

## ATTACHMENT A – KEY PERSONNEL REQUIREMENTS

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## 1 KEY PERSONNEL REQUIREMENTS

### 1.1 GENERAL

The Respondent shall provide candidate names for each Key Personnel Profile. Sub-Vendor personnel may be identified as Key Personnel. All candidate Key Personnel shall meet the mandatory requirements for the proposed position.

The Respondent shall present a Key Personnel Profile Summary for each Key Personnel candidate. Key Personnel Summary Profiles shall be identically structured in format and layout for content.

#### 1.1.1 KEY PERSONNEL PROFILE COMPLETION INFORMATION

The underlined text serves as the Key Personnel Profile Summary completion guidelines.

1. Candidate Professional References: Respondent shall provide at least three professional references. Less than three professional references must be explained. The State may reject the candidate if less than three professional references are submitted.
2. Education and Training: Respondent shall list the relevant education and training of the proposed candidate and demonstrate, in detail, how a candidate's education and training relates to their ability to perform the intended duties and obligations properly and successfully in this RFP.
3. Required Experience and Qualifications: The Respondent shall complete this section to show how the proposed candidate meets the experience requirements for the position.

For each proposed candidate, the Respondent must provide the following profile information:

- Full NAME of project or engagement
  - Contact Information
  - Date(s) of Experience
  - Description of Duties
4. Resume: The resume must support the candidate's education, training, experience and qualifications outlined in the Key Personnel Profile section above.

## 1.1.2 ADDITIONAL COMPLETION GUIDELINES

### 1.1.2.1 PROFESSIONAL REFERENCES

The Respondent shall provide the following information for each candidate's professional references:

1. Contact name, including title
2. Phone number
3. Email address
4. Company name
5. Mailing address

The proposed candidate's reference shall be an individual within the client's organization having proper authority on the referenced account or Product project, not a co-worker or a contact within the Respondent's own organization, subsidiaries, partnerships, and so forth.

### 1.1.2.2 EXPERIENCE DATES

The Respondent shall provide a beginning month and year and an ending month and year; specific to the time that the candidate performed in the position title or category of experience being described, technical or otherwise. It is not sufficient to provide only the length of time the proposed candidate worked for the client or the Respondent Company in general terms.

The State will not consider overlapping months of experience for a candidate as meeting or exceeding the Key Personnel Summary Profile "Mandatory Experience." It is acceptable to the State that the Respondent's proposed candidates for this RFP collectively meet or exceed "Mandatory Experience" set forth in the tables below. If the Respondent fails to submit a candidate as Key Personnel that can fulfill the Mandatory Experience the Respondent's Proposal may be rejected as non-responsive.

### 1.1.2.3 DESCRIPTION OF DUTIES

The Respondent shall customize the description to clearly substantiate the proposed candidate's qualifications. Relevant experience should be clearly described.

The State will not assume that all skill set attributes or requirements descriptions provided relate identically to every technical skill set requirement. The candidate's work experience must be listed separately and completely each time it is referenced regardless. Failure to provide this information or providing information that is inaccurate or out of date, or a client experience that is not applicable, may result in the State not including the proposed candidate's client reference in the evaluation process or rejecting the Respondent's Proposal altogether.

### 1.1.2.4 RESUME

The Respondent must provide a Curriculum vita (CV) or resume for all individuals proposed as Key Personnel. The State is not imposing a format for the CV; however, the CV must be no more than 4 pages long, in a same font size as that used for the body of the technical proposal.

**1.1.2.5 EXCLUSION OF SENSITIVE PERSONAL INFORMATION**

It is the affirmative responsibility of the Respondent submitting a Proposal to remove all personal confidential information (such as home addresses and social security numbers) of Respondent staff and/or of any Sub-Vendor and Sub-Vendor staff from resumes or any other part of the Proposal package.

Following submission to the State, all Proposals submitted become part of the public record. See Section 1.17 Proprietary Information of the RFP Document.

**1.2 NON-KEY PERSONNEL**

All personnel assigned by the Respondent to the performance of services under this RFP will be fully qualified to perform. The Respondent must demonstrate its significant expertise of the staffing and purpose any remaining positions (non-Key Personnel) necessary to fulfill the requirements of this RFP.

**2 KEY PERSONNEL POSITIONS**

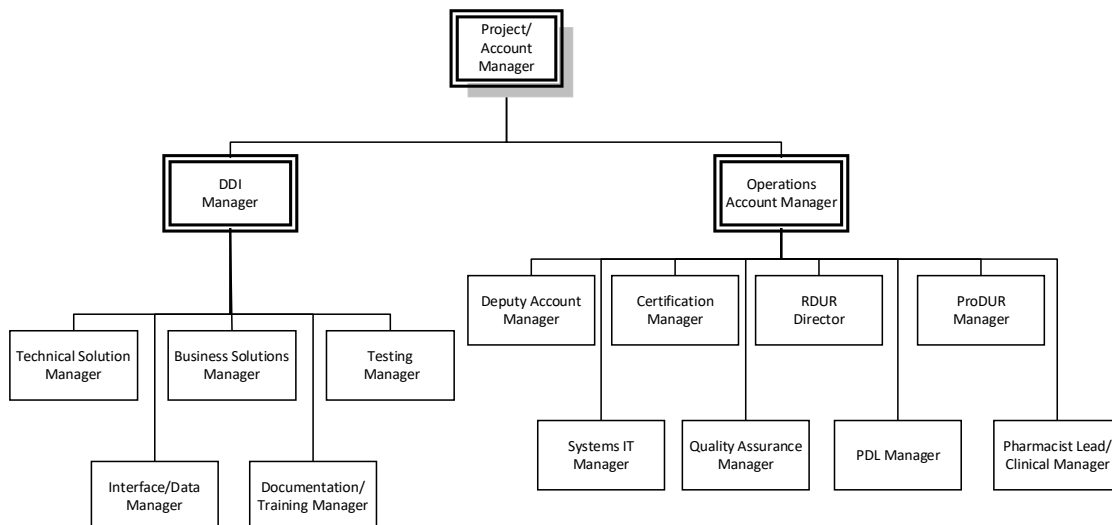
The State identified a set of key personnel to be associated with this contract. The positions described in this section are required, based on the anticipated demands and the complexity of the solution. Due to the importance of these positions, the State must approve in writing the assignment of a specific resource to these positions. The Respondent may not reassign or replace a named individual from a key position without approval of the State.

Key personnel are organized within two major categories, DDI and Operations, all performing under the direction of a Project/Account Manager. The DDI key personnel are expected to configure and install the Vendor’s solution. They will ensure the solution is fully capable of supporting operations. The Operations key personnel will use the solution provided through the DDI period to execute the day-to-day business activities required of their contract. While there is a definite contract milestone defining the end of DDI, the State expects that some DDI key personnel will be required to support the Vendor’s solution into the Operations period.

Likewise, the State is requiring that key Operations personnel be available at various times during DDI.

Exhibit 1 Identifies all key positions identified by the State. The organization of the key positions into a hierarchy is based on assumptions made by the State and is not a requirement. Respondents are expected to propose an organization that matches their experience and best practices.

**Exhibit 1: Key Personnel Organization (Sample)**



Additional Key Personnel positions may be recommended by the Respondent. In those cases, the Respondent must describe the general responsibilities associated with the position and the qualifications of the position based on best practice and current experience. Respondents may also nominate candidates to these positions. The State will not evaluate or score the recommended additions to the Key Personnel positions.

**2.1 PROJECT/ACCOUNT MANAGER**

The Project/Account Manager is generally responsible for the following:

1. Providing general management of the project, to include management of the DDI Manager, Operations Manager, and all associated Sub-Vendors
2. Acting as principal interface for the Vendor with the State
3. Scheduling and provisioning resources
4. Presenting all formal communication and correspondence to the State

The list above generalizes the responsibilities of the Project/Account Manager and is not intended to be all inclusive. Exhibit 2 details the specific qualifications that are mandatory of the individual assigned to the Project/Account Manager position.

The State requires that the Project/Account Manager be dedicated full time to this project. The Project/Account Manager cannot serve in any other position on this or any other contract or project.

The Vendor must designate in writing, and the State must approve, an alternate for the Project/Account Manager. Designation of an alternate is required prior to Project start-up. The alternate will serve as the Vendor’s primary representative in the absence of the Project/Account Manager and be expected to respond to the State as necessary when performing as the Project/Account Manager.

**Exhibit 2: Project/Account Manager Qualifications**

<b>Project/Account Manager Qualifications</b>
<ol style="list-style-type: none"> <li>1. Minimum of five (5) years direct project oversight and authority over ongoing relationships with clients where its firm has implemented enterprise solutions.</li> <li>2. Previously managed a DDI project and transition to an ongoing M&amp;O in a similar Environment.</li> <li>3. Must have excellent communications skills, writing skills, small group facilitation skills, and formal presentation skills.</li> <li>4. Responsible for addressing any issues that cannot be resolved with the Vendor’s Project</li> <li>5. Responsible for all subcontractor relationships accounts that have included both DDI and operations.</li> <li>6. Minimum of fifteen (15) years of relevant experience in professional services, development, client support or project management.</li> <li>7. Full-time work location must be the Vendor’s DDI facility.</li> </ol>

**2.1.1 DESIGN, DEVELOPMENT, AND IMPLEMENTATION (DDI) KEY PERSONNEL**

**2.1.1.1 DDI MANAGER**

The DDI Manager will coordinate all activities related to readying the Vendor’s systems and services solution for operational use. Responsibilities will commence during project start-up and will continue until the State accepts the solution for operational use.

The following list generalizes the responsibilities of the DDI Manager and is not intended to be all inclusive. The DDI Manager is generally responsible for the following:

1. Scheduling and provisioning resources to accomplish the DDI
2. Identifying and mitigating project risks associated with DDI activities
3. Ensuring that DDI milestones are achieved in accordance with the approved schedule
4. Reporting DDI status
5. Participating in configuration control activities

The DDI Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project.

Exhibit 3 identifies the specific qualifications required of the DDI Manager.

### **Exhibit 3: DDI Manager Qualifications**

<b>DDI Manager Qualifications</b>
<ol style="list-style-type: none"> <li>1. Possess a minimum of five years' experience implementing health care solutions within environments like the AMPP.</li> <li>2. Possess an expert knowledge of the Vendor's solution for the AMPP.</li> <li>3. Possess excellent communications skills, including writing skills, small group facilitation skills and formal presentation skills.</li> <li>4. Possess current Project Management Professional (PMP) certification or have a comparable project management (PM) certification.</li> <li>5. Possess a bachelor's degree in a health care, business administration, or information technology related field; OR four (4) years' experience, in addition to the general requirement for five (5) years' experience, will be a suitable substitute for the bachelor's degree.</li> <li>6. Full-time work location must be the Vendor's DDI facility during the DDI phase of the contract.</li> </ol>

#### **2.1.1.2 TECHNICAL SOLUTION MANAGER**

The Technical Solution Manager is directly responsible to the DDI Manager for coordinating all activities related to implementing the Vendor's technical solution. This individual is expected to coordinate the technical activities of the DDI staff to ensure that all technical requirements are met.

The list below generalizes the responsibilities of the Technical Solution Manager and is not intended to be all inclusive. The Technical Solution Manager is generally responsible for the following:

1. Scheduling resources to configure and implement the Vendor's solution
2. Coordinating with the other AMPP Vendors to identify and resolve any issues to ensure proper operation of the Vendor's solution within the AMPP
3. Ensuring that all technical milestones are met in accordance with the approved work plan
4. Ensuring that all business and technical requirements are correctly incorporated into the Vendor's solution
5. Recommending technical improvements to the Vendor's solution to ensure that the final solution enables cost savings to the State through process improvement and leveraged technology
6. Ensuring that all technical environments are established and maintained according to the requirements of the contract

The State desires continuity related to defect resolution and warranty repair, so it is desired that the Technical Solution Manager's responsibilities begin at project start-up and continue throughout the warranty period.

The Technical Solution Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project. Specific requirements for the Technical Solution Manager are defined in Exhibit 4.

#### **Exhibit 4: Technical Solution Manager Qualifications**

<b>Technical Solution Manager Qualifications</b>
<ol style="list-style-type: none"> <li>1. Possess a minimum of five years' experience implementing health care solutions within environments like the AMPP.</li> <li>2. Possess expert knowledge of the Vendor's solution, having implemented the solution in no less than one environment at least as complex as the AMPP.</li> <li>3. Possess demonstrated experience implementing solutions within an integrated environment, employing SOA and intelligent business routing.</li> <li>4. Possess a Bachelor's Degree OR four years' experience, in addition to the general requirement for five years' experience, will be a suitable substitute for the Bachelor's degree.</li> <li>5. Work location must be the Vendor's DDI facility.</li> </ol>

#### **2.1.1.3 BUSINESS SOLUTION MANAGER**

The Business Solution Manager is directly responsible to the DDI Manager for coordinating all activities related to the identification and implementation of business rules associated with the Vendor's solution. This individual is expected to coordinate the activities of the DDI staff to ensure that business rules and workflows are correctly defined and implemented.

The following list generalizes the responsibilities of the Business Solution Manager and is not intended to be all inclusive. The Business Solution Manager is generally responsible for the following:

1. Ensuring that business rules and processes are identified and documented
2. Ensuring that all business logic is correctly configured within the Vendor's solution
3. Ensuring that all business rule configuration is completed in accordance with the approved work plan
4. Recommending improvements to business processes to ensure that the final solution enables cost savings to the State through process improvement
5. Assisting in identifying and developing test cases for using in User Acceptance Testing and Operational Readiness Testing

The Business Solution Manager's responsibilities begin at project start-up and continue throughout DDI.

The Business Solution Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project during DDI. Specific requirements for the Business Solution Manager are found in Exhibit 5.

**Exhibit 5: Business Solution Manager Qualifications**

Business Solution Manager Qualifications
<ol style="list-style-type: none"> <li>1. Possess a minimum of five years' experience implementing health care solutions within environments like that of the AMPP.</li> <li>2. Possess three years' experience extracting and documenting business rules.</li> <li>3. Possess a working knowledge of business process modeling.</li> <li>4. Possess expert knowledge of the Vendor's solution, with experience implementing integrated solutions in an environment at least as complex as the AMPP.</li> <li>5. Possess expert knowledge of national policy and standards that impact the Medicaid environment.</li> <li>6. Possess a Bachelors' Degree in a health care related field; OR four years' experience, in addition to the general requirement for five years' experience, will be a suitable substitute for the Bachelor's degree.</li> <li>7. The Business Solution Manager's work location must be the Vendor's DDI facility.</li> </ol>

**2.1.1.4 TESTING MANAGER**

The Testing Manager is directly responsible to the DDI Manager for coordinating all activities related to the testing the Vendor's solution. This includes unit testing, system testing, and readiness testing.

The following list generalizes the responsibilities of the Testing Manager and is not intended to be all inclusive. The Testing Manager is generally responsible for the following:

1. Ensuring that test cases are defined, executed, and documented for the Vendor's solution
2. Consulting with State to identify and plan for tests that address situations that routinely challenge the State's business processes, to include performance and regression testing
3. Monitoring test activities to ensure that test steps are correctly followed and that test results are repeatable
4. Establishing and maintaining a process for capturing test results
5. Recording and reporting the results of test activities
6. Documenting and tracking issues and defects status

The Test Manager's responsibilities begin at project start-up and continue throughout Federal certification of the solution as an element of the AMPP. This includes assisting the State with identification of test cases for UAT and ORT, monitoring UAT and ORT test case execution, and assisting with documenting testing results. Exhibit 6 lists the specific qualifications for the Testing Manager.

**Exhibit 6: Testing Manager Qualifications**

Testing Manager Qualifications
<ol style="list-style-type: none"> <li>1. Possess a minimum of five years' experience developing and executing testing programs for solutions like Vendor's solution for the AMPP.</li> <li>2. Possess a working knowledge of the Vendor's proposed solution for the AMPP.</li> <li>3. Possess a working knowledge of business processes associated with the AMPP.</li> </ol>

### Testing Manager Qualifications

4. Possess a Bachelors' Degree in an information technology; OR four years' experience, in addition to the general requirement for five years' experience, will be a suitable substitute for the Bachelor's degree.
5. The Testing Manager is not required to be on-site full time; however, the Testing Manager will be on-site any time that testing activities are being performed.

#### 2.1.1.5 DOCUMENTATION AND TRAINING MANAGER

The Documentation and Training Manager is directly responsible to the DDI Manager for coordinating all activities related development of project documentation and training. This position is unique among the DDI manager positions, and it will transition to operations and continue through the life of the contract.

The following list generalizes the responsibilities of the Documentation and Training Manager and is not intended to be all inclusive. The Documentation and Training Manager is generally responsible for the following:

1. Defining and enforcing documentation standards upon all materials developed under this project
2. Developing, publishing, and maintaining system documentation
3. Maintaining an indexed, current inventory of all documentation associated with the project
4. Developing and improving documentation quality control processes to ensure that materials associated with the project are of the highest quality
5. Developing training materials to ensure that State and Vendor staff are equipped to perform the tasks associated with their positions
6. Presenting training to State and Vendor staff as required
7. Developing and maintaining a training schedule of training events and offerings
8. Establishing and maintaining training records for Vendor staff

The Documentation/Training Manager's responsibilities are broad and demanding.

Respondents may elect to offer two candidates: one for documentation, and one for training. In that case, both candidates must satisfy the requirements identified in Exhibit 7.

#### Exhibit 7: Documentation/Training Manager Qualifications

### Documentation/Training Manager Qualifications

1. Possess a minimum of five years' experience developing and executing testing programs for solutions like Vendor's solution for the AMPP.
2. Possess a working knowledge of the Vendor's proposed solution for the AMPP.
3. Possess a working knowledge of business processes associated with the AMPP.
4. Possess a Bachelors' Degree in a business administration, education; OR four years' experience, in addition to the general requirement for five years' experience, will be a suitable substitute for the Bachelor's degree.

#### 2.1.1.6 INTERFACE/DATA MANAGER

The Interface/Data Manager is directly responsible to the DDI Manager for ensuring that interfaces between the Vendor's solution and other components of the State are correctly configured and



deployed. Additionally, the Interface/Data Manager will ensure that all data exchanges between the Vendor’s solution and the AMPP components provide accurate and appropriate content, compliant with data definitions established within the AMPP.

The following list generalizes the responsibilities of the Interface/Data Manager and is not intended to be all inclusive. The Interface/Data Manager is generally responsible for the following:

1. Identifying all interfaces between the Vendor’s solution and the other components of the AMPP
2. Designing, documenting, and deploying interfaces for the Vendor’s solution
3. Interacting with the other AMPP Vendors regarding interface and data requirements
4. Supporting data cleansing and data conversion from the legacy Pharmacy system
5. Ensuring that data dictionaries are current for the Vendor’s solution

The Interface/Data Manager must be available fulltime on the project during DDI. There is not a requirement that the Interface/Data Manager be present fulltime at the Vendor’s DDI facility; however, the Interface/Data Manager must be on-site during all testing of interfaces. Additionally, this key individual must be present on-site during design sessions related to interfaces or data requirements.

Specific requirements for the Interface/Data Manager are found in Exhibit 8.

**Exhibit 8: Interface/Data Manager Qualifications**

Interface/Data Manager Qualifications
<ol style="list-style-type: none"> <li>1. Possess a minimum of three years’ experience developing and deploying interfaces for systems like the Vendor’s solution.</li> <li>2. Possess a minimum of five years’ experience performing data cleansing or data conversion activities for systems like the Vendor’s solution.</li> <li>3. Possess a minimum of 3 years’ experience managing a data conversion or interface design project like the needs of the AMPP.</li> <li>4. Possess excellent communications skills, written and oral.</li> </ol> <p style="margin-left: 40px;"><b>Note:</b> A Bachelors’ Degree in information technology or a related field is preferred but not required.</p>

**2.1.2 OPERATIONS KEY PERSONNEL**

The State is seeking an organization that provides high quality performance with economy of operation. DHS intends to leverage the Vendor’s experience, the strength of the Vendor’s proposed solution, and industry best practices to achieve the most efficient operation possible. Therefore, the State is intentionally limiting the designation of Contract key personnel.

The State expects that Respondents will propose an organization that best fits their solution and business model. Respondents are expected to supplement the key personnel listed below with additional positions that are “key” based on the Respondent’s proposed organization. All additional staff positions identified as key personnel will be incorporated into the full list of key personnel, and the Respondent will be bound by the same conditions for nominating candidates to these positions listed above in Section 1.1.1, Key Personnel Profile Completion Information. Individuals assigned to these positions may not be moved or replaced without complying with requirements in Section 2, Key Personnel Positions.

Eight (8) key personnel positions have been identified:

1. Operations Account Manager
2. Deputy Account Manager
3. Systems IT Manager
4. Certification Manager
5. Quality Assurance Manager
6. RDUR Director Qualifications
7. PDL Manager Qualifications
8. ProDUR Manager Qualifications
9. Pharmacist Lead/Clinical Manager Qualifications

All key personnel associated with Operations must be located at the Vendor's DDI facility that is required to be located within five (5) miles of 700 Main Street, Little Rock, Arkansas.

The State has placed a diagram detailing the organization and staffing levels of the current operations that is provided in the reference library. This is for reference only and is not intended as the final solution offered by the Respondent.

#### **2.1.2.1 OPERATIONS MANAGER**

The Operations Manager is responsible for the day-to-day operations of the Vendor's solution and is directly responsible to the Project/Account Manager to meet the service level agreements contained in the contract. The Operations Manager is the primary liaison between the State and the Vendor's business units providing services to the AMPP.

The following list generalizes the responsibilities of the Operations Manager and is not intended to be all inclusive. The Operations Manager is generally responsible for the following:

1. Providing general management of the Vendor's services activities
2. Scheduling and provisioning resources, to include obtaining State approval for assigning individuals to positions within the Vendor's business units
3. Meeting all service level agreements and performance standards
4. Monitoring and reporting the Vendor's performance
5. Communicating issues or problems that impact the AMPP's ability to meet defined business goals

The State requires that the Operations Manager be dedicated fulltime to this project. The Operations Manager cannot serve in any other position on this or any other contract or project.

The Vendor must designate in writing, and the State must approve, an alternate for the Operations Manager. Designation of an alternate is required 30-days prior to commencing live operations. The designated alternate will serve as Operations Manager only during periods identified to the State by the Vendor.

Exhibit 9 details the requirements for the Operations Manager of the Pharmacy Solution.

### Exhibit 9: Operations Manager Qualifications

Operations Manager (Pharmacy) Qualifications
<ol style="list-style-type: none"> <li>1. Prefer a valid Arkansas Pharmacist license and be in good standing.</li> <li>2. If candidate is not a licensed Pharmacist, candidate must have equivalent experience and knowledge to manage a pharmacy account or possess a Bachelor's degree in a health care related discipline and have equivalent experience.</li> <li>3. Have five years' experience managing Vendor pharmacy responsibilities, including:               <ol style="list-style-type: none"> <li>a. Managing pharmacy staff</li> <li>b. Completing status reports</li> <li>c. Identifying and presenting recommendations for program improvement</li> </ol> </li> <li>4. Must have excellent communications skills, writing skills, small group facilitation skills and formal presentation skills.</li> </ol>

#### 2.1.2.2 DEPUTY ACCOUNT MANAGER

The Deputy Account Manager is directly responsible to the Account Manager for activities associated with all operations of the account. General responsibilities associated with the Deputy Account Manager include:

1. Helping plan and execute clients' projects from start to finish
2. Conducting research and analysis to inform clients' strategies
3. Monitoring progress of all projects and budgets and submitting reports

The Deputy Account Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project.

Exhibit 10 details requirements specific to the Deputy Account Manager.

#### Exhibit 10: Deputy Account Manager Qualifications

Deputy Account Manager Qualifications
<ol style="list-style-type: none"> <li>1. Possess a Bachelor's Degree; four years; experience may substitute for the Bachelor's Degree.</li> <li>2. Five years' experience, demonstrated by increasing responsibility.</li> <li>3. One year experience in team leading role.</li> <li>4. Two years' experience in a role managing at least four people.</li> </ol> <p style="margin-left: 40px;"><b>Note:</b> Specific duties may require that individuals filling supervisory positions possess valid professional certification and/or license(s) pursuant to Arkansas law.</p>

#### 2.1.2.3 SYSTEMS IT MANAGER

The Systems IT Manager is directly responsible to the Operations Manager for coordinating all activities related to maintaining the Vendor's technical solution. This individual is expected to coordinate the technical activities of the Operations staff to ensure that all technical requirements are met.

The following list generalizes the responsibilities of the Systems IT Manager and is not intended to be all inclusive. The Systems It Manager is generally responsible for the following:

1. Scheduling resources to configure and implement the Vendor’s solution
2. Coordinating with the other AMPP Vendors to identify and resolve any issues to ensure proper operation of the Vendor’s solution within the AMPP
3. Ensuring that all technical milestones are met in accordance with the approved work plan
4. Ensuring that all new business and technical requirements are correctly incorporated into the Vendor’s solution
5. Recommending technical improvements to the Vendor’s solution to enable cost savings to the State through process improvement and leveraged technology
6. Ensuring that all technical and testing environments are established and maintained according to the requirements of the contract and that performance and regression testing is always performed with changes and enhancements

The State desires continuity related to defect resolution and warranty repair, so it is desired that the Systems IT Manager’s responsibilities begin at project start-up and continue throughout the warranty period.

The Systems Manager must be dedicated full time to this project and cannot serve in any other position on this or any other contract or project.

Specific requirements for the Systems IT Manager are defined in Exhibit 11.

**Exhibit 11: System IT Manager Qualifications**

<b>Systems IT Manager Qualifications</b>
<ol style="list-style-type: none"> <li>1. Possess a minimum of five years’ experience implementing health care solutions within environments like that of the AMPP.</li> <li>2. Possess expert knowledge of the Vendor’s solution, having executed and/or supported the solution in no less than one environment at least as complex as the AMPP.</li> <li>3. Possess demonstrated experience implementing solutions within an integrated environment, employing SOA and intelligent business routing.</li> <li>4. Possess a Bachelors’ Degree OR four years’ experience, in addition to the general requirement for five years’ experience, will be a suitable substitute for the Bachelor’s degree.</li> <li>5. The Technical Solution Manager must be located full time within 5 miles of 700 Main Street, Little Rock, Arkansas.</li> </ol>

**2.1.2.4 CERTIFICATION MANAGER**

The Certification Manager is directly responsible to the Operations Manager and is responsible for activities related to HHS / CMS certification of the AMPP. The following list generalizes the responsibilities of the Certification Manager and is not intended to be all inclusive:

1. Organizing AMPP content to support CMS on-site visit
2. Preparing Vendor staff to participate in the CMS Certification process
3. Assisting the State staff with pre-certification activities

Exhibit 12 details the specific requirements for the Certification Manager.

**Exhibit 12: Certification Manager Qualifications**

<b>Certification Manager Qualifications</b>
<ol style="list-style-type: none"> <li>1. Possess a Bachelor's degree in business administration; four years' experience; OR four years' experience, in addition to the general requirement for five years' experience, will be a suitable substitute for the Bachelor's degree.</li> <li>2. Must have demonstrated experience in the successful HHS /CMS MMIS certification.</li> <li>3. Possess a working knowledge of the Medicaid Enterprise Certification Checklist.</li> </ol>

**2.1.2.5 RDUR DIRECTOR**

The RDUR Director is directly responsible to the Operations Manager and is responsible for the RDUR program. The following list generalizes the responsibilities of the RDUR Director and is not intended to be all inclusive:

1. The Vendor's RDUR Director must work with the State and the DUR Board to determine intervention criteria targeting therapy problems.
2. The RDUR Director must provide possible educational intervention criteria for review at the quarterly DUR Board meeting.
3. The RDUR Director must provide the following additional information to the DUR Board:
  - a. Provider response log updates
  - b. Provider profiling (prescriber and pharmacist)
    - i. Top providers by paid claims
    - ii. Top providers by number of claims
    - iii. Top opioid providers
    - iv. Polypharmacy prescribers
  - c. Intervention review summary as determined by the State and DUR Board
  - d. Statistical activity summary report for RDUR interventions
  - e. Drug utilization ranking summaries
    - i. Therapeutic categories by prescription cost
    - ii. Therapeutic categories by prescription numbers
4. RDUR Director must monitor the lock-in program.
5. RDUR Director will provide required monthly reports to the State, quarterly reports to the DUR Board, and yearly federal reports by predetermined deadlines.
6. RDUR Director must provide cost avoidance data contributed to the RDUR interventions.
7. RDUR Director will perform any additional duties required by the State.

Exhibit 13 details the specific requirements for the RDUR Director

**Exhibit 13: RDUR Director Qualifications**

<b>RDUR Director Qualifications</b>
<ol style="list-style-type: none"> <li>1. Possess a Doctor of Pharmacy (PharmD).</li> <li>2. Possess a minimum of five (5) years' experience in clinical operations, quality, network, pharmacy, or project management. Project management experience and knowledge of health plans required. Provider experience preferred. Will accept an equivalent combination of experience and education, and/or experiences may run concurrently.</li> <li>3. Possess ability to receive assignments in the form of high level objectives and independently establish detailed goals to meet objectives.</li> <li>4. Possess strong interpersonal skills and excellent oral and written communication skills. Ability to function independently and as a team member. Good organization and time management, with the ability to manage multiple tasks.</li> <li>5. Possess proven ability to plan, organize, schedule, direct, control, and monitor project activities. Able to perform basic financial analysis. Ability to interact at a high level with external contacts.</li> <li>6. Possess an expert knowledge of RDUR/DUR Board processes, policies, and drug use review/evaluation tools.</li> <li>7. Possess a current and active Arkansas Pharmacy License.</li> <li>8. Reside in the Little Rock metropolitan area or within a 60-mile radius of the city of Little Rock, unless otherwise preapproved by the State, and must remain easily accessible for the duration of the contract unless otherwise authorized by the State.</li> </ol>

**2.1.2.6 PDL MANAGER**

The PDL Manager is directly responsible to the Operations Manager and is responsible for the PDL program. The Vendor must provide the State with a consistent clinical resource to provide clinical guidance and support to the management of the PDL, including on-site participation, as requested, and documentation (e.g., agenda and minutes preparation) by a PDL Manager. The following list generalizes the responsibilities of the PDL Manager and is not intended to be all inclusive:

1. The Vendor's PDL Manager must work with the State and identify the therapeutic drug classes through analysis of Arkansas utilization data to determine the approach to phase in new PDL drug classes or categories.
2. PDL Manager must provide on-site or virtual participation and documentation at the scheduled Drug Utilization Review Board meeting.
3. PDL Manager must provide the following additional information to the DUR Board:
  - a. Quarterly reviews of the PDL
  - b. Report the status of implementation of previous PDL decisions
  - c. Compliance rates for PDL drug classes or categories under review
  - d. Statistics on PDL classes for preferred and non-preferred agents for FFS claims and encounters
  - e. Any recommendations for modification to the program
4. The PDL Manager must provide to the State clinical reviews and recommendations for new drugs on the market and establish a periodic review schedule for each therapeutic drug class to

be reviewed through the PDL process. This will occur at minimum on a quarterly basis or at an alternate schedule approved by State.

5. The Vendor must determine the impact of preferred drug candidates within selected therapeutic drug classes with reference to clinical safety and efficacy guidelines and available evidence-based data. All recommendations will be pending State approval.
6. The PDL Manager must keep the State apprised of the status of the State's PDL at all times through regularly scheduled meetings and other communications.
7. PDL Manager will perform any additional duties required by the State.

Exhibit 14 details the specific requirements for the PDL Manager.

#### **Exhibit 14: PDL Manager Qualifications**

<b>PDL Manager Qualifications</b>
<ol style="list-style-type: none"> <li>1. Possess a Doctor of Pharmacy (PharmD).</li> <li>2. Possess a minimum of five (5) years' experience in clinical operations, quality, network, pharmacy, or project management. Project management experience and knowledge of health plans required. Provider experience preferred. Will accept an equivalent combination of experience and education, and/or experiences may run concurrently.</li> <li>3. Possess ability to receive assignments in the form of high level objectives and independently establish detailed goals to meet objectives.</li> <li>4. Possess strong interpersonal skills and excellent oral and written communication skills. Ability to function independently and as a team member. Good organization and time management, with the ability to manage multiple tasks.</li> <li>5. Possess proven ability to plan, organize, schedule, direct, control, and monitor project activities. Able to perform basic financial analysis. Ability to interact at a high level with external contacts.</li> <li>6. Possess a current and active Arkansas Pharmacy License.</li> <li>7. Have experience managing staff.</li> </ol>

#### **2.1.2.7 ProDUR MANAGER**

The ProDUR Manager is directly responsible to the Operations Manager and is responsible for activities related to placing new drugs to market in the appropriate ProDUR category; monitoring and maintaining the Severity Level 1 ProDUR edits; and ensuring all DUR Board approved edits are implemented. The following list generalizes the responsibilities of the ProDUR Manager and is not intended to be all inclusive:

1. The Vendor's Pro-DUR Manager must work with the State and the DUR Board to determine point-of-sale edits for screening drug claims.
2. The Pro-DUR Manager must provide guidance during the DUR Board meetings concerning implementation of POS edits.
3. The Pro-DUR Manager must work with the Vendor to ensure any DUR Board approved edits are implemented by the deadline.
4. The Pro-DUR Manager must provide the following additional information to the DUR Board:
  - a. Therapeutic duplication edit data
  - b. Drug-disease contraindications data

- c. Drug-drug interactions data
  - d. Incorrect drug duration data
  - e. Early refill data
5. The Pro-DUR Manager must provide the State with potential POS edits that can improve potential drug therapy problems.
  6. The Pro-DUR Manager will provide required monthly reports to the State, quarterly reports to the DUR Board, and yearly federal reports by predetermined deadlines.
  7. Pro-DUR Manager must provide cost avoidance data contributed to the Pro-DUR POS edits.
  8. Pro-DUR Manager will perform any additional duties required by the State.

Exhibit 15 details the specific requirements for the ProDUR Manager.

#### **Exhibit 15: ProDUR Manager Qualifications**

<b>ProDUR Manager Qualifications</b>
<ol style="list-style-type: none"> <li>1. Possess a Doctor of Pharmacy (PharmD).</li> <li>2. Possess a minimum of five (5) years' experience in clinical operations, quality, network, pharmacy, or project management. Project management experience and knowledge of health plans required. Provider experience preferred. Will accept an equivalent combination of experience and education, and/or experiences may run concurrently.</li> <li>3. Possess ability to receive assignments in the form of high level objectives and independently establish detailed goals to meet objectives.</li> <li>4. Possess strong interpersonal skills and excellent oral and written communication skills. Ability to function independently and as a team member. Good organization and time management, with the ability to manage multiple tasks.</li> <li>5. Possess proven ability to plan, organize, schedule, direct, control and monitor project activities. Able to perform basic financial analysis. Ability to interact at a high level with external contacts.</li> <li>6. Possess a current and active Arkansas Pharmacy License.</li> </ol>

#### **2.1.2.8 QUALITY ASSURANCE MANAGER**

The Quality Assurance Manager Operations Manager and is responsible to oversee the activity of the quality assurance department and staff, developing, implementing, and maintaining a system of quality and reliability testing for the organizations products and/or development processes. The following list generalizes the responsibilities of the Certification Manager and is not intended to be all inclusive:

1. Implementing methods to inspect, test, and evaluate systems and processes
2. Ensuring all products adhere to defined quality standards
3. Preparing reports by collecting, analyzing, and summarizing data

Exhibit 16 details the specific requirements for the Quality Assurance Manager.



**Exhibit 16: Quality Assurance Manager Qualifications****Quality Assurance Manager Qualifications**

1. Possess three years' experience in a quality assurance function within a large-scale claims processing organization and satisfactory completion of three courses in statistics and/or quality assurance; two additional years of experience may be used to satisfy the educational requirements.
2. Possess a bachelor's degree in business administration; OR four years' experience, in addition to the general requirement for five years' experience, will be a suitable substitute for the bachelor's degree.
3. Possess ability to receive assignments in the form of high-level objectives and independently establish detailed goals to meet objectives.
4. Possess strong interpersonal skills and excellent oral and written communication skills. Ability to function independently and as a team member. Good organization and time management, with the ability to manage multiple tasks.
5. Possess proven ability to plan, organize, schedule, direct, control, and monitor project activities. Well-developed interpersonal skills. Ability to interact at a high level with external contacts.