



**Department
of Health**

Request for Proposals

RFP # - 20506

Medicaid Systems Quality Assurance Services

Attachment E – QA Key Staff Responsibility and Experience Descriptions

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff Specifications

The tables below describe in detail the specifications for Quality Assurance Key Staff.

Bidders should respond using Attachment H – QA Key Staff Proposal Form.

Key Staff should meet the Target Qualification/Experience specification. Each specification will be evaluated based on if it exceeds, meets, or falls below the target criteria described.

Bidders who propose Key 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.

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff Specifications

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
QA Engagement Manager	<ul style="list-style-type: none"> • Manages the Medicaid Quality Assurance (QA) Program holistically, ensuring that all QA teams follow QA standard processes and procedures. • Leads the QA team and oversees accurate estimates for quality assurance tasks and all QA work efforts. • Responsible for the acquisition, scheduling, and provision of adequate resources. • Responsible for formal communication and correspondence with the Department. • Fosters cooperative relationship among State and Contractor staff. • Accountable for QA contract administration. • Serves as the point of contact for the Department regarding financial and administrative issues and concerns. • Works with the Department's contract manager to resolve escalated issues. • Reports accomplishments, risks, issues, and items requiring further action to the Department on a regular basis and ensures all QA teams are reporting status at the same level of detail, using standard processes and procedures. • Ensures deliverable quality by enforcing quality assurance policies and standard operating procedures and governance requirements. • Establishes quality and reliability standards that meet delivery requirements. • Creates a culture that seeks excellence, drives continuous improvement activities, and acts as the champion for quality and use of quality measures. • Communicates quality standards and parameters to appropriate staff. • Reviews and acts on client, customer, and user feedback. • Initiates recommendations to the Department for system and process improvements. • Strives to meet all QA team SLAs. 	<p><u>TARGET Qualification/Experience</u></p> <ul style="list-style-type: none"> A. Ten (10) years of experience within the past 15 (fifteen) years building and maintaining strong working relationships with clients and key internal and external stakeholders; conveying relevant information to an executive-level audience; ensuring client is aware of progress and status; and building credibility and fostering business-partnering relationships. B. Five (5) years of experience with Quality Assurance leadership or management role or capacity. C. Five (5) years of experience managing over twenty (20) staff providing QA services in a multi-system IT environment. D. Five (5) years of experience simultaneously managing large-scale programs and effectively responding to client business priorities. E. Five (5) years of 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. F. Bachelor's degree in Information Technology field, Business Administration or another similar field. <p><u>PREFERRED Qualification/Experience</u></p> <ul style="list-style-type: none"> G. Two (2) years of experience overseeing quality assurance services for a large Medicaid or Healthcare applications/systems. H. Possession and maintenance of a valid Project Management Institute (PMI) Project Management Professional (PMP)

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> Collect, analyze, and prepare reports required for senior management, regulators, and other relevant stakeholders. Ensures information sharing among QA sub-teams so the Department can be advised on risks, issues, and opportunities related to system interoperability. 	<p>certification throughout the term of this contract.</p> <p>I. Two (2) years previous experience working with Federal, State or Local Healthcare Agency.</p>

The following titles are Key staff titles that will be used for the systems described in the RFP.

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
QA Senior Project Manager	<ul style="list-style-type: none"> Responsible for quality of large projects or programs or significant segment of a large complex project or program. Works with client and team members to ensure business requirements are fully documented in the business requirements documents (BRD) (or similar documents) and meet quality standards. Responsible for assessing the quality of contractor submitted project deliverables such as Project Schedules, Status Reports, and Risks, Actions, Issues, and Decision (RAID) logs. Leads a QA team in providing quality assurance (QA) throughout the SDLC, including QA for initiating, planning, controlling, executing, and closing tasks of a project or program to produce the solution deliverable. SDLC methodologies and frameworks may include Waterfall, Agile, Hybrid, DevOps, DevSecOps in a Cloud or On-Prem environment. Anticipates potential quality-related problems and manages risks, issues, escalations, and communication(s). As appropriate, challenges the validity of given procedures and processes with a view toward continuous improvement. Performs reviews to accuracy of various contract deliverables from contractors, such as submitted invoices, SLAs, replacement staff resumes, etc. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years or more of 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 Project Management Institute (PMI) Project Management Body of Knowledge (PMBOK).</p> <p>B. Five (5) years of experience applying PMI Project Management practices managing Quality Assurance projects, activities, and tasks.</p> <p>C. Five (5) years of experience working with team size of 10 (ten) or more staff.</p> <p>D. Three (3) years of experience with MS Project, including baselines, tracking progress, resource usage and reporting progress against planned schedule.</p> <p>E. Bachelor's degree in Information Technology field, Business Administration, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>F. A current PMI certification, including Professional Project</p>

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> Manages the QA team assignments and schedules to ensure timely review of submitted artifacts. Facilitates information sharing among the entire QA project team to identify risks issues, and opportunities associated with system interoperability. Accurately reports status to Department using QA standard operating procedures and templates. Evaluate contractor reported burn-rates and budget actuals against planned. 	<p>Manager (PMP), Certified Associate Project Management (CAPM), Program Management Professional (PgMP), Portfolio Management Profession (PfMP), Risk Management Professional (RMP), Agile Certified Practitioner (ACP), Professional in Business Analysis (PBA), PMO Certified Practitioner (PMO-CP), PMO Certified Consultant (PMO-CC).</p> <p>G. Two (2) years of experience with project management on a Healthcare Systems Project or Program.</p>
QA Senior Technical Analyst	<ul style="list-style-type: none"> Evaluates the business structure with a broad view of the systems and requirements to ensure designs align with approved plans. Responsible for assessing the quality of contractor submitted SDLC deliverables including the Requirements Specification Document (RSD)/Business Requirements document (BRD), Functional Design Documents (FRDs), Technical Design Documents (TDDs) and provides constructive feedback, especially technical-related, to documents to ensure that system functionality will meet user needs. Evaluates current system designs, including enterprise architecture, and makes recommendations for improvement. Recommends improvements to business operations in line with strategies and SLAs. Monitor systems and platforms for compliance to SLAs. Evaluates Service Desk and Call Center tickets for trends, aging tickets, and recommends improvements. Performs code reviews on various components of the system. Evaluates various models such as service models, capability maturity models, and operating models for quality and adherence to defined standard criteria. Utilizes comprehensive understanding of both physical and logical database 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years or more experience in software development lifecycles and database management, with hands-on experience in writing and debugging complex queries. analyzing data, understanding system architectures, and troubleshooting issues effectively, leading to efficient problem resolution.</p> <p>B. Five (5) years of experience developing and implementing QA processes and strategies, performing QA assessments of document artifacts associated with system implementation projects, and providing strong leadership skills, with ability to mentor junior analysts, manage cross-functional collaborations, and communicate effectively with stakeholders at all levels.</p> <p>C. Five (5) years of experience with analysis of organizational structure and functional interdependencies.</p> <p>D. Two (2) years of experience with cloud-based solutions and architectures.</p> <p>E. Bachelor's degree in Information Technology field, Business Administration, or another similar field.</p>

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<p>models along with the utilization of database queries to conduct performance tests and analyses of database efficiencies.</p> <ul style="list-style-type: none"> • Capable of interpreting database performance metrics and operational utility reports and providing assessment. • Reviews database schemas, tables, procedures, and permissions to ensure compliance to appropriate standards and regulations. • Assesses Disaster Recovery (DR) testing efforts, evaluate DR test results and ensure improvement plans are accurate. • Evaluates deployed releases and the resulting services to verify customer requirements and expectations are met. • Assists with planning and identifying staff required to ensure that the IT operations department can support the new service. • Assesses system upgrades and patches made by contractors to ensure there are no negative impacts to existing systems. • 	<p><u>PREFERRED Qualification/Experience</u></p> <p>F. Three (3) years of experience using Orbus iServer suite.</p> <p>G. Preferred certifications may include any of the following: The Open Group TOGAF Business Architect Certification, Certified Business Architect (Business Architecture Guild), Microsoft MCSA Certifications, ITIL certifications or equivalent Business Architecture certifications.</p> <p>H. Two (2) years of experience performing the described responsibilities on Healthcare Systems.</p>
QA Senior Business Analyst	<ul style="list-style-type: none"> • Establishes Quality Assurance standards, frameworks, and procedures for business analysis and business process improvement. • Responsible for assessing the quality of contractor submitted SDLC deliverables including the Requirements Specification Document (RSD)/Business Requirements document (BRD), Functional Design Documents (FRDs) and provides constructive feedback, especially business-related, to ensure that system functionality will meet user needs. • Perform reviews of system deliverables for adherence to contractual and functional requirements. • Reports quality metrics on contractor submitted artifacts. • Evaluates bi-directional requirements traceability such that all requirements may be traced to a specific release or deliverable and that all releases or deliverables identify the applicable requirements they fulfill. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience in information technology business analysis, testing, project management or Quality Assurance services.</p> <p>B. Five (5) years of experience managing requirements.</p> <p>C. Five (5) years of experience preparing documents related to Business Process Design using Business Process Modeling and Notation (BPMN 2.0), swim lane diagrams, process flows, etc.</p> <p>D. Five (5) years of experience working with team size of 5 (five) or more staff.</p> <p>E. Five (5) years of experience with business process models and/or use cases.</p> <p>F. Bachelor's degree in Information Technology field, Business Administration, or another similar field.</p>

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> Verifies testing strategies, use cases and test results meet requirements, business functionality, and system design. Performs independent functional and user acceptance testing on various components of the system. Identify and reports on risks and issues, along with recommendations for mitigation or resolution. Assess and recommend improvement, as needed, to assure appropriate user and developer training is planned and carried out. Oversee and support Disaster Recovery (DR) testing efforts, evaluate DR test results and ensure improvement plans are identified. 	<p><u>PREFERRED Qualification/Experience</u></p> <p>G. PMI Professional in Business Analysis (PMI-PBA), International Institute of Business Analysis (IIBA) Certified Business Analysis Professional (CBAP), or equivalent/higher certification.</p> <p>H. Certifications and experience with process improvement techniques including Lean Six Sigma, Agile, PDCA cycles, and Kanban.</p> <p>I. Two (2) years of experience in a healthcare or insurance domain.</p>
QA Senior System Tester	<ul style="list-style-type: none"> Oversees test progress and results. Monitors test defect management process. Reviews and evaluates testing results of complex applications. Participates in all phases of risk management assessments and performs analysis of user requirements, test design and test tools selection. Evaluates test plans and documentation for comprehensive test cases per system requirements. Assesses and recommends improvement to assure software testing is being performed adequately through review of test plans or other documentation and through direct observation of testing. Responsible for ensuring that testing conclusions and recommendations are fully supported by test results, and stakeholders are fully informed of testing status and application deviations from documented user requirements. Develops risk identification processes and oversees risk-based testing tasks that include risk identification, risk assessment, and risk mitigation. Establishes standardized technical test techniques and criteria including statement testing, decision testing, modified condition/decision (MC/DC) testing, multiple condition testing, basis path testing, and API testing. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience with testing and quality management for a large-scale IT system.</p> <p>B. Five (5) years of 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 testing status and defects; and building credibility and fostering business-partnering relationships.</p> <p>C. Three (3) years of experience with end-to-end testing, from system testing through user acceptance testing (UAT).</p> <p>D. Three (3) years of experience with test automation technologies and implementations including the creation and management of automated tests.</p> <p>E. Two (2) years of experience using SQL and data reporting tools.</p> <p>F. Bachelor's degree in Information Technology field or another similar field.</p>

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Develops and documents standard processes and templates for performing static and dynamic analysis. • Establishes standardized test models and techniques for black-box and experienced based testing for functional and non-functional quality characteristics. • Identifies and selects the test automation approach that considers factors such as automating through the GUI, applying a data-driven approach, applying a keywork-driven approach, handling software failures, and considering the system state. • Prepares test cases, scripts, executes testing, and records actual results and identifies defects. • Monitors test defect management process. • Identify needed data sources working with data owners, stakeholder, and DOS staff. 	<p><u>PREFERRED Qualification/Experience</u></p> <ul style="list-style-type: none"> G. Five (5) years of experience with highly integrated, large-scale integrated healthcare systems. H. International Software Testing Qualifications Board (ISTQB) Foundation certification or equivalent or higher. I. Two (2) years of experience in a healthcare or insurance domain.
QA Senior Data Analyst	<ul style="list-style-type: none"> • Understands conceptual, logical, and physical data models and flowcharts used in the MES environment. • Evaluates Data Management standards and makes recommendations for improvement. • Evaluates Metadata Management solutions. • Evaluates Master Data Management solutions. • Assists in the development of test cases to identify data anomalies, inconsistencies, and errors. Validates data transformations and aggregations for accuracy and completeness. • Assesses data orchestration solutions and impact on Department's needs. • Communicates data quality issues and risks to relevant stakeholders. • Contributes to the development of data governance policies and procedures. • Helps the Department promote a culture of data quality within the organization. • Assesses the effectiveness of data analytic tools provided in each of the various MES systems to support the data analysis needs of the Department. 	<p><u>TARGET Qualification/Experience</u></p> <ul style="list-style-type: none"> A. Eight (8) years of experience in data analysis (e.g., statistical analysis, data mining, data visualization), quality assurance, or related field. B. Five (5) years of experience in using SQL, other data manipulating languages, and data reporting tools. C. Three (3) years of experience with data warehousing and ETL processes. D. Three (3) years of experience with data quality assessment and improvement techniques. E. Two (2) years of experience with cloud-based data analytics solutions. F. Two (2) years of experience with data governance and data quality initiatives. G. Bachelor's degree in Information Technology, Engineering, or another similar field.

**Attachment E
Medicaid Quality Assurance Services
Staffing Table – Key Staff**

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> Can provide advice and recommendations on emerging technologies, including AI/ML, which can potentially enhance the Department's data analytics capabilities. 	<p><u>PREFERRED Qualification/Experience</u></p> <p>H. Data analyst certification including: Certified Analytics Professional (CAP), CDA (Certified Data Analyst), Certification of Professional Achievement in Data 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. Certified Data Management Professional (CDMP) or equivalent/higher certification.</p> <p>I. Two (2) years of experience performing data analytics support in a large healthcare system.</p> <p>J. Two (2) years of experience using one or more of the following programming languages SAS, Python, R, and Scala.</p> <p>K. Two (2) years of experience using business intelligence/visualization tools (e.g., Tableau, Qlik).</p>
QA Security Analyst	<ul style="list-style-type: none"> Identifies, evaluates, and reports on the contractor systems' security compliance, regulatory, legislative, and contractual requirements. Assesses system contractors' ability to monitor, coordinate, and implement policies, standards, procedures, controls, and guidelines to support security, compliance, and audit requirements. Evaluates and makes recommendations to improve information security, compliance, and privacy policies of system contractors. Reviews and assesses vulnerability testing results to help prevent data breaches and ensure compliance with HIPAA and other relevant regulations. 	<p><u>TARGET Qualification/Experience</u></p> <p>A. Eight (8) years of experience in security role within information technology industry.</p> <p>B. Five (5) years of experience in information security, reviewing and assessing system and application security and using various security testing methodologies, including penetration testing, vulnerability scanning, and risk assessments.</p> <p>C. Two (2) years of experience working with cloud-based systems and understanding their security implications.</p>

**Attachment E
 Medicaid Quality Assurance Services
 Staffing Table – Key Staff**

Key Staff		
Labor Category	General Responsibility	Qualifications / Experience
	<ul style="list-style-type: none"> • Review, assess and report on compliance with IT security audit procedures relevant to NYS Office of Information Technology Services (ITS) standards, ISO 2700-1, NIST 800-23, HIPAA, Pub 1075, HITECH, MARS-E. • Assesses system contractor’s response to and resolution of security breaches. • Reviews and assesses system contractor vulnerability assessments, penetration tests, and security audits. • Recommends additional security solutions or enhancements to existing security solutions to improve overall enterprise security. • 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. 	<p>D. Two (2) years of experience with security frameworks and standards such as ISO 270001, SOC2, NIST Cybersecurity Framework.</p> <p>E. One or more of the following certifications, or equivalent:</p> <ul style="list-style-type: none"> a. CompTIA Security b. GIAC Information Security Fundamentals c. Microsoft Certified Systems Administrator: Security d. Associate of (ISC) e. Certified Information System Security Professional (CISSP) f. Certified Information Security Manage (CISM) g. Offensive Security Certified Professional (OSCP) h. Certified Ethical Hacker (CEH) <p>F. Bachelor’s degree in Information Technology, Engineering, or another similar field.</p> <p><u>PREFERRED Qualification/Experience</u></p> <p>G. Two (2) years of 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> <p>H. Two (2) years of experience as a Security Analyst for a large healthcare system.</p>