

# Project Staffing

## Section 9.0

RFP reference: 4.1.9, Project Staffing, Page 51

The Vendor is responsible for providing all resources necessary to fulfill the requirements as specified in this RFP. Vendor is expected to provide a project staffing chart that demonstrates the vendor's ability and capability to provide knowledgeable, skilled and experienced personnel to accomplish the Scope of Work as described in Section 3. Key staff are to be identified and the percentage of time that each individual is to be dedicated to this project. Resumes are to be provided for the key staff members assigned to this project, including their licenses, credentials and experience.

If proposed staff are not employed by the vendor, the vendor is to provide a signed letter of intent from the individual indicating they are to accept employment if the vendor is awarded the contract. BMS reserves the right to reject any staff proposed or later assigned to the project, and require the successful vendor to remove them from the project.

**Deloitte provides a project team that encompasses business, technology and program expertise that helps BMS achieve its vision. Deloitte delivers the right mix of advisory and implementation staff required to deliver the core components of the DW/DSS while providing executable advice to BMS on emerging trends in healthcare reform and implementation options for PACA.**

Deloitte understands that a project's success depends substantially on selecting the right partner and the right team to support the project. Working with a partner that shares your vision and is committed to helping you attain your goals is a critical element of project success. Deloitte's approach to staffing for this project demonstrates our understanding of BMS' needs and goals by providing a team of experienced personnel who possess the proper knowledge, expertise, and capabilities for their assigned roles. Our team's ability to be effective on this project is based on our extensive experience and the use of leading practices in successfully delivering projects of similar size and complexity.

Deloitte will allocate onsite time at the WV BMS offices for their Project Manager and other Vendor staff, when requested to do so by BMS, to allow sufficient direct interaction with BMS; data warehouse users, publishers and subscribers; and the WV MMIS Fiscal Agent

Deloitte takes great pride in its ability to deliver quality services and put highly qualified and knowledgeable teams on the ground anywhere in the world. Individually and as a team, we bring insight driven by experience, business knowledge, and industry knowledge to bear on each professional engagement. As demonstrated by our proposed project team, our professionals provide the broad range of skills necessary to meet the diverse and changing business and technical needs of BMS. The project team not only has the technical background to deliver an excellent data warehouse and business and clinical intelligence reporting/analytic solution, the team includes Clinical and Actuarial subject matter expertise coupled with Medicaid Program and Policy domain knowledge. The Project Management, Solution Management and

### Unique and Distinguishing Factors

We deliver a team and facility that meets the needs of BMS and the project team and promotes a collaborative, productive work environment.

- We have a proven track record of successfully staffing large data warehouse and analytics projects.
- Our team has the right mix of senior staff members and advisors, industry and program experts, and experienced systems development practitioners.

Advisory team will be co-located with BMS in Charleston, West Virginia for the duration of the DW/DSS project.

### 3.2.3 Project Staffing

RFP reference: 3.2.3, Project Staffing, Page 37

The Vendor should propose a staffing plan that includes highly skilled team members who bring a breadth and depth of data warehouse knowledge, skills and experience and a background in Medicaid. In their proposal the Vendor should describe how their staffing plan provides the array of skills needed to fulfill the requirements and Scope of Work in this RFP, and the proposed onsite schedule which should be designed to allow sufficient direct interaction with BMS; data warehouse users, publishers and subscribers; and the WV MMIS Fiscal Agent.

The Vendor's proposed staffing plan should include, but not necessarily be limited to, the following components:

1. Organization chart;
2. A description of the roles, responsibilities and skill sets associated with each position on the organization chart;
3. A full-time Project Manager (key staff position) role filled by a named, dedicated person;
4. Identified other key staff positions filled with named individuals;
5. A training resource, located onsite at BMS, estimated at 1.00 FTE, to provide six (6) months of initial training during DDI to BMS, WVDHHR and designee staff in the use of the DW/DSS; and
6. A process for transitioning essential knowledge to BMS' technical staff.

BMS retains the right to approve or disapprove the Vendor's proposed staffing.

### Organization Chart – Phase One DDI





## Organization Chart – Year Two Operations



Throughout the project, Deloitte staff will share knowledge of our approaches, processes and details of the DW/DSS solution. *Section 3.2.11* describes a Turnover Plan and process required by BMS. This Turnover plan describes our approach to transitioning systems and operational responsibilities to the Fiscal Agent, other vendors and BMS. In this section, we identify our core and project advisory team members and highlight their Medicaid, Business Intelligence, and Data Warehousing experience. We have carefully considered BMS's requirements and have assembled a strong, multidisciplinary team to meet BMS's needs.



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