

Request for Proposals

RFP # - 20179

Medicaid Technical Advisory Services

Attachment D.1 – TAS Staffing Table – Key Staff Responsibility and Experience Descriptions

REVISED V2

Key Staff Specifications

The tables below describe in detail the specifications for Key Staff.

Bidders should respond using Attachment H – TAS Key Staff Proposal Form REVISED V2.

Key Staff should meet the Target Qualification/Experience specification. Each specification will be evaluated based on if it exceeds, meets, or falls below the target criteria described.

Bidders who propose Key Staff that meet or exceed the "Preferred Specification" will receive additional points.

The Department reserves the right to request references from provided client information to confirm qualifications and experience. Bidder's will need to supply the client contact information including name, title, phone number, and email address, upon the request of the Department.

Key Staff <u>Table</u> Specifications

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| Labor Category Technology Advisory Services Manager (TAS)/Account Manager | General Responsibility Leads the TAS team. Responsible for the acquisition, scheduling, and provision of adequate resources. Responsible for formal communication and correspondence with the Department. Fosters cooperative relationship among State and Contractor staff. Responsible for contract administration. Serves as the executive point of contact for the Department regarding financial and administrative issues and concerns. Works with the Department's contract sponsor to resolve escalated issues. Accountable for delivery of improvement and new projects in accordance with agreed timelines, quality, and cost. Oversight of initiative planning, design, piloting, and implementation. Initiates recommendations to the Department for system, and process improvements. | A. Ten (10) years' experience within the past 15 (fifteen) years building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience; ensuring client (internal management or customer) is aware of progress and status; and building credibility and fostering business-partnering relationships. B. Five (5) years' experience Business and Technical Advisory services role or capacity. C. Five (5) years' experience simultaneously managing large-scale programs and effectively responding to unanticipated client business priorities. D. Five (5) years' experience |
| | Department for system, and process improvements. Implements and oversees processes that accurately estimate tasks/work efforts. Reports accomplishments to the Department weekly or regular basis to be defined. Manages contract and change control. | client business priorities. |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | | J. Two (2) years previous experience working with Federal, State or Local Healthcare Agency. |
| Program and Project Manager and TAS Program Manager | Reports to the TAS Manager/Account Manager and leads the MES Program effort. Works closing with TAS Manager/Account Manager to communicate progress to the Department regarding project status, meetings, reporting requirements, and scope changes. Works closely with the OCM leader to ensure all projects and change initiatives align with the goals of DOS. Ensures that processes aligned with the Project Management Body of Knowledge (PMBOK) are established and followed. Ensures that the fulfillment of contractual requirements is adequately tracked, and that required evidence, such as documents, deliverables, service level data, or meeting notes and agendas are stored and accessible in the State's designated repository (i.e. SharePoint, MS Team site, or similar). Makes sure that good practices are established and followed and that contractual requirements are met for request origination, estimations, delivery, and billing. Defines, monitors, and maintains the master schedule for this Advisory | REQUIRED TARGET Qualification/Experience A. Ten (10) years' experience in project management oversight responsibilities that includes, planning, design, development, implementation, and operation of a large-scale information technology project. B. Five (5) years' holding current PMI PMP certification and maintain a valid Project Management Institute (PMI) Project Management Professional (PMP) certification throughout the term of this contract. C. Five (5) years' experience with execution, scheduling, and monitoring and controlling all aspects of a large-scale IT program using formal Project Management Lifecycle or SDLC with control gates. D. Five (5) years' experience within a PMO whose responsibilities included project origination, project governance, demand management, and development of business cases and alternatives analysis. |
| | master schedule for this Advisory Services project/program implementation, including managing project interdependencies. Guides and facilitates appropriate resource allocation and ensures that human resources are managed in accordance with good practices and agreed-upon contractual requirements. Directs and oversees project team(s) and manages conflicts within the group. Establishes processes and creates strategies for risk mitigation and contingency planning. | E. Five (5) years' experience with MS Project, including baselines, tracking progress, resource usage and reporting progress against planned schedule. F. Bachelor's degree. PREFERRED Qualification/Experience G. Two (2) years' experience managing IT projects in the healthcare field. H. Three (3) years' experience leading Program/Project Management Office where direct |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | Establishes processes for and oversees the identification and resolution of project issues. Oversees the process for the storage of technical and project documentation. Reports on contractual requirements status, staffing and deliverables. | reports are Project Manager staff. I. PMI Professional Certification in Program Management (PgMP). J. PMI Professional in Business Analysis (PMI-PBA), International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP), or equivalent/higher certification. K. Certifications and experience with process improvement techniques including Lean Six Sigma, Agile, PDCA cycles, and Kanban. |
| Enterprise Architecture Manager | Reports to the TAS Manager/Account | REQUIRED |
| 7 Tomicolare Manager | Manager. | TARGET Qualification/Experience |
| | Sets the direction and establishes the approach of the Department's operations, improves the IT infrastructure, and optimizes the business operations. | A. Twelve (12) years' experience leading the planning and design of the application aspects of a large IT system. |
| | Works to integrate the organization's information applications and programs. Establishes standards, frameworks, and | B. Ten (10) years' experience in evaluating and identifying application architectures in largescale system. |
| | processes in support of enterprise architecture planning that includes business architecture, data architecture, solution architecture, technical architecture, and security architecture. | C. Seven (7) years' experience in directing performance measurements and performance tuning in a large-scale integrated system. |
| | Coordinates the development and maintenance of enterprise architecture frameworks, reference models, and artifacts. | D. Five (5) years' experience leading the Enterprise Architecture Planning for a large organization. |
| | Develops architecture policies and guidelines. | E. Bachelor's degree. |
| | Prepares proposals and estimates for the design and implementation of IT systems. | PREFERRED Qualification/Experience |
| | Evaluating internal functions, business development strategies, and IT processes and suggesting improvements. | F. Two (2) years' experience as Enterprise Architecture Manager performing the described responsibilities on Healthcare Systems. |
| | Creating business architecture models to reflect the organization's strategies and goals and creating and implementing business visions and goals. | G. Preferred certifications may include any of the following: The Open Group TOGAF 9 Certification, The Open Group Certified Architect (Open CA), AWS Certified Solution Architect, Microsoft MCSA Certifications, |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | Evaluating systems engineering, talent recruiting, and accounting models for discrepancies and vulnerabilities. Ensuring the efficiency, security, and support of the organization's goals. Creating methods for compliance architecture, such as data storage, | ITIL certifications, Google Professional Cloud Architect, Professional Cloud Solutions Architect Certification, Red Hat Certified Architect. |
| | metadata management, and change control. • Determining and implementing build versus buy strategies, mentor personnel, and views of the overall business strategy. | |
| Project Manager Lead | Responsible for large projects/programs or significant segment of a large complex project/program. | REQUIRED TARGET Qualification/Experience A. Ten (10) years of intensive and |
| | Leads team on large projects/programs or significant segment of large complex projects/programs. | A. Ten (10) years of intensive and progressive experience with Project Management related tasks, including Initiation, |
| | Works with client and team members to identify business requirements and develops business requirements document (BRD) or similar document. | Planning, Executing, Monitoring and Controlling tasks and preparing and using all PM management plans, as described |
| | Leads a team in the initiating, planning, controlling, executing, and closing tasks of a project/program or segment of a project/program to produce the solution deliverable. | by PMI PMBOK. B. Five (5) years' experience with MS Project, including baselines, tracking progress, resource usage and reporting progress |
| | Executes a wide range of process activities using SDLC methodologies, such as Waterfall and Agile, through final delivery of the product or service. | against planned schedule. C. Five (5) years' holding current PMI PMP certification and maintaining a valid Project |
| | Formulates partnerships among customer, suppliers/vendors and staff and builds an effective project team. | Management Institute (PMI) Project Management Professional (PMP) certification. |
| | Anticipates potential project/program related problems, and manages risk and issues register and communication. | D. Bachelor's degree. PREFERRED |
| | Utilizes refined techniques for identifying, eliminating or mitigating solution, project/program and business risk. | Qualification/Experience E. Two (2) years' experience with project management on a large-scale Healthcare |
| | Understands customer, industry and business trends, and applies this understanding to meet project/program objectives. | Systems/Project or Program. |
| | As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. | |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | Analyzes information and situations and implements actions, independently and or through the management team to ensure project/program objectives are met. Analyzes new and complex project/program related problems and creates innovative solutions involving finance, scheduling, technology, methodology, tools, and solution components. Assists Program and Project Manager with management of contract, project plans, schedule updates, and reporting. | |
| Business Analyst Lead | Establishes standards, frameworks, and procedures for business architecture, business analysis, and business process improvement activities. Reports metrics on project requirements. Owns the delivery and maintenance of the requirements deliverables including the Requirements Specification Document (RSD)/Business Requirements document (BRD). Analyzes Functional Requirements and Design documents and provides constructive feedback and updates to documents. Maintains and reports on bi-directional requirements traceability such that all requirements fulfillment may be traced to a specific release or deliverable and that all releases or deliverables identify the applicable requirements they fulfill. | REQUIRED TARGET Qualification/Experience A. Eight (8) years' experience in information technology business analysis, testing, or project management. B. Five (5) years' experience managing requirements. C. Five (5) years' experience preparing documents related to Business Process Design using Business Process Modeling and Notation (BPMN 2.0), swim lane diagrams, process flows, etc. D. Five (5) years' experience working with team size of 10 (ten) or more staff. E. Four (4) years' requirements management tool experience (e.g., Application Lifecycle Methodology (ALM)). F. PMI Professional in Business Analysis (PMI-PBA), International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP), or equivalent/higher certification. G. Six (6) years' experience with business process models and/or use cases. H. Bachelor's degree. |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| System and Data Architecture Lead | Lead creation of standard solution | PREFERRED Qualification/Experience I. Certifications and experience with process improvement techniques including Lean Six Sigma, Agile, PDCA cycles, and Kanban. J. Two (2) years' experience in a healthcare or insurance domain. |
| Architecture Leau | architecture patterns for APIs. Design and enforce processes and guidelines for integration approach and APIs. Designs and develops a catalog of services, interfaces and interactions that drive the lifecycle management of enterprise APIs. Communicates and provides team leadership with defining technology standards and building frameworks for adoption and governance. Use data and insights to inform conclusions and support decision making. Understands and integrates technologies. Track global trends and assess how they impact the Department. Monitor systems and platforms. Able to apply principles of analytical and critical thinking skills to diagnose or define problems, collect data and solve abstract problems. | A. Eight (8) years' experience as a database administrator in a large IT environment. B. Eight (8) years' experience in systems engineering, software engineering, operating systems programming or architecture. C. Five (5) years' experience leading systems design, development and implementations that includes systems administration, design, and architecture planning using advanced technologies and standards for design, development, deploying, maintaining, and troubleshooting core business applications, application servers, associated hardware, endpoints, and databases. D. Five (5) years' experience leading the design, creation, and management of an organization's system/data architecture. E. Two (2) years' experience in using SQL and data reporting tools. F. Bachelor's degree. PREFERRED Qualification/Experience G. A Master's degree. H. Two (2) years' experience as a database administrator or |

| ign and develop security nitecture patterns that meet ulatory obligations and data ection requirements as well as align the CMS and Department's security tegy. It collaboratively with the artment's Security and Privacy team uild security controls and solutions inpliant with approved architecture neworks and standards. orm security assessments, identify is in existing security architecture, | A. Eight (8) years' experience in information technology industry. B. Five (5) years' experience performing security assessments |
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| intecture patterns that meet alatory obligations and data section requirements as well as align the CMS and Department's security tegy. The collaboratively with the security artment's Security and Privacy team wild security controls and solutions appliant with approved architecture neworks and standards. The controls are security assessments, identify | healthcare system. REQUIRED TARGET Qualification/Experience A. Eight (8) years' experience in information technology industry. B. Five (5) years' experience |
| intecture patterns that meet alatory obligations and data section requirements as well as align the CMS and Department's security tegy. The collaboratively with the security artment's Security and Privacy team wild security controls and solutions appliant with approved architecture neworks and standards. The controls are security assessments, identify | A. Eight (8) years' experience in information technology industry. B. Five (5) years' experience |
| orm security assessments, identify | and designing security architectures. |
| recommend changes or rovements. ate solutions that align enterprise urity architecture frameworks and dards (e.g. SABSA, NIST 800-53, 27002) with overall business and | C. Five (5) years' experience in cybersecurity designs for systems, networks, and multilevel security requirements or requirements for processing multiple classification levels of data. D. Bachelor's degree. |
| curity strategy. icipate in risk assessments for DOS rems, technologies and projects. bloy secure configuration ragement processes. ist in developing a disaster recovery business continuity plan. Identify prioritize system functions required romote continuity and availability of cal business processes such that in circumstance of system failure cal business functions are restored ecovered promptly. Tument security requirements and trols for protecting information, rems, and technology assets. The and document how the dementation of a new technology acts the security posture of the ent environment. | PREFERRED Qualification/Experience E. Two (2) years' experience with the security provisions described in Centers for Medicare and Medicaid Services (CMS) Acceptable Risk Safeguards (ARS) and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 at the Moderate level. F. Two (2) years' experience with network architectures, network access, identity and access management (e.g. public key infrastructure, Oauth, OpenID, SAML, SPML). G. Two (2) years' experience with application firewall concepts and functions (e.g. single point of authentication enforcement, data anonymization, Data Loss Prevention (DLP) scanning, SSL security). |
| 1 | cal business functions are restored ecovered promptly. ument security requirements and crols for protecting information, ems, and technology assets. The and document how the ementation of a new technology acts the security posture of the ent environment. |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| Business Architect Lead | General Responsibility Is a member of the Enterprise Architecture team. Designs the business structure, with a broad view of the systems and requirements. Improves business operations in line with goals and strategies. Provides an enterprise-wide understanding of the ways in which business strategy and value streams are translated into operations, integrating organizational, process, and informational elements. Prepares various models such as service models, capability maturity models, and operating models. Prepared value stream maps, business capability maps, and customer journey maps. Ensures alignment of models and maps with business goals and strategy. Develops or uses Reference Architectures and customizes based on industry or practice area. Applies business process management concepts, process discovery and modeling, process improvement and measurement. | REQUIRED TARGET Qualification/Experience A. Ten (10) years' experience leading the Enterprise Business Architecture planning for a large organization. B. Eight (8) years' experience conveying information needs of the business to IT and Data Management groups, and balancing business strategy and IT strategy. C. Five (5) years' experience with analysis of organizational structure and functional interdependencies. D. Bachelor's degree. PREFERED Qualification/Experience E. Three (3) years' experience using Orbus iServer suite. F. Preferred certifications may include any of the following: The Open Group TOGAF Business Architect Certification, Certified Business Architect (Business Architecture Guild), Microsoft MCSA Certifications, ITIL certifications or equivalent Business Architecture certifications. G. Two (2) years' experience performing the described responsibilities on Healthcare Systems. |
| Information Architect Lead | Determines database structural requirements by analyzing client operations, application and programming. Reviews objectives with clients. Evaluates current systems. Provides oversight of database reporting and utilities support. Design and document database architecture. | REQUIRED TARGET Qualification/Experience A. Eight (8) years' experience as a database administrator in a large IT environment. B. Eight (8) years' experience leading a database administrator (DBA) team for a large IT environment. |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | Build database scheme, tables, procedures and permissions. Establish data sharing and disk partitioning standard practices. Analyze and sustain capacity and performance requirements. Monitor systems and platforms for availability. Oversee backup, clustering, mirroring, replication and failover. Oversee the restore and recover of corrupted databases. Oversees install and test upgrades and patches. Analyze and implement database security. Design conceptual and logical data models and flowcharts. Coordinate with the business and Data Governance team to develop and drive technical solutions, implementation, testing, and promotion for Data Management standards. Analyze structural requirements for new software and applications. Coordinate with the Data Science teams to identify future needs and requirements. | C. Five (5) years' experience leading the design, creation, and management of an organization's data architecture. D. Two (2) years' experience implementing database security. E. Two (2) years' experience in using SQL and data reporting tools. F. Bachelor's degree. PREFERRED Qualification/Experience G. A Master's degree. H. Certified Data Management Professional (CDMP) or equivalent/higher certification. I. Two (2) years' experience as a database administrator for a large healthcare system. J. Two (2) years' experience using one or more of the following programming languages Java, Python, R, and Scala. |
| Technical Architecture Lead | Apply advanced systems engineering principles to the analysis, design, specification, development, implementation, management, and evolution of highly complex systems. Develop and apply advanced methods in the investigation and solution of complex and difficult system design requirements and matters of significance requiring expert application of technologies. Makes high-level design choices and dictates technical standards, including software coding standards, tools and platforms. Designs multi-level architecture or component interactions of a large-scale software system(s). Applies engineering disciplines to cloud computing and brings a systematic | REQUIRED TARGET Qualification/Experience A. Ten (10) years' experience in systems engineering, software engineering, operating systems programming or architecture. B. Seven (7) years' experience leading systems design, development and implementations that includes systems administration, design, and architecture planning using advanced technologies and standards for design, development, deploying, maintaining, and troubleshooting core business applications, application servers, associated |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | approach to standardization and governance of cloud computing applications. Knowledge of the methods and tools of engineering used to conceive, develop, operate, and maintain cloud computing systems and solutions. Knowledge of the economics of cloud resources used to solve business problems. Evaluate and select appropriate software or hardware and suggest integration methods. Work with vendors for the purchase of new applications, tools, technologies, and solutions. Ensure the implementation of agreed architecture and infrastructure. | hardware, endpoints, and databases. C. Five (5) years with supervision of system architects, use of structured analysis, design methodologies and design tools (such as IDEF 1x, entity relationship diagrams, and other design techniques), object oriented principles, and experience with the logical and physical functional, operational, and technical architecture of large and complex information systems. D. Bachelor's degree. PREFERRED Qualification/Experience E. Certification(s) with one or more of the following: Open Group TOGAF 9 Certification, The Open Group Certified Architect (Open CA), AWS Certified Solution Architect, Microsoft MCSA Certifications, ITIL certifications, Google Professional Cloud Architect, Professional Cloud Solutions Architect Certification, Red Hat Certified Architect. F. Two (2) years' experience as a Senior Level Architect with Healthcare Systems. |
| ontract and Financial Management Lead | Oversight of the various contracts and assure they conform with State policy. Draft and review RFPs, IFBs, RFIs and RFOs. Monitor contracts for compliance and performance and report findings. Submission of procurement documents to DOH/DOS leadership for review and feedback and update procurement documents accordingly. | REQUIRED TARGET Qualification/Experience A. Five (5) years' experience with developing contracts or procurements such as RFPs, IFBs, RFIs and RFQs. B. Five (5) years' experience with coordination of complex and detailed assignments with emphasis on procurements. C. Bachelor's degree. PREFERRED Qualification/Experience |

| | Key Staff | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | | D. Two (2) years' experience in healthcare regulations, policy, or contracts. |
| Data Scientist | Collects, interprets and publishes data. Analyzes performance against business decisions mode over a certain timeframe to determine the success of those decisions. Provides the forecasting needed to know whether changes will be effective before making a decision. Collecting data through means such as analyzing business results or by setting up and managing new studies. Transferring data into a new format to make it more appropriate for analysis Creating new, experimental frameworks to collect data. Building tools to automate data collection. | REQUIRED TARGET Qualification/Experience A. A Master's Degree in Data Science B. Twelve (12) years' experience leading a database administration (DBA) team for a large IT environment. C. Five (5) years' experience leading the design, creation and management of an organization's data architecture. D. Two (2) years' experience implementing database security. E. Three (3) years' experience using business intelligence/visualization tools |
| | Searching through large data sets for usable information. Creating reports and presentations for business uses. Correlating similar data to find actionable results. Visualizes data in the most effective way possible for a given project or study. Communicates complex data in a simple, actionable way. Use advanced quantitative methods and emerging technologies to solve challenging problems. Work closely with business stakeholders to understand their goals and determine how data can be used to achieve those goals. Design data modeling processes to create algorithms and predictive models and perform custom analysis. | PREFERRED Qualification/Experience F. Three (3) years' experience using big data technologies such as Hadoop and Spark. G. PhD in Data Science. H. Two (2) years' experience with the use of common data science toolkits that include machine learning and Artificial Intelligences (AI). I. Two (2) years' experience as a data scientist for large-scale healthcare system. J. Two (2) years' experience with data management for a large organization, including database administration, metadata management, and data modeling. K. One or more data analyst certifications including: Certified Analytics Professional (CAP), Certified Data Analysis (CDA), Certification of Professional |

| Key Staff | | |
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| Labor Category | General Responsibility | Qualifications / Experience |
| | | Achievement in Data Sciences, Amazon Web Services Big Data Specialty Certification, SAS Certified Data Scientist, Cloudera Certified Associate (CCA) Data Analyst, EMS Proven Professional Data Scientist Associate (EMCDSA), MapR Certified Data Analyst, Microsoft Certified Solutions Expert (MCSE), Data Management and Analytics, Microsoft Certified Data Analyst Associate. L. Certified Data Management Professional (CDMP or equivalent / higher certification. |