

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. 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 texts serve as the Key Personnel Profile Summary completion guidelines.

1. Candidate Professional References: Respondent shall provide at least three professional references per proposed candidate. 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 properly and successfully perform the intended duties and obligations 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 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 the "Mandatory Experience" outlined 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 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 as non-responsive.

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 the 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.

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 in the remaining positions (non-Key Personnel) necessary to fulfill the requirements of this RFP.

2 KEY PERSONNEL POSITIONS

The State has identified a set of key personnel to be associated with this contract. The positions described in this section are recommended, 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 the pre-approval of the State.

DHS requires the Vendor to provide highly qualified and Medicaid-experienced personnel. The appropriately skilled staff will reduce project risk. The key positions identified below must be the actual person who must fulfill the obligations of the terms of the RFP.

DHS recommends these positions for the scope of work contained in the RFP for each project. The identified positions are the key positions and do not necessarily identify all positions necessary for the scope of work. A position may be filled by more than one individual. IV&V staff can be shared between projects as long as key staff are participating in each project and priorities are clearly defined. **Not all Key Personnel listed in this Attachment A will be required to perform IV&V services for each project being implemented. The IV&V Vendor shall recommend to the State the Key Personnel that will be needed in order to fulfill the requirements outlined in the RFP. As projects conclude and others commence, more or less IV&V staff may be needed at any given time.**

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 for these positions. The State will not evaluate or score the recommended additions to the Key Personnel positions.

2.1 IV&V Account/Project Manager

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

1. General management of the IV&V responsibilities, to include management of the IV&V Lead, IV&V Business Analysts, and IV&V Technical Analyst/Architect
2. Acting as the principal interface for the IV&V Vendor with the State
3. Scheduling and provisioning resources
4. Presenting all formal IV&V communication and correspondence to the State

The list above generalizes the responsibilities of the IV&V Account/Project Manager and is not intended to be all-inclusive. Table 1 details the specific qualifications that are required of the individual assigned to the IV&V Account/Project Manager position.

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

Table 1: IV&V Account/Project Manager Qualifications

IV&V Project Manager Qualifications
<ol style="list-style-type: none"> 1. Possess a minimum of five (5) years' experience in managing or in a key management position for a large-scale healthcare IT development project that encompasses the full system development life cycle from initiation through post-implementation. 2. Previous experience following a standard Project Management methodology and using various project management tools in developing project plans, delivering tasks, and tracking timelines and resources. 3. Must have excellent communication skills, writing skills, small group facilitation skills, and formal presentation skills. 4. Previous Medicaid experience is required. 5. Previous IV&V experience is required. 6. Current Project Management Professional (PMP) Certification is required. 7. Presence onsite in Little Rock, AR, may be required at the discretion of the State. The percentage of time onsite will be determined depending on the nature of the project/project-related activities.

2.2 IV&V Lead

The list below generalizes the responsibilities of the IV&V Lead and is not intended to be all-inclusive. The IV&V Lead is generally responsible for the following:

1. Overseeing IV&V projects
2. Scheduling and provisioning resources to accomplish the IV&V responsibilities
3. Identifying and mitigating project risks associated with AME Replacement Project activities
4. Ensuring that AME Replacement Project milestones are achieved in accordance with the approved schedule
5. Reporting AME Replacement Project status
6. Participating in configuration control activities

Table 2 identifies the specific qualifications required of the IV&V Lead.

Table 2: IV&V Lead Qualifications

IV&V Lead Qualifications
<ol style="list-style-type: none"> 1. Possess a minimum of five (5) years' experience in managing or in a key management position for a large-scale healthcare IT development project that encompasses the full system development life cycle from initiation through post-implementation. 2. Previous experience following a standard Project Management methodology and using various project management tools in developing project plans, delivering tasks, and tracking timelines and resources. 3. Possess excellent communication skills, writing skills, small group facilitation skills, and formal presentation skills.

IV&V Lead Qualifications
<ol style="list-style-type: none"> 4. Possess current Project Management Professional (PMP) certification or have a comparable project management (PM) certification. 5. Previous Medicaid experience is required. 6. Previous IV&V experience is required. 7. Presence onsite in Little Rock, AR, may be required at the discretion of the State. The percentage of time onsite will be determined depending on the nature of the project/project-related activities.

2.3 IV&V Business/Test Analysts

The IV&V Business/Test Analysts are generally responsible for the following:

1. Reviewing and assessing key project artifacts, including design documents, test cases, and project schedules against requirements and standards
2. Perform testing assessments to ensure adequate testing is performed and validate test results
3. Make recommendations for the improvement of processes based on observations, industry standards, and best practices
4. Ensuring that all business and technical requirements are correctly incorporated into the Solution Vendor’s solution
5. Evaluate whether the State and Solution Vendor share a common understanding of the project scope, goals/outcomes/requirements, deliverables, and milestones
6. Monitor progress toward certification/compliance.

The IV&V Business/Test Analysts 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 IV&V Business/Test Analysts are defined in Table 3.

Table 3: IV&V Business/Test Analysts Qualifications

IV&V Business/Test Analysts Qualifications
<ol style="list-style-type: none"> 1. Possess a minimum of five (5) years experience in business/test analyst responsibilities on projects of similar scope. 2. Possess excellent communication skills, including writing skills. 3. Previous Medicaid experience is required. 4. Previous IV&V experience is required. 5. Must be on-site for requirements and design meetings, as well as onsite for system readiness activities. 6. Presence onsite in Little Rock, AR, may be required at the discretion of the State. The percentage of time onsite will be determined depending on the nature of the project/project-related activities.

2.4 IV&V Technical Analyst/Architect

The IV&V Technical Analyst/Architect is responsible for independently reviewing all activities related to implementing the Solution Vendor’s technical solution. This individual is expected to oversee the technical activities of the Solution Vendor’s development staff to ensure that all technical requirements are met.

The following list generalizes the responsibilities of the IV&V Technical Analyst/Architect and is not intended to be all-inclusive. The IV&V Technical Analyst/Architect is generally responsible for the following:

1. Ensuring that all technical milestones are met in accordance with the approved work plan
2. Ensuring that all business and technical requirements are correctly incorporated into the Solution Vendor’s solution
3. Recommending technical improvements to the Solution Vendor’s solution to ensure that the final solution enables cost savings to the State through process improvement and leveraged technology
4. 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 IV&V Technical Analyst/Architect responsibilities begin at project start-up and continue throughout the warranty period.

The IV&V Technical Analyst/Architect 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 IV&V Technical Analyst/Architect are defined in Table 4.

Table 4: IV&V Technical Analyst/Architect Qualifications

IV&V Technical Analyst/Architect Qualifications
<ol style="list-style-type: none">1. Possess a minimum of five (5) years’ experience as a solutions architect for solutions of similar size and scope.2. Previous Medicaid experience is required.3. Previous IV&V experience is required.4. Must be onsite for technical requirements, design meetings, and readiness activities.5. Presence onsite in Little Rock, AR, may be required at the discretion of the State. The percentage of time onsite will be determined depending on the nature of the project/project-related activities.