

**State of Indiana, Department
of Administration (IDOA), On
Behalf of All State Agencies**

**TECHNICAL PROPOSAL
ATTACHMENT F – APPENDIX 1
Resumes – Key Personnel**

Response to:

Solicitation for Fingerprinting Services

RFP Number: #ASA-21-66603



Submission Date: February 26, 2021

Submitted to:

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Indiana Department of Administration

Procurement Division

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Submitted by:

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IDEMIA

CASEY MAYFIELD

VICE PRESIDENT OF STATE & LOCAL ENROLLMENT SERVICES

Ms. Casey Mayfield provides program oversight and holds ultimate responsibility to ensure all contractual and programmatic requirements are met. She will oversee the implementation and ongoing operations of the IDOA network to deliver a well-rounded and efficient program.

Ms. Mayfield has more than 23 years of business management and human resources experience, 16 of which have been with the development, deployment, and operation of fingerprinting networks and associated infrastructure. She has extensive supervisory and training experience and has been instrumental in establishing effective policies and procedures for the operation of each area under her responsibility. Her organizational ability and willingness to delegate efficiently enable her to successfully manage multiple areas of responsibility.

EMPLOYMENT HISTORY

Idemia Identity & Security USA LLC (IDEMIA USA)

2006–Present

Vice President, State & Local Enrollment Services

In her current role, she is responsible for overseeing the operation of more than 1,600 Enrollment Centers throughout the U.S., and in five U.S. territories, including more than 400 employees and 1,000 subcontractors. Under her leadership, more than eight million people are processed annually in support of more than 30 federal and state contracts.

Her team members have contact with more than 25,000 applicants each day, and they routinely exceed customer service and other program requirements in each program they support. Casey provides high-level support for Program Managers and our Information Technology and Business Services groups to ensure that programs are meeting customer expectations and that all necessary company resources are appropriately allocated to meet contract requirements.

She has been instrumental in the establishment of all major statewide fingerprinting networks operated by IDEMIA USA and has been involved in the implementation, system integration, and operations process at every level, from developing implementation plans to managing the implementation, and consulting with agencies to hiring and training staff. Her collaborative skills bring together all areas needed for the implementation and ongoing operations of a statewide network in a way that delivers a well-rounded, smooth operating system.

Prior to her current assignment, she oversaw the Customer Service Center Department, including the Call Centers and web scheduling modules for all programs. She also oversaw the technical and physical infrastructure supporting the Customer Service Center, including the telephone switching system, equipment, and physical security. In addition, Casey oversaw the operations of the Card Scan Department. She directed the continued development of training programs that ensured IDEMIA USA staff were able to maintain their exceptionally high technical and customer service levels.

CASEY MAYFIELD (CONTINUED)

Identix Identification Services (IIS), now IDEMIA USA

Director of Operations (1996–2006)

During her tenure at IIS, she managed Appointment Scheduling Call Centers and live scan operations for Statewide Applicant Fingerprint Networks (SAFNs) in California, New Jersey, Michigan, Missouri, Tennessee, Texas, and Illinois. In this role, she ensured that infrastructure elements such as telecommunication, facility resources, and personnel were in place, trained, and functioning.

Casey was also actively involved in the implementation and setup of SAFN fingerprinting centers. She developed an Allocation Plan development model that proved invaluable in identifying in-state structures for each SAFN.

As the Human Resources Manager, she implemented and enforced personnel policies and procedures that supported commitment to customer service. She has been responsible for providing internal promotion opportunities and development and supervisory training for existing staff. In addition, Casey managed the Card Scan Department since its inception, overseeing the Department as it grew to include the processing of over 100,000 fingerprint cards annually.

EDUCATION, TRAINING, AND CERTIFICATION

- University of Illinois at Springfield, B.A. in Criminal Justice.
- Lincoln Land Community College, A.A.S. in Law Enforcement.

CANDY COPELIN

PROGRAM OPERATIONAL DIRECTOR

Ms. Candy Copelin is the Director of our current contract with the State of Indiana. She has more than 23 years of program management experience and holds extensive Indiana program knowledge essential to the ongoing operations of the Indiana network to deliver a versatile and effective program.

Ms. Copelin brings more than 23 years' experience focusing on the operation of electronic fingerprinting networks for multiple state programs. She has deep experience in all areas of the fingerprinting business and customer service, including those services provided to individual applicants, user agencies, and contracting agencies. Ms. Copelin actively supervises overall operations of the Indiana statewide fingerprinting services program since 2009. With more than eleven years of work with the Indiana program, she has built relationships with the State and various user agencies by providing guidance and support to expand services to new applicant populations. She has received recognition and positive feedback from these user agencies, including DCS, IDOA, ISP, FSSA, and PLA on her dedication and responsiveness. Her ability to organize and her understanding of the direct complex operations has resulted in numerous program improvements in all of the statewide programs in which she has been directly and indirectly involved.

EMPLOYMENT HISTOY

Idemia Identity & Security USA LLC

1997 - Present

Program Director, Midwest (2011-Present)

As Program Director for the Midwest U.S. Region, Ms. Copelin is responsible for overall operation of State programs in Illinois, Indiana, Kentucky, Michigan, Missouri, and Pennsylvania. Her team of over 100 Program Managers, District Managers, Customer Services Supervisors, and Enrollment Agents provide service to more than 300,000 applicants at approximately 225 Enrollment Centers and special print sessions each month. Her team manages a major diversity subcontractor and more than 80 smaller subcontractors who provide program support.

She acts as the Primary Point of Contact for state contracting and other user agencies. In that role, Ms. Copelin provides coordination with IDEMIA USA departments to assist with operational and technical issues raised by these agencies. She is responsible for ensuring that programs operate efficiently, meeting customer service goals within budget.

Regional Director, Enrollment Center Operations (2007-2011)

In coordination with the respective Program Managers, Ms. Copelin was responsible for the daily operation of Enrollment Centers throughout her region, ensuring compliance with that all internal and external Service Level Agreements (SLAs). Other responsibilities included:

- Managed more than 100 staff and more than 200 Enrollment Centers
- Daily point of contact for state user agencies and law enforcement agencies
- Monitored utilization reports and adjusted location schedules as needed
- Researched problem records for various state programs
- Researched applicant and agency inquiries
- Secured new Enrollment Centers



CANDY COPELIN (CONTINUED)

- Arranged on-site special print sessions for various state program
- Assisted state agencies in establishing billing/invoice accounts
- Assisted law enforcement entities within various state programs to implement new Fingerprint Reasons
- Prepared update/edit requests from various state agencies for our internal it support department

Operations Manager (2002-2007)

As an Operations Manager, Ms. Copelin managed more than 60 Enrollment Agents throughout the states for which she was responsible. In addition, she managed the following responsibilities:

- Responsible for up to 60 Enrollment Agents over various State Programs
- Monitored utilization reports and adjusted location schedules as needed
- Researched problem records for various State Programs
- Researched applicant and agency inquiries
- Daily point of contact for state user agencies and law enforcement agencies
- Secured new Enrollment Centers
- Arranged on-site special print sessions for various state program
- Assisted state agencies in establishing billing/invoice account

Call Center Supervisor (1997-2002)

Ms. Copelin was responsible for a Customer Service Center with 30 Customer Service Representatives (CSRs) reporting to her. She managed schedule changes in the appointment scheduling system, producing monthly location utilization reports, processing all faxed appointment requests, reconciling site completion schedules and researching problem records.

EDUCATION, TRAINING, AND CERTIFICATION

- LiveScan Certification – Indiana State Police, Illinois State Police, Illinois Department of Financial and Professional Regulations, and Missouri State Highway Patrol
- Lincoln Land Community College

ERIK WOLLE

TECHNICAL PROGRAM DIRECTOR – SOLUTIONS ENGINEER

Mr. Erik Wolle oversees the development of all program and technical infrastructure requirements in each of IDEMIA USA's state contracts. He was closely involved in development of the existing interfaces to the Indiana State Police AFIS, the Handgun Permit registration interface and other requirements of our existing network in the State of Indiana. He will continue to oversee the effort to develop the web services interface with the State of Indiana.

Mr. Wolle has distinguished himself during his career in the information technology services industry through his outstanding performance in systems development projects for more than 25 years. He has experience with a wide variety of hardware platforms and software systems, with additional experience with complex networking and mainframe systems.

Mr. Wolle and his group developed the software that has enabled IDEMIA USA to submit fingerprints electronically to the FBI directly as well as through channeling agents. Throughout his history with the company, his team has implemented this capability in more than 25 states and with six FBI channeling agents, including the Transportation Security Clearinghouse. In addition, he developed the data archival and retrieval system software used by IDEMIA USA.

EMPLOYMENT HISTORY

Idemia Identity & Security USA LLC (IDEMIA USA)

2006–Present

Senior Director – Customer Solutions

Mr. Wolle brings his vast experience in the implementation of statewide fingerprinting networks to the wide array of services provided by IDEMIA USA, ensuring that technical infrastructure meets or exceeds requirements for each new program. He has developed or overseen the development of the technical, data, and reporting interfaces for every electronic fingerprinting program developed and operated by IDEMIA USA. That includes major agency interfaces for New York State's Office of Children and Family Services (OCFS), the New York State Department of Motor Vehicles (DMV), the Texas State Board for Educator Certification (SBEC), and Texas Real Estate. He provides support and assistance to state AFIS agencies to maximize the technology available to build strong technical solutions that meet the needs of state AFIS and other agencies.

Director – Information and Technology Resources

Mr. Wolle's strong background in information services led to the successful implementation of statewide applicant fingerprinting networks in California, Illinois, Michigan, Missouri, Tennessee, Texas, New Jersey, and Pennsylvania. His group developed and maintained the software products used to manage each of our fingerprinting networks. He showed a strong dedication to the success of all projects under his supervision and strengthened client relationships. He developed a wide network of customer relationships throughout each SAFN and industry served by the company.



ERIK WOLLE (CONTINUED)

EDUCATION, TRAINING, AND CERTIFICATION

- University of Iowa, M.B.A.
- University of Iowa, M.S. in Healthcare Administration.
- Cornell College, B.S. in Special Studies.

DENNY WEAR

DELIVERY AND DEPLOYMENT DIRECTOR

Mr. Denny Wear will manage the delivery of all program components and resolve any issues or problems as they arise. He has been instrumental in almost all of IDEMIA USA's major deployments of statewide fingerprint networks. He brings valuable insights for a successful deployment for IDOA's program.

Mr. Wear has been involved with IDEMIA USA fingerprinting networks since 1999. During this time, he has managed major internal systems as well as new customer networks and strategic partners. His ability to handle information and systems and communicate clearly with both customers and internal departments allows him to administer complex integrated systems.

EMPLOYMENT HISTORY

Idemia Identity and Security USA LLC (IDEMIA USA)

2009–Present

Senior Director – Support Services/Program Management

Mr. Wear's current responsibilities include oversight of Delivery and Deployment projects. In the last few years alone, he and his team have been responsible for the implementation and coordination of new statewide networks for Colorado, Kentucky, Missouri, and Pennsylvania as well as new solution updates or transitions for New York, New Jersey, Tennessee, Oklahoma, and West Virginia. This includes all project planning, documentation, scheduling, and customer updates and guidance.

He has previously oversaw IDEMIA USA operations throughout the northeastern U.S. He managed Regional Managers, Supervisors, Leads, and Enrollment Agents in his region. His staff supported programs in New York, Massachusetts, West Virginia, Maryland, and the District of Columbia, which are programs that serve more than 400,000 applicants annually. His responsibilities included managing deployment and daily operations, managing agency interaction, monitoring network performance and budget, and ensuring all Service Level Agreement requirements were met.

Integrated Biometric Technology, now IDEMIA USA

Controller (2006–2009)

Mr. Wear oversaw financial reporting duties to corporate offices. He assisted in transition duties when the parent company of Identix Identification Services (IIS) was merged with L-1 Identity Solutions. As part of this transition, IIS was merged with Integrated Biometric Technology, an existing L-1 Identity Solutions company. In addition, he assisted in the acquisition of two other companies, one a Canadian company. He oversaw Accounts Receivable, Accounts Payable, Payroll, and financial reporting for the U.S. and Canadian branches of the company. During the time he was Controller, company revenues increased from \$24 million to \$78 million and payments collected per month increased from 20,000 to 50,000.

DENNY WEAR (CONTINUED)

Identix Identification Services (IIS), now IDEMIA USA

Accounting Manager (1999–2006)

After serving as a Staff Accountant and Senior Accountant, he was promoted to the position of Accounting Manager. His responsibilities included processing Accounts Receivable, Accounts Payable, and Payroll. He assisted with financial reporting duties to corporate offices, and developed and implemented company-wide Sarbanes-Oxley (SOX) Act compliance procedures that met the stringent requirements of this legislative mandate. He and his team were responsible for an Accounts Receivable that grew from processing more than 5,000 payments monthly in 1999 to more than 20,000 in 2006. He also provided project plan assistance to the proposal team, ensuring that all of the work tasks required by the contract were included and scheduled appropriately.

EDUCATION, TRAINING, & CERTIFICATION

- Illinois College, B.S. in Accounting.

DONALD DROSS

SENIOR SYSTEMS ADMINISTRATOR - ENGINEERING

Mr. Donald Dross works alongside our solution engineer to ensure delivery of all program deliverables and resolve any issues or problems with system performance. This includes diagnose and troubleshoot technical issues, monitor the performance of servers, software and hardware. He has been instrumental in most of IDEMIA USA's major deployments of statewide fingerprint networks. He brings valuable experience for a successful technical operation for IDOA's program.

Mr. Dross has more than 21 years of experience as a Systems Administrator for multiple programs ensuring smooth deployment of new applications, timely updates for technical documentation, monitoring system performance, and configuring new software and hardware to the specifications and program requirements. He has excellent troubleshooting skills and hands-on experience with various operating systems.

EMPLOYMENT HISTORY

Idemia Identity & Security USA LLC (IDEMIA USA)

1995 - Present

Product Operations – Engineering Support

2014 - Present

Mr. Dross is the support lead for IDEMIA USA's six EasyPath/FlexCheck™ adjudication systems, including Indiana's INkless. He performs daily monitoring, ensuring consistent availability and transaction throughput. He investigates and resolves reported issues as well as responding to specific customer requests. He also collaborates with IDEMIA USA's Program Management team and Tailored Solutions personnel to integrate customer requested enhancements.

Systems Administrator for Statewide Non-Criminal Fingerprinting Services (2008 – 2014)

State of New Jersey Office of Attorney General (Albany, New York)

As Senior Systems Administrator, he was responsible for the operation of the New Jersey Applicant System. This includes maintaining availability of the www.bioapplicant.com appointment scheduling and reports web sites for internal and external users, the Federal Way and Albany FDRs, and the MorphoStore database. He also maintains the Albany, New York Call Center telephone system and the agent's workstations.

Backup Administrator for Common Benefit Identification Card System (2008 – 2012)

New York State Office of Temporary and Disability Assistance (Albany, New York)

Mr. Dross serves as the backup systems administrator for the New York State Common Benefit Identification Card production system. In this capacity, he monitors server alert messages, supports the two NYC over-the-counter card production sites and the Albany, New York and Anaheim, California mailed card production sites. He also addresses any customer issues.

Systems Administrator for Automated Finger Imaging System (1995 – 2009)

New York State Office of Temporary and Disability Assistance (Albany, New York)

As a Senior Systems Administrator, he was responsible for the day-to-day operation of the AFIS Central Site hardware and software. The following lists some of his responsibilities:

- Answer questions about and investigate problems with the New York Civil AFIS

DONALD DROSS (CONTINUED)

- Produce weekly reports, monthly billing reports, and ad hoc reports upon request for the customer
- Add new workstations, sites, counties, printer, and operators to New York Civil AFIS
- Add new hosts to the network
- Design and maintain New York Civil AFIS on-line reports in Crystal Reports
- Write, test, and monitor database stored procedures
- Test software releases
- Determine how new customer requirements can be integrated into New York Civil AFIS
- Purge AFIS records based on customer request and length of continuous inactivation
- Reconcile databases of Civil AFIS subsystems
- Provide MA with records for Quality Control
- Create and maintain MS Access reporting databases
- Monitor AFIS system and respond to problems
- Design and monitor interfaces with New York State systems and their designees
- Investigate AFIS system problems, develop workarounds, and report to Tacoma
- Apply upgrades to AFIS releases
- Create Windows and UNIX scripts to accomplish assigned tasks

GE Industrial & Power Systems

1990 - 1994

PC Report Analyst/Applications Specialist (Schenectady, New York)

Maintained and developed PC, client-server, and mainframe based report systems. Supported department goals through active participation in project teams and data retrievals and analyses.

- Worked on transition team to convert mainframe report system to client-server/PC based system
 - Designed the main menu, input, and result screens and structure
 - Acted as the source for user training, including developing training class manual and conducting advance user seminars
 - Programmed numerous multi-use subroutines that made the new report code more compact and efficient.
 - Created profile sheets detailing each active GE turbine through the consolidation of numerous diverse data files -- used by field representatives in determining federal Clean Air Act compliance needs with customers.
- Designed and programmed an inventory system for a mobile parts warehouse.
- Downloaded mainframe data to PC and produced weekly measurements' reports and graphs.
- Performed ad hoc analyses for overdue backlog reduction effort.
- Automated report process -- cutting it from 2 ½ to 1 day.
- Redesigned measurement package to include performance graphs and working reports for order administrators.

EDUCATION, TRAINING, AND CERTIFICATION

- Ball State University, B.S.

SHANNON FLESCH

PROGRAM MANAGER

Ms. Shannon Flesch was involved with the Indiana statewide fingerprinting services program from 2012-2016 and welcomed the opportunity to return in August of 2019. She has served the program in various supervisory and management capacities which has shaped her holistic approach to program management. By understanding both Enrollment Center Operations and agency needs, she applies that perspective to the benefit of Indiana's fingerprinting applicants and their requesting agencies.

Ms. Flesch has more than 14 years of experience focusing on Program Management responsibilities for multiple statewide fingerprinting networks including Indiana. In her role, she has established strong relationships while organizing programs and activities in accordance with project requirements. She is data driven and results oriented; she formulates solutions to resolve issues as they arise and she manages state program analysts to ensure accuracy of project reporting. Highlights of her strengths include, problem solving through root cause analysis, and creating process improvement mechanisms, monitoring and improving project key performance indicators while ensuring excellence in performance across all project functions.

EMPLOYMENT HISTORY

Idemia Identity & Security USA LLC (IDEMIA USA)

2006 – Present

Program Manager-State Enrollment Programs (2019-Present)

Ms. Flesch is responsible for overall program management for multiple Fingerprinting Services programs including Indiana. Her duties include:

- Ensure contract compliance for Indiana, Michigan, and Pennsylvania state programs
- Compile, analyze, and report various data-points to requesting agencies
- Assist in discovery, development, and implementation of customer deliverables
- Liaise with Enrollment Center Operations for Service Level Agreement maintenance and compliance
- Monitor revenue and expenditures
- Identify and assist with new business/revenue streams
- Oversight of State Program Management Analysts

Manager-Federal Analysts/Manager- Enrollment Center Support (2017-2019)

As the Federal Analyst Manager, Ms. Flesch oversaw a team responsible for providing metrics to Program Management. She was instrumental in driving process improvements aligned with Key Performance Indicators.

- Special projects-Managed implementation of a CRM system for Enrollment Center Operations and Vetting and Credentialing
- Helmed the creation and implementation of a vetting and credentialing applicant system
- Monitored budgets
- Created Access databases

SHANNON FLESCH (CONTINUED)

- Coordinated with: Supply Chain, Sales, Logistics, Project Management Organization (PMO), Finance and Information Technology, and Enrollment Center Operations
- Worked with large Partner/Stakeholder on Special Projects
- Primary relationship holder with developer subcontractor

Regional Manager/Regional Supervisor-Great Lakes/North Central Region (2010-2016)

Ms. Flesch provided guidance to Enrollment Agents and their Supervisors for multiple programs Overseeing 231 Enrollment Centers. In addition to:

- Designated trainer for monthly Regional Supervisors and Regional Managers
- On-boarded first ever TSA PreCheck® location at the Indianapolis International Airport
- Partner relationships
- Relationships with TSA airport Security Directors
- Interacted with state agencies in various capacities
- Special projects – Internal process improvement program, documentation, and SOPs

LiveScan Coordinator-Wisconsin (2006-2010)

As Wisconsin's LiveScan Coordinator, Ms. Flesch was responsible for Enrollment Agents, stakeholder satisfaction, and fingerprinting applicants.

- Oversaw all supervisory aspects of LiveScan Operators
- Responsible for state schedule
- Procured host and partner locations
- Maintained relationship with Wisconsin Department of Justice point of contact and state-level subcontractor
- Engaged in record research
- Extensive documentation for state program

EDUCATION, TRAINING, AND CERTIFICATION

- University of New Mexico
- Certified Green Belt Lean Six Sigma

MEGHAN PETERSON

ACCOUNT MANAGER

Ms. Meghan Peterson will serve as the IDOA Account Manager. In her role, she will have responsibility to ensure that contractual and programmatic requirements are met to the IDOA's specifications. She ensures that all necessary resources are available for program success.

Ms. Peterson focuses on Business Development and Account Management responsibilities for multiple statewide fingerprinting networks including Indiana. In her role, she has established strong relationships while working directly with multiple U.S. state contracting agencies, user agencies and the U.S. Department of Homeland Security Transportation Security Administration (TSA). Ms. Peterson has been responsible for high-level communications with a wide variety of key decision makers at the federal and state agency level, explaining key benefits of IDEMIA USA's applicant fingerprint service offerings. She consistently participates in meetings within the industry including Compact Council, SEARCH, and other national groups focused on state and federal initiatives related to applicant fingerprint processing.

EMPLOYMENT HISTORY

Idemia Identity & Security USA LLC (IDEMIA USA)

2013 - Present

Business Development Manager (2015-Present)

Ms. Peterson is responsible for overall account management and business development efforts for multiple state programs, including the Indiana. She works closely with the executive management team at IDEMIA USA in support of these statewide programs to ensure successful implementation in accordance with contracted requirements, meeting all customer specifications, and all performance metrics. Additionally, she works closely and collaboratively with the key IDEMIA USA operations personnel assigned to each program, including the Program Manager and Contracting Representative(s). As required, she will assist with operational and technical issues raised by IDOA agencies. Other duties include:

- Formal Meetings and Presentations with IDEMIA USA established and prospective customers
- Gathering information for Needs Analysis and Business Requirements
- Negotiating contracts for procurement
- Creating and providing Cost Estimates and Proposals

Inside Sales Representative, Federal Programs (2013-2015)

Ms. Peterson was responsible for Business Development and Marketing initiatives for all Federal Enrollment Service Programs, including programs in support of the Department of Homeland Security's TSA✓[®] applicant program. She worked closely with key personnel and stakeholders, including TSA personnel and airport personnel, to grow the program. She helped secure airport locations for TSA Pre✓[®] Enrollment Centers, contract and arrange on-site mobile fingerprint events for various state and federal entities, executing contracts and negotiations, and ongoing follow up communication with stakeholders at every level.

MEGHAN PETERSON (CONTINUED)

EDUCATION, TRAINING, AND CERTIFICATION

- Master of Business Administration, International Business - Southern New Hampshire University
- Bachelor of Science, Business Administration - Merrimack College