Project Name: Portfolio Management, Program Management, and Project Management (PM3 I and II)

04/22/2024 - Centers for Medicare and Medicaid Services (CMS) Unified Case Management (UCM

Exhibit 1: Demonstrated Experience in an Agile environment using the SAFe Model

Relevant Corporate Experience
Portfolio Management, Program Management, and Project Management (PM3): PM3 is a large, complex program that supports a nationwide community of over 1,400 vendors and government employees, 7 CMS CCSQ programs and Lines of Business (LOBs), and over 800,000 end-users. As a significant sub-contractor to Tantus, RELI provided a range of relevant support to the CCSQ Information Systems Group (ISG), to include providing **90+ resources** to support 7 LOBs. Our team led the ISG Agile adoption by providing intensive Agile coaching, training, and project management guidance to federal and contractor staff. These activities are facilitated through our Lean Agile Center of Excellence (LACE) and Tantus Collaboration Facility, an office and conference space specifically designed using Agile working principles to host both small and large Agile ceremonies, from break-out groups to full PI planning events and retrospectives. The LACE's role in ISG is to help the organization improve and achieve its business goals by providing Agile coaches and Agile Release Train Engineers (RTEs) to facilitate and guide Agile adoption. LACE support included working with CCSQ Values Stream groups to help them continually build on CCSQ's Agile Principles; identifying Value Streams and helping define and launch Agile Release Trains and providing support and training to stakeholders and teams using or transitioning to Lean Agile development practices, participating in critical events like PI Planning and Inspect and Adapt. PM3 is staffed with SAFe Practice Consultants and RTEs that drive the Agile delivery model for CCSQ. RELI played a significant role in establishing a Community of Practice for all RTEs and Coaches across CCSQ to foster a continuous learning culture. Additionally, RELI provides CCSQ with support by integrating HCD principles and User Interface/User Experience considerations into the product development process, ensuring products are functional, intuitive, and user-friendly. Through our expertise and collaboration with LACE, the PM3 program plays a critical role in enabling effective communication, coordination, and execution of product management activities, thereby contributing to the continuous delivery of quality products within CCSQ.

1/17/2023 - CMS CCSQ Service Center - Phase I

Portfolio Management, Program Management, and Project Management (PM3 I and II) [Tantus – Prime, RELI – Sub]			
Agency	CMS/ CCSQ	**Contract Number**	HHSN316201200098W / HHSM500201600008U HHSN316201200098W / 75FCMC21F0029
Annual Funded Value/ Total Contract Value	$18.4M / $92M	**Period of Performance**	4/2016 – 5/2021 (PM3) 5/2021 - 5/2026 (PM3 II)
Contract Description: PM3 and PM3 II are large, complex, and highly visible programs that support a nationwide community of over 1,400 vendors and government employees, 7 CMS CCSQ programs and Lines of Business (LOBs), and over 800,000 end-users, with the mission of improving the nation's healthcare quality improvement programs. As the second contract is ongoing, the focus of this section is on this contract's first iteration. Tantus worked to ensure that CMS' CCSQ maximized value from the multiple system integration teams that supported its programs and information technology (IT) systems and led multiple innovations in process (SAFe, DevOps) and technology (ServiceNow, Atlassian, AI, and NLP) that transformed ISG's effectiveness. Our Portfolio Management, Program Management, and Project Management services supported the Healthcare Quality Information System (HCQIS) applications, Enterprise System Services, and each of the 7 LOBs. Our role was to collaborate with and coordinate across contractors, Government personnel, and end users to provide governance, create and monitor standards, perform change management, provide training, facilitate asset management, and perform general portfolio, program, and project management. As part of our efforts, Tantus provided a range of Information Technology Services and Support (ITSS) and Project Management Office support across multiple service desk and end user services support streams including customer support requirements, service desk system administration and management, and Premiere Services (VIP) support. The three main service support streams were 1) the Quality Payments Program (QPP); 2) HCQIS, and 3) the Quality Collaboration Facility (QCF). QPP and HCQIS supported a geographically dispersed customer base spanning CONUS and OCONUS user bases including all U.S. territories and states. Our QCF support focused mainly on users in the Baltimore, MD region with additional support available for users in the District of Columbia, Iowa, Pennsylvania, and Puerto Rico. Our QPP support spanned 81,000 tickets annually. Since May 2021, Tantus and RELI are supporting CCSQ in the second version of this contract, PM3 II.			
Demonstrated Experience that Meets and/or Exceeds the Government Criteria and RFQ Attachments			
Planning and implementation of SURGE support: Tantus provided a range of relevant support to the CCSQ Information Systems Group (ISG), to include providing 90+ resources to support 7 different (LOBs). Our QPP support spanned 81,000 tickets annually with 1,100 per week during the offseason and surges up to 3,000 per week during peak season which was during submissions period between January and March every year. To handle surges, agents assigned to other LOBs were cross trained to cover QPP, and up to 80 additional agents were hired at different surges. PM3 supported the implementation of these processes at QPP. In addition to QPP, this contract included support for the QCF and another local (Woodlawn, MD) facility where we provided end user technical support for hundreds of users with surge support as required			

for special events and trainings, delivering ITIL-based Tier 1 and Tier 2 type support to include hardware, software, audio, visual, and telephone equipment.

Disaster preparedness and redundant services for ensuring geographic diversity and continuity of operations: The geographical spread of Tantus' team over various cities and states in the United States afforded this engagement with business continuity resiliency. All LOB and portfolio teams included team members from various locations to ensure disruptions in one site did not cause a total service delivery disruption.

Ticketing using ServiceNow: Tantus helped stand up and centralize a Service Desk (the QPP Command Center (QCC)) servicing 800,000 users within two weeks using ServiceNow (including ticket workflows, escalation and disposition, dashboards, daily metrics, and best practices). Tantus helped CMS assess potential tools and performed a full in-person evaluation of the state of CMS' ServiceNow Service Center, processes, agent training methodologies, agent onboarding, and customer interactions. We worked with the community to define business processes, reported ServiceDesk performance, and provided training. The Service Desk was a focal point for stakeholders and end users to resolve application and program support issues. Tantus' QCC provided Tier 1 end user support adhering to Information Technology Infrastructure Library (ITIL) best practices for incident and problem management. We created executive-level dashboards to provide insight on trends for customer satisfaction levels, first call resolution rates, and overall Service Desk performance. We created and maintained a knowledge repository and prepared documentation for Tier 1 analysts troubleshooting (or escalating) end user issues and problems. For QCF and HCQIS issues not resolved in Tier 1, tickets were escalated for Tier 2 resolution and assigned to seasoned resources like developers and engineers. We provided account management for several products, but also helped facilitate Tier 2 support with other vendors based on the account type. For Atlassian products, we worked with a Single Sign On (SSO) vendor to help manage access to our tools. We disabled inactive accounts the same day of notification when a user was no longer working on the contract to prevent unauthorized access and reduce associated security risks. Tier 2 technicians coordinated onsite Tier 3 support as needed, documenting resolution efforts in the ServiceNow ticket, and ensuring regular resolution updates with the end user.

Internal healthcare helpdesk training, refreshing agent knowledge and standards to maintain high quality standards and staff proficiency to manage variable volumes of services and program changes: In support of QPP, Tantus provided training and analyst training feedback, created, and maintained knowledge repositories, and prepared documentation for troubleshooting user issues and problems. Tantus collaborated with the helpdesk team to gather frequently asked questions (FAQs), coordinate demos, and prepare training materials for the Service Center's agents to answer initial emails and phone calls related to any new helpdesk efforts. For the QPP program, we proactivity developed training materials for Service Center agents and made certain there was time for the agents to be trained. By making certain the materials were available to the Service Center and that the agents were well-trained, Tantus ensured QPP end users received a high level of service. At QPP's inception, Tantus coordinated and oversaw the "standing up" of the QCC, a tier 3 coordinated Service Center support effort staffed with representatives and experts from various QPP support. We developed processes, workflows, and established structure for the QCC and developed and implemented the daily QPP dashboard and reporting methodology, which was shared daily with the highest of CMS' executive leadership. The dashboard became the source of communication with the public and was tweeted by the CMS administrator to share the success of the newly launched QPP efforts.

Performing agent quality assurance: Tantus' QA efforts included a weekly review of all incoming calls along with the incidents in ServiceNow to find improvement opportunities for agent training and implementation of CMS' enterprise IT service management (ITSM) processes. These calls included all QPP support groups (Basic, MIPs Level 2, Subject Matter Expert (SME) groups). Cases were selected randomly for review and form-based surveys were deployed to establish user satisfaction. To empower Tier 0 support, we established a self-service password reset protocol using security questions and a simple forgot password link. This reduced the burden on Tier 1 support by at least 5%.

Lessons learned and best practices to include unique differentiators: Tantus supported the CMS Technical Direction Board incorporating quarterly lessons-learned for constant improvement. Our technical writing team handled process documentation, SOPs, and best practice documentation and guides, to assist the entire ISG community. These documents defined required activities to complete program tasks, consistent with CMS requirements and policies. Our continuous process improvement included engineering and management tasks to select, tailor, implement, and assess processes to improve ITSS services. We hosted process improvement meetings – that typically included 60 participants from government and vendor groups – to discuss, document, and plan implementation for agreed upon process improvements. Tantus adhered to ITIL best practices, and for larger work activities, we ran them as a project using PMBOK best practices and then led a large-scale implementation of Agile. We maintained an Integrated Master Schedule that contained several filtered views across LOBs, within LOBs, and across baselined projects. This allowed for a clear view of the organization's work, risks, changing priorities, alignment, and value outcomes. With this approach we achieved 98% on schedule delivery of 300 program and project milestones.

Use of Agile to achieve Program Goals and drive process improvement: ISG has an established Strategic Vision and Roadmap that includes organization-wide Lean Agile adoption, including contractor support staff. As the PM3 contractor, Tantus led the ISG Agile adoption by providing intensive Agile coaching, training, and project management guidance to federal and contractor staff, facilitated through our Lean Agile Center of Excellence (LACE) and Tantus Collaboration Facility (TCF), an office and conference space specifically designed using Agile working principles to host both small and large Agile ceremonies, from break-out groups to full Program Increment (PI) planning events and retrospectives. Tantus established and maintained the LACE for the ISG community. Tantus has led CCSQ's objective and key result monitoring initiative to align CCSQ services to strategic themes define by ISG, through OKR training and facilitating the establishment of OKRs at multiple levels of the organization. This has enabled alignment throughout the enterprise and individual LOBs. The LACE is a team within the Tantus Agile Project Management Office whose mission is to sustain and improve Agile practices across the ISG enterprise. The LACE's role in ISG is to help the organization relentlessly improve and achieve its business goals by providing Agile coaches and Agile Release Train Engineers (RTEs) to facilitate and guide Agile adoption. LACE support included, but was not limited to, working with CCSQ Values Stream groups to help them continually build on CCSQ's Agile Principles; identifying Value Streams and helping define and launch Agile Release Trains and providing support and training to stakeholders and teams using or transitioning to using Lean Agile development practices, participating in critical events like PI Planning and Inspect and Adapt. PM3 and PM3 II are staffed with Scaled Agile Practitioners that drive the agile delivery model for CCSQ.

A Community of Practice was established for all RTEs and Coaches across CCSQ to foster a continuous learning culture. Prior to the COVID-19 pandemic, Tantus hosted all Agile ceremonies in the purpose-built TCF. Since the pandemic required the move to virtual work, Tantus tested and implemented virtual collaboration tools to host ceremonies, maintain sprint cadences, and continue providing Agile training to new user groups, all in less than one week and without interruption to programs. In addition to coaching, Tantus provided leadership by managing all existing and new projects and programs in our purview (including 7 Lines of Business) using Agile methodologies.

PHI/PII Handling Process: Tantus helped refine and then followed PHI/PII handling processes. While this type of data is allowed in the tool, steps were taken to ensure that it was not shared in any other source in the process of resolving and closing cases. This included scrubbing case forms of any PHI/PII content and inclusion of PII items in quality checks. Any PHI/PII mishandling would automatically trigger incident reports that were investigated and tracked to closure.

Use of technology and data to drive process improvement: Tantus worked with CMS to build out the ServiceNow platform for the QPP and a separate implementation for the other LOBs. We created user personas that would describe the typical needs and system interactions of our major stakeholder groups, and architected workflows that would support their needs by routing to 30 different support contractors, depending on the user and the type of support request. We architected the implementation of the Performance Analytics module and have certified ServiceNow experts on our staff to support this work. In addition, Tantus saw the need for a portfolio project management system which would accommodate use of multiple scheduling and project management tools and approaches including Microsoft Project, the Atlassian suite, ServiceNow, and SharePoint, as well as Waterfall, Agile, and hybrid software development lifecycle (SDLC) approaches. Tantus gathered requirements, researched, down-selected tools, and architected a solution that accommodated Microsoft Project Online, Atlassian, and ServiceNow usage. As CCSQ determined the greatest need was an Atlassian solution with add-in modules, Tantus worked with the infrastructure vendor to develop the roadmap for implementing add-on modules such as TestRail integration, Portfolio reporting, and Gantt chart functionality that support a broader use for over 1000 users in the CCSQ vendor community. Tantus delivered a Proof of Concept for the use of artificial intelligence (AI) and natural language processing (NLP) to process new rule comments for the Office of Clinician Engagement, which provided real-time data cleanup and analysis of comments via an interactive Tableau dashboard. Robotic process automation (RPA) is being implemented first at CCSQ's Survey and Operations Group (SOG) and then at other LOB processes to automate repetitive tasks, resulting in time and cost savings.

Customer satisfaction surveys (including sampling rate) to improve processes: Tantus implemented portfolio management, to better manage enterprise costs and work efforts. The results of these achievements were better designed systems that reduced helpdesk costs by 30%, faster releases (tripled the number of releases over the previous period) with more enhancements and fewer defects, and increased customer satisfaction with the end products and their delivery (best total performance score match rate ever achieved was 98.72%). We conducted client satisfaction surveys and created executive-level dashboards to provide insight on trends for customer satisfaction levels, first call resolution rates, and overall Service Desk performance.

Approach to the Paperwork Reduction Act: Tantus created the Human Centered Design (HCD) Maturity Model and assessed HCD adoption among developers with metrics and ongoing measurement and initiated Paperwork Reduction Act (PRA) coverage for research and design activities with customers. Tantus conducted Monthly Community of Practice special presentation topics on the CMS design system (design.cms.gov) and how to mitigate the PRA with its impact on research, design, and usability testing capabilities for HCQIS product teams. Tantus has also obtained PRA coverage for use by the ISG community for certain types of user research, enabling the application of HCD and User Experience.

11/29/2022 - National Institutes of Health (NIH) National Cancer Institute (NCI) Chief Information Officer and Department of the Director Support Services (CIOOD)

Task 2 –Program and Project Management Support and Consultation

CMS Project, Program, and Portfolio Management (PM3): RELI provides comprehensive program management support on our PM3 contract at the CMS Center for Clinical Standards and Quality (CCSQ). We provide program management and technical, functional, and operational support to all phases of the PM3 project from planning to close out. Our program management services facilitate the development of plans and procedures, service delivery integration, quality assurance surveillance, service level monitoring, compliance audits, and reporting. Additionally, our team applies Scaled Agile Framework (SAFe) best practices to meet scope requirements, schedule, and task order demands. Core to our PM3 support is ensuring that programs align with the agency's strategic plan. Our services for this project demonstrate our ability to deliver enterprise-wide program management support across multiple functional areas/lines of business.

05/09/2022 - Data call for EPath

Experience providing Sharepoint solutions:

On our Portfolio Management, Program Management, and Project Management Services (PM3) contract at CMS, RELI Group, Inc. manages project and portfolio standardization and visibility through CMS' Microsoft Project Server, as a sub to Tantus. Many of the logs (risk register, issues log) can be managed using MS Project Server SharePoint integration. We use SharePoint forms to support risks, issues, actions and decisions, allowing the integration of data between a project plan and a log item. For example, a risk can be linked to the task or deliverable enabling visibility to the PM and others that the risk needs mitigation to minimize impact.

04/28/2023 – National Institutes of Health (NIH) National Cancer Institute (NCI) Chief Information Officer and Department of the Director Support Services (CIOOD)

CMS Project, Program, and Portfolio Management (PM3): RELI provides comprehensive program management support on our PM3 contract at the CMS Center for Clinical Standards and Quality (CCSQ). We provide program management and technical, functional, and operational support to all phases of the PM3 project from planning to close out. Our program management services facilitate the development of plans and procedures, service delivery integration, quality assurance surveillance, service level monitoring, compliance audits, and reporting. Additionally, our team applies Scaled Agile Framework (SAFe) best practices to meet scope requirements, schedule, and task order demands. Core to our PM3 support is ensuring that programs align with the agency's strategic plan. Our services for this project demonstrate our ability to deliver enterprise-wide program management support across multiple functional areas/lines of business.

03/16/2023 - Centers for Medicare & Medicaid Services (CMS) Marketplace Independent Testing

CMS Portfolio, Program and Project Management (PM3)

As a subcontractor, RELI works closely with ISG team members to provide program and project management support, ensuring business needs are delivered for each release.

In addition to communications, trainings and federally mandated legislation, our program managers work to stay aware of upcoming changes within all lines of business. We continuously stay abreast of the latest SAFe training skills to assist with specified ceremonies and events, working to find efficiencies, save money and satisfy the requirements of each business request.

04/13/2021 - Team Noblis CMS PPMS Recompete Data Call #1

Name of Company/Agency	Centers for Medicare and Medicaid Services
Project title and contract number (for subcontracts, provide the prime contract number and the subcontract number)	Portfolio Management, Program Management, and Project Management (PM3) Services Prime contract # (Tantus): HHSN316201200098W

	Subcontract # (RELI): A-HHSN316201200098W-001
Amount and period of performance	RELI Task Order Value: $1,214,541 (Base Year) TCV if all options exercised - $7,039,140.73 Base Period: 4/12/2016 – 4/11/2017 O1: 4/12/2017 – 4/11/2018 O2: 4/12/2019 – 4/11/2020 O3: 4/12/2020 – 4/11/2021 O4: 4/12/2021 – 4/11/2022
Project description stressing the relationship to the work required by this solicitation	Central to our PM3 support is portfolio management and ensuring that programs align with the strategic plan for the agency. Upon entering a program under PM3, we apply scaled agile framework (SAFe) best practices and our Program Governance Methodology, modifying it as appropriate to meet scope requirements, schedule, and task order demands. RELI supports the Enterprise Systems Solutions Group with project management leadership and PMO for Shared Services Support. In addition, most of our projects under PM3 have some degree of payment implementation. For example, we support a value-based purchasing program for Hospital Quality Reporting (HQR).
Key Project staff	Pam Geitz 515-348-1164 Pam.Geitz@religroupinc.com
Contract Type	T&M
Contracting Officer Name, Telephone Number and Email Address	Shannon Warren 202-567-2781 swarren@tantustech.com.

Brief Description of the Work:
RELI staff assigned to the team perform project, program, and portfolio management functions for designated CMS IT initiatives. Our staff coordinates and documents business requirements, working with the CCSQ business owners on project management initiatives. This support includes managing project teams using various methodologies, including agile, depending on the specific project need. In conjunction with the CMS Program and Project Managers, we perform integrated project, program, and portfolio planning with the purpose of ultimately supporting CMS strategic objectives. We also provide project, program, and portfolio management assistance to CCSQ to prepare integrated project, program, and master schedules. The schedules include deliverables, timelines, identification of milestones, key data to be tracked, identification of risks and dependencies, and a mechanism for tracking actual progress, resources used, and percentage complete.

11/04/2020 – Past Performance – sub to Noblis for PPMS

Project Experience No. 1	SIN(s) to which this project applies: 874 - 7	Specific services being proposed under the SIN(s): **Portfolio, Program, and Project Management**
Client	CMS / Sub to Tantus Technologies, Inc.	
Project Name	Portfolio Management, Program Management, and Project Management (PM3) services	
Contract Number	A-HHSN316201200098W-001	
Contract Value ($)	RELI Task Order Value: $1,214,541 (Base Year), April 12, 2016 – April 11, 2017 TCV if all options exercised - $7,039,140.73	
Duration	Funded and Performing Services April 12, 2016 – April 11, 2017 (Base Period) April 12, 2017 – April 11, 2018 (Option Year 1) Options not yet exercised April 12, 2019 – April 11, 2022	
Technical Point of Contact	Karlene Stecchi (VP Tantus); 202-567-2751; kstecchi@tantustech.com	
Contracting Point of Contact	Ahmed Chowdhury; 703.304.7003; AChowdhury@Tantustech.Com	
Project Summary	The Center for Clinical Standards and Quality (CCSQ) is charged with leading the CMS Quality Reporting program, Value Based Purchasing (VBP) program, and selected Electronic Services (eServices). The Information Systems Group (ISG) is located within CCSQ and its mission is to architect, build, and support innovative health care IT systems, which focus on optimizing CCSQ quality programs. To accomplish this mission, ISG operates and maintains the Healthcare Quality Information System (HCQIS). CMS seeks to obtain **Portfolio Management, Program Management, and Project Managemen**t (PM3) services to support the Healthcare Quality Information System (HCQIS) applications, Enterprise Services Integration Services, and each Line of Business (LOB) which are Physician Quality Reporting System (PQRS), Hospital Quality Reporting (HQR), End Stage Renal Disease Quality Reporting Systems (EQRS), Quality Improvement Organizations (QIO), Quality Improvement and Evaluation System (QIES), and other External LOBs (Internal and External to CMS).	

A. Detailed Description of SIN relevant work performed and results achieved:

RELI staff assigned to the team perform project, program, and portfolio management functions for designated CMS IT initiatives. Our staff coordinates and documents business requirements, working with the CCSQ business owners on project management initiatives. This support includes managing project teams using various methodologies, depending on the project need. In conjunction with the CMS Program and Project Managers, we perform integrated project,

program, and portfolio planning with the purpose of ultimately supporting CMS strategic objectives. We also provide project, program, and portfolio management assistance to CCSQ to prepare integrated project, program, and master schedules. The schedules include deliverables, timelines, identification of milestones, key data to be tracked, identification of risks and dependencies, and a mechanism for tracking actual progress, resources used, and percentage complete.

B. Methodology, tools, and/or processes utilized in performing the work:

Our staff is experienced with the legislative drivers that tie into the overall plan and vision of CMS CCSQ. Our executives have played the role of strategic advisors to C-suite executives, CORs, and business owners in an effort to achieve new benefits for the agency and ensure existing benefits are sustained and expanded. Core to PM3 support is portfolio management and ensuring programs align with the strategic plan for the agency. Upon entering into a program, we apply our Program Governance Methodology, modifying it as appropriate to meet scope requirements, schedule, and task order demands.

RELI's program and project management approach is focused on a streamlined management structure that enables lateral communications with subcontractors and Government teams, rapid identification and mitigation of risks, and efficient decision making. In the table below, we outline the processes and tools that will support and complement our management plan to ensure the timely and successful delivery of our projects.

Area	Description
Project Plan and Schedule	• A detailed Microsoft project schedule with dependencies, key milestones, and deliverables. • Weekly updates of project plans, including progress toward milestones. • Detailed process plans and management plans tailoring our corporate processes and procedures to each project, including a tailored Quality Control Plan and Security and Tracking Plan.
Report	• Distribute updated Microsoft project schedule to all staff weekly. • Conduct internal weekly operations meeting with all management and supervisory staff to review and communicate current tasks, milestones, and deadlines.
Minutes/ Agendas	• Provide continuity of project status by documenting pending issues or decision points, next steps to resolve pending issues with timeline, resolved issues, and factors in resolution. • Document discussions from weekly status meetings, workgroup meetings, ad hoc meetings, project operations and planning meetings, and weekly scheduled project operations calls.
Quality and Risk Control	• Provide CMS with robust quality processes based on best practices and agency specific experience. • Prepare and submit process plans for client approval tailored to each project. • Conduct peer reviews and technical reviews of work products and deliverables. • Monitor performance and develop/implement individual corrective action plans, if needed.
Progress Reporting	• An executive summary of key accomplishments and issues, completed tasks, delayed tasks with reasons and solutions for delay, upcoming tasks, and deliverable status. • Metrics reports to monitor and analyze operations and performance.

C. Demonstration of compliance with any applicable laws, regulations, Executive Orders, OMB Circulars, professional standards, etc.:

RELI complies with HIPPA regulations and requirements for managing Personal Health Information (PHI). We follow all Federal, CMS, and HCQIS guidelines for maintaining the

security and privacy of sensitive data. Specifically, we follow the requirements set forth in the Social Security Act (Part B of Title XI) and Sections 1819, 1864, 1865, 1867, 1891, 1902 and 1919. The work under this contract aligns with the work and mission under Section 10303 of Pub. L. 111–148, Mar. 23, 2010, 124 Stat. 119, known as the Patient Protection and Affordable Care Act, TITLE III – Improving the Quality and Efficiency of Health Care, Subtitle C – Provisions related to Title III. We also comply with Section 353 of the Public Health Service Act (42 USC 263a) and 42 CFR Chapter G. These regulations require CMS to conduct surveys of facilities participating in the Medicare/Medicaid programs to determine compliance with federal requirements and assess the quality of care provided. RELI staff adhere to CMS and federal information security standards, including the Federal Information Security Management Act of 2002 (FISMA).

D. Project schedule (i.e., major milestones, tasks, deliverables) including an explanation of any delays.

Our team has experienced no delays in delivering our tasks and deliverables for this project. Below is a brief summary of the key deliverables relevant to this SIN:

- Project Process Agreement (PPA); Within 5 days of new project assignments; or 5 days after release scope has been finalized; must be completed 7 days prior to first gate review;
- Project Charter; Within 5 days of new project assignments; or within 5 days after release scope has been finalized, must be completed prior to PPA;
- Stakeholder Register; Within 5 days of new project assignments; updated as stakeholders change;
- Detailed Project Management Plan for all new Project Management Assignments; Within 15 days of new project assignments, Prior to first gate review;
- Integrated Program Schedule Initial; Update 15 days after new engagement, Updates: weekly
- 36-Month Plan Initial; Updated 15 days after new engagement;
- Change Management Plan; Per CMS Approved Project Process Agreement and Schedule;
- Communications Management Plan; Per CMS Approved Project Process Agreement and Schedule; updated within 15 days of stakeholder change;
- Schedule Management Plan; Per CMS Approved Project Process Agreement and Schedule;
- Integrated Work Breakdown Structure; Per CMS Approved Project Process Agreement and Schedule;
- Quality Management Plan; Per CMS Approved Project Process Agreement and Schedule;
- Risk Management Plan; Per CMS Approved Project Process Agreement and Schedule;
- Risk Register Initial; 15 days after new engagement. Updates: Weekly;
- Weekly Status Report; Every Friday or during IPT's weekly status call;
- Monthly Status Reports; 15 days after the end of the month;
- EVM report; Project start + monthly on the 15th of each month; and
- Executive Project Briefings; As required by the Project Lead.

E. Describe how the work performed is similar in scope and complexity to that described in the Statement of Work

This project perfectly aligns with the SIN description of services, including helping our clients in managing their projects or programs and achieving mission performance goals. We provide highly complex PMO services to support this estimated $87 million PMO effort at CMS. Our team supports all phases of the project, from planning to close out. We also provide operational business support services, such as business analysis, monitoring, and reporting to ensure program objectives are met. We are required to follow all work as specified and detailed in the statement of work. Should our team receive directions we consider outside of the scope of our SOW or contrary to any of its terms and conditions, we are required to withhold performance on the directive in question and immediately notify the Contracting Officer (CO) and Contracting Officer's Representative (COR) in writing as to the specific discrepancies and proposed corrective actions.

F. Demonstration of specific work experience and/or special qualifications detailed in the Statement of Work

We have supported Data Governance Boards and Technical Architecture Review Boards for high visibility CMS systems. RELI's executive team members have over 20 years of experience supporting CIOs in interpreting and implementing Federal, departmental, and agency laws, regulations, policies, and standards. We are adept at helping implement Federal and agency mandates, both funded and unfunded. We provide thought leadership in planning for future technological innovations and integrate recommendations into our clients' strategic plans. RELI offers exceptional PMO support to effectively steward CMS programs from requirements gathering to delivery, align disparate stakeholders, and resolve issues before they become costly roadblocks.

Statement of Work (SOW) for each project and cross reference each SOW to each Project Experience Number.
SOW Is attached, file titled "PM3 SOW – Sub to Tantus"

04/09/2018 - Measure and Instrument Development and Support Program (MIDS) IDIQ - RFP 75FCMC18R0019 | Volume 1A Technical Proposal

Customer (Agency)/ Contracting Activity	Contract #/ Contract Type	POC	Total Contract Value	Period of Performance

CMS CCSQ Sub to Tantus PM3	Prime Contract #HHSN31620120 0098 Subcontract #A-HHSN316201200 098W CPAF	Rhian Thompson rthompson@tantustech.com 703-629-5149	Total Contract Value: $7.1M RELI's work: $2.97M	Base Period: 4/12/16 – 4/11/17 Option Year 1: 4/12/17 – 4/11/18
Description of Services				
RELI performed project, program, and portfolio management functions for designated CMS IT initiatives. Our staff coordinated and documented business requirements and worked with the CCSQ business owners on project management initiatives. RELI provided project, program, and portfolio assistance to CCSQ to prepare integrated project, program, and master schedules.				
Relevance				
Our team experienced no delays in delivering our tasks and deliverables to include producing detailed project management plans that were instrumental in achieving mission performance goals. Key deliverables for this contract include weekly status reports, monthly status reports, EVM reports, and executive project briefings. Utilized lean agile methodologies to streamline management functions that ensure timely and successful implementation of all projects.				

PUBLIC REPORTING/COMPARE SITES

9.A   COORDINATION WITH OTHER CMS COMPONENTS

- Presently, CCSQ is implementing SAFe Agile delivery model for ISG's IT systems. RELI is performing as the PM3 sub-contractor and working closely with CCSQ/ISG and ADO in implementing ISG's systems. Our engagement involves providing JIRA training, documentation, facilitating Agile planning sessions and attending ADO conference calls. We will leverage our SAFe agile experience to provide support to compare site contractors.