



**Department
of Health**

Request for Proposals

RFP # - 20179

Medicaid Technical Advisory Services

**Attachment D.2 – TAS Staffing Table – Supplemental Staff Responsibility
and Experience Descriptions**

REVISED V2

**Attachment D.2
 Technical Advisory Services
 Staffing Table – Supplemental Staff**

Supplemental Staff Table

Supplemental Staff Specifications

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

Upon Department approval, the TAS Contractor shall use Attachment K – TAS Supplemental Staff Submission Forms REVISED V2 to submit supplemental staff.

Supplemental Staff should meet the Target Qualification/Experience specification. Each specification will be assessed on how it exceeds, meets, or falls below the target criteria described.

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.

The Department reserves the right to waive requirements to hire the best candidate possible for a position.

Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
Senior Project Manager	<ul style="list-style-type: none"> Responsible for large projects/programs or significant segment of a large complex project/program. Leads team on large projects/programs or significant segment of large complex projects/programs. Works with client and team members to identify business requirements and develops business requirements document (BRD) or similar requirements document. Works with client to identify business requirements and develops the WBS. 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. Executes a wide range of process activities beginning with the request for proposal through development, test and final delivery. Formulates partnerships among customer, vendors, suppliers and staff and builds an effective project team. Anticipates potential project/program related problems and manages risk and 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Eight (8) years of intensive and progressive experience with Project Management related tasks, including Initiation, Planning, Executing, Monitoring and Controlling tasks and preparing and using all PM management plans, as described by PMI Project Management Body of Knowledge (PMBOK).</p> <p>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.</p> <p>C. Five (5) years’ experience with MS Project, including baselines, tracking progress, resource usage and</p>

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	<p>issues register and communicates risks and issues as appropriate.</p> <ul style="list-style-type: none"> Utilizes refined techniques for identifying, eliminating or mitigating solution, project/program and business risk. Understands customer, industry and business trends; applies this understanding to meet project/program objectives. As appropriate, challenges the validity of given procedures and processes with a view toward enhancement or improvement. 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. 	<p>reporting progress against planned schedule.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Two (2) years' experience with managing Project Management on a large healthcare system or project.</p>
Project Analyst/Project Administrator	<ul style="list-style-type: none"> Assists in project monitoring, tracking and reporting. Refines business documents. Provides administrative support to project managers, and team members. Coordinates team member activities. Manages document repository. Various types of administrative duties. Maintain project timeframes, objectives and communications. Create and manage documentation and reports for projects. Identify the goals and requirements of each project. Verify data and information and analyze it to suit the direction of a project. Track, forecast, and report on project progress including metrics and challenges. Collect the necessary information required to start projects. Maintain current knowledge on the legislation applicable to each project. 	<p><u>REQUIRED</u></p> <p><u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Two (2) years' experience with project management or project teams.</p> <p>B. Associate degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. Bachelor's degree.</p>

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Labor Category	General Responsibility	Qualifications / Experience
Senior Business Analyst	<ul style="list-style-type: none"> Analyzes and organization or business domain and documents its business or processes or systems, assessing the business model or its integration with technology with distinct deliverables to a solution Creates logical and innovative solutions to complex problems. Presents requirements to stakeholders, refines based on feedback. Works closely with stakeholders examining existing business models and flows of data and designs an appropriate improved IT solution. Works closely with developers and a variety of stakeholders to ensure technical compatibility and stakeholder satisfaction. Performs business process reengineering (BPR) tasks. Develops business workflow diagrams or swim lane diagrams. 	<p><u>REQUIRED</u></p> <p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years' experience in information technology business analysis, testing, or project management.</p> <p>B. Five (5) years' experience managing requirements.</p> <p>C. Five (5) years' experience preparing documents related to Business Process Reengineering (BPR), swim lane diagrams, process flows, etc.</p> <p>D. Five (5) years' experience working with team size of five (5) or more staff.</p> <p>E. Four (4) years' requirements management tool experience (e.g., Application Lifecycle Methodology (ALM)).</p> <p>F. PMI Professional in Business Analysis (PMI-PBA), International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP), or equivalent/higher certification.</p> <p>G. Six (6) years' experience with business process models and/or use cases.</p> <p>H. Bachelor's degree.</p> <p><u>PREFERRED</u></p> <p><u>Qualification/Experience</u></p> <p>I. PMI Professional in Business Analysis (PMI-PBA), International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP), or equivalent/higher certification.</p> <p>J. Certifications and experience with process improvement techniques including Lean Six Sigma, Agile, PDCA cycles, and Kanban.</p>

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Labor Category	General Responsibility	Qualifications / Experience
Senior Policy Analyst	<ul style="list-style-type: none"> • Provide strategic business advice to achieve DOS goals. • Assist the Department to achieve high level milestones and timeframes as identified. • Evaluate and recommend modification to policies and protocols to effectuate the redesign of departmental systems and processes. • Provide policy analyses and recommendations to the Department. • Identify and analyze the need for modification and improvement in policies and standards. • Identify policy decisions needed; recommend policy changes as appropriate to meet goals and objectives. • Working with DOS staff, will assist as a liaison when interacting with constituency and advocacy groups, stakeholders and other state and federal agencies. • Thoroughly research and collect information to facilitate the discussion of complex or potentially problematic issues with Department coordinators. • Collaborate with Department program staff to develop and execute a corrective action plan. • Analyze causal relationships between activities and outcomes. 	<p><u>REQUIRED</u></p> <p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of previous health policy, health insurance, informatics or data analytics/information which included advising governments on healthcare policy or strategic plans.</p> <p>B. Two (2) years' experience with health policy included administrative and/or supervisory experience.</p> <p>C. Two (2) years' experience with writing, analysis and research.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>E. MPH, MBA or related higher-level degree.</p> <p>F. Two (2) years' experience with business intelligence and data analytics.</p>
Industry/Functional Area Specialist I	<ul style="list-style-type: none"> • Assists with research of Healthcare/Medicaid industry trends and solutions. • Utilize education and experience to assess and analyze the operational and functional processes of the Departments organizational components. Examples of the functional areas would include Human Resources, Finance, Healthcare/Medicaid, Supply, Services. • Assists with the determination of information technology or functional inadequacies and/or deficiencies that affect Medicaid program's ability to meet organizational goals. • Participates design reviews to validate processes, designs, implementation approach and associated work products. 	<p><u>REQUIRED</u></p> <p><u>TARGET Qualification/Experience</u></p> <p>A. Less than five (5) years' experience with major project or organization.</p> <p>B. Associate or Bachelor's degree.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>C. Less than five (5) years' experience of general IT system experience or formal training or education with IT systems.</p> <p>D. Two (2) years' experience with Healthcare systems.</p>

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Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> Coordinates resolution risks and issues in various program areas. 	<p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, ITIL or similar.</p> <p>F. Master's Degree.</p>
Industry/Functional Area Specialist II	<ul style="list-style-type: none"> Assists with research of Healthcare/Medicaid industry trends and solutions. Utilize functional area expertise gained through direct industry experience to assess and analyze the operational and functional processes of the Departments organizational components. Examples of the functional areas would include Human Resources, Finance, Healthcare/Medicaid, Supply, Service. Supports senior managers with development of goals and objectives, in support of the Department's vision and strategic direction. Assists with the determination of information technology or functional inadequacies and/or deficiencies that affect Medicaid program's ability to meet organizational goals. Participates design reviews to validate processes, designs, implementation approach and associated work products. May perform User Acceptance Testing. May validate requirements. Coordinates resolution of complex problems, possesses ability to meet and operate under deadlines. 	<p><u>REQUIRED</u> TARGET <u>Qualification/Experience</u></p> <p>A. Five (5) years' experience with large-scale project, program, or organizational Initiative.</p> <p>B. Associate or Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. Three (3) years of general IT system experience and formal training or education.</p> <p>D. Two (2) years' experience with Healthcare systems.</p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, ITIL or similar.</p> <p>F. Master's Degree.</p>
Industry/Functional Area Specialist III	<ul style="list-style-type: none"> Provides expertise in Healthcare/Medicaid industry trends, and solutions. Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Healthcare/Medicaid, Supply, Service. 	<p><u>REQUIRED</u> TARGET <u>Qualification/Experience</u></p> <p>A. Eight (8) years' experience with large-scale Healthcare solutions.</p> <p>B. Three (3) years of general IT system experience and formal training/education.</p>

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	<ul style="list-style-type: none"> • Supports senior managers and executives with development of industry vision and strategic direction. • May perform User Acceptance Testing. • May validate requirements. • Assists with the determination of information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. • Supports team and Department with generating functional area strategies for enhanced IT operations. • Participates in strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. • Coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines. 	<p>C. Three (3) years' experience in enterprise systems or projects.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, ITIL or similar.</p> <p>F. A Master's Degree.</p>
Industry/Functional Area Specialist IV	<ul style="list-style-type: none"> • Provides expertise in Healthcare/Medicaid industry trends, and solutions. • Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Healthcare/Medicaid, Supply, Service. • Works directly with senior managers and executives with development of industry vision and strategic direction. • Identifies information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. • Leads the team with generating functional area strategies for enhanced IT operations. • Participates in strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. • Coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Ten (10) years' experience with large-scale Healthcare solutions.</p> <p>B. Four (4) years of general IT system experience and formal training/education.</p> <p>C. Four (4) years' experience in enterprise systems or projects.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, ITIL or similar.</p> <p>F. A Master's Degree.</p>
Industry/Functional Area Specialist V	<ul style="list-style-type: none"> • Provides expertise in Healthcare/Medicaid industry trends, and solutions. 	<p><u>REQUIRED</u></p>

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	<ul style="list-style-type: none"> Utilize functional area expertise gained through direct industry experience to assess the operational and functional baseline of an organization and its organizational components. Examples of the functional areas would include Human Resources, Finance, Healthcare/Medicaid, Supply, Service. Works directly with senior managers and executives with development of industry vision and strategic direction. Identifies information technology inadequacies and/or deficiencies that affect the functional area's ability to support/meet organizational goals. Leads the team with generating functional area strategies for enhanced IT operations. Participates in account strategy sessions, strategic assessments, and design reviews to validate enterprise approach and associated work products. Coordinates resolution of highly complex problems and tasks, possesses ability to meet and operate under deadlines. 	<p><u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Twelve (12) or more years' experience with large-scale Healthcare solutions.</p> <p>B. Five (5) years of general IT system experience and formal training/education.</p> <p>C. Five (5) years' experience in enterprise systems or projects.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, ITIL or similar.</p> <p>F. A Master's Degree.</p>
Principal Systems Architect	<ul style="list-style-type: none"> Establishes system information requirements using analysis of the information engineer(s) in the development of enterprise-wide or large-scale information systems. Designs architecture to include the software, hardware, and communications to support the total requirements, as well as provide for present and future cross-functional requirements and interfaces. As appropriate, ensures these systems are compatible and in compliance with the standards for open systems architectures, the Open Systems Interconnection (OSI) and International Standards Organization (ISO) reference models, and profiles of standards - such as Institute of Electrical and Electronic Engineers (IEEE), Open Systems Environment (OSE) reference model - as they apply to the implementation and specification of an Information Management (IM) solution of the application platform, across the application program interface (API), and the external environment/software application. 	<p><u>REQUIRED</u></p> <p><u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Ten (10) or more years' experience leading systems design, development and implementations.</p> <p>B. Seven (7) years' experience 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.</p> <p>C. Three (3) years' experience with increasing responsibilities in systems</p>

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	<ul style="list-style-type: none"> Evaluates, analytically and systematically, problems of workflows, organization, and planning and develops appropriate corrective action. May provide daily supervision and direction to staff. 	<p>engineering that involves 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.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. A Master's degree.</p> <p>F. Certifications 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.</p> <p>G. Two (2) years' experience at Senior Level Architect in Healthcare systems.</p>
Senior Systems Analyst	<ul style="list-style-type: none"> Provide project level account team support to include business and technical solutions planning, design, and support to ensure information technology solutions strategy and architecture align with business strategy. Provide hands-on analysis, design and programming for the highly complex applications. Provide support using technologies and products not currently deployed in order to increase efficiency. Help migrate toward best practices concepts and/or implement process improvements. 	<p><u>REQUIRED</u></p> <p><u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Eight (8) or more years in programming, design, and architecture planning using advanced technologies and standards, including experience in assessing, implementing and testing advanced technologies.</p> <p>B. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. A Master's degree.</p>

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	<ul style="list-style-type: none"> • Meet and coordinate with internal and external stakeholders to establish project scope, system goals, and requirements. • Develop, analyze, prioritize, and organize requirement specifications, data mapping, diagrams, and flowcharts for developers and testers to follow. • Translate highly technical specifications into clear non-technical requirements. • Provide documentation of all processes and training as needed. • Perform design, implementation, and upgrades of information systems to meet the business and user needs. 	<p>D. Two (2) years' experience as a Sr. Systems Analyst or developer for a large healthcare system.</p> <p>E. Three (3) years' experience with the following frameworks and languages: Java, JEE, ASP.NET, ASP.NET Core, C#, Javascript, HTML, CSS.</p>
Senior Database Specialist	<ul style="list-style-type: none"> • Design and document database architecture. • Build database scheme, tables, procedures and permissions. • Set up data sharing and disk partitioning. • Analyze and sustain capacity and performance requirements. • Monitor systems and platforms for availability. • Oversee backup, clustering, mirroring, replication and failover. • Restore and recover corrupted databases. • Install and test upgrades and patches. • Implements database security. 	<p><u>REQUIRED</u></p> <p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years' experience as a database administrator in a large IT environment.</p> <p>B. Ten (10) years' experience supporting or developing relational database systems.</p> <p>C. Two (2) years' experience implementing database security.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u></p> <p><u>Qualification/Experience</u></p> <p>E. A Master's degree.</p> <p>F. Two (2) years' experience as a database administrator for a large healthcare system.</p> <p>G. Certified Data Management Professional (CDMP) or equivalent/higher certification.</p>
Web Architect	<ul style="list-style-type: none"> • Planning, testing, implementation and administration of interactive technologies, websites, applications and social media platforms. • Knowledge of hardware, software and program products associated with the delivery of interactive technologies. • Utilizes Experience Design techniques and methodologies to elicit user experience requirements. 	<p><u>REQUIRED</u></p> <p><u>TARGET</u></p> <p><u>Qualification/Experience</u></p> <p>A. Five (5) years of intensive and progressive experience in a computer related field including development and design of software systems and WEB development.</p> <p>B. Associate or Bachelor's degree.</p>

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Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Create, maintain and update internally and externally built websites, mobile and social media apps. • Develops processes, utilizes standard tools, reviews, and reports on the Content Accessibility Guidelines (WCAG) compliance. • Designs and builds web sites using a variety of graphics software applications, techniques, and tools. • Designs and develops user interface features, site animation, and special effects elements. • Contributes to the design group's efforts to enhance the look and feel of the organization's on-line offerings and is considered an expert in graphic design elements and the presentation of contents. • Designs the website to support the organization's strategies and goals relative to external communications. • Requires understanding of web-based technologies and thorough knowledge of HTML, Photoshop, Illustrator, and/or other design related applications. 	<p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. IAAP WAS (Web Accessibility Specialist) or equivalent/higher certification.</p> <p>D. Microsoft Office Specialist (MOS) certifications and/or five (5) years' experience with development using SharePoint, PowerPoint, and other visual tools.</p> <p>E. Two (2) years' experience as Web Architect for a large healthcare system.</p>
Application Designer	<ul style="list-style-type: none"> • Designs, develops, and implements highly complex computer programs • Contributes to complex problem solving. • Assists support personnel in locating and resolving complex problems with programs. • Gathers requirements from business systems analysts and end users. • Determines the best programming solution for business requirements. • Writes the design specifications for the application programmers to implement. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Nine (9) or more years' experience of programming or testing.</p> <p>B. Five (5) years' experience designing highly complex computer programs using standard design practices and modeling languages (UML, IDEF, SysML, BPMN, etc.)</p> <p>C. Three (3) years' experience with the following frameworks and languages: Java, JEE, ASP.NET, .NET Core, C#, Javascript, HTML, CSS.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p>

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Labor Category	General Responsibility	Qualifications / Experience
		<p>E. Two (2) years' experience as an Application Designer in a large healthcare system.</p> <p>F. Two (2) years' experience in using SQL and data reporting tools.</p>
Technical Subject Matter Specialist I	<ul style="list-style-type: none"> • Applies subject matter knowledge and analysis skills to assist with the design development modeling, simulation, integrations, documentation and implementation. • Assists with resolving problems related to a technical subject matter. • Applies principles and methods of the subject matter to specialized solutions. • Support the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and polices are applied. • Assist with gathering business unit needs and communicate them to the project technical team. • Assist with validation of the requirements and deliverables that describe the product(s) or service(s). • Provide input for the design and construction of test cases and scenarios and may also validate executed test results. • Provide input into and execute user documentation and training material. • Provide technical specifics of the product(s) or service(s) for user acceptance testing. • Resolve issues relevant to project deliverable(s) within their area of expertise. 	<p><u>REQUIRED</u> TARGET <u>Qualification/Experience</u></p> <p>A. Less than five (5) years of experience in an IT technical specialty.</p> <p>B. Associate or Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. A Master's Degree.</p> <p>D. Two (2) years' experience in a large healthcare system.</p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, or similar.</p> <p>F. Any technical certifications and experience such as ITIL Service Management, Comp TIA certifications, Oracle, Microsoft, Cisco, AWS, certifications, or areas such as IT Governance, IT Auditing, IT Risk Management, etc.</p>
Technical Subject Matter Specialist II	<ul style="list-style-type: none"> • Applies subject matter knowledge and analysis skills to assist with the design development modeling, simulation, integrations, documentation, and implementation. • Assists with resolving problems related to a technical subject matter. • Applies principles and methods of the subject matter to specialized solutions. 	<p><u>REQUIRED</u> TARGET <u>Qualification/Experience</u></p> <p>A. Five (5) years of intensive and progressive experience in the applicable specialty field.</p>

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	<ul style="list-style-type: none"> • Support the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and polices are applied. • Assist with gathering business unit needs and communicate them to the project technical team. • Assist with validation of the requirements and deliverables that describe the product(s) or service(s). • Provide input for the design and construction of test cases and scenarios and may also validate executed test results. • Provide input into and execute user documentation and training material. • Provide technical specifics of the product(s) or service(s) for user acceptance testing. • Resolve issues relevant to project deliverable(s) within their area of expertise. 	<p>B. Associate or Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. A Master's Degree.</p> <p>D. Two (2) years' experience in a large healthcare system.</p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, or similar.</p> <p>F. Any technical certifications and experience such as ITIL Service Management, Comp TIA certifications, Oracle, Microsoft, Cisco, AWS, certifications, or areas such as IT Governance, IT Auditing, IT Risk Management, etc.</p>
Technical Subject Matter Specialist III	<ul style="list-style-type: none"> • Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. • Resolves problems, which require an intimate knowledge of the related technical subject matter. • Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities. • Support the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and polices are applied. • Accurately represent their business units' needs to the project technical team. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Eight (8) years of progressive experience in the applicable specialty field.</p> <p>B. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. A Master's Degree.</p> <p>D. Two (2) years' experience in a large healthcare system.</p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, or similar.</p>

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Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Validate the requirements and deliverables that describe the product(s) or service(s). • Provide input for the design and construction of test cases and scenarios and may also validate executed test results. • Provide input into and execute user documentation and training material. • Provide technical specifics of the product(s) or service(s) for user acceptance testing. • Guide other team members on the project to ensure the content is accurate. • Resolve issues relevant to project deliverable(s) within their area of expertise. 	<p>F. Any technical certifications and experience such as ITIL Service Management, Comp TIA certifications, Oracle, Microsoft, Cisco, AWS, certifications, or areas such as IT Governance, IT Auditing, IT Risk Management, etc.</p>
Technical Subject Matter Specialist IV	<ul style="list-style-type: none"> • Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. • Resolves problems which require an intimate knowledge of the related technical subject matter. • Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities. • Leads the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and policies are applied. • Accurately represents their business units' needs to the project technical team. • Validate the requirements and deliverables that describe the product(s) or service(s). • Provide input for the design and construction of test cases and scenarios and may also validate executed test results. • Provide input into and execute user documentation and training material. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Ten (10) years of intensive and progressive experience in the applicable specialty field.</p> <p>B. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. A Master's Degree.</p> <p>D. Two (2) years' experience in a large healthcare system.</p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, or similar.</p> <p>F. Any technical certifications and experience such as ITIL Service Management, Comp TIA certifications, Oracle, Microsoft, Cisco, AWS, certifications, or areas such as IT Governance, IT Auditing, IT Risk Management, etc.</p>

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 Technical Advisory Services
 Staffing Table – Supplemental Staff**

Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Provide technical specifics of the product(s) or service(s) for user acceptance testing. • Guide other team members on the project to ensure the content is accurate. • Resolve issues relevant to project deliverable(s) within their area of expertise. 	
Technical Subject Matter Specialist V	<ul style="list-style-type: none"> • Applies subject matter knowledge to high level analysis, collection, assessment, design, development, modeling, simulation, integration, installation, documentation, and implementation. • Resolves problems which require an intimate knowledge of the related technical subject matter. • Applies principles and methods of the subject matter to specialized solutions. Includes but not limited to identity management, medical and legal transcription, scientific encoding, environmental, scientific, maintenance and repair processes, business processes, and logistical support activities. • Leads the definition of processes and policies, supply business rules and procedures, and communicate the contexts in which the rules, processes and polices are applied. • Accurately represents their business units' needs to the project technical team. • Validate the requirements and deliverables that describe the product(s) or service(s). • Provide input for the design and construction of test cases and scenarios and may also validate executed test results. • Provide input into and execute user documentation and training material. • Provide technical specifics of the product(s) or service(s) for user acceptance testing. • Guide other team members on the project to ensure the content is accurate. • Resolve issues relevant to project deliverable(s) within their area of expertise. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Twelve (12) years of intensive and progressive experience in the applicable specialty field.</p> <p>B. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>C. A Master's Degree.</p> <p>D. Two (2) years' experience in a large healthcare system.</p> <p>E. Any certifications and experience with process improvement techniques (such as Lean Six Sigma, Agile, PDCA cycles, and Kanban), Project Management, Business Analysis, or similar.</p> <p>F. Any technical certifications and experience such as ITIL Service Management, Comp TIA certifications, Oracle, Microsoft, Cisco, AWS, certifications, or areas such as IT Governance, IT Auditing, IT Risk Management, etc.</p>

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 Technical Advisory Services
 Staffing Table – Supplemental Staff**

Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
Senior Developer	<ul style="list-style-type: none"> • Research and develop estimates and write design specifications for proposed system modifications, as well as code and test complex computer programs. • Performs service-oriented design and analysis. • Workflow design, development and implementation. • Business Rules Implementation. • Assure computer programs are in compliance with specifications through careful review of test results. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Eight (8) years' experience with writing application software.</p> <p>B. Five (5) years' experience in data analysis, data access, data structures, data manipulation, databases, programming, testing, software conversions.</p> <p>C. Five (5) years' experience with the following frameworks and languages: Java, JEE, ASP.NET, ASP.NET Core, C#, Javascript, HTML, CSS.</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Two (2) years' experience as a developer for a large healthcare system.</p> <p>F. Two (2) years' experience in using SQL and data reporting tools.</p>
Senior Technical Test Analyst	<ul style="list-style-type: none"> • Subject matter expert providing testing expertise in the support of user requirements of complex to highly complex software/hardware applications. • Directs and/or participates in all phases of risk management assessments and software/hardware development with emphasis on analysis of user requirements, test design and test tools selection. • Responsible for ensuring that the test design and documentation support all applicable client, agency, or industry standards timelines and budgets. • Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and project managers are fully informed of testing status and application deviations from documented user requirements. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Eight (8) years' experience in test and quality management for a large-scale IT system.</p> <p>B. Five (5) years' experience of end-to-end testing, from system testing through user acceptance testing (UAT), including hands-on experience with industry-leading test management and test automation toolsets.</p> <p>C. Five (5) years' experience building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Develop risk identification processes and oversee risk-based testing tasks that include risk identification, risk assessment, and risk mitigation. • Establish standardized technical test techniques including statement testing, decision testing, modified condition/decision (MC/DC) testing, multiple condition testing, basis path testing, and API testing. • Develop and document standard processes and templates for performing static and dynamic analysis. • Develop standard testing practices that focus on how the product works rather than the functional aspects of what it does, that support the performing of tests at any test level. • Identify and select the test automation approach that considers factors such as automating through the GUI, applying a data-driven approach, applying a keyword-driven approach, handling software failures, and considering the system state. 	<p>information to an executive-level audience; ensuring client (internal management or customer) is aware of assignment progress and service status; and building credibility and fostering business-partnering relationships.</p> <p>D. Five (5) years' experience with test automation technologies and implementations including the creation and management of automated tests.</p> <p>E. Five (5) years' experience in using SQL and data reporting tools.</p> <p>F. Bachelor's degree.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>G. Two (2) years' experience as Sr. Test Engineer for a large healthcare system.</p> <p>H. Three (3) years' experience with the following frameworks and languages: Java, JEE, ASP.NET, ASP.NET Core, C#, Javascript, HTML, CSS.</p> <p>I. A Master's Degree.</p> <p>J. Certification in ISTQB, or similar, from the International Software Testing Qualifications Board.</p>
Senior Test Analyst	<ul style="list-style-type: none"> • Responsible for the planning, monitoring, and control of the testing activities and tasks. In collaboration with the other stakeholders, devises the test objectives, organizational test policies, test strategies and test plans. • Oversees test design and execution, including the development and implementation of test scripts, recording actual results and identifying defects. • Oversees test progress and results. Monitors test defect management process. 	<p><u>REQUIRED TARGET Qualification/Experience</u></p> <p>A. Eight (8) years' experience in test and quality management for a large-scale IT system.</p> <p>B. Five (5) years' experience of end-to-end testing, from system testing through user acceptance testing (UAT), including hands-on experience with industry-</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> Identify needed data sources working with data owners, stakeholder and DOS staff. Ensures that the deployed releases and the resulting services meet customer expectations. Assists with planning and staff required to ensure that the IT operations department can support the new service. Develop standard processes and templates for testing in the software development lifecycle based on the overall test strategy. Develop, document, and implement test planning procedures that support test analysis, test design, test implementation, and test execution activities. Develop and document a standardized risk-based testing approach. Establish standardized test models and techniques for black-box and experienced based testing for functional and non-functional quality characteristics. Identify, analyze, and implement effective tools for test design, test data preparation, and automated test execution. 	<p>leading test management and test automation toolsets.</p> <p>C. Five (5) years' experience 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 assignment progress and service status; and building credibility and fostering business-partnering relationships.</p> <p>D. Five (5) years' experience with test automation technologies and implementations including the creation and management of automated tests.</p> <p>E. Five (5) years' experience in using SQL and data reporting tools.</p> <p>F. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>G. Five (5) years' experience with highly integrated, large-scale integrated healthcare systems.</p> <p>H. International Software Testing Qualifications Board (ISTQB) Foundation certification or equivalent or higher.</p>
Training Manager	<ul style="list-style-type: none"> Manages organizational training activities to ensure programs are designed, developed and conducted to provide the knowledge, career enrichment and continual training needs to meet the organization's objectives. Partners with Instructional Lead Designer to plan, define and develop the overall training strategy. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Ten (10) or more years of training experience including five (5) or more years of supervisory experience.</p> <p>B. Five (5) years' experience working with communications practices,</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Interacts with business unit and other management to determine training needs and priorities and implements plans. • Participates in the design and development of training curriculum for both on-site and virtual programs. • Provides feedback Instructional Designer Lead on training content for continuous improvement. 	<p>principles and procedures for both on-site and virtual presentations.</p> <p>C. Five (5) years' experience working with instructional design and adult learning and training methodologies.</p> <p>D. Three (3) years' supervision experience.</p> <p>E. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>F. Two (2) years' experience as a Training Manager in the healthcare or domain/industry.</p>
Senior Trainer	<ul style="list-style-type: none"> • Assess relevant training needs for staff individuals and providers. • Design training courses and programs necessary to meet training needs. • Plan and personally deliver training courses. • Provides feedback to Training Manager and Instructional Designer Lead on training content for continuous improvement. • Uses various adult learning methods. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Eight (8) years' experience in delivering training.</p> <p>B. Five (5) years' experience using training evaluation tools and adapting training delivery based on the needs and feedback from trainees.</p> <p>C. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>D. Two (2) years' experience as a Trainer in the healthcare domain/industry.</p>
Technical Writer	<ul style="list-style-type: none"> • Communicate technical messages to specific stakeholders at levels they can fully understand. • Working with analysts, developers and managers to clarify technical issues and obtain information to produce user manuals and other types of documents • Writing, editing and presenting information in clear and simple manner in an agreed upon format, making sure the information is organized effectively. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Three (3) years' technical writing experience.</p> <p>B. Three (3) years' experience in developing stakeholder material.</p> <p>C. Three (3) years' experience with developing documents, forms and diagrams using MS product suite or equivalent (Adobe).</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
		<p>D. Associate or Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Two (2) years' experience as a Technical Writer in the healthcare domain/industry.</p> <p>F. Two (2) years' experience with development of RFPs, RFIs, contract content and other procurement-related documents.</p>
Contract Management Specialist	<ul style="list-style-type: none"> • 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. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Three (3) years' experience with developing contracts or procurements such RFPs, IFBs, RFIs and RFOs.</p> <p>B. Three (3) years' experience with coordination of complex and detailed assignments with emphasis on procurements.</p> <p>C. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>D. Two (2) years' experience in healthcare regulations, policy, or contracts.</p>
Organizational Change Management Manager	<ul style="list-style-type: none"> • Reports to the TAS Manager/Account Manager. • Develops Change Management plan. • Collects and analyze data related to change management needs and activities. • Evaluates change measurements and decide when additional change management interventions should be applied. • Oversees and direct execution of change activities. • Directs and manage stakeholder engagement. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Ten (10) years' experience actively managing Organizational Change Management (OCM) or Transformation initiatives, using leading practices or methodologies for Organizational Change.</p> <p>B. Ten (10) years' experience collaborating with IT leadership staff to drive change through situational</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> Provides monitoring and feedback to key stakeholders to enable improvement of scope and quality of OCM services. Coaches and assist with the adoption of OCM methods, tools, and standards with appropriate staff. Coordinates with leadership team from the early stages and throughout the contract to drive and endorse change agenda. Assists the training team with training curriculum and material development. Provides resources as needed to execute activities. 	<p>awareness, culture, and groups impacted.</p> <p>C. Nine (9) years' experience with training development and delivery including five (5) years' experience of supervision.</p> <p>D. Five (5) years' experience working with communication practices, principles and procedures for both on-site and virtual presentations.</p> <p>E. Five (5) years' experience working with instructional design and adult learning and training methodologies.</p> <p>F. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>G. Two (2) years' experience mentoring or coaching individuals during Change Initiatives.</p> <p>H. Two (2) years' experience with using formal Project Management methodologies, specifically risk management, quality management and communication management.</p> <p>I. Three (3) years' experience managing Change Initiatives in the healthcare field.</p> <p>J. Certified Change Management Professional (CCMP) or equivalent/higher certification.</p> <p>K. Certifications and experience with process improvement techniques including Lean Six Sigma, Agile, PDCA cycles, and Kanban.</p>
Senior Organizational Change Analyst	<ul style="list-style-type: none"> Define changes and assess impact of change. Develop and maintain change management plan. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Five (5) years direct Organizational Change</p>

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 Technical Advisory Services
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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Review business process designs and assess organizational and role impacts. • Conduct culture change analysis and coordinate delivery of change plan. • Develop mechanisms to measure change. • Monitor change progress and develop follow up action plans where needed. • Develop change deployment and training plans. • Evaluate deployment for issues and address them. 	<p>Management experience that includes applying an understanding of how people go through a change and the change process, experience and knowledge of change management principles, methodologies and tools.</p> <p>B. Three (3) years' experience using project management approaches, tools and phases of the project lifecycle for large-scale organizational change efforts.</p> <p>C. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>D. Two (2) years' experience mentoring or coaching individuals during Change Initiatives.</p> <p>E. Two (2) years' experience managing Change Initiatives in the healthcare field.</p> <p>F. Certified Change Management Professional (CCMP) or equivalent/higher certification.</p> <p>G. Possess and maintain a valid Project Management Institute (PMI) Project Management Professional (PMP) certification.</p>
Organizational Change Analyst	<ul style="list-style-type: none"> • Define changes and assess impact of change. • Develop and maintain change management plan. • Review business process designs and assess organizational and role impacts. • Conduct culture change analysis and coordinate delivery of change plan. • Develop mechanisms to measure change. • Monitor change progress and develop follow up action plans where needed. • Develop change deployment and training plans. • Evaluate deployment for issues and address them. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Five (5) years direct Organizational Change Management experience that includes applying an understanding of how people go through a change and the change process, experience and knowledge of change management principles, methodologies and tools.</p> <p>B. Three (3) years' experience using project management approaches, tools and</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
		<p>phases of the project lifecycle for large-scale organizational change efforts.</p> <p>C. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>D. Two (2) years' experience mentoring or coaching individuals during Change Initiatives.</p> <p>E. Two (2) years' experience managing Change Initiatives in the healthcare field.</p> <p>F. Certified Change Management Professional (CCMP) or equivalent/higher certification.</p> <p>G. Possess and maintain a valid Project Management Institute (PMI) Project Management Professional (PMP) certification.</p>
Data Analyst	<ul style="list-style-type: none"> • Bring together theory and practice to identify and communicate data-driven insights that allow business leaders to make more informed decisions. • Enable businesses to maximize the value of their data. • Designing and building scalable data models. • Cleaning and transforming data. • Enabling advanced analytic capabilities that provide meaningful business value through easy-to-comprehend data visualizations. • Designing and maintaining data systems and databases; this includes fixing coding errors and other data-related problems. • Mining data from primary and secondary sources, then reorganizing said data in a format that can be easily read by either human or machine. • Using statistical tools to interpret data sets, paying particular attention to trends and patterns that could be valuable for diagnostic and predictive analytics efforts. • Demonstrating the significance of their work in the context of local, national, and global trends that impact both their organization and industry. 	<p><u>REQUIRED</u></p> <p><u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Eight (8) years' experience in using SQL and data reporting tools.</p> <p>B. Five (5) years' experience using one or more of the following programming languages Java, Python, R, and Scala.</p> <p>C. Three (3) years' experience using business intelligence/visualization tools (e.g., Tableau, Qlik).</p> <p>D. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Data analyst certification including: Certified Analytics Professional (CAP), CDA (Certified Data Analyst), Certification of Professional Achievement in Data</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Preparing reports for executive leadership that effectively communicate trends, patterns, and predictions using relevant data. • Collaborating with programmers, engineers, and organizational leaders to identify opportunities for process improvements, recommend system modifications, and develop policies for data governance. • Creating appropriate documentation that allows stakeholders to understand the steps of the data analysis process and duplicate or replicate the analysis if necessary. 	<p>Sciences, Amazon Web Services Big Data Specialty Certification, SAS Certified Data Scientist, Cloudera Certified Associate (CCA) Data Analyst, EMC Proven Professional Data Scientist Associate (EMCDSA), MapR Certified Data Analyst, Microsoft Certified Solutions Expert (MCSE): Data Management and Analytics, Microsoft Certified Data Analyst Associate.</p> <p>F. Two (2) years' experience as a Data Analyst on a large-scale healthcare system.</p>
Sr. IT Financial Mgmt. Specialist / Accountant	<ul style="list-style-type: none"> • Analysis and planning of IT spend, with strong understanding of labor, vendor, asset, project and cloud spend. • Participate in strategic data analysis, research, and modeling for senior leadership • Develop, document, and implement standardized processes for financial planning and analysis, budget development and execution, budget and performance integration, capital planning and investment control, investment valuation and evaluation, acquisition management. • Establish a standard model for IT cost management that includes general ledger (OpEx), capital expenditures (CapEx), budget (OpEx and CapEx), cost center hierarchy, and chart of accounts • Analyze and make recommendations on annual & multi-year budgeting workflow, IT spend-to-budget variances, future IT spend forecasts, IT cost center owner accountability, communication of parameters & targets, ongoing alignment to business priorities. • Analyze every day financial activities and provide advice and guidance to upper management on future financial plans. • Review financial reports, monitor accounts, and prepare financial forecasts. • Formally record planned budget and actual expenditures, monitor the variance between planned budget and actual 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Six (6) years of full-time work experience in technology financial management, accounting, finance, or internal audit.</p> <p>B. Five (5) years' experience with full life-cycle government financial management.</p> <p>C. Bachelor's degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>D. Financial Certifications, including: Certified Public Accountant (CPA), Certified Financial Analyst (CFA®), Certified Management Accountant (CMA), Enrolled Agent (EA), Certified Internal Auditor (CIA), Certified Information Systems Auditor (CISA).</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<p>expenditures, and respond to variances to assist with meeting budget goals.</p> <ul style="list-style-type: none"> • Monitors financial details to ensure policy, legal, and regulatory compliance. • Assist IT Financial Manager with providing financial reports and interpreting financial information. • Execute strategies that work to minimize financial risk 	
Quality Assurance Manager	<ul style="list-style-type: none"> • Reports to the TAS Manager/Account Manager. • Ensures deliverable quality by enforcing quality assurance policies and procedures and governance requirements. • Establishes quality and reliability standards that meet delivery requirements in collaboration with client and account leadership. • Establishes standards for the disposition of finished deliverables by defining criteria, evaluation tests, methods, and procedures. • Creates IT system Quality documentation including writing and updating quality assurance procedures. • Creates a culture that seeks excellence, drives continuous improvement activities, and acts as the champion for quality and use of quality measures. • Develops, implements, and manages processes to ensure that products meet required specifications for quality, function, and reliability prior to delivery. • Communicates quality standards and parameters to appropriate staff. • Identifies and analyzes issues, bugs, defects, and other problems; recommends and facilitates solutions to these issues. • Reviews client, customer, and user feedback. • Maintains compliance with federal, state, local, and organizational laws, regulations, guidelines, and policies. • Provide refinement and optimization of the test processes to improve the fit with the software development lifecycle for the following test activities: planning, monitoring and control, analysis, design, implementation, execution, evaluating exit 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <ul style="list-style-type: none"> A. Eight (8) years of project management oversight responsibilities (e.g., planning, design, development, implementation, and operation of large-scale information technology projects). B. Ten (10) years' experience leading teams that perform functional end-to-end testing, from system testing through user acceptance testing, including hands-on experience with industry-leading test management and test automation toolsets. C. Five (5) years' experience in quality management for a large-scale IT system. D. Possesses and maintains International Software Testing Qualifications Board (ISTQB) Certifications, Certified Quality Auditor (CQA), Certified Manager of Quality/Organizational Excellence (CMQ/OE), or industry-recognized equivalent certification throughout the term of this contract. E. Bachelor's degree. <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <ul style="list-style-type: none"> F. Possess and maintain a valid Project Management

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<p>criteria, and reporting test closure activities.</p>	<p>Institute (PMI) Project Management Professional (PMP) certification.</p> <p>G. Two (2) years' experience with managing quality assurance of large-scale Healthcare Systems.</p> <p>H. Certifications and experience with process improvement techniques including Lean Six Sigma, Agile, PDCA cycles, and Kanban.</p>
<p>Instructional Designer Lead</p>	<ul style="list-style-type: none"> • Designs and develops leader-led and/or self-paced instructional programs and materials in an Information Technology (IT) environment. • Applies instructional systems design (ISD) theories and adjusts learning principles. • Conducts evaluations and revises programs and materials based on feedback. • Utilizes desktop tools and multi-media design tools to develop learning solutions. • Leverages the knowledge of subject matter experts. • Assesses customer needs, provides recommendations, and develops solutions. • Understands how training interventions fit within a business solution. • Typical outputs/deliverables include paper-based training materials and multi-media training materials. • Ability to adapt training content to various levels of staff such as leadership, mid-managers and staff. 	<p><u>REQUIRED</u></p> <p><u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Ten (10) years' experience in design, development of instructional programs.</p> <p>B. Five (5) years' experience developing instructional materials, such as lesson plans, handouts and exams/test questions.</p> <p>C. Five (5) years' experience developing measurement tools to evaluate the effectiveness of training.</p> <p>D. Five (5) years' experience performing interviews with customers, SMEs or business analysts to develop content for the training course(s).</p> <p>E. Five (5) years' experience with developing online training programs.</p> <p>F. Five (5) years' experience editing or improving instructional material, such as lessons plans, learning content, and supporting materials such as instructor guides, tests, exercises.</p> <p>G. Three (3) years' experience utilizing instructional systems design (ISD) theories.</p> <p>H. Five (5) years' experience assessing learners baseline skill level and needs, and adapting training to meet</p>

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Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
		<p>various learning styles, education levels, or staff levels.</p> <p>I. Bachelor’s degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>J. Two (2) years’ experience with managing Organizational Change initiatives or Designing Training Programs for a large Healthcare organization.</p>
Information Security Compliance Analyst	<ul style="list-style-type: none"> • Identify, manage, and report on the Department’s compliance regulatory, legislative, and contractual requirements. • Perform reviews, assessments, and audits, conduct research, and facilitating communication to internal and external stakeholders where necessary. • Monitor, coordinate, and implement policies, standards, procedures, controls, and guidelines to support security, compliance, and audit requirements. • Improve existing compliance programs and processes. • Develop, review, and modify information security and privacy policies. • Design and execute audit procedures to assess and measure compliance with its security policies and procedures. • Conducts compliance testing and monitoring of current and future regulatory obligations, and other regulatory matters as required. • Conducts internal security risk assessments and security compliance audits. • Supports IT security audit procedures relevant to ISO 2700-1, NIST 800-23, HIPAA, Pub 1075, HITECH, MARS-E. • Develop materials and tools to effectively communicate compliance and Department requirements. • Collect, analyze, and prepare reports required for senior management, regulators, and other relevant stakeholders. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Five (5) years’ professional experience in the development and implementation of security policies and procedures in a large-scale IT organization.</p> <p>B. Five (5) years’ professional experience performing information security reviews, assessments, and audits.</p> <p>C. Possess and maintain a valid International Information System Security Certification Consortium (ISC)² Certified Information Systems Security Professional (CISSP) or Information Systems Audit and Control Association (ISACA) Certified Information Security Manager (CISM) certification throughout the term of this contract.</p> <p>D. Bachelor’s degree.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Two (2) years’ experience with the security provisions described in Centers for Medicare and Medicaid Services (CMS) Acceptable</p>

**Attachment D.2
 Technical Advisory Services
 Staffing Table – Supplemental Staff**

Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Work with business leaders to ensure information security risk findings are reviewed and solutions are implemented. • Lead the escalation and resolution of risk and compliance issues with appropriate stakeholders including [business, security, legal, IT, and customers]. • Liaise with relevant parties to commission activities relating to contingency planning, business continuity management, and IT disaster recovery. 	<p>Risk Safeguards (ARS) and National Institute of Standards and Technology (NIST) Special Publication (SP) 800-53 at the Moderate level.</p> <p>F. Two (2) years' experience in implementing HIPAA and HITECH.</p> <p>G. Two (2) years' experience with CMS Minimal Acceptable Risk Standards for Exchanges (MARS-E 2.0).</p> <p>H. Two (2) years' experience with Internal Revenue Service (IRS) Publication 1075, Tax Information Security Guidelines for Federal, State, and Local Agencies.</p>
IT Security Analyst	<ul style="list-style-type: none"> • Performs the day-to-day operations supporting the in-place security solutions • Supports the identification, investigation, and resolution of security breaches detected by security solutions. • Participates in the implementation of new security solutions, in the creation and or maintenance of policies, standards, baselines, guidelines, and procedures as well as conducting vulnerability audits and assessments. • Participate in the planning and design of enterprise security architecture, under the direction of the IT Security Manager, where appropriate. • Participate in the planning and design of an enterprise business continuity plan and disaster recovery plan, under the direction of the IT Security Manager, where appropriate. • Recommend additional security solutions or enhancements to existing security solutions to improve overall enterprise security. • Perform the deployment, integration, and initial configuration of all new security solutions and of any enhancements to existing security solutions in accordance with standard best operating procedures generically and the enterprise's security documents specifically. 	<p><u>REQUIRED</u></p> <p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years' experience in information technology.</p> <p>B. Five (5) years' experience performing security assessments and supporting security solutions.</p> <p>C. Two (2) years' experience with application firewall concepts and functions (e.g. single point of authentication enforcement, data anonymization, DLP scanning, SSL security).</p> <p>D. Two (2) years' experience with IP, TCP/IP, and other network administration protocols.</p> <p>E. One or more of the following certifications:</p> <ul style="list-style-type: none"> ○ CompTIA Security ○ GIAC Information Security Fundamentals ○ Microsoft Certified Systems Administrator: Security ○ Associate of (ISC) <p>F. Bachelor's degree.</p>

**Attachment D.2
 Technical Advisory Services
 Staffing Table – Supplemental Staff**

Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Maintain up-to-date baselines for the secure configuration and operations of all in-place devices, whether they be under direct control (i.e. security tools) or not (e.g. workstations, servers, network devices). • Review logs and reports of all in-place devices, whether they be under direct control (i.e. security tools) or not (e.g. workstations, servers, network devices). Interpret the implications of that activity and devise plans for appropriate resolution. • Participate in investigations into problematic activity. • Participate in the design and execution of vulnerability assessments, penetration tests, and security audits. 	<p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>G. 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.</p>
Labor Category	General Responsibility	Qualifications / Experience
Healthcare Security & Privacy Outside Council	<ul style="list-style-type: none"> • Advises the Department, and its Medicaid Enterprise System (MES) teams on legal and compliance matters. • Develops a deep knowledge of the Department's MES contracts and MES System goals, objectives, and strategies. • Provides counsel on healthcare laws including but not limited to HIPAA, HITECH, 21st Century Cures Act, 42 CFR Part 2, fraud and abuse, and State and Federal data privacy laws. • Advises the Department on data security and privacy impact within the MES technology, systems, and processes. • Assists with Department with drafting and reviewing various legal documents such as contracts, vendor agreements, and business associate agreements, and other legal documents. • Assists Department with maintaining privacy-related notices, policies, procedures, guidelines, tools, templates, and other process documentation as it pertains to the MES detailed roadmap and the system design, development, implementation, and operation, as well as future MES system enhancements. • Proactively identifies and evaluates changes in Federal and State Medicaid 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>A. Licensed to practice Law in New York State. B. Five (5) years Healthcare experience. C. Three (3) year contract review and writing experience. D. Three (3) years' experience with Healthcare privacy laws.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>E. Two (2) years previous experience working with Federal, State or Local Healthcare Agency.</p>

**Attachment D.2
 Technical Advisory Services
 Staffing Table – Supplemental Staff**

Supplemental Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<p>laws and programs to assist Department staff and its vendors with understanding the effect on the MES systems.</p> <ul style="list-style-type: none"> • As needed, works with the Department's contract lead or project manager to resolve escalated issues. • Assists with contract interpretation and contract amendments. 	
Healthcare Contracts Outside Council	<ul style="list-style-type: none"> • Advises the Department, and its Medicaid Enterprise System (MES) teams on legal and compliance matters. • Develops a deep knowledge of the Department's MES contracts and MES System goals, objectives, and strategies. • Provides counsel on healthcare laws including but not limited to HIPAA, HITECH, 21st Century Cures Act, 42 CFR Part 2, fraud and abuse, and State and Federal data privacy laws. • Assists with Department with drafting and reviewing various legal documents such as contracts, vendor agreements, and business associate agreements, and other legal documents. • Assists Department with maintaining privacy-related notices, policies, procedures, guidelines, tools, templates, and other process documentation as it pertains to the MES detailed roadmap and the system design, development, implementation, and operation, as well as future MES system enhancements. • Proactively identifies and evaluates changes in Federal and State Medicaid laws and programs to assist Department staff and its vendors with understanding the effect on the MES systems. • As needed, works with the Department's contract lead or project manager to resolve escalated issues. • Assists with contract interpretation and contract amendments. 	<p><u>REQUIRED</u> <u>TARGET</u> <u>Qualification/Experience</u></p> <p>F. Licensed to practice Law in New York State.</p> <p>G. Five (5) years Healthcare experience.</p> <p>H. Three (3) year contract review and writing experience.</p> <p>I. Three (3) years' experience with contract law.</p> <p><u>PREFERRED</u> <u>Qualification/Experience</u></p> <p>J. Two (2) years previous experience working with Federal, State or Local Healthcare Agency.</p>