## Attachment D: Vendor Organization and Staffing

This section will provide instructions to vendors to submit their approach to staffing for the HIE services contract using **Attachment D: Vendor Organization and Staffing**.

**Instructions:** Staffing strategies are to be employed by the vendor to help ensure all specifications, outcomes, and service levels are met to the satisfaction of the PRMP. The evaluation of the vendor’s staffing approach shall be based on the ability of the vendor to satisfy the SOW, outcomes, and requirements stated in this RFP; therefore, the vendor should present detailed information regarding the qualifications, experience, and expertise of key staff and an Initial Staffing Plan.

For ease of formatting and evaluation, **Attachment D: Vendor Organization and Staffing**provides the required outline for the vendor’s response to staffing. The vendor’s response to the following should not exceed 20 pages, excluding key personnel resumes and the forms provided in this attachment.

1. **Initial Staffing Plan**

As part of the vendor’s proposal response, the vendor should provide an Initial Staffing Plan. In addition to the requirements described in **Attachment E: Mandatory Specifications,** the vendor’s narrative description of its proposed Initial Staffing Plan should include:

* A description of the vendor’s proposed team that exhibits the vendor’s ability and capability to provide knowledgeable, skilled, and experienced personnel to accomplish the scope of work as described in this RFP.
* Organization charts for the operation showing both the vendor staff and their relationship to the PRMP staff that will be required for the delivery of all necessary HIE services. The organization chart should denote all key staff and non-key positions with a summary of each key staff’s responsibilities.
* Identification of subcontractor(s) staff or organizational structures, if applicable.
* Detailed explanation of how the primary vendor will manage any subcontractor partnership including but not limited to the performance standards in place between the prime and subcontractor, if applicable.

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1. **Use of the PRMP Staff**

Describe the business and technical resources the PRMP should provide to support the development, review, and approval of all deliverables as well as the staff necessary to help ensure successful completion of this project. Specifically, the vendor should address the following:

* The key PRMP roles necessary to support project deliverables and scope of work.
* The nature and extent of the PRMP support required in terms of staff roles and percentage of time available.
* Assistance from the PRMP staff and the experience and qualification levels of required staffing.

The PRMP may not be able or willing to provide the additional support the vendor lists in this part of its Proposal. The vendor should therefore indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the PRMP may reject the vendor’s proposal if the PRMP is unwilling or unable to meet the requirements.

1. **Key Staff, Resumes, and References**

Key staff consist of the vendor’s core executive and middle management team for this engagement. These resources are responsible for providing leadership and creating the standards and processes required to provide HIE services. Resumes for key staff named in the vendor’s proposal should indicate the staff’s role and demonstrate how each staff member’s experience and qualifications will contribute to this vendor’s success.

These roles that the PRMP expects the vendor to propose, but are not limited to:

**Key Staff**

* Executive Director
* Technical Lead and Managers
* Operations Lead and Managers
* Lead roles for:
  + Customer Success (Technical Assistance and Support)
  + Integration Engineer(s) Specialized in Health Level-7 (HL7) Data Platforms
  + Developer(s)
  + Network and Information Systems Management Lead
  + Data Analyst/Informaticist
* Security Expert(s)/Assigned Chief Information Security Officer (CISO)

**3.1** **Resumes**

The PRMP considers the key staff resumes as an indicator of the vendor’s understanding of the skillsets required for each staffing area and their ability to perform them. The vendor should complete the table below (Table 14) and include resumes of all the individuals who are being initially proposed**. Each resume must not exceed three pages and must demonstrate experience relevant to the position proposed**. If applicable, resumes should include work performed under the vendor’s corporate experience, and the specific functions performed on such engagements. Copies of diplomas, licenses, and credentials are encouraged but are not required and are not subject to the three-page limit; however, these documents may be requested and must be submitted to PRMP upon request.

**Table 114: Proposed Key Staff and Roles**

| Name | Proposed Role | Experience in Proposed Role |
| --- | --- | --- |
|  |  |  |
|  |  |  |
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**2.2 Key Staff References**

The vendor should provide two references for each proposed key staff. The reference should be able to confirm that the staff has successfully demonstrated performing tasks commensurate to the tasks they will perform in alignment with this RFP and the resulting contract.

The name of the person to be contacted, phone number, client name, address, a brief description of work, and date (month and year) of employment should be given for each reference. These references should be able to attest to the candidate’s specific qualifications. The reference given should be a person within a client’s organization and not a coworker or a contact within the vendor’s organization. The PRMP may contact one or more of the references given and the reference should be aware that the PRMP may contact them for this purpose.

Vendors should use the format provided in Table 15 below. Please repeat the rows and tables as necessary.

**Table 15: Key Staff References**

| **Key Staff Reference Form** | | | | | | | | | |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Key Staff Name:** | |  | | **Proposed Role:** | | |  | | |
| **Reference 1** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |
| **Reference 2** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |
| **Key Staff Reference Form** | | | | | | | | | |
| **Key Staff Name:** | |  | | **Proposed Role:** | | |  | | |
| **Reference 1** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |
| **Reference 2** | | | | | | | | | |
| **Client Name:** |  | | **Client Address:** | |  | | | | |
| **Contact Name:** |  | | **Contact Title:** | |  | | | | |
| **Contact Phone:** |  | | **Contact Email:** | |  | | | | |
| **Project Name:** | | | | | **Start Date:** | **MM/YYYY** | | **End Date:** | **MM/YYYY** |
| **Project Description:** | | | | | | | | | |
| **Project Role and Responsibilities:** | | | | | | | | | |