, Sacramento Covered, St. Baldrick’s Foundation and California State University–Sacramento, among others.
Founded in 1976, CGI is one of the largest IT and business process services providers in the world. We combine innovative services and solutions with a disciplined delivery approach that has resulted in an industry-leading track record of delivering projects on time and within budget. Our global reach, combined with our proximity model of serving clients from hundreds of communities worldwide, provides the scale and immediacy required to rapidly respond to client needs. Our business consulting, systems integration and managed services help clients leverage current investments while adopting technology and business strategies that achieve top and bottom line results. As a demonstration of our commitment, our client satisfaction score consistently measures 9 out of 10.