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Header 2

[List View](#)**General Information** | [Contact](#) | [Default Values](#) | [Discount](#) | [Document Information](#) | [Clarification Request](#)**Procurement Folder:** 785940**Procurement Type:** Central Master Agreement**Vendor ID:** VS0000019470 **Legal Name:** netlogx LLC**Alias/DBA:** netlogx**Total Bid:** \$14,847,483.96**Response Date:** 01/28/2021 **Response Time:** 13:00**Responded By User ID:** netlogxllc **First Name:** Diane**Last Name:** Walton**Email:** fillins@netloax.com**SO Doc Code:** CRFQ**SO Dept:** 0511**SO Doc ID:** HHR2100000002**Published Date:** 1/14/21**Close Date:** 1/28/21**Close Time:** 13:30**Status:** Closed**Solicitation Description:** PROJECT MANAGEMENT SERVICES**Total of Header Attachments:** 2**Total of All Attachments:** 2



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 785940
Solicitation Description: PROJECT MANAGEMENT SERVICES
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2021-01-28 13:30	SR 0511 ESR01262100000005036	1

VENDOR
 VS0000019470
 netlogx LLC

Solicitation Number: CRFQ 0511 HHR2100000002
Total Bid: 14847483.96000000089406967163 **Response Date:** 2021-01-28 **Response Time:** 13:00:41

Comments: netlogx is providing two (2) attachments:
 1) Response to the RFQ providing Company Information, Methodology, Related Project Experience, Subcontractor information, Resource Strategy, Resumes, and Required Signed Documentation
 2) Requirements Matrix

FOR INFORMATION CONTACT THE BUYER

Crystal G Husted
 (304) 558-2402
 crystal.g.husted@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Lead Project Manager: Base Year One				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Project Manager: Base Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Engagement Manager: Base Year One				511430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Engagement Manager: Base Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Lead MMIS Project Manager: Base Year One				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead MMIS Project Manager: Base Year One
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
4	General Project Manager: Base Year One				401430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

General Project Manager: Base Year One
 Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
5	Project Management Support Staff: Base Year One				258430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Project Management Support Staff: Base Year One
 Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
6	Lead Child Welfare Project Manager: Base Year One				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Child Welfare Project Manager: Base Year One
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
7	Lead Project Manager: Base Year Two				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Project Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
8	Engagement Manager: Base Year Two				511430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Engagement Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
9	Lead MMIS Project Manager: Base Year Two				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead MMIS Project Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
10	General Project Manager: Base Year Two				401430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

General Project Manager: Base Year Two
Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
11	Project Management Support Staff: Base Year Two				258430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Project Management Support Staff: Base Year Two
Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
12	Lead Child Welfare Project Manager: Base Year Two				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Child Welfare Project Manager: Base Year Two
Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
13	Lead Project Manager: Base Year Three				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Project Manager: Base Year Three
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
14	Engagement Manager: Base Year Three				511430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Engagement Manager: Base Year Three
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
15	Lead MMIS Project Manager: Base Year Three				401430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

General Project Manager: Base Year Three
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
16	General Project Manager: Base Year Three				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead MMIS Project Manager: Base Year Three
 Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
17	Project Management Support Staff: Base Year Three				258430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Project Management Support Staff: Base Year Three
 Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
18	Lead Child Welfare Project Manager: Base Year Three				423430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Child Welfare Project Manager: Base Year Three
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
19	Lead Project Manager: Optional Renewal Year One				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Project Manager: Optional Renewal Year One
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
20	Engagement Manager: Optional Renewal Year One				522430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Engagement Manager: Optional Year One
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
21	Lead MMIS Project Manager: Optional Renewal Year One				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead MMIS Project Manager: Optional Renewal Year One
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
22	General Project Manager: Optional Renewal Year One				412430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

General Project Manager: Optional Renewal Year One
 Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
23	Project Management Support Staff: Optional Renewal Year One				269430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Project Management Support Staff: Optional Renewal Year One
 Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
24	Lead Child Welfare Project Manager: Opt Renewal Year One				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Child Welfare Project Manager: Optional Renewal Year One
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
25	Lead Project Manager: Optional Renewal Year Two				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Project Manager: Optional Renewal Year Two
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
26	Engagement Manager: Optional Renewal Year Two				522430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Engagement Manager: Optional Year Two
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
27	Lead MMIS Project Manager: Optional Renewal Year Two				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead MMIS Project Manager: Optional Renewal Year Two
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
28	General Project Manager: Optional Renewal Year Two				412430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

General Project Manager: Optional Renewal Year Two
 Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
29	Project Management Support Staff: Optional Renewal Year Two				269430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Project Management Support Staff: Optional Renewal Year Two
 Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
30	Lead Child Welfare Project Manager: Opt Renewal Year Two				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Child Welfare Project Manager: Optional Renewal Year Two
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
31	Lead Project Manager: Optional Renewal Year Three				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Project Manager: Optional Renewal Year Three
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
32	Engagement Manager: Optional Renewal Year Three				522430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Engagement Manager: Optional Year Three
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
33	Lead MMIS Project Manager: Optional Renewal Year Three				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead MMIS Project Manager: Optional Renewal Year Three
 Estimate: (1) 2000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
34	General Project Manager: Optional Renewal Year Three				412430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

General Project Manager: Optional Renewal Year Three
 Estimate: (10) 20000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
35	Project Management Support Staff: Opt Renewal Year Three				269430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Project Management Support Staff: Optional Renewal Year Three
 Estimate: (25) 50000 Hours

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
36	Lead Child Welfare Project Manager: Opt Renewal Year Three				434430.11

Comm Code	Manufacturer	Specification	Model #
80101600			

Commodity Line Comments: Documentation demonstrating compliance with qualifications has been included in the Response to Request for Quotation provided as an attachment to the Solicitation Response.

Extended Description:

Lead Child Welfare Project Manager: Optional Renewal Year Three
 Estimate: (1) 2000 Hours



netlogx™

**Prepared for State of West Virginia
Department of Health and Human Resources
Bureau of Medical Services**

**Response to Request for Quotation for
Project Management Organization Services**

**CRFQ 0511 HHR2100000002
January 28, 2021**



solving complex business challenges

netlogx.com

Cover Letter

January 28, 2021

State of West Virginia
Department of Administration
Purchasing Division
2019 Washington Street East
P.O. Box 50130
Charleston, WV 25305-0130

To Whom It May Concern,

On behalf of netlogx, I am pleased to submit our response to the State of West Virginia Department of Health and Human Resources (WV DHHR), Bureau of Medical Services (BMS) CRFQ 0511 HHR210000002 for Project Management Services.

As a highly awarded, 22-year-old consulting services company, we believe we have the right team, expertise, and approach to support your needs. Our mission is to help organizations solve complex challenges so they can survive and thrive in a dangerous world. We guide our clients as they navigate change and make it work for them by solving complex business challenges. Through our expert consulting services, our clients know what success looks like and how to get there quickly and safely.

Please feel free to contact our Outreach Consultant Nick Petrone at npetrone@netlogx.com or 317-313-6528 if you have any questions regarding our proposal. We look forward to the opportunity to partner with you on this initiative.

Sincerely,



Audrey Taylor, CEO
netlogx

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1.0 Company Information

netlogx, LLC (netlogx) is pleased to present this proposal to the State of WV DHHR, BMS.

The netlogx team and our approach is well equipped to meet and exceed the requirements reflected in the CRFQ 0511 HHR210000002 for PMO Services (CRFQ). A Requirements Matrix is being provided as a separate document with netlogx' responses to the mandatory requirements specified in the CRFQ.

Should the State of WV DHHR BMS contract with netlogx to provide PMO services, netlogx agrees to sign a Non-Disclosure Agreement document prior to the start of service.



2.0 General Company Profile

netlogx is a highly awarded, 22-year-old consulting services company focused on Information Risk Management. Woman-founded, we leverage our Lean Six Sigma expertise to **manage change** for our enterprise-level clients nationwide by solving complex business challenges. Through our expert consulting services, you will know what success looks like and how to get there quickly and safely; we guide you from uncertainty **to clarity**.

netlogx provides services in **information management, project and program management, security management, organizational change management, process management, and performance management.**

netlogx' experience has spanned several large enterprise environments across both the public and private sectors including the states of Indiana, Arizona, Michigan, and New Mexico, as well as over a dozen healthcare networks and several other private organizations. We are dedicated to prioritizing the success of our clients, employees, and community.

Small, Women-Owned Business

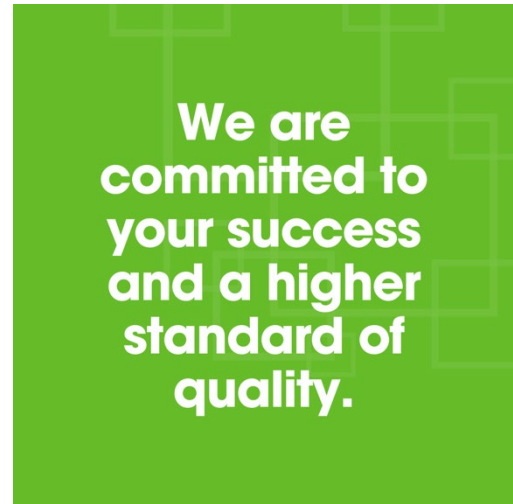
netlogx is a nationally certified Women's Business Enterprise (WBE), including Small, Women-Owned or Minority Owned (SWaM) certified in the State of West Virginia, known for delivering complicated projects on time and on budget while meeting the required level of quality. Per Section 16a of the instructions, a copy of netlogx SWaM certification is attached to the bid in **Appendix A** verifying netlogx' SWaM certification.



2.1 Competitive Advantage

netlogx differentiates itself from the competition through our quality approach to client work which allows us to provide the right resources at the right time with the right people, which creates a higher standard of quality.

Being recognized as one of the “Best Places to Work in Indiana” reflects the high-caliber team assembled at netlogx, doing the right things at the right time, each and every day. As a six-time winner of this award, we have a proven track record of building a successful and collaborative team culture. Our team of experts has varying levels and areas of expertise served by our unique and diverse culture. Our team members wear multiple hats, allowing them to understand multiple facets of each project.



netlogx is prepared and willing to tackle the most difficult challenges, where hard work and steadfast determination win the day. The project is not done when we have completed the list of deliverables; the project is done when the client is satisfied and set up for success. We are committed to helping our clients identify what success truly looks like for them.

3.0 Methodology

At netlogx, we believe the purpose of a PMO is to support the project to a successful conclusion – not to sit on the sidelines and act as a scorekeeper. Our goal is not to report the issues, concerns, and rating of a project but to be actively working to keep the project moving forward. netlogx’ project managers and key personnel are expected to be aware and to actively engage in the work of keeping a project on track and to address any changes in status, which can arise in a project the size of the DHHR BMS PMO. Our team makes sure any issues are communicated early and thoroughly. This practice ensures everyone has up-to-date and accurate information to begin addressing the corrections needed.

Additionally, a culture based on collaboration ensures that netlogx personnel are actively working with the entire project team to monitor projects and to bring forward effective solutions to ensure the overall scope, quality, and cost are maintained. This approach supports open and accurate visibility to the stakeholders to know where and how the project is progressing.

The netlogx Project Management methodology follows the Project Management Body of Knowledge (PMBOK) from the Project Management Institute (PMI). Our success focuses in four (4) areas:



3.1 Planning



Before the project starts, the netlogx team develops a detailed project schedule identifying the activities and resources necessary to complete the project and defines:

- What activities need to be performed?
- When activities must be completed and their inter-dependencies?
- How activities will be completed?
- How is success defined?
- Who performs each activity?

3.2 Research



Early and ongoing research to understand the client and the client's business bring the right mix of appropriate subject matter experts to the project that are most capable to contribute towards solving the complex challenges.

As part of the development of the project plan, the netlogx team dedicates time to understanding the stakeholders and the scope of the project, to evaluate the effectiveness of the planning work completed and identify any additional gaps or deficiencies that will need to be addressed.

3.3 Past Experience

Past Experience

Building on past experience, netlogx brings project management processes, tools, and templates to facilitate the early start-up and ongoing management of projects.

Our processes and templates are continually updated, and incorporate lessons learned from each project netlogx performs. This process brings the value of netlogx' past experiences to every project we manage.

The continuous updates and lessons learned can be identified during an active project. When the netlogx team identifies problems or inefficiencies, processes are then refined, or new processes are established.

3.4 Subject Matter Expertise

Subject Matter Expertise

The netlogx team of SMEs balance their academic credentials with practical and realistic experience from working in the industry. As consultants, netlogx staff utilize their deep understanding of project roles, their collection of lessons learned, and their real-world skills in applying industry best practices to guide our clients.

4.0 netlogx Related Project Experience

4.1 Project Management Office

netlogx has experience in several states standing up and running PMOs from the bottom up applying PMO practice models/methodologies tailored to suit our client's needs. netlogx has stood up PMOs both through an onsite work presence as well as virtually, which is beneficial in today's heavy remote work setting. While we can and do establish PMOs utilizing netlogx in-house developed tools and templates, we find that is rarely needed as our clients have already developed some project methodologies to meet their needs and prefer to continue using their own tools. If this is the case for DHHR BMS, netlogx can adopt your preferred tools. netlogx recommends leveraging the best of any existing practices to support a cohesive approach across both key projects providing consistent visibility to the leadership of DHHR BMS.

netlogx has experience in working with our clients to assess and utilize their methodologies and processes, while implementing some additional processes and methods we have found beneficial for PMO and project management. During project planning, we work with the client to understand what they have implemented that works well and where there may be opportunities for change or improvement. We make recommendations for modifications to existing processes, practices, templates, and tools and describe and implement additional processes we believe will enhance the management of the PMO and its outcomes.

We also find it important to understand the details of any additional large projects the client may be undertaking during the same time period. netlogx has saved our clients time and money by undertaking a holistic approach to determine whether alignment with the processes affiliated with these projects and the possible incorporation of some of our PMO practices and processes could benefit the client and overall project outcomes. Such collaboration can allow DHHR BMS to have a similar process approach,

look and feel of tools and templates, and reporting alignment with existing large projects as well as future ones.

At netlogx, we believe that sharing our project management knowledge with our clients is a normal part of standing up and running a PMO and should occur whether or not our clients desire a formal transfer as a project outcome. Continual knowledge transfer as the project progresses will not only allow DHHR BMS to have a solid understanding of how we implement processes but the ability to pick up and run those processes as needed in the future. When conducting formal transitions, netlogx provides a detailed transition plan and works with the client’s team to prepare and validate handover activities.

The table below provides a description of the projects undertaken by netlogx in support of standing up and running PMOs, developing and transitioning PMO methodologies, and post implementation transition:

Client	Project Description	Timeframe
State of Indiana Department of Child Services Role: netlogx is acting as the prime contractor providing PMO services	Recently awarded contract to establish and manage a PMO for the Indiana Verification and Enforcement of Support (INvest) system	03/2020 - current
State of Indiana Family and Social Services Administration Role: netlogx is acting as the prime contractor providing PMO services	Established and manages a Project Management Office to manage a variety of wide-ranging projects including the Care Management for Social Services (CamSS), Electronic Visit Verification (EVV) and Asset Verification System (AVS) initiatives	07/2019 - current
State of New Mexico Human Services Department Role: netlogx is acting as the prime contractor providing PMO services	Currently acts as the PMO vendor for the (Medicaid Management Information System Replacement (MMISR) project. As the PMO vendor netlogx manages project activities undertaken by eight (8) DDI vendors and various state project teams	03/2019 - current
State of Indiana Family and Social Services Administration Role: netlogx acted as a prime providing EPMO services	Initiated and managed an Enterprise Project Management Office (EPMO) overseeing the transition of a legacy Medicaid system to three (3) DDI vendors; a Medicaid Pharmacy Benefit Management (PBM) system, a Medicaid Data Warehouse (DWH) and Business Intelligence solution, and a Core Medicaid solution including successful certification of each module The PMO activities for the PBM and DWH activities were formally and successfully transitioned to state management	2/2013 - 06/2018
State of New Mexico Human Services Department's Medical Assistance Division and Child Support Enforcement Division Human Services Department	Worked with First Data to establish a PMO to manage the replacement projects for the Child Support and MMIS. Provided project management and subject matter expertise for the MMIS replacement project activities	10/2014 - 02/2016

Client	Project Description	Timeframe
Role: netlogx acted as a subcontractor to First Data providing PMO services		
Large Indiana Healthcare system Role: netlogx acted as the prime contractor providing PMO services	netlogx worked with the client to develop and implement a PMO methodology including practices, processes, tools, and templates netlogx then transitioned the methodology to the client	01/2015 - 10/2015
State of Michigan Bureau of Medicaid Policy Program Management Office Role: netlogx acted as the prime contractor providing PMO services	Established a PMO to centralize management and coordination of the activities and projects and provide targeted management services for critical projects and initiatives	01/2014 - 09/2014
State of Indiana Office of Medicaid Policy and Planning Role: netlogx acting as the prime providing PMO services	Initiated and managed a PMO responsible for establishing and managing the corrective action plan strategy related to contractual noncompliance for the Medicaid Management Information System (MMIS) vendor	04/2011 - 01/2013
State of Indiana Division of Family Resources Role: netlogx acted as the prime providing PMO services	Provided a Project Management team to support the agency in the transition of the Indiana Eligibility Modernization Project This PMO activity was formally and successfully transitioned to agency management	12/2009 - 01/2011

4.2 Federal Compliance and Certification

Complex MMIS systems often take several years to plan and implement. netlogx was selected to provide PMO support for an Indiana CoreMMIS project, in which the Centers for Medicare and Medicaid Services (CMS) modified and clarified the process and approach for certifying MMIS systems. These changes occurred toward the end of the project and a determination was made by CMS that certification activities for the new system would utilize the revised processes. This resulted in the netlogx PMO being tasked with the new responsibility of managing the certification activities.

As a dedicated resource, netlogx was assigned to oversee all certification activities once the State was made aware of this change. To utilize the revised processes, netlogx worked with the State to develop a project plan and schedule. When execution of the certification plan was over 50% complete, CMS changed their guidance for certifying the system, which resulted in a revised approach to be implemented. Despite this late-breaking change, the team successfully executed the revised plan resulting in system certification. We created a Tracking and Scorekeeping Matrix to support final

certification efforts. After completing the certification processes, netlogx has assisted the State with three (3) additional certifications.

netlogx’ certification experience began with a federal certification process that was in transition. We are experienced in facilitating solutions among the involved parties to reach agreement on tasks and the approach needed to reach the goal of system certification. Our experience since with certification efforts from many states – through many CMS certification transitions and revised approaches – will benefit DHHR BMS.

The table below provides a description of the projects netlogx has executed in support of federal certification projects:

Client	Project Description	Timeframe
State of Indiana, Family and Social Services Administration (FSSA) Role: netlogx acted as the prime contractor providing PMO services and stood up/ managed a PMO for FSSA. As part of the projects and activities undertaken the PMO has completed or is managing the certification process for multiple projects.	Indiana Care Management for Social Services (CaMSS) Certification	05/2019 - current
	Indiana Electronic Visit Verification (EVV) Outcomes-Based Certification	05/2019 - 01/2020
	Indiana Enrollment and Credentialing (EnCred)	10/2018 - 06/2019
	Indiana CoreMMIS Centers for Medicare and Medicaid Services (CMS) Certification including Pharmacy Benefit Management and Enterprise Data Warehouse modules	02/2013 - 06/2018
State of New Mexico, Human Services Department (HSD) Role: netlogx acted as the prime contractor providing certification services	New Mexico Electronic Visit Verification (EVV) Outcomes-Based Certification project	05/2019 - current

4.3 Security Management

Security Management Services is a core competency for netlogx. The netlogx team is passionate about enabling enterprises to meet the extreme challenges associated with ensuring privacy and security of the information they gather and use.

netlogx understands the complexities of establishing and optimizing information security practices in a wide variety of government and business environments, offering the skills and experience to help clients address security challenges from risk assessment through implementation of mitigation activities and cyber-defense strategies. netlogx prides itself on working closely with its clients to fully understand their situation and in turn provide services designed to pragmatically address the specific client requirements.

netlogx team members possess substantive skills and experience performing IT risk assessments, security evaluations, and compliance assessments. We are experts in developing functional, pragmatic risk management and mitigation plans. netlogx team members also have hands-on experience with risk management plan implementation and cyber-defense.

The table below provides a description of the projects netlogx has executed in support of security projects:

Client	Project Description	Timeframe
Syntervision for Eli Lilly and Co. Enterprise System Management Services	netlogx acted as a subcontractor to Syntervision. Managed the implementation of Enterprise Systems Management services, a Webtrends service, and a systems availability using Concord. These solutions are implemented throughout the world and manage a network in excess of 5,000 devices. Managed Security Services (AV, IPS, IDS).	6/2009 - 2/2019
CountryMark Risk Management/Compliance Framework	Assisted in developing CountryMark a robust Security Risk Management/Compliance Management Framework	10/2018 - 1/2019
State of Arizona Health Care Cost Containment System Security Consultation Advisory Services	Provide security consulting assistance and advisory services to the state of Arizona regarding their joint benefits enrollment system on privacy and security compliance with applicable state and federal regulations (e.g., MARS-E/NIST SP 800-53, FISMA, HIPAA, SSA), refinement of authorization boundaries, development of Incident Response and Reporting procedures (including security incident/breach management), review and enhancement of vendor contract security and compliance requirements, review and analysis of third-party security assessments, development of strategic security plan, and establishment of inter-agency governance and security teams.	01/2013 - 12/2017
Eskenazi Medical Group Penetration Testing services for external and internal infrastructure and systems	Managed external and internal penetration testing service for a large healthcare system to capture and present data and recommendations regarding areas of the information technology networks that may display security vulnerabilities.	11/2013 - 11/2015
Health & Hospital Corporation/ Eskenazi Health Risk Management Framework Project	Project to document business requirements for the reporting and storage of data and to provide reporting support to the State and Federal program agencies for Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Medicaid	10/2007 - 11/2011
MDwise Inc. Electronic Information Security Risk Assessment Project	Initial engagement: Performed an accurate and thorough assessment of the potential risk and vulnerabilities to the confidentiality, integrity, and availability of the electronic protected health information (EPHI) held or transmitted by MDwise.	01/2005 - 06/2005

Client	Project Description	Timeframe
	After the initial assessment additional work was requested to support implementation of the assessment findings and a series of regular follow-up assessment health checks.	

4.4 Procurement Development

netlogx’ experience developing Request for Proposal (RFP), drafting requirements and scoring tools, and evaluating RFPs extends to 2007, when we began executing these tasks for the State of Indiana.

Our proposed team has recent and relevant experience conducting procurements for other State agencies, municipal agencies, and non-profit agencies. Between our proven approach and procurement team, the netlogx team is prepared to support DHHR BMS through the entirety of the procurement process.

Overall, the netlogx Procurement Team provides the following benefits to DHHR BMS:

- Strategic Alignment and Priority
- Accuracy of Deliverables
- Internal Subject Matter Expertise
- Lessons Learned Conducting Procurements on Behalf of other State Agencies
- An Understanding of State Procurement Policies
- Access to Tools and Templates
- A Collaborative Approach Among All Stakeholders

netlogx believes we can offer many of these benefits to DHHR BMS as a direct result of our recent experience conducting similar work within the State of Indiana, and other State agencies, along with our access to tools and templates.

The table below provides a description of the projects netlogx has executed in support of procurement efforts:

Client	Project Description	Timeframe
Indiana Department of Revenue	Project to secure outside imaging vendor services, from a single vendor, for data capture from Indiana’s paper tax returns that are scanned into their integrated tax system and for financial processing of payments accompanying the returns or vouchers	03/2020 - 12/2020
Health & Hospital Corporation	Project to procure a modernized Electronic Health Records (EHR) system	10/2018 - 12/2019
Second Helpings	Project to procure website redesign services	07/2018 - 01/2019

Client	Project Description	Timeframe
New Mexico Human Services Department	Project to assist the State of New Mexico with the design and procurement of multiple services/solutions. Included a Medicaid Information Technology Architecture (MITA) 3.0 State Self-Assessment	10/2014 - 10/2019
Indiana Family and Social Services Administration	Project to oversee the design, development, procurement, and implementation of the core Medicaid Management Information System (MMIS), Pharmacy Benefit Management (PBM) system, and Electronic Data Warehouse (EDW). Included the Centers for Medicare and Medicaid Services (CMS) certification of the MMIS according to the Medicaid Enterprise Certification Toolkit (MECT)	2/2013 - 1/2018
Indiana Bureau of Motor Vehicles Galaxy Modernization	Project to provide procurement services related to the Galaxy Modernization Initiative through the development and release of an RFI, technical MSP, RFPs, and an RFS to procure a variety of systems, solutions, and services	8/2016 - 8/2018
Arizona AHCCCS Health-e-Arizona Plus	Project to assist the AHCCCS Health Insurance Exchange in obtaining Affordable Care Act (ACA) compliance through the use of Independent Verification and Validation (IV&V) and vendor proposal review and oversight services to implement an eligibility and enrollment system	3/2012 - 8/2016
Michigan Department of Health and Human Services	Project to develop requirements in response to the Eligibility and Enrollment requirements outlined in the ACA, including requirements for integrated intake and eligibility processes for Medicaid, SNAP, and TANF programs	11/2012 - 12/2013
Indiana Family and Social Services Administration Indiana Client Eligibility System Replacement	Project to assess the Indiana eligibility business processes and needs, document best practices, and gather requirements to procure a new development vendor for the eligibility system	5/2011 - 3/2012
Indiana Division of Family Resources Data Warehouse Project	Project to document business requirements for the reporting and storage of data and to provide reporting support to the State and Federal program agencies for Temporary Assistance for Needy Families (TANF), Supplemental Nutrition Assistance Program (SNAP), and Medicaid	10/2007 - 11/2011
MDwise Enrollment Improvement Project	Project to evaluate the current Medicaid Managed Care enrollment data and processes to develop requirements and recommendations to improve the member enrollment process	7/2011 - 12/2011

4.5 Business Process Re-Engineering

netlogx will be fully prepared to conduct a structured and comprehensive review of BMS’ business processes to ensure the completion of the MMIS Implementation and the CMS Certification project. This review will include current MMIS operations, systems documentation, policy manuals, DHHR and MMIS handbooks, and interviews with BMS, DHHR, OMIS and MMIS staff. We will expect to conduct this work as part of our initial project planning so that we can best utilize this early research and interviews to lay the foundation for a thorough business process re-engineering effort.

The table below provides a description of the projects netlogx has executed in support of Business Process Re-Engineering efforts:

Client	Project Description	Timeframe
Zotec Partners	Business process re-engineering project for revenue cycle management company to document internal and external revenue cycle business processes to prepare for SOC-1 Certification. In addition, the organization sought to identify opportunities to improve customer communication and data integration, comply with federal regulations, reduce manual tasks, and rework, and streamline processing activities and tasks. Client used BPR results to successfully partner with a major national retailer, since it clearly understood the client’s operational processes. Currently, on retainer to update any new operational business processes	2016 - 2017; 2020
State of Michigan Department of Health & Human Services	netlogx initiated a Business Process Management/ Reengineering (BPM/R) service as a three (3) month pilot project for a 200-person bureau within the Medicaid agency which expanded into a suite of services that netlogx provided to the entire 450-person Medicaid agency; eventually developing a Center for Shared Services (CSS) that served as a central Program Management Office for the entire Medicaid agency and offering the netlogx BPM/R services to the entire Medicaid Agency	2013 - 2019
Anthem	Multiple BPM/R projects including business process mapping services to identify and map business requirements for the implementation of the Microsoft Dynamics Customer Relationship Management (CRM) platform; assessed operational processes, integrated systems and data management related to Indiana’s Healthy Indiana Plan, a Medicaid eligibility expansion for enrollment, contribution, billing, and payment	2014 - 2018
Indiana Bureau of Motor Vehicles (BMV)	As part of the BMV’s Galaxy Modernization project, netlogx conducted a Business Process Redesign Pilot	2016 - 2018

Client	Project Description	Timeframe
	in preparation for an upcoming document management system procurement, developed recommendations, and completed a risk and prioritization assessment	
TractManager	Project for healthcare strategic sourcing, contract lifecycle management, and provider management company to document As-Is business processes at division level and To-Be corporate processes to assist with the merger and acquisition of three companies. Produced new standardized processes to be used for future company acquisitions	2017 - 2018

4.6 Requirements Management

netlogx has over twenty (20) years of experience handling requirements management and establishing Requirement Traceability Matrices (RTM) for projects that achieve successful implementations.

The table below provides a description of recent projects undertaken by netlogx regarding Requirements Management activities:

Client	Project Description	Timeframe
State of Indiana, Family and Social Services Administration	netlogx is acting as the prime contractor providing PMO services Project to organize and bring together project information from several different instances of Jira to create a high-level view of the agency's work with the ability to drill down. Understanding how FSSA's different instances of Jira are organized, what features are being utilized and how the instances can work together harmoniously without significant impact to current operations.	05/2019 - current
State of New Mexico Human Services Department	netlogx currently acts as the PMO vendor for the MMISR project. As the PMO vendor netlogx manages project activities undertaken by eight (8) DDI vendors and various state project teams. netlogx has developed a PMO deliverable Requirements Management Plan, established an RTM through the use of the State's Jira tool to have traceability between a business, functional, non-functional requirement to test cases to certification evidence.	03/2019 - current
Indiana Family and Social Services Administration	Project to oversee the design, development, procurement, and implementation of the core	2/2013 - 1/2018

Client	Project Description	Timeframe
Enterprise Medicaid Services (EMS) Project Management Office (PMO)	Medicaid Management Information System (MMIS), Pharmacy Benefit Management (PBM) system, and Electronic Data Warehouse (EDW). Included the Centers for Medicare and Medicaid Services (CMS) certification of the MMIS according to the Medicaid Enterprise Certification Toolkit (MECT). Conducted reviews by functional area and traceability to requirements.	
Indiana Department of Child Services, Child Support Bureau INvest Project	netlogx is acting as the prime contractor providing PMO services. Manage the overall effort to to design, develop and implement a new statewide automated child support system. Includes work within an ALM tool to record and deliver requirements management	03/2020 - current
Arizona AHCCCS Health-e-Arizona Plus	Project to assist the AHCCCS Health Insurance Exchange in obtaining Affordable Care Act (ACA) compliance through the use of Independent Verification and Validation (IV&V) and vendor proposal review and oversight services to implement an eligibility and enrollment system. Review of processes that trace requirements through testing processes	3/2012 - 8/2016

5.0 Subcontractor

netlogx has chosen to partner with Momentum, Inc. (Momentum) to broaden our staffing efforts and the depth of PMO expertise to provide DHHR BMS with exceptional resources. With both netlogx and Momentum being small, women-owned businesses and successful past partners, we share values of diversity, inclusion, and trust. We will be seamlessly interacting with our partner, providing a unified team approach. Coming together as the PMO team, netlogx and Momentum will create a fully functional team of experienced resources who meet all staffing requirements and qualifications for DHHR BMS’ future projects’ needs.

5.1 Subcontractor General Company Profile



Momentum is a small, women-owned IT and Management Consulting firm based in Camp Hill, Pennsylvania. Founded in 1998 by its three principal owners, Momentum has grown to employ more than 70 employees and expand its services to public and private sector clients throughout the mid-Atlantic region. Momentum’s first contract focused on delivering SAP Training to a commercial client in Philadelphia, Pennsylvania. Since then, the company has successfully delivered more than 350 project engagements to 70+ clients.

Momentum works closely with clients to provide independent support services within its four core service offerings:

- Management Consulting
- Project Management
- Process Improvement
- Implementation Support

Momentum’s goal is to add value to its clients by providing high-quality resources, using industry proven standards and best practices, and providing a hands-on approach to service delivery to deliver solutions that meet the business needs of its clients.

Momentum maintains extensive experience within public and private sector Health and Human Services organizations including more than 15 years of experience supporting the Pennsylvania Department of Human Services.

5.2 Subcontractor Related Project Experience

Client	Momentum Project Description	Timeframe
MD Department of Human Services – Enterprise Project Management Office (EPMO)	As the Prime contractor, Momentum leads and staffs the Enterprise Project Management Office (EPMO) within the Maryland Department of Human Services (DHS) Office of Technology for Human Services (OTHS) where Momentum provides strategic, tactical, oversight, and advisory services surrounding Enterprise IT Policy Planning and IT Procurement division activities that drive OTHS IT operations and projects.	06/2015 - current
PA Department of Human Services – PA Medicaid Third Party Liability Verification and Recovery Program	As a subcontractor to Benefit Recovery Solutions, Momentum supports the PA Medicaid Third Party Liability Verification and Recovery Program by utilizing data exchanges to identify other health care coverage that is primary to Medical Assistance (MA) to enable the Department to cost-avoid claims where primary coverage is available; recover reimbursement from primary health care coverage where MA payment has already been made; and identify and report health care coverage available for child support cases.	08/2019 - current
PA Department of Human Services – Medicaid Program Oversight Portal	As a subcontractor to Deloitte, Momentum has and continues to support the establishment, sustainment, and enhancement of the Medicaid Program Oversight Portal (MPOP) that provides solutions for automating manual processes, validating data, and gaining insights into key metrics for the state’s Medical Assistance (MA) program. DHS contract monitors now have a single location for valuable information and processes, which streamlines their business workflows and allows more ambitious monitoring endeavors.	05/2014 - current

Client	Momentum Project Description	Timeframe
<p>MD Department of Health – TEFT Grant Environmental Scan</p>	<p>Momentum provided a Senior Subject Matter Expert to pilot and demonstrate the use of Personal Health Record (PHR) and Standards Integration technology in accordance with Phase 2 of the Testing Experience and Functional Assessment Tools (TEFT) grant awarded to the Maryland Department of Health (MDH) from the Centers for Medicare and Medicaid Services (CMS). The project focused on a coordinated approach to PHR infrastructure to test the uptake and usage of the electronic Long Term Services and Support (e-LTSS) standard, the harmonization of e-LTSS standards with the Office of National Coordinator’s (ONC’s) Standards and Interoperability (S&I) Framework, and its interoperability with the State of Maryland’s Health Insurance Exchange (HIE) infrastructure/framework.</p>	<p>12/2014 - 06/2015</p>
<p>PA Department of Human Services – CMS FDSH Connectivity IV&V Services</p>	<p>Momentum supported the DHS Affordable Care Act (ACA) Program by providing IV&V and Attestation Services required to certify Pennsylvania to the US Centers for Medicare and Medicaid Services (CMS) for system interoperability with the CMS Federal Data Services Hub (FDSH) and maintaining compliance with 45 CFR 95.626. To meet Advanced Planning Document (APD) requirements published in 45 CFR 95.626, Momentum verified, validated, and attested to the Centers for Medicare and Medicaid Services (CMS) that the Commonwealth of Pennsylvania met all US Department of Health and Human Services (HHS) exit requirements for automated data processing (ADP) connectivity to the CMS Federal Data Services Hub (FDSH).</p>	<p>07/2013 - 08/2015</p>
<p>MD Health Benefit Exchange – IV&V Services</p>	<p>As a subcontractor to Berry Dunn, McNeil, and Parker, LLC (BerryDunn), Momentum provided a Business Process Lead to the Independent Verification and Validation (IV&V) team performing verification and validation services surrounding the Design, Development, and Implementation (DDI) of the Maryland Health Insurance Exchange (HIX) system operated by the Maryland Health Benefit Exchange (MHBE).</p>	<p>11/2012 - 12/2013</p>
<p>PA Department of Human Services – National Provider Index (NPI) Project</p>	<p>Following the issuance of the NPI Final Rule by the Centers for Medicare and Medicaid Services (CMS), DHS undertook a project to comply with federal regulations requiring health care providers to secure and use a unique health care identifier (the National Provider Identifier, or NPI). This change</p>	<p>04/2006 - 06/2007</p>

Client	Momentum Project Description	Timeframe
	<p>required DHS to upgrade six data systems to handle new NPI numbering requirements and meet Health Insurance Portability and Accountability Act (HIPAA) policies. Momentum facilitated this initiative by coordinating ten different bureaus, divisions and contractor groups to update six different systems with the use of the NPI number. Momentum provided enterprise-wide project management and oversight of all project-related activities for the NPI initiative and resulted in a successful implementation of NPI updates.</p>	
<p>PA Department of Human Services – Home and Community Services Information System</p>	<p>As a subcontractor to Deloitte Consulting, Momentum provided system and program support for the PA Department of Human Services (DHS) Home and Community Services Information System (HCSIS). HCSIS provides a web portal for internal and external program users at both the state and local level to provide data and information exchange surrounding several DHS offices and programs including: Office of Developmental Programs (ODP); Bureau of Autism Services (BAS); Office of Long Term Living (OLTL); Office of Child Development and Early Learning (OCDEL); and Office of Mental Health and Substance Abuse Services (OMHSAS). Momentum provided web application maintenance, service desk support, training support, LMS administration, and detailed system report generation surrounding the HCSIS web portals.</p>	<p>07/2001 - 10/2012</p>

6.0 Resource Strategy

The PMO team is committed to providing the best of breed resources for DHHR BMS project needs. In working together, the PMO team is expert in staffing requests of this proportion. Our effective and straightforward approach is employed to ensure fulfillment of the key personnel requirements listed in the CRFQ. The PMO teams’ approach follows these frameworks and concepts:

1. **Scope** – Understand the need:
 - Review WV DHHR BMS CRFQ requirements
 - Research future DHHR BMS needs
 - Proactively recruit and maintain a queue of qualified resources for all client positions
2. **Source** – Find resources to meet the need:
 - Team employees
 - Job boards
 - Team recruitment
 - Industry Organizations

- Partnerships with advanced resourcing capabilities
- Referrals
- Tools:
 - Existing database of qualified, vetted resources
 - Internet job boards
 - Social networking sites
 - Company website

The PMO team streamlines the candidate search across agencies to ensure that candidates are sourced properly and professionally. This is ensured through frequent meetings and detailed tracking documents shared with recruiting team members.

3. **Screen** – Qualify resources to meet the need:
 - Multiple rounds of resume vetting
 - Preliminary conversations for values fit
 - Interviews for technical fit
 - Assessments
 - Reference checks
 - Background checks
4. **Start** – Start resources quickly to provide value to the client:
 - Assignment/ Hiring/ Contracting
 - Onboarding
5. **Support** – Support resources throughout the length of the engagement:
 - Ongoing resource support throughout engagement
 - Access to company-wide processes, functions, and structures

7.0 Resumes

We are prepared to submit documentation regarding the qualifications of the named positions to be provided within three (3) business days upon request as provided in Specifications Section 3.0 Qualifications.

Following are resumes of proposed representative candidates. While these candidates have executed Right to Represent (RTR) agreements, given the uncertainty of the timing and final determination of this RFP award, netlogx does not guarantee the availability for all of these specific resources. However, it is our intention to put forth candidates of similar caliber, experience, and expertise upon execution of a contract with the State of WV for these roles.

Lead Project Manager

Lead Project Manager

Profile

Proven professional with more than 30 years of experience in the HHS industry delivering superior results through: Project Management, Planning, Application Development, Solution Delivery, Process Reengineering, Application Maintenance Support and Enhancements, Implementation, Team Development, Project Management Office and Subject Matter Expertise. I have worked on the implemented Child Support systems in Kansas, South Carolina, Maryland, Tennessee, Louisiana, Oregon and Oklahoma. I have directed and participated in all phases of the project life cycle from Planning to Project Closeout.

Work Experience

SIMON

12/2017 – 04/2020

IT Project Manager (12/2017 – 04/2020)

Project Name

While at Simon, lead and managed the team in upgrading Simon's corporate enterprise reporting infrastructure and implemented new Project Management software solution.

- Modernized Simon's development capital monitoring and reporting process from an manual process to an automated tool
- Responsible for all aspects of the project from Requirements gathering all the way through User Acceptance Testing and implementation.

MAXIMUS

11/2016 – 2/2017

Senior Project Manager

- Responsible for setting up a PMO for State client
- Developing workplan for multi-phase project
- Working with the team in defining the State's Project Management structure

BCForward

09/2014 – 11/2016

Project Manager

- Responsible for planning, executing, delivering and closeout of multiple projects to deliver key business initiatives
- Monitored projects and vendors performance, identified potential bottle necks, and implemented alternative actions to prevent or reduce chance of impacting project's goals
- Oversaw and managed projects relating to software development, solution modernization, COTS product implementation, and ongoing monitoring and support activities
- Mentored new Project Managers to bring them up-to-speed faster on policies and procedures
- Worked with multiple Eli Lilly IT teams to develop and implement new processes and procedures geared to reducing the time it takes to implement critical functionality

Unisys

09/1996 – 02/2014

Solutions Manager - Health and Human Services (HHS) Program

- Lead the HHS Solution portfolio for Unisys
- Monitored Federal HHS Programs and supported HHS project in the implementation of changes
- Worked with Unisys leadership to set direction and goals for the HHS portfolio
- Liaison between Unisys and the Federal government
- Monitored and reviewed technology trends and worked with teams to position Unisys assets for future opportunities
- Built strategic partnerships and managed the relationships to strengthen Unisys' position in the HHS market

- Implemented and managed a knowledge sharing program that expanded participant understanding of HHS programs and provided various approaches to implementing of critical policy and regulation

Business Solution Lead - Michigan Implementation Project (\$56M contract)

- - Developed and implemented the approach to Requirements Validation, Application Design, Development, Business Change Management, Training and Implementation teams
 - Lead the team responsible for defining and implementing changes to business processes
 - Supported the State with Federal Correspondence
 - Managed the teams responsible for designing new capabilities into the application to meet customers' requirements, as well as adherence to Federal and State regulations
 - Responsible for staffing including planning, recruiting, monitoring, retention, conflict resolution, staff performance evaluation and education relating to the solution and architecture

Project Manager - Indiana Support and Enhancement Project (\$4M per year contract)

- Delivered application maintenance and support, application enhancements, hardware maintenance, help desk operations, and release training services
- Managed Risk & Issues Management, Change Controls, Communication Plan, Resource Staffing and Staff Development Plans
- Support the State with Federal Correspondence and Certification
- Reduced staff turnover from 18% per-year to less than 1% per-year
- Ensured that the application was aligned with the short and long term direction and goals of the program
- Evaluated and demonstrated new technologies and solutions that would improve and enhance server delivery and improve program outcomes. Examples of adopted solutions include mobile case work, performance dashboard, critical event monitoring and improving application up time to 99.6%

Project Lead - Michigan Jobs Program Project (\$1.5M Change Request)

- Developed and managed the project plan to integrate the Job Program requirements into Michigan's legacy welfare application
- **Development Manager - Indiana Child Welfare Information System (ICWIS) Project (\$11M Contract)**
 - Responsible for developing and delivery of the Project Approach, Implementation Strategy and End User Support that were followed throughout the project
 - Lead the development and testing teams responsible for the design, development, testing and deployment of the application (peak staff 110 developers and testers)
 - Facilitated between the Business and IT teams on key issues relating to scope, design, development, User Acceptance Testing, Training and Statewide Implementation activities (the project was delivered on time and within budget)
 - Developed and implemented the processes and procedures for ongoing management and enhancement of the application, infrastructure monitoring, as well as the approaches for support desk services and training support

Project Manager – Oklahoma Child Support Monitoring Project

- Managed and monitored all aspects of the project which included: all tasks required to develop and enhance the current application in preparation for federal review and certification
- Developed Federal correspondence including Cost Benefit Analysis and Advance Planning Documents
- Managed the integrated project plan and tracking vendors performance, as well as, recommended alternative to project approach and strategy

Program Lead - Michigan Department of Health and Human Services / Michigan Administrative Information Network (MAIN) Project

- Responsible for developing and managing the integrated project plan to complete all tasks necessary to prepare the Department Health and Human Services (DHHS) for the implementation of a statewide Financial Management system (MAIN)
- Lead liaison between the different agencies under DHHS and the vendor implementing the MAIN solution (DHHS currently issues around \$200M a month in client benefits)

Systemhouse – Baltimore, MD

06/1985 – 05/1994

Quality Assurance Manager – Oregon Child Support Enforcement System

- Responsible for the tracking of system functionality to State and Federal Requirements
- Reviewed deliverable for compliance to contract requirements

Development/Project Manager – Maryland Child Support Enforcement System (CSES) Project

- Coordinated the design and development of the Intake, Locate, Interfaces, Establishment, Enforcement, Financial, and reporting subsystems within the application
- Oversaw and was responsible for training, implementation/deployment and maintenance and support phases of the project

Deputy Project Manager – Louisiana Child Support Enforcement System (LASES) Project

- Managed the design, development, quality and conversion teams (seven teams)
- Performed customer liaison functions, and developed and managed integrated work plan
- Also worked with the technical team to define the overall system architecture and standards that would be followed

Team Leader - Automated Certification and Eligibility Network for Tennessee (ACCENT) Project

- Participated in the transfer of a large-scale automated eligibility system to the State of Tennessee
- Lead the effort to develop requirements, design, and all related documentation of the CSE interface

Team Leader - South Carolina IV-A/IV-D Referral Project

- Responsible for the design, development, conversion, and training of the interface between the IV-A system and IV-D system in South Carolina

Team Leader - Kansas Automated Eligibility and Child Support Enforcement System (KAECSES) Project

- Involved in the development of the Child Support Enforcement system for the State of Kansas, from project initiation through implementation

Education

Robert Morris University

- Bachelor of Science - Management Informational Systems
-

Pennsylvania State University

- Associate of Science - Computer Science

Certifications

- PMI Certification 2005 - Present

Engagement Manager

Engagement Manager

Consultant has a broad range of experience across many different facets of Information Technology (IT) Services. These experiences range from hands-on systems programming and business analysis to project and portfolio management. Consultant has also been responsible for the setup and deployment of multiple Project Management Office (PMO) rescue and implementation efforts. Additionally, Consultant has hands-on project management experience with patient focused clinical application Commercial Off-the-Shelf (COTS) deployments, new building design, construction and opening to project management of systems design and development of disaster recovery software solutions. Consultant's experiences also include the go-to market side of product management and product marketing. These experiences cover many different industry and organization types ranging from international public companies, privately owned corporations, and state government Medicaid environments.

Core Competencies

- **Functional** - Affordable Care Act (ACA) and Health Insurance Portability and Accountability Act (HIPAA) Standards, Agile Systems Development, Business Analysis, Business Process Re-engineering, Contract Management, Disaster Recovery Methodology, Electronic Data Interchange (EDI), Healthcare IT, Medicaid Information Technology Architecture (MITA), Process Analysis Design, Service Level Agreement (SLA) Performance Measurement Management, Solution Strategy Development and Implementation

Professional Experience

netlogx

09/2012 - Present

Project Manager (3/2020 – 1/2021)
State of Indiana Department of Child Services

PMO Manager responsible for a five (5) year project to replace an existing legacy system to a new Salesforce based solution. Role includes the management of the overall PMO between the State, the Design, Development, and Implementation (DDI) vendor and the Quality Assurance (QA) vendor.

Project Manager (6/2019 – 3/2020)
Eskenazi Health Services

Project to manage the remodel of four (4) radiology suites. Includes the procurement, construction, installation, application and system integration, training and workflow updates.

Project to manage the conversion of an existing blood bank system to a new vendor's blood bank system. Tasks include the facilitation of project activities between the vendor, hospital staff, and third party data conversion vendors.

Project Manager (5/2019 – 3/2020)
State of Indiana Family Social Services Administration

Project to manage the creation of a team that will address different approaches to reduce the State of Indiana infant mortality rate by 200 babies by 2024.

Program Manager (05/2017 – 6/2019)
State of Indiana Family Social Services Administration

Project to build a modern state of the art state mental health hospital with role to:

- Establish, manage and facilitate the creation of monitoring of project plans and schedule across all facets of project to include construction, workflow and process transformation, technology, activation and commissioning, partner relationships and resource management
- Facilitation and management of risk and issue tracking
- Conduct training of Cerner electronic health record
- Provide communication and oversight to state leadership into project progress and status

Project Manager (11/2016 – 2/2017)
Indiana Hospital System, Uniform Data System (UDS) Reporting Project

Project to complete 2016 Bureau of Primary Health Care reporting requirements for Federal funding of primary health care for underserved populations.

- Establish and manage project plans and schedule
- Compile and consolidate legacy system data into UDS format
- Facilitate reporting and consolidation of new Electronic Health Record (EHR) System (Epic) into UDS format

Consultant (11/2016 - 3/2017)
Healthcare Payor Business Process Mapping (BPM) Project

Project to document current and future state workflows.

- Facilitate organizational process reviews
- Guide organizational leadership to document and understand how the business operates today
- Guide organizational leadership to identify areas to improve business operations

Project Manager (02/2016 - 09/2016)
Indiana Hospital System, EPIC EHR Installation Project

Project to implement the Epic EHR software at a central Indiana hospital and hospital-affiliated ambulatory sites. The netlogx team managed components of the overall implementation and provided support services for hospital implementation leadership.

- Managed site surveys and device deployment for the Epic project
- Planned and coordinated technical dress rehearsal (TDR) device testing

Project Manager (04/2015 - 11/2015)
Indiana Hospital System, Knowledge Management (KM) Project Management Office (PMO)

Serve as Project Manager for multiple KM projects, utilizing KM PMO tools and templates

- Managed multiple projects ranging from the hospital based Electronic Medical Record (EMR) to individual clinical departmental based applications
- Developed and managed project schedules, risks, and issues
- Motivated and coordinated matrix-based resources from the clinical, business, and IT functional areas

Project Manager (10/2014 - 4/2015)
New Mexico Human Services Department in the Information Technology Project Management Office

Responsible for the oversight of the New Mexico MITA SS-A project

- Managed the activities and deliverables to assess the State's "As-Is" and "To-Be" capabilities for its Medicaid enterprise
- Developed of assessments into reports and roadmaps for submittal to the Center of Medicaid Services (CMS) for the Advanced Planning Document (APD) funding for updates to the State's Medicaid Management Information Systems (MMIS)

Project Manager (10/2012 - 10/2014)

State of Michigan Portfolio and Project Management Office (PPMO)

The PPMO established processes and methodologies to enable the State to identify new projects and establish approval and prioritization processes for the Medicaid Services Administration (MSA). These processes enabled MSA to identify and focus scarce resources on the right work at the right time to benefit the recipients of MSA services.

- Created and managed the processes to provide the State with portfolio resource allocation forecasts; enabled proactive resource needs assessment, resource contention, and resource management
- Created and managed portfolio dashboard reporting tool to monitor project health for State bureau directors
- Created project governance process to allow the State to identify what is a project, assess the value, and prioritize how to allocate State resources across new project requests
- Managed Project Review process across portfolio of projects
- Mentored and developed State resources in project management methods and tools

Vision Solutions
Senior Product Marketing Manager

03/2007 - 09/2012

Accountable for go-to-market strategy and promotion for Windows server disaster recovery software product; created and implemented strategies to create brand awareness, education, and incentives across different market segments, partners and channels

State of WV DHHR BMS CRFQ 0511 HHR210000002 – PMO Services

- Established product strategies, roadmaps, and competitive analyses to ensure products were positioned in line with overall product strategy and market needs
- Conducted global webinars and product demos for customers, working with sales channels and key customers to identify needs and communicate product value
- Coordinated all product development activities to fulfill objective of commercially marketable product including research, project management, and release to market
- Collaborated with third party businesses to identify integration or partnership opportunities to improve current product portfolio
- Led a team of ten (10) in the development and maintenance of four (4) different software products

IU Health (Clarian Health) Program Director

07/2005 - 03/2007

Served as single point of contact for all information systems (IS) related needs and issues for Cardiology, Operating Room (OR), Emergency Medicine and Trauma Center, Hospice, Lab, and other smaller departments

- Established customer relationships with clinical departments, managing expectations and strategies around new business needs, resolving information systems issues, and improving customer perception of IS value
- Conducted vendor negotiations for new system selections and purchases

Cap Gemini Ernst & Young Manager - Consulting Clarian Health Project Management Office

05/2001 - 07/2005

Tasked with initiation, planning, execution, and close of various enterprise-wide business and departmental clinical projects.

- Managed two (2) to three (3) concurrent projects with budget values ranging from \$100 - \$400k
- Allocated resources across ten (10) different departments, three (3) physical locations, and multiple vendor sites
- Created, implemented, and managed the processes and methodologies needed to implement a PMO to manage projects in the outsourced IS department
- Developed and managed change management and communications processes associated with new and on-going projects
- Led the tracking and reporting of contract SLA performance for a multi-million-dollar account while managing the processes that identify, run, and manage projects for the IS organization

Ernst & Young Manager – Consulting (07/1997 - 05/2001) HIPAA EDI, Blue Cross Blue Shield (BCBS) of Michigan

07/1997 - 05/2001

Tasked with initiation, planning, execution, and close of various enterprise-wide business and departmental clinical projects

- Managed thirteen (13) team members in the development and implementation of an EDI Customer Management Strategy for 6,000 customers who transacted business using HIPAA EDI standards
- Developed, managed, and implemented communication strategies, testing strategies, internal process redesigns, and project work plans to enable Blue Cross to modify their business processes to meet HIPAA standards

New Business Development Manager (07/1997 - 05/2001)

Charged with acquiring and managing \$200K+ projects for a myriad of companies. Responsible for preparation, presentation, and negotiation of proposals

- Worked with Sales teams on follow-up and setting agendas for prospective leads for new business
- Created and organized presentations and supporting documentation for value-based selling of solutions
- Managed goals versus actuals reporting and follow-up with leadership and Sales teams

Operations Manager (07/1997 - 05/2001)

Customer Relationship Management (CRM) Software Strategy, Sales, Implementation & Management

Acted as Operations Manager for the national CRM team

- Analyzed and forecasted CRM sales, leads and wins and prepared national CRM business plans
- Monitored and developed on-going management processes and training sessions relating to the CRM team
- Developed a sales solution strategy for national high growth consulting team
- Created internal documents and presentations to instruct and prepare sales force for marketing to prospective clients

Consulting Manager (07/1997 – 05/2001)

Manufacturing Market Enablement

- Managed team of consultants to enable supplier communications for Honda Motors to allow for just-in-time delivery of parts to the automotive manufacturing plants.
- Redirected supplier relationships and practiced issue resolution to avoid downtime costs of \$10K per minute
- Propelled Ford Motor Company to be the first automotive company to sell cars online by employing project management methodology to its project; which included managing scope, staffing, client relationships, issues, and risks

Allison Transmission, Delco Remy

08/1991 - 07/1997

**Systems Engineer - Manufacturing Market Enablement
Electronic Data Systems (EDS)**

Led the pursuit, sale, and implementation of Visual Basic/Access system to track purchase requisitions for client, which allowed Purchasing to track and monitor the status of purchase requisitions submitted from all areas of the manufacturing plant

- Analyzed business requirements and assessed capabilities of technical project team to complete the proposal for client's system initiatives
- Performed enhancement, maintenance fixes for COBOL mainframe systems
- Completed eight (8) week Systems Engineer Training program in structured programming, testing, and implementation to support new project initiatives

Education

Butler University

2009

- Master of Business Administration in Finance

Indiana University

1991

- Bachelor of Science in Computer Information Systems

Professional Development

- **University of Limburg**

1990

- Six (6) month study of European economic, manufacturing, and business practices
- Emergency Medical Technician (EMT-B) **2003**

Certifications

- Project Management Professional (PMP) **2003**
- Professional Academy of Healthcare Management (PAHM) **2000**

Lead MMIS Project Manager

Lead MMIS Project Manager

Profile

IT professional for over thirty-five years. From minis to mainframes to server-based solutions, experience includes programming in multiple languages, analysis, structured life cycle methodology, process development, leadership, supervisory roles, project management, and team management. Industries include automobile manufacturing, banking, credit card, and healthcare (including Medicaid). In addition, has been involved with X12 transactions, HIPAA transaction and security/privacy compliance, and was part of the ANSI X12 835 transaction committee.

Work Experience

Turning Point Global Solutions **01/2020 – 07/2020**

Data Manger

Work in conjunction with the data team to plan and execute data-related solutions for the project.

- Responsible for data conversion plan for a large-scale Medicaid project.
- Responsible for ensuring data integration between various module vendors as part of a cloud-based solution

Atos Syntel Corporation **06/2019 – 01/2020**

Project Manager/Senior Consultant

Project manager for multiple simultaneous projects in support of Humana.

- Use of Microsoft Project, Azure, and Clarity to drive projects to successful completion based on monthly implementation schedule

DXC Corporation **10/2018 – 05/2019**

Project Manager/Data Manager

Project manager for transition of Idaho Medicaid SSIS environments from 2008 to 2014 version.

- Continued support of the Project Management Office for West Virginia Medicaid by functioning as a project manager for multiple change requests
- HR manager for team of transformation rules analysts

Molina Corporation **04/2011 – 09/2018**

Project Manager/Data Manager

Supported the Project Management Office for West Virginia Medicaid by functioning as a Project Manager for multiple change requests.

- HR manager for team of transformation rules analysts
- Manager for team of transformation rules analysts focused on Care Management and Financial Management MITA areas on the NJ Medicaid DDI project
- Led team of 30 professionals including analysts, SSIS programmers, and SSRS programmers for the New Jersey Medicaid replacement DDI project in a matrix organization, including:
 - Conversion of legacy data from mainframe and Oracle sources to our SQL Server platform
 - Implementation of hundreds of interfaces and reports to support the new system.
- Led a team of technical analysts and programmers in a system upgrade of our solution from version 4.7 to version 5.0 for the U.S. Virgin Islands Medicaid system, including development of an estimation tool that will now be used across future projects in the Data Management Group
- Led a team of technical analysts and programmers in converting our solution to support new federal regulations regarding the use of ICD-10 diagnostic and procedure codes to replace the ICD-9 standard set (State of West Virginia and the U.S. Virgin Islands Medicaid systems)
- Led a team of Transformation Rules Analysts (TRAs), Reports programmers, and Extract, Transformation, and Load (ETL) programmers in support of the implementation of the first ever United States Virgin Island (USVI) Medicaid system, including:
 - Development and enforcement of the work plan for all activities related to the movement and retention of data between the USVI and Molina
 - Allocated resources, driving the effort for the interfaces and reports, and serving as a liaison between multiple implementation teams
 - Coordinate third-party vendors to define interfaces necessary from these sources
 - Coordinated with DBA team to ensure environments created correctly for Development, Systems Integration, User Acceptance Test, and Production environments
 - Coordinated with the UC4 team for the creation and scheduling of run books for test and production and coordination with the file transfer team for the setup and testing of FTP jobs
 - Met with client to define and document requirements and deliverables from an interface standpoint and provide input into the Detailed System Design
 - Created scopes of work and change requests for those items not covered by the initial contract and presented these to the client for approval
- Led the Baseline Interface Project for the purpose of building a 'baseline' solution list consisting of existing interfaces to be reused in the event of a new DDI opportunity
- Develop questions and responses regarding RFPs from multiple states who were looking for Medicaid Management Information Systems (MMIS) solutions.

ACS Corporation

01/2008 – 04/2011

Manager of Data Analysis

Led a team of data analysts in support of over seventy clients, including multiple State Medicaid systems, audit clients, and users of healthcare related government subsidy programs.

- Data quality assurance utilizing tools including T-SQL, Excel, SFTP, and Microsoft Project (pharmacy claims, medical claims, medical prescriber, pharmacy provider, recipient, prior authorization, preferred drug lists, and covered drugs)
- Responsible for project prioritization, resource management, report generation, and HIPAA changes that affected data, ongoing process improvements, RFP/proposal writing, and project estimates
- Performance evaluation and delivery, salary planning, and team member development

Unisys Corporation (Software Engineer 2)

06/2001 – 01/2008

Analyst

West Virginia Medicaid

Analyst for WV Data Management Group.

- Creation and maintenance of a project work plan for the Data Management Group, data validation, scope of work and costing model creation, and customer interaction
- Data Management Group team in support of the West Virginia Medicaid customer as an Informatica programmer, working with Prior Authorization enhancements, and Pharmacy and Medical claim extracts using Informatica's PowerCenter product

Project Manager

Louisiana Medicaid

Project Manager for the LA PACE project. Responsible for all facets of LA PACE project success including development, testing, implementation, quality control, and customer acceptance.

- Coded Informatica mappings, sessions, and workflows to support the LA PACE implementation
- Wrote program specs for mainframe programs that interface with Informatica for the LA PACE project
- Wrote DSD sections for the LA PACE project having to do with interfaces between the mainframe and QNXT, also involving Informatica
- Helped with evaluation of HIPAA transaction format usage (i.e. 834 vs. U271 for roster creation)
- Increased Informatica knowledge by training as backup for Informatica administration functions (moving mappings, sessions, and workflows from test to production, etc.)

EDI and Conversion Team

West Virginia Medicaid

Used Informatica ETL tool to extract information from MMIS and Interface files in order to populate QNXT EDIUI database tables. This includes creating and testing mappings, workflows, and sessions in Informatica and using SQL queries to validate results.

- Technical manager for Massachusetts Bulletin Board System Enhancement project, Technical Solutions manager for the BCTF project (see below), and Lead coordinator for Unisys ASC X12 participation, including trimester meeting attendance. Representative on ASC X12 Remittance Advice (835) national work group.
- Wrote technical response to State of Tennessee RFP that resulted in us getting on the "short list" of vendors for Non-Medicaid HIPAA projects
- Helped respond with cost analysis for multiple SOWs, including SOW 8 for the Tennessee TennCare HIPAA Privacy Assessment, which we won
- Served as Technical Manager for this SOW
- Assisted with HIPAA Privacy Rule orientation session, conducted process interviews and Privacy departmental walkthroughs
- Use of HIPAA EarlyView tool to record findings
-

Technical Solutions Manager/ Primary Customer Contact

Bakery and Confectionary Union Trust Fund HIPAA Project

Responsible for Microsoft Project work plan creation and updates for this project

- Served as point person for Non-Medicaid HIPAA opportunities, including proposal support
- Helped determine scope and solutions for HIPAA requirements, gaps, and remediation

- Coordinated translator mapping team resources and results across multiple physical and organizational boundaries

Unisys Corporation

11/1999 – 06/2001

Software Engineer 3

Functioned as the Configuration Manager and then Richmond Site Lead for the KY HIPAA project.

- Work plan development and maintenance and resource management
- Led effort for requirements database, involved in design of issues database and integration planning of Gap tool with multiple interfaces
- Shared responsibility for customer deliverables
- Ensured ISO9000 compliance for documentation and helped coordinate communication processes across multiple physical sites
- Worked on NJ MMIS, involved in the creation of a requirements database using Rational RequisitePro
- Provided information to third party vendor for business rule documentation software to help efforts in evaluating their tool
- Technical writer for New Jersey, Massachusetts, and Oklahoma proposals
- Worked briefly on Kentucky duplicate recipient problem
- Team lead for Kentucky documentation project (preparing DSD and User Manual documentation for the new GUI development windows)
-

Consultec, Inc.

03/1999 – 11/1999

Senior Consultant/ Technical Team Lead

Lead team of 7 professionals in Y2K system testing efforts for the Iowa State Medicaid System

- Performed technical duties including JCL conversion and mass recompiles of source code for LE370 using MVS/TSO and batch File-aid
- Responsibilities included coordination of resources, documentation, testing, and mentoring in relation to the Y2K testing process
-

Electronic Data Systems Corp., Richmond Information Solution Center, Richmond, VA

1997 – 03/1999

Senior Consultant/ Technical Team Leadsoftware

- Created and modified de-conversion programs (COBOL II), JCL and catalogued procedures, in support of the First Union buyout of Signet Bank
- Applications I was responsible for included Customer Statements and COLD storage
- Supported major credit card company in conversion to new system (using COBOL and Easytrieve Plus)
-

Electronic Data Systems Corp., Signet Bank, Richmond, VA

1994 – 1997

Systems Engineer Supervisor

Supervised Deposits team of 8-12 professionals ranging from new employees to Senior Systems Engineers who operated using IMS, DB2, CICS, COBOL and Assembler on an IBM mainframe. Use of Microsoft Office including Word, Excel, and MS-Project on an EDS developed WAN.

- Salary administration
- Hiring/firing input and documentation, financial planning, resource leveling, on call production support escalation, technical and procedural directives, career planning, project management
- Responsible for successful project implementations in a multi-million dollar environment
- Technical development utilizing Custom Statement Formatter (CSF) to produce customer bank statements

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Electronic Data Systems Corp., General Motors Corvette Assembly Plan, Bowling Green, KY 1990 – 1994
Systems Engineer

Account “Teamwork Vision” owner.

- Proposal costing and development
- Project leader and ongoing support for the Flexible Scheduling System (FLEX) and the Quality Control Discrepancy Monitoring System (QCDDM)
- Project leader for movement of systems to remote processing location using standardized project management tools and processes
- Primary support for Manpower Control System and miscellaneous financial and personnel systems
- Technology used was TSO, PL/1, JCL, ISPF, and EZTRIEVE Plus in an IBM MVS/XA environment
- Self-directed work team environment, utilizing quality and teamwork methodologies
-

Electronic Data Systems Corp., General Motors Mansfield Metal Fabrication Plan 03/1990 – 10/1990
Systems Engineer

Commercial (IBM) Programming Team

- Wrote and supported new applications and maintenance of legacy systems in an IBM MVS/XA environment using EDS Systems Life Cycle Methodology
- Close customer interface on a continual basis
- Tools included PL/1, JCL, TSO, ISPF, and FAMUS (Assembler)
-

Electronic Data Systems Corp., General Motors Mansfield Metal Fabrication Plan 12/1989 – 03/1990
Systems Engineer

Team Leader of Customer Support Team.

- Direct supervision of employees concerning problem identification and resolution, performance appraisals, and performance based salary adjustments
- Primary individual responsible for customer satisfaction of 1200 General Motors employees
-

Electronic Data Systems Corp., General Motors Mansfield Metal Fabrication Plan 02/1988 – 12/1989
Systems Engineer

Customer support Team.

- Personal computer hardware/software installation and maintenance, PC costing/proposals, data communications, ACF2 security officer, helpdesk functions, PC product evaluations, and customer interface
-

Electronic Data Systems Corp., General Motors Mansfield Metal Fabrication Plan 11/1986 – 02/1989
Systems Engineer

VAX Programming Team.

- Wrote new applications and supported vendor based code in a VAX/VMS environment
- Tools included FORTRAN and FMS (Forms Management System)

- Primary support for both Coil and Blank Automated Storage and Retrieval Systems

Electronic Data Systems Corp., General Motors Advanced Development Center **02/1986 – 11/1986**

Systems Engineer in Development (SED) Phase III

- Programming in a VAX/VMS environment and personal computer hardware/software support
- VAX tools included FORTRAN and Forms Management System (FMS)

Electronic Data Systems Corp., EDS Corporate Training Center, Plano, TX **11/1985 – 01/1986**

Systems Engineer in Development (SED) Phase II

- Intense ten week technical training consisting of 18 hour days, 7 days a week in JCL, COBOL, ALC, and Account Simulation

Electronic Data Systems Corp., General Motors Pontiac Engine Plant, Pontiac, MI **03/1985 – 10/1985**

Systems Engineer in Development (SED) Phase I

- Personal computer hardware/software support, heavy customer interface

Education

Morehead State University **1984**

- Bachelor of Business Administration (Data Processing)

University of Kentucky **1982**

- Associate of Arts, Ashland Community

University of Kentucky **1981**

- Associate of Science, Ashland Community

Certifications

- Certified Project Management Professional (PMP)
- Certified Scrum Master (not current)
- Intro to HTML
- HIPAA 101 – Transactions and Code Sets Compliance

Lead Child Welfare Project Manager

Lead Child Welfare Project Manager

Profile

Consultant is an experienced project manager with 7 extensive years working in Child Welfare for Washington, D.C. Consultant has experience leading all aspects of Child Welfare Projects, including Capacity Planning, Resource Allocation, Project Documentation, Client Engagement and Change Management. Consultant has created and

executed over 500 new or updated procedures to ensure flawless implementation and adoption of new processes in Child Welfare. Consultant's experience includes enhanced project wide efficiencies by creating 30+ filters and dashboards in QuickBase to monitor the progress of 400-500 bugs and enhancement tickets as well as introduced innovative mobile tools for automating social worker in Child Welfare business processes that allowed for nimble and multi-channeled approaches to solving problems. Consultant also has extensive experience in Business Analysis, Business Process Re-engineering, Business Process Design, Modeling and other core areas of Business Analysis like Effective Requirement Gathering and Documentation. Consultant's working expertise continues in Software Development Life cycle (SDLC), Project Life cycle, Business Process Modeling (BPM), and Software Development Methodologies including Agile, Rational Unified Process (RUP) and Waterfall.

Work Experience

Child and Family Support Agency

02/2014 – Present

Program Manager/I.T. Senior Consultant

Child and Family Support Automated Case Management System

Implemented a new Case Management System (Avoka) in CFSA to replace manual processes in Child welfare. Also, led a team to integrate Avoka with Faces.Net by developing API Calls. Other Integration included Secure Sign On and Tableau with Avoka Case Management System.

- Project Manager for Avoka Case Management System. Solution supports of a SaaS model servicing over 1000 Users agency wide
- Introduced innovative mobile tools for automating social worker in Child Welfare business processes that allowed for nimble and multi-channeled approaches to solving problems
- Led team of designers and developers in the Avoka creation, development and deployment of 40+ manual processes Agency wide
- Analyzed and Created business process documents, designed electronic forms and development, and tested automated workflows within Avoka transaction manager and form data. Created technical documentation of forms including process, code, design, and field definitions
- Led a team of developers to integrate Single Sign On with Avoka CMS platform
- Avoka project was an Agile "lite" project. We had standard waterfall deliverables (project plan, functional / nonfunctional requirements documentation, design documentation, etc.), but we developed forms with an iterative process including prototyping and customer reviews during each development cycle
- Conducted a comprehensive consolidation of in place manual processes to identify common data elements and/or redundancies across forms; designed 40 unique and reusable form widgets and blocks, which effectively eliminated ~50% of form fields across analyzed forms to improve customer experience
- Successfully led a team of engineers and analysts to organize interview sessions with various business unit leaders; delivered critical documentation with business requirements and providing gap-analysis for DC CFSA within two months – on time and within budget
- Participated in the QA life cycle System testing, Integration testing, Regression testing, Build Acceptance, User acceptance testing (UAT)

CGI Federal

02/2012 – 02/2014

Consultant/Business Analyst

Project 1 - Department of Justice (DOJ): The scope of project was to upgrade DOJ from Momentum financials 6.0 to 7.0. This upgrade included number of enhancements and defect fixes in Acquisition, budgeting and credit card modules.

Project 2 - Corporation for National and Community Service (CNCS): The scope of the project was to implement Momentum Financial 7.0 to the agency.

- Specific Utilized Agile methodology to offer a detail view of the requirements and included entity classes, and use cases
- Conducted highly interactive JAD sessions with project's stakeholders such as users, QA Analysts, and project management team, identifying and resolving issues
- Created visual models for the various processes of the application using MS Visio and produced use cases, sequence diagrams, and activity diagrams
- Conducted walkthroughs with the end users and stakeholders to gather the modification requests from the users for the application upgrades
- Gained working knowledge of understanding SQL codes, running queries and analyzing data
- Analyzed business requirements and segregated them into high level and low level Use Cases, activity diagrams / State Chart Diagrams and Robustness Diagram using Rational Rose according to UML methodology, thus defining the Data Process Models
- Created different tables in MS Access for every module
- Created Forms and Reports in MS Access
- Assisted user testing of systems in developing and maintaining quality procedures, and ensuring that appropriate documentation is in place
- Evaluated existing tables/views/aggregates and provided recommendations to improve performance and reporting capability
- Efficiently interacted with designers and software developers to understand application functionality and navigational flow and keep them updated about business user's specifications
- Participated in the QA life cycle System testing, Integration testing, Regression testing, Build Acceptance, User acceptance testing (UAT)
- Reported the weekly progress of the Automation testing process
- Created reports and bug tracking using Quality Center
- Confirmed requirement fulfillment with business sponsors for approvals on the prepared documents
- Environment: Visual Basic 6.0, Quality Center, MS Visio, MS Word, Excel, PowerPoint, UML, MS Project, MS Access, PL/SQL, Remedy, Sharepoint

LPL Financial

11/2010 – 02/2012

Business Analyst

- Gathered business requirements by participating in JAD sessions, interviewing business users and stakeholders, conducting one to one sessions and consulting existing systems documents
- Coordinated with requirement analysis team to finalize the scope of the project
- Created and updated the Functional Documents including Business Requirement Document (BRD), Functional Specification Document (FSD), Requirement Traceability Matrix (RTM), Use Cases and Wireframes, Data Mapping Documents and Data Dictionary
- Participated in daily Scrum Meetings to discuss project progress and required steps to meet deadlines
- Participated in Business Process Design discussion and brainstorming sessions
- Created and maintained Work Flow diagrams including Activity Diagrams, Class Diagrams, and Sequence Diagrams, Data Flow Diagrams using MS Visio
- Created wireframes and UI Mockup Screens using MS Visio and MS Office
- Maintained Requirement Traceability Matrix (RTM) for tracking the progress of requirements
- Participated in Data and Process mapping sessions and create Data Mapping documents in coordination with the development team
- Created and maintained user stories in JIRA for better understanding of the requirements for the development team. Also used JIRA for bug tracking

- Run SQL Queries in Production and Development Databases using SQL Developer to understand Data Flow for effective Data Mapping and for creating Data Flow Diagrams for better understand the impact of the application
- Acted as a liaison between Business and Technical teams
- Involved in creating and documenting Test Plan and Test Cases in Quality Center
- Maintained document repository on SharePoint to ensure that any change to the systems documents is communicated effectively to the entire team and business users in a timely manner
- Environment: MS Visio, MS Office (Excel, Word, PowerPoint), Agile / SCRUM, Quality Center, JIRA, SharePoint, SQL, Confluence, iRise 8.0

Real Network

09/2008 – 11/2010

Business Analyst

- Gathered and maintained requirements for Data Consolidation project (DC)
- Conducted requirement gathering sessions and created Data Mapping and Data Dictionary documents
- Successfully translated business needs into operational requirements
- Conducted requirement gathering sessions through JAD sessions and interviewing SME's
- Proactively work with people at all levels, functions and areas to ensure that the project is successful and communication is clear, accurate and effectively delivers the intended message
- Documented As Is and To Be Process Flows
- Created business process modeling, use cases, data flow and control flow diagrams to discover, validate and set prioritizations for requirements that I can gather feedback from all stakeholders working towards the final document

Education

George Mason University

- Bachelor of Science in Accounting
 - Certificate Course in Business Analysis, OPAM, VA

Certifications

- PMP
- Scrum Master
- Security Clearance: Top Secret

General Project Manager

General Project Manager

Profile

Technically sophisticated project manager with 11+ years of experience in Project Management, Business Analysis, Health Care Billing and Claim Processing, Medicaid, Medicare, Data Analysis.

Skills

- **Functional** – Project Management, Requirement Gathering, Technical Analysis, Risk Analysis, Data Mapping, Process Improvement, Project Implementation, GAP Analysis, Testing and Auditing, Regulatory Compliance, and Healthcare Claims and Billing

Work Experience

Health and Family Services (Illinois Medicaid) , Springfield, IL
02/2018 – Present

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Encounter Claims Manager

- Developed and Implemented Encounter Utilization Monitoring Process for State of IL Medicaid.
- Lead Multiple projects to implement Waiver, SUPR (Substance Use Prevention and Recovery), 1115 Pilot, Transportation, and Medical claims.
- Facilitate planning sessions with Project Team, Sponsor, SMEs, and developers to build project scope
- Kept Track of the projects and provided updates to Higher Management.
- Served as the liaison for the Healthcare and Family Services with MCOs, Fiscal Agent, Business Units, Actuaries, and Vendors.
- Formulate impact assessment sessions with the project team to identify potential impacts.
- Served as a member of the Change Control Board (CCB), approved and prioritized Projects and Change Requests (CR)
- Reviewed projects, CSR and issues with Fiscal Agent, Business Owners, and IT team on a daily/weekly basis
- Developed Encounter Submission Manual for State of Illinois as described in legislature.
- Developed Critical Crosswalks to improve encounter submissions, Encounter Error Code Resolution document as part of Encounter Submission Manual.
- Developed process improvement workflows, business templates, and performance assessment documentation standards.
- Day to day activities were to monitor claim submissions, provide guidance on 999s/TA1 errors, validate claim structure and provide assistance to MCOs for claim corrections, explain HFS business rules with accepted claims examples, validate recipient and provider enrollment, validate inappropriate rejections of claims and report system issues, validate weekly remittance advise and report issues
- Provided support to OIG (Office of Inspector General) for transportation and psych claims investigations.
- Prepared technical requirement document for MCOs testing and on boarding for 837s and NCPDP.
- Monitored encounters submissions for quality of data, guided plans to achieve desired acceptance rate.
- Certified plans to move to production after successful completion of various testing cycles.
- Provided detail analysis to MCOs to overcome major claim submission errors.
- Created business requirement documents for ICP, FHP, MMCP and MMP plan type.
- Prepared test plans, test cases, entry and exit criteria for testing.
- Prepared documents for external agency testing guidelines.
- Coordinated the testing effort for End-to-End Testing and User Acceptance Testing.
- Manually created claims for 837I and 837P to create clean claims that matches testing scenarios.
- Provided X12 error resolutions using 837 companion guides and implementation guides
- Provided X12 structure guidance to avoid TR1/999 rejections.

Horizon BCBS of NJ, Newark, NJ
09/2016 – 02/2018

Lead BA and Project Coordinator

- Managed development team for integrating all Facets Core and custom batch and automated processing, including support for Facets Core inclusive of claim, membership, billing, and provider management processes through both HIPAA EDI and ITS business pathways and performing data-analytics to ensure efficient application architecture
- Monitored Encounter Submissions to State of New Jersey
- Lead team to increase successful encounter submissions to achieve 98.5% acceptance rate
- Developed and automated reports to get update daily encounter claims dashboard
- Worked collaboratively with claims and provider network team to transfer business rule from claims to encounter conversion
- Lead project to integrate enrollment and eligibility file (834) to eligibility module of facets
- Developed process to monitor TPL to claim payable amount
- Worked on Prior Authorization, Claims Systems, member enrollment and eligibility, TPL, PPL, and Customer Service Requests.
- Responsible for the full HIPAA compliance lifecycle from gap analysis, mapping, implementation and testing for Medicaid Claims.
- Proficient using SAS Enterprise Guide 6.1. Provided analytical support utilizing SAS to cleanse claims data for EDI encounter submissions and ad hoc data analysis.
- Developed various reports to monitor claims inventory, dollar over payment to providers, member's fall off report, TPL and PPL payment reports and various ad hoc reports as requested.
- Prepared monthly encounter error reports to monitor encounter rejections and provide a fix to Trizetto with state of NJ guidelines.
- Developed different reconciliation reports to provide end to end data analysis.
- Validated various gaps between MMIS and Trizetto system in terms of data and provided guidance to Trizetto to close these gaps.
- Worked closely with Government Affairs, regulators and third parties to identify potential impact of new legislation and regulations on encounter data reporting.

Computer Science Corporation, Albany, NY
03/2016 – 09/2016

Senior Business Analyst

- Conducted multiple JAD sessions between various organizations such as DOH eMedNY, WMS, DOH - ITS, to elicit system requirements using stakeholder analysis, RACI chart, user stories and use cases.
- Created Requirement Specification Document (RSD), Technical Specification Document (TSD) Enhancement Specification Document (ESD) and Interface Control Document (ICD) for the implementation of functional areas across Eligibility and Enrollment, Back Office Tracks.
- Updated the existing system with new 834 data allocation for Health Care Reform Health Insurance Exchange (HIX) Population.
- Worked on several Change Requests (CRs), Action Items, Process Flow Diagrams (UML), and Use Cases.
- Maintained a high level of documentation in respect to requirement gathering, keeping track of the product evaluation documents and any agenda received from the meeting or any progress status of the project.
- Interacted with the SME's to gather requirements for eligibility and enrollment.
- Interacted with Customer Service and Back Office SME's for requirement gathering.

State of WV DHHR BMS CRFQ 0511 HHR210000002 – PMO Services

- Responsible to triage defects/data issues/deficiencies from Rational Team Concert (RTC) to SIEBEL, and transaction log.
- Responsible to maintain the defect log that traces back to requirements and test cases.

Health and Family Services (Illinois Medicaid) , Springfield, IL 03/2013 – 03/2016

Lead Business Analyst/Project Manager

- Kicked off ICD-10 implementation project for State of Illinois.
- Created project charter, identified stakeholders across agencies of State of Illinois
- Prepared Impact Analysis and GAP analysis documents for ICD-9 to ICD-10 Conversion
- Prepared design documents of Procedure and Diagnosis Database for ICD-10
- Used various requirement elicitation techniques such as document analysis, interviews, prototyping, use cases and survey/questionnaire. Conducted JAD sessions to elicit, document and confirmed high level business requirements.
- Created various documents such as Business Requirement Documents (BRD), Functional Requirement Documents (FRD), and Technical Requirement Specification, Conducted impact assessment sessions along with the project team to identify impacted functional area by ICD- 10.
- Prepared various UML diagrams, process flow diagrams and Data flow diagrams.
- Performed system analysis, trend analysis, data analysis, and historical claim assessments.
- Conducted planning sessions with Project Team, Sponsor, SMEs, and developers to build high level project scope.
- Conducted joint requirement gathering session along with the product team to capture ICD-9 to ICD-10 Code conversion rules.
- Conducted technical analysis of programs (JCL files) to identify impacted programs and gather technical requirements.
- Created technical requirement document for new Data Base for ICD-10. (procedure and diagnosis database)
- Prepared test plans, test cases, entry and exit criteria for testing.
- Prepared documents for external agency testing guidelines.
- Coordinated the testing effort for End-to-End Testing and User Acceptance Testing.

Mednax Medical Group, Sunrise, FL 02/2011 – 03/2013

Business System Analyst

- Created artifacts such as Business Requirements Document, Requirements Models, Functional Speciation documents, UML diagrams, GAP analysis documents.
- Conducted business analysis on claim processing such as Claim Adjudication and Claim Reimbursement
- Validated and prepared requirement document for X12 transaction 270/271, 276/277, 835, 837.
- Determine which claim system to interact with to display data on the UI.
- Provided production support including backup/recovery/archiving, job scheduling and monitoring, performance management, upgrades and patches (OS and application), and migrations (code and data).
- Interacted with Claim Adjudication, Claim Reimbursement and Billing and Banking SME's to finalize business requirements.
- Worked with Associates and understand the business rules, systems and integrate them into the requirements document and generate test cases and test data.

- Translated the requirements to the developers and guide the team when issues arise related to business requirements.

DHS Sacramento, CA

11/2009 – 01/2011

Senior Business System Analyst / UAT Tester

- Effectively communicated with all stakeholders by blending appropriate levels of technical and business detail to ensure issues were thoroughly understood and maintained relationships with clients, peers, vendors and management
- Facilitated the Full system re-design and modernization of Case Management Information and Payrolling System for the In Home Supportive Services program and helped integration of Curam with CGI Advantage Financial and HRM, BO & BIS
- Conducted FIT-GAP analysis between legacy CMIPS and Curam and designed system use cases
- Customized Curam to resolve timesheet issues and helped counties respond to provider inquiries regarding timesheet/payroll
- Enabled CMIPS II to receive notification of Medi-Cal terminations and send appropriate SAWS application notifications
- Reviewed electronic claims and processed data as required into the claims system, resolved computer generated correct conditions, and determined the correct payment amount
- Developed & delivered status reports, proposals, and requirements documentation to senior leadership and key stakeholders
- Consumed Web Services to get the data in XML format, validated the data with XSD and then transformed the data with XSL/XSLT to display it in HTML format

Education

Nirma Institute of Technology

Bachelor of Engineering

Certifications

- PMP Certification end date: 08/2022
- Scrum Master Certified Issued 10/2019, no expiration
- SAFe POPM Issued 05/2020, no expiration

General Project Manager

Profile

Healthcare IT Professional with comprehensive background in Medicaid Enterprise DDI and Operations, Medicaid enterprise strategic planning; current understanding of CMS Certification, MMIS RFP and APD development, business analysis, system design and development experience; areas of expertise are Provider Management, FFS Claims Adjudication, Pharmacy Benefit Management, and Prior Authorization. Healthcare IT Project Management and Business Analysis experience in all phases of the MMIS modular SDLC; experienced with Project Management methodology, processes, and artifacts integrating PMBOK principles, CMS Certification MECL principles, and practical Medicaid Enterprise integration principles.

Skills

- **Functional** - Medicaid Enterprise System Implementations; MMIS Systems in 14 States; MITA 3.0 Business Processes; CMS MECT v2.3 Certification Requirements (MMIS, MEET and 5 Common CMS Checklists), and CMS' MECL; State Procurement Process; CMS' Conditions and Standards; Development of PAPDs, IAPDs, IAPD-U's, and OAPDs; Business, Functional, and Technical Requirements

Work Experience

Cerner Corporation

7/2019 – Present

Lead Engagement Owner/MMIS Certification Manager

Serving as Cerner's MMIS Enterprise Data Warehouse Certification manager for the state of Montana

- Overseeing the development of Certification Evidence Packets (CEPs) for 182 System Review Criteria for the MT Medicaid Enterprise Data Warehouse module
- Serving as the Medicaid Enterprise System Certification expert and supporting project executives and project architects
- Ensuring the methodology and solution support clients efforts to achieve MMIS/MES/MECT 2.3 certification
- Supporting the development of the PMO structure, methodology, and tools for the MMIS market
- Supporting activities including client event planning and coordination, team communication, and status reporting

Optum

8/2018 – 5/2019

MMIS Associate Director, Requirements Traceability Matrix & Certification

Developed MMIS Requirements Traceability Matrix (RTM) and loaded into ALM; mapped RFP

Requirements to MECT AND MEET v2.3 System Review Criteria (SRCs); assisted with development of Certification project schedule and plan from MMIS module contract award through R1, R2, and R3

Milestone Reviews

- Completed mapping of MEET SRCs to RFP requirements for load into HP ALM
- Ensured timely and effective execution of all CMS certification deliverables
- Followed Request for Proposal (RFP), state MMIS proposal, and Medicaid Enterprise Certification Toolkit (MECT) and/or Medicaid Eligibility & Enrollment Toolkit (MEET) policies and regulations
- Assisted in the development of detailed project schedule work plans.
- Collaborated with State and IV&V vendor to determine vendor assignments for system review criteria
- Coordinated development of system review criteria evidence packets
- Collaborated with State and IV&V vendor to prepare and conduct milestone reviews
- Worked with State and IV&V vendor to coordinate responses to post-review action items and corrective action plans
- Developed mitigation strategies to manage potential risks and issues related to certification

Speridian Technologies, LLC, Vermont Agency of Human Services

2017 – 2018

MMIS Program Manager

Supported the Design, Development and Implementation (DDI) activities of Vermont’s Medicaid Enterprise System (MES). Particular focus on strategic planning for procurement of Medicaid modules (PBM, Care Management, Provider Management, Program Integrity, Business Intelligence, Operations Management (Claims Processing, PA, Reference).

- Played major role in planning and conducting Vermont’s Certification of their Pharmacy Benefit Management (PBM) module receiving approval of CMS Certification (03/2018)
- Using best practices from previous MMIS related experience to guide current MMIS project implementations
- Oversees development of statements of work, scope/priority definitions, project charters, PPU’s, and the creation of budgets and schedules for large complex projects within the MMIS program
- Oversees the selection of assigned personnel for roles within projects
- Works with vendor management and business leads to define point(s) of contact with contract/vendor program management
- Performed ongoing review of program status; identifies risks. Documents program progress including implementation, timelines, issues, risks and successes to maintain program course. Assesses results and determines and implements risk mitigation solutions as appropriate
- Worked as a member of the MMIS Steering Committee with the Medicaid Director, Certification Lead, IT Technical Director, and Program Business Sponsor/Lead ensuring awareness, collaboration and progress across the MMIS program
- Interfaced with team members, stakeholders and management to anticipate and manage changes to projects, such as but not limited to, technical requirements, business requirements, project scope, project budget, and project schedule
- Determined when additional resources are needed and implements same. Identifies or gathers information regarding possible solutions that may create additional, different or unique project objectives or results
- Prepared and recommend program operating and personnel budgets for approval. Monitors spending for adherence to budget, recommends variances as necessary. Balances program resources (people, budget, materials, time) to optimize program objectives for several large, complex, projects

JSE Consulting

2016 – 2017

MMIS Consultant

Project Manager and Senior Business Analyst for the modernization of the Nebraska MMIS

- Business process analysis and performance assessments for the assigned projects
- Develop APDs & CMS Certification plans for selected Medicaid Enterprise System (MES) modules
- Define project scope and project work plans for Project Integration of MES modules
- Liaison role between business and IT verticals, produce business designs that integrate functionality

Cambria Solutions, Inc.

2015 – 2016

MMIS Project Manager, FL MMIS

Project Manager responsible for implementing and overseeing deliverables

- Participated in the development and presentation of business development proposals, including writing or evaluating RFPs, RFQs, RFIs and IAPDs
- Develop and maintain key client relationships, including Medicaid CIO and Executive Director
- Adherence to PMBOK methodologies, i.e. building and managing project plans, managing project expenses within the allocated budget, and managing project risks and issues

TM Floyd & Company, Raleigh, NC

2015 – 2015

Medicaid Claims Consultant

- Technical Medicaid subject matter expert to define & resolve problem with high tech radiology and ultrasound claim/PA mismatch resolution between NCTracks and eviCore

Quality Software Services, Inc. (QSSI)

2014 – 2015

Project Manager/Senior Business Analyst

Worked on Medicare/Medicaid Data Matching Pilot project, which loads and algorithmically matches Medicaid provider and beneficiary data against Medicare provider and beneficiary data in CMS' Integrated Data Repository (IDR). Match beneficiary/provider data against claims data in an effort to identify fraud, waste, and abuse

Software Consortium, Inc.

2013 – 2014

Senior Medicaid Program Advisor

Collaborated with stakeholders of the MHBE, Maryland Dept. of Health and Mental Hygiene (DHMH), MD Department of Human Resources (DHR), and MD HIX IV & V staff to facilitate/resolve program design and development issues.

- Write PAPDs, IAPDs, IAPD-Us, and OAPDs to receive additional CMS funding for the MD HIX project

CSC/Maricom, CMS Master Data Management

(MDM) \$105 million Contract

2012 – 2013

Senior Business Analyst/Medicaid Subject Matter Expert

Provided enterprise data services, identity resolution for Medicare and Medicaid beneficiaries and providers to support the agency's information systems.

CGI

2011 – 2012

Senior Consultant

Advisor for DDI of Colorado Health Benefit Exchange project MMIS Deputy Project Manager on procured MMIS contracts, health care systems consultant on assigned projects.

Chip, Survey & Certification (CMCS)

2010 – 2011

Medicaid Health IT Specialist

Reviewed State Medicaid Health Information Technology Plans (SMHP's) and Implementation Advanced Planning Documents (IAPD's) from State Medicaid programs for completeness and accuracy to approve/deny requests for CMS funding for Electronic Healthcare Provider Incentive Payment.

CNSI, SDMMIS Project

2008 – 2010

Medicaid Subject Matter Expert

Functional Team Lead for Provider Management and Prior Authorization teams implementing transfer from legacy MMIS to web-based South Dakota MMIS.

Arkansas Blue Cross & Blue Shield

2004 – 2008

Team Lead/Senior Business Analyst

Worked with AR Blue Cross/Blue Shield’s claims processing system (private business side of BCBS) managing projects from initial specifications through implementation.

Beverly Enterprises (Golden Living)

1993 – 2003

Project Manager

Managed numerous IT projects related to Medicare and Medicaid billing and collections for Beverly’s 400+ nursing facilities. Effectively streamlined Beverly’s Therapy Interface Project billing and collection process of therapy services.

Education

Arkansas State University

- Bachelor of Arts Degree in Sociology

Professional Development

- CMS’ Contract Officer’s Technical Representative Training Certification
- Project Management & MS Project Project Management
- Time Management, Consulting DP Professionals, Medical Terminology, ICD-9-CM Diagnosis Code

Certifications

- Project Management Professional (PMP) (Pending) 05/2021

Project Manager Support Staff

Project Management Support Staff

Consultant has an active knowledge of organization, teamwork, problem-solving, participation in meetings, and communication allowing her to coordinate project efforts based upon individual project needs. Currently, Consultant provides support for the Health and Human Services 2020 (HHS2020), Medicaid Management Information System Replacement (MMISR) project at the State of New Mexico where she has assisted in set-up, discovery, and support for the Enterprise Project Management Office (EPMO).

Core Competencies

- **Applications** - Daptiv, TimeControl, Microsoft Office Suite (Access, Excel, PowerPoint, Project, Visio, Word), Microsoft SharePoint, Google Apps for Work (Gmail, Drive, Docs, Sheets, Slides, Sites, SmartSheet)

Professional Experience

netlogx

04/2014 - Present

Project Coordinator

State of New Mexico, HHS2020, MMISR

Conducts onboarding for new hires supporting the NM, HHS2020, MMISR project, working directly with HSD staff to obtain necessary access. Supports team members within the project to schedule meetings, take notes, capture, and follow up on action items, decisions, and issues. Develops, tracks, and provides quality assurance on all Project Management Plans (e.g., Communication Plan, Training Plan, Risk Management Plan) to ensure they meet required guidelines prior to submission and approval. Reporting and submission of status across all Module Contractors (in meetings and actual reports). Document management and setup of repositories for project documents (e.g., SharePoint folder structures, deliverable tracking logs). Development of processes (job-aids) needed for the project..

netlogx New Hire Trainer/TimeControl Administrator

Conducts and develops in-person and remote new hire trainings using netlogx tools and methodologies to ensure that all standards are met when providing deliverables to netlogx clients. Works with new hires providing feedback on all reviews submitted. Implementation and administration of TimeControl for reporting and set up of projects, charge codes, and assignments for billable/non-billable tasks, holidays, and all other paid time off.

Project Coordinator

State of Michigan, MDHHS, BIC

Conducted business process mapping and reengineering for multiple PMOs within the BIC, including Medicaid, Child Welfare, and Child Support. Includes developing as-is and to-be business process maps, identifying issues and recommendations, and documenting system requirements.

- Manages project coordination and documentation activities associated with active projects
- Collaborates with project managers, principle consultants, and executive team to guarantee that formatting standards, deliverables, and netlogx project management methodology and vision is being attained
- Supports Project Managers by scribing and scheduling meetings
- Participates in recommendations planning
- Assists in development, review, and finalization of presentations
- Provides quality control of deliverable documentation to ensure project documents are complete, accurate, and meet the expectations of the client
- Effectively applies organization skills toward facilitating efficient project execution through document management with a strong focus on delivering high-quality projects with quality standards

Dart Container Corporation

08/2013 - 04/2014

Customer Service Specialist

Provided customer service to existing and new customers to deliver specialty, quality products.

- Direct contact with over 100 buyers, providing superior customer service for Dart/Solo products
- Contract pricing, SKU rationalization information, specifications on products, and tracking of special prints
- Provided support to department employees
- Responsible for email communications, Outlook scheduling, drafting correspondence
- Worked as a team member to help create positive outcomes for all customer requests

Ross & Associates, LLC

07/2012 - 02/2013

Receptionist

Provided office support to ensure homes were listed and sold in a timely fashion.

- Compiled new listings and fliers for local papers, internet ads and the Greater Lansing Association of Realtors
- Assisted the company owner with rental collections and correspondence
- Drafted and prepared new property binders and informational sheet for clients
- Provided support for the office in order to prepare bids, quotes, and develop construction contracts
- Transcribed committee notes

CACS

06/2010 - 04/2012

Family Support / Weatherization Specialist

Provided lower income families with assistance programs to deliver relief in times of need.

- Certified Tax Specialist providing tax preparation
- Determined eligibility of clients for local programs (Weatherization, Commodity Food Program, and Utility Payments)
- Project Management coordination of new programs
- Organized and prioritized workflow, office support, and calendaring
- Conducted Facspro data entry for all clients, Commodity Food ordering, tracking, and distribution

General Motors

02/2001 - 06/2008

Auto Worker

Assembly of vehicles to meet manufacturing and quality standards.

- Provided lead support to team by having the ability to run all stations within zone

Kebler Plumbing & Heating Co.

08/1998 - 02/2001

Office Manager

Provided office management to ensure that reports, payroll, taxes, and billing information were submitted and appropriated accurately

- Served as direct clerical support to the President and Vice-President
- Processed AP/AR and payroll payments, reporting, and general ledger
- Compiled Union reports and processed payments
- Drafted correspondence for new construction bids on upcoming projects
- Supervised clerical staff; proofreading, editing, and drafting correspondence
- Scheduled HVAC technicians and sales persons to appropriate job-site appointment
- Created and processed AIA billings
- Prepared and filed tax reports and disbursed payments

Certifications

- IDB6.1x: Project Management Techniques for Development Professionals Certification 06/2016
- ARRA Weatherization Assistance Program 03/2012
- VITA/TCE Certification 01/2011

8.0 Summary

netlogx is the right company to provide Project Management Office services for DHHR BMS because we have the expertise to successfully meet your projects' goals. Our company's lengthy background working with several States with equivalent health and human services - related improvement initiatives, such as yours in West Virginia, means we understand the inner workings of government processes and procedures. Our people have years of experience successfully managing projects of similar complexity, scope, and size. netlogx has performed this work before and has developed a tool chest of repeatable project management, system development lifecycle management, and competitive procurement planning and execution processes that work.

Our team is committed to fulfilling the services and requirements stated in the CRFQ 0511 HHR210000002 for Project Management Services, with particular emphasis in the areas of Project Management Offices, Federal Compliance and Certification, Security Management, Procurement Development, Business Process Re-engineering, and Requirements Management. Our extensive knowledge and experience in the State government sector leading PMO's, both onsite and remotely, will help facilitate a smooth transition for DHHR BMS.

Appendix A: Signed Documentation


The following signed documentation is provided in this section:

- A.1. Signed Solicitation Cover Page
- A.2. Signed Addendum Cover Pages (Addendum 1-4)
- A.3. Addendum Acknowledgement Form
- A.4. Qualifications Checklist
- A.5. West Virginia SWaM Certification
- A.6. Disclosure of Interested Parties to Contracts
- A.7. Purchasing Affidavit
- A.8. Designated Contact; Certification and Signature

Appendix B: Requirements

The Requirements Matrix is provided as a separate document

Appendix A.1. Signed Solicitation Cover Page


	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder: 785940 Doc Description: PROJECT MANAGEMENT SERVICES Proc Type: Central Master Agreement		Reason for Modification:
Date Issued 2020-12-10	Solicitation Closes 2020-12-30 13:30	Solicitation No CRFQ 0511 HHR2100000002
		Version 1

BID RECEIVING LOCATION BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US
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VENDOR Vendor Customer Code: VS0000019470 Vendor Name : netlogx LLC Address : 212 W. 10th St., D470 Street : City : Indianapolis State : IN Country : USA Zip : 46202 Principal Contact : Nick Petrone Vendor Contact Phone: 317-313-6528 Extension:
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FOR INFORMATION CONTACT THE BUYER Crystal G Husted (304) 558-2402 crystal.g.husted@wv.gov

Vendor Signature X 	FEIN# 35-2052380	DATE 1/27/2021
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All offers subject to all terms and conditions contained in this solicitation

Appendix A.2. Signed Addendum Cover Pages

	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof
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Proc Folder: 785940 Doc Description: PROJECT MANAGEMENT SERVICES Proc Type: Central Master Agreement	Reason for Modification: ADDENDUM 1 TO EXTEND QUESTION DEADLINE AND BID OPENING DATE								
<table border="1"> <thead> <tr> <th>Date Issued</th> <th>Solicitation Closes</th> <th>Solicitation No</th> <th>Version</th> </tr> </thead> <tbody> <tr> <td>2020-12-16</td> <td>2021-01-12 13:30</td> <td>CRFQ 0511 HHR2100000002</td> <td>2</td> </tr> </tbody> </table>	Date Issued	Solicitation Closes	Solicitation No	Version	2020-12-16	2021-01-12 13:30	CRFQ 0511 HHR2100000002	2	
Date Issued	Solicitation Closes	Solicitation No	Version						
2020-12-16	2021-01-12 13:30	CRFQ 0511 HHR2100000002	2						

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US


VENDOR

Vendor Customer Code: VS0000019470
Vendor Name : netlogx LLC
Address : 212 W. 10th St., D470
Street :
City : Indianapolis
State : IN **Country :** USA **Zip :** 46202
Principal Contact : Nick Petrone
Vendor Contact Phone: 317-313-6528 **Extension:**

FOR INFORMATION CONTACT THE BUYER
 Crystal G Hustead
 (304) 558-2402
 crystal.g.hustead@wv.gov

Vendor Signature X  FEIN# 35-2052380 DATE 1/27/2021

All offers subject to all terms and conditions contained in this solicitation


	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder: 785940 Doc Description: PROJECT MANAGEMENT SERVICES Proc Type: Central Master Agreement		Reason for Modification: ADDENDUM 2 TO EXTEND BID OPENING DATE
Date Issued 2021-01-07	Solicitation Closes 2021-01-20 13:30	Solicitation No CRFQ 0511 HHR2100000002
		Version 3


BID RECEIVING LOCATION BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US
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VENDOR Vendor Customer Code: VS0000019470 Vendor Name: netlogx LLC Address: 212 W. 10th St., D470 Street: City: Indianapolis State: IN Country: USA Zip: 46202 Principal Contact: Nick Petrone Vendor Contact Phone: 317-317-6528 Extension:

FOR INFORMATION CONTACT THE BUYER Crystal G Hustead (304) 558-2402 crystal.g.hustead@wv.gov

Vendor Signature X 	FEIN# 35-2052380	DATE 1/27/2021
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All offers subject to all terms and conditions contained in this solicitation


	Department of Administration Purchasing Division 2019 Washington Street East Post Office Box 50130 Charleston, WV 25305-0130	State of West Virginia Centralized Request for Quote Service - Prof

Proc Folder: 785940 Doc Description: PROJECT MANAGEMENT SERVICES Proc Type: Central Master Agreement		Reason for Modification: ADDENDUM 3 TO EXTEND THE BID OPENING DATE
Date Issued 2021-01-13	Solicitation Closes 2021-01-28 13:30	Solicitation No CRFQ 0511 HHR210000002
		Version 4

BID RECEIVING LOCATION BID CLERK DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION 2019 WASHINGTON ST E CHARLESTON WV 25305 US
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VENDOR Vendor Customer Code: VS0000019470 Vendor Name : netlogx LLC Address : 212 W. 10th St., D470 Street : City : Indianapolis State : IN Country : USA Zip : 46202 Principal Contact : Nick Petrone Vendor Contact Phone: 317-313-6528 Extension:

FOR INFORMATION CONTACT THE BUYER Crystal G Hustead (304) 558-2402 crystal.g.hustead@wv.gov

Vendor Signature X 	FEIN# 35-2052380	DATE 1/27/2021
--	------------------	----------------

All offers subject to all terms and conditions contained in this solicitation



Appendix A.3. Addendum Acknowledgement Form

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: HHR210000002

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:


(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input checked="" type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input checked="" type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input checked="" type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor’s representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

netlogx LLC

 Company



 Authorized Signature

1/27/2021

 Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

A.4. Qualifications Checklist

Specifications Section	Applicable To:	General Description	Document Name, if applicable	Page Number/ Location in Vendor's Bid
3.1	Vendor	Minimum 10 years in project management.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 1 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.2	Vendor	Minimum 10 years in managing procurement development.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 2 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.3	Vendor	Minimum 5 years in general information security experience related to the implementation and/or monitoring of computer systems and/or applications	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 3 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.4	Vendor	Within the past 8 years, 3 years' experience specific to project management services for the implementation and/or CMS certification of an MMIS Project. CMS Outcomes-Based Certification is preferred, but not required.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 4 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.5	Vendor	Two or more references for the Project Management of the MMIS Implementation and/or CMS Certification of an MMIS.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 5 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.6	Vendor	Three or more references (from the past 10 years) for project management services in a minimum of two (2) states for a state Medicaid Agency; must include a description of the project management services performed for each reference.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 6 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.7.1.1	Lead Project Manager (1)	Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 7 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.7.1.2	Lead Project Manager (1)	Project Management Professional Certification.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 8 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002
3.7.2.1	Engagement Manager (1)	Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002	Please refer to Ref ID 9 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR210000002

State of WV DHHR BMS CRFQ 0511 HHR210000002 – PMO Services

3.7.2.2	Engagement Manager (1)	Project Management Professional Certification.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002	Please refer to Ref ID 10 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002
3.7.3.1	Lead MMIS Project Manager (1)	Minimum ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency; AND, within the last 10 years, three (3) years' experience as a Project Manager of an MMIS Implementation and/or CMS Certification of an MMIS.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002	Please refer to Ref ID 11 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002
3.7.3.2	Lead MMIS Project Manager (1)	Project Management Professional Certification.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002	Please refer to Ref ID 12 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002
3.7.4.1	Lead Child Welfare Project Manager (1)	Minimum three (3) years' experience within the last eight (8) years as a Project Manager and/or providing project management support services directly related to the development and/or implementation of Child Welfare programs/initiatives for a State Medicaid Agency.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002	Please refer to Ref ID 13 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002
3.7.4.2	Lead Child Welfare Project Manager (1)	Project Management Professional Certification.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002	Please refer to Ref ID 14 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002
3.7.5.1	General Project Managers (10)	Minimum three (3) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002	Please refer to Ref ID 15 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002
3.7.6.1	Project Management Support Staff (25)	Minimum one (1) year of experience with Project Management.	Please refer to proposal attachment with bid: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002	Please refer to Ref ID 16 in proposal attachment: netlogx Requirements Matrix_State of WV CRFQ 0511 HHR2100000002

A.5. West Virginia SWaM Certification



CRFQ HHR2100000002
Appendix Documentation

ALLAN L. MCVEY
CABINET SECRETARY

STATE OF WEST VIRGINIA
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON STREET, EAST
CHARLESTON, WEST VIRGINIA 25305-0130

W. MICHAEL SHEETS
DIRECTOR

February 21, 2020

Netlogx, LLC
212 W 10th ST
Indianapolis, IN 46202-5401

Ms. Sponset:

This is to notify you that your Small, Women-, and Minority-Owned Businesses (SWAM) Certification Application has been approved on the basis of your representations that the vendor named above meets the definition of a Small, Women-, and Minority-Owned Businesses as set forth in the *West Virginia Code of State Rules* 148-22-1 et seq. This certification becomes effective:

2/21/2020

And shall automatically expire without notice two years after the effective date unless revoked by the Purchasing Director or upon expiration pursuant to the *West Virginia Code of State Rules* 148-22-B. The type(s) of Small, Women-, and Minority-Owned Businesses (SWAM) Certification approved for your entity:

Women Owned Business

To maintain certification without lapse, a certified business shall apply to renew its certification at least 60 days prior to the end of the two-year certification period. Complete renewal instructions, recertification forms, and a list of all SWAM Certified entities are available online at www.state.wv.us/admin/purchase/VendorReg.html.

If you have questions, please contact the West Virginia Purchasing Division at 304-558-2306.

Sincerely,

A handwritten signature in blue ink that reads "Lu Anne Cottrill".

Lu Anne Cottrill
Assisting Registration Coordinator

PHONE: (304) 558-2306
FAX: (304) 558-4115

WVPurchasing.gov

E.E.O.AFFIRMATIVE ACTION EMPLOYER

A.6. Disclosure of Interested Parties to Contracts

West Virginia Ethics Commission
Disclosure of Interested Parties to Contracts
(Required by W. Va. Code § 6D-1-2)

Name of Contracting Business Entity: netlogx LLC Address: 212 W. 10th St., D470
Indianapolis, IN 46202

Name of Authorized Agent: Audrey Taylor, CEO Address: same as above

Contract Number: CRFQ HHR2100000002 Contract Description: Project Management Services

Governmental agency awarding contract: Department of Health and Human Resources, Bureau for Medical Services

Check here if this is a Supplemental Disclosure

List the Names of Interested Parties to the contract which are known or reasonably anticipated by the contracting business entity for each category below (attach additional pages if necessary):

1. Subcontractors or other entities performing work or service under the Contract

Check here if none, otherwise list entity/individual names below.

Momentum, Inc.

2. Any person or entity who owns 25% or more of contracting entity (not applicable to publicly traded entities)

Check here if none, otherwise list entity/individual names below.

Audrey Taylor, Managing Member and CEO, netlogx LLC
Nicholas Taylor, Member, netlogx LLC

3. Any person or entity that facilitated, or negotiated the terms of, the applicable contract (excluding legal services related to the negotiation or drafting of the applicable contract)

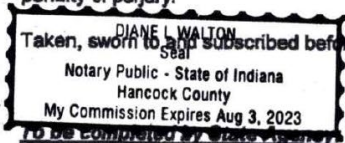
Check here if none, otherwise list entity/individual names below.

Signature: *Audrey Taylor* Date Signed: 1/27/2021

Notary Verification

State of Indiana, County of Hancock:

I, Audrey Taylor, the authorized agent of the contracting business entity listed above, being duly sworn, acknowledge that the Disclosure herein is being made under oath and under the penalty of perjury.



Taken, sworn to and subscribed before me this 27th day of January, 2021.

Diane L. Walton
Notary Public's Signature

Date Received by State Agency: _____

Date submitted to Ethics Commission: _____

Governmental agency submitting Disclosure: _____

Revised June 8, 2018

A.7. Purchasing Affidavit

STATE OF WEST VIRGINIA
Purchasing Division
PURCHASING AFFIDAVIT

CONSTRUCTION CONTRACTS: Under W. Va. Code § 5-22-1(i), the contracting public entity shall not award a construction contract to any bidder that is known to be in default on any monetary obligation owed to the state or a political subdivision of the state, including, but not limited to, obligations related to payroll taxes, property taxes, sales and use taxes, fire service fees, or other fines or fees.

ALL CONTRACTS: Under W. Va. Code §5A-3-10a, no contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and: (1) the debt owed is an amount greater than one thousand dollars in the aggregate; or (2) the debtor is in employer default.

EXCEPTION: The prohibition listed above does not apply where a vendor has contested any tax administered pursuant to chapter eleven of the W. Va. Code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Employer default" means having an outstanding balance or liability to the old fund or to the uninsured employers' fund or being in policy default, as defined in W. Va. Code § 23-2c-2, failure to maintain mandatory workers' compensation coverage, or failure to fully meet its obligations as a workers' compensation self-insured employer. An employer is not in employer default if it has entered into a repayment agreement with the Insurance Commissioner and remains in compliance with the obligations under the repayment agreement.

"Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

AFFIRMATION: By signing this form, the vendor's authorized signer affirms and acknowledges under penalty of law for false swearing (W. Va. Code §61-5-3) that: (1) for construction contracts, the vendor is not in default on any monetary obligation owed to the state or a political subdivision of the state, and (2) for all other contracts, that neither vendor nor any related party owe a debt as defined above and that neither vendor nor any related party are in employer default as defined above, unless the debt or employer default is permitted under the exception above.

WITNESS THE FOLLOWING SIGNATURE:

Vendor's Name: netlogx LLC

Authorized Signature: *Audrey Taylor* Date: 1/27/2021

State of Indiana

County of Hancock, to-wit:

Taken, subscribed, and sworn to before me this 27th day of January, 2021.

My Commission expires August 3, 2023.



NOTARY PUBLIC *Diane L. Walton*

Purchasing Affidavit (Revised 01/19/2018)

Appendix A.8. Designated Contact; Certification and Signature

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

Diane Walton Compliance and Bid Manager
(Name, Title)
Diane Walton, Compliance and Bid Manager
(Printed Name and Title)
212 W. 10th St., D470, Indianapolis, IN 46202
(Address)
317-536-6046, ext. 209
(Phone Number) / (Fax Number)
filings@netlogx.com
(email address)

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that I have reviewed this Solicitation in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that I am authorized by the vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

netlogx LLC
(Company)
Audrey Taylor (Authorized Signature) (Representative Name, Title)
Audrey Taylor, CEO
(Printed Name and Title of Authorized Representative)
1/27/2021
(Date)
317-536-6046, ext. 210
(Phone Number) (Fax Number)

Revised 01/09/2020



Ref ID	CRFQ Section #	CRFQ Page #	Requirement	Vendor Response
1	3.1	45	Vendor must have at least ten (10) years of experience in project management.	netlogx has provided project management services to private and government clients for over twenty (20) years.
2	3.2	45	Vendor must have at least ten (10) years of experience in managing procurement development.	netlogx has provided procurement development to private and government clients for over twenty (20) years.
3	3.3	45	Vendor must have at least five (5) years of general information security experience related to the implementation and/or monitoring of computer systems and/or applications.	netlogx has provided general information security experience related to implementation and/or monitoring of computer systems and/or applications to private and government clients for over twenty (20) years.
4	3.4	45	Vendor must have three (3) years' experience, within the last eight (8) years, specific to project management services for the implementation and/or CMS certification of an MMIS Project. Experience with CMS Outcomes-Based Certification is preferred, but not required.	netlogx has six (6) years within the last eight (8) years of experience specific to project management services for the implementation and/or CMS certification of an MMIS Project, including two (2) Outcomes-Based certification projects.
5	3.5	45	Vendor shall provide two (2) or more references for the Project Management of the MMIS Implementation and/or CMS Certification of an MMIS.	See reference document (netlogx Proposal_State of WV CRFQ 0511 HHR210000002) attached with submission.
6	3.6	45	Vendor shall provide three (3) or more references for project management services in a minimum of two (2) states for a state Medicaid agency performed in the last ten (10) years. The references must include a description of the project management services work performed for each reference.	See reference document (netlogx Proposal_State of WV CRFQ 0511 HHR210000002) attached with submission.
7	3.7.1.1	46	Lead Project Manager must have at least ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	netlogx agrees to provide a Lead Project Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
8	3.7.1.2	46	Lead Project Manager shall hold a current Project Management Professional (PMP) Certification with Project Management Institute (PMI). The PMP is the gold standard of project management certification and ensures the holder has been validated to lead teams and manage projects successfully.	netlogx agrees to provide a Lead Project Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
9	3.7.2.1	47	Engagement Manager must have at least ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency.	netlogx agrees to provide an Engagement Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
10	3.7.2.2	47	Engagement Manager shall hold a current Project Management Professional Certification with PMI.	netlogx agrees to provide an Engagement Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
11	3.7.3.1	47	Lead MMIS Project Manager must have at least ten (10) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency. In addition, manager must have at least three (3) years' experience within the last 10 years as a Project Manager of an MMIS Implementation and/or CMS Certification of an MMIS.	netlogx agrees to provide a Lead MMIS Project Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
12	3.7.3.2	47	Lead MMIS Project Manager shall hold a current Project Management Professional Certification with PMI.	netlogx agrees to provide a Lead MMIS Project Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
13	3.7.4.1	47	Lead Child Welfare Project Manager must have at least three (3) years' experience in the last eight (8) years as a Project Manager and/or providing project management support services directly related to development and/or implementation of Child Welfare programs/initiatives for a State Agency.	netlogx agrees to provide a Lead Child Welfare Project Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
14	3.7.4.2	47	Lead Child Welfare Project Manager shall hold a current Project Management Professional Certification with PMI.	netlogx agrees to provide a Lead Child Welfare Project Manager who meets all the specified criteria and will supply a resume for said candidate at the request of the State.
15	3.7.5.1	47 - 48	General Project Manager must have at least three (3) years' experience as a Project Manager and/or providing project management support services directly related to the analysis, development and/or implementation of programs, initiatives for a State Medicaid Agency. While there are ten (10) positions required for the life of the contract, it is up to the vendor to provide adequate staffing to meet the needs of the project with the staffing levels at the most cost-effective staffing model.	netlogx agrees to provide General Project Managers who meet all the specified criteria and will supply a resume for said candidate at the request of the State.

16	3.7.6.1	48	The services of Support Staff may include the management, planning, administering, controlling, tracking and/or reporting for these activities as well as assistance with policy development, impact analysis, requirements definition, system design and/or testing activities that require substantial subject matter expertise derived from experience with other states, other healthcare organizations, or participation in federal activities. Support Staff shall have one year of experience with project management. While there are twenty-five (25) positions required for the life of the contract, it is up to the vendor to provide adequate staffing to meet the needs of the project with the staffing levels at the most cost-	netlogx agrees to provide Support Staff who meet all the specified criteria and will supply a resume for said candidate at the request of the State.
17	3.8	48	Documentation demonstrating the vendor's having met all of these qualifications must be included with the bid. Vendors should use the attached Qualifications Checklist, indicating the name of the documentation which demonstrates that each qualification is met and its location within the bid.	netlogx has responded to each qualification in the Qualification Checklist provided by West Virginia. Please see Qualification Checklist document attached within submission.
18	4.1.1.1	48 - 49	Vendor shall provide staff dedicated solely to Agency projects unless expressly agreed to in writing and approved in advance by the DHHR. At a minimum the Vendor must employ the following key personnel by operation start date (Go-Live): (Service Level Agreement-SLA #1) 4.1.1.1.1 One Lead Project Manager 4.1.1.1.2 One Engagement Manager 4.1.1.1.3 One Lead MMIS Project Manager 4.1.1.1.4 One Lead Child Welfare Project Manager 4.1.1.1.5 Five General Project Managers 4.1.1.1.6 Fifteen Project Management Support Staff.	netlogx agrees to provide staff dedicated solely to Agency projects unless expressly agreed to in writing and approved in advance by the DHHR, and to employ said key personnel by operation start date (Go-Live).
19	4.1.1.2	49	Vendor shall notify BMS in writing of any key staff resignations, dismissals, or personnel changes. Should any key staff position become vacant, the Vendor must notify BMS within two (2) business days and provide information on the replacement. BMS shall have the right to participate in the selection process and approve or disapprove the assignment of any staff positions. (Service Level Agreement SLA #2)	netlogx will notify BMS in writing of any key staff resignations, dismissals, or personnel changes. Should any key staff position become vacant, netlogx will notify BMS within two (2) business days and provide information on the replacement.
20	4.1.1.3	49	Vendor must complete a criminal background check according to the General Conditions, for each of the originally supplied staff and any replacement staff during the life of the Contract.	netlogx will complete a criminal background check according to the General Conditions, for each of the originally supplied staff and any replacement staff during the life of the Contract.
21	4.1.1.4	49	Prior to award, Vendor shall provide the specific staffing plan to BMS for the MMIS implementation and CMS certification project. This may be in the form of a Scope of Work (based on the premises established in Attachment A). This document may be included with the bid, but must be provided prior to award. The Vendor is solely responsible for ensuring the staffing plan includes employees meeting the qualification requirements herein.	netlogx will provide the specific staffing plan to BMS for the MMIS implementation and CMS certification project, ensuring the staffing plan includes employees meeting the qualification requirements herein.
22	4.1.1.5	50	During the life of the contract, with each Scope of Work document, the Vendor shall provide resumes of qualified staff to be assigned to the project to indicate that this proposed staff meets all the base Qualifications for the classifications as indicated in Section 3 of these specifications. Additionally, the Vendor must provide any other licenses, credentials and required experience specific to the individual project requirements. Agency will indicate what additional criteria must be met for each project during their initial contact(s) with the	During the life of the contract, with each Scope of Work document, netlogx will provide resumes of qualified staff to be assigned to the project to indicate that this proposed staff meets all the base Qualifications for the classifications as indicated in Section 3 of these specifications. Additionally, netlogx provide any other licenses, credentials, and required experience specific to the individual project requirements.
23	4.1.1.6	50	In each Scope of Work, Vendor shall identify in the staff plan key personnel and denote the percentage of time each individual will be dedicated to this project for the period of the contract.	netlogx will identify in the staff plan key personnel and denote the percentage of time each individual will be dedicated to this project for the period of the contract.
24	4.1.2.1	50	Vendor will be a liaison and coordinate communication between DHHR, the current fiscal agent and other entities at the direction of the BMS	netlogx will be a liaison and coordinate communication between DHHR, the current fiscal agent and other entities at the direction of the BMS
25	4.1.2.2	50	Vendor will assist BMS, DHHR and MIS to establish policy and communication changes in policy to staff, other vendors and key stakeholders.	netlogx will assist BMS, DHHR and MIS to establish policy and communication changes in policy to staff, other vendors and key stakeholders.

26	4.1.2.3	50	Vendor must draft letters, forms and other documents on behalf of DHHR upon request	netlogx will draft letters, forms and other documents on behalf of DHHR upon request
27	4.1.2.4	50 - 51	Vendor must compile data required for the completion of the MMIS Implementation and the CMS Certification project. Data may include, but not be limited to: 4.1.2.4.1 Project management plans, schedules, status reports, work break down structure, meeting notes, action items, risk and issue logs, presentations, budget tables, CMS specified artifacts Certification check lists, or other documents to support outcome based certifications.) 4.1.2.4.2 Data must be provided to DHHR in format requested; these include but are not	netlogx will compile data required for the completion of the MMIS Implementation and the CMS Certification project, including, but not limited to the items listed in 4.1.2.4.1 and 4.1.2.4.2.
28	4.1.2.5	51	Vendor must conduct a structured and comprehensive review of BMS business processes to ensure the completion of the MMIS Implementation and CMS Certification project. This review will include current MMIS operations, systems documentation, policy manuals, DHHR and MMIS handbooks, and interview BMS, DHHR, OMIS and MMIS staff.	netlogx will conduct a structured and comprehensive review of BMS business processes to ensure the completion of the MMIS Implementation and CMS Certification project, including a review of current MMIS operations, systems documentation, policy manuals, DHHR and MMIS handbooks, and interview BMS, DHHR, OMIS and MMIS staff.
29	4.1.2.6	51	Vendor must provide ongoing project management and support services for sub-projects related to the MMIS Implementation and CMS Certification project, including: 4.1.2.6.1 MMIS Provider Enrollment Initiative 4.1.2.6.2 Medicaid Information Technology Architecture (MITA) Self-Assessment 4.1.2.6.3 Current International Classification of Diseases and NCCI edit Remediation and	netlogx will provide ongoing project management and support services for sub-projects related to the MMIS Implementation and CMS Certification project, including items listed in 4.1.2.6.1, 4.1.2.6.2, and 4.1.2.6.3
30	4.1.3	51 - 52	Vendor must provide the following key staff (Engagement Manager, MMIS Lead Project Manager, Lead Project Manager, Child Welfare Lead Project Manager, three General Project Managers, and eight Project Management Support staff) on site on day one of procurement, with the State having discretion to modify onsite requirements as needed for projects. In the event of a pandemic or other declared emergencies where stay at home orders may be issued, video conferencing is permissible to use as a medium, moderated and maintained by the vendor at no additional cost to the Department. Staff shall be available Monday through Friday, 9:00 am to 5:00 pm EST. Except for State holidays as indicated in the CRF!, vendor must obtain approval in writing from DHHR, for any deviation in the work hours at least one	netlogx will provide the following key staff (Engagement Manager, MMIS Lead Project Manager, Lead Project Manager, Child Welfare Lead Project Manager, three General Project Managers, and eight Project Management Support staff) on site on day one of procurement, with modification of onsite requirements as needed for the projects as mutually agreed upon. netlogx will be available Monday through Friday, 9:00 am to 5:00 pm EST. Except for State holidays listed in the CRFQ, netlogx agrees to obtain approval in writing from DHHR, for any deviation in the work hours at least one week in advance.
31	4.1.4	52	Vendor must maintain an office location within five (5) miles of the <u>current location of BMS located at 350 Capitol Street, Charleston, WV 25301</u>	netlogx will maintain an office location within five (5) miles of the <u>current location of BMS located at 350 Capitol Street, Charleston, WV 25301</u>
32	4.1.5	52	Vendor's office location shall have multiple conference space(s) for DHHR meeting use, for all participants, and one (1) space to accommodate a minimum of twenty (20) staff. Vendor's office shall include wireless internet access provided to the Agency at no charge. In the event of a pandemic or other declared emergencies where stay at home orders may be issued, video conferencing is permissible to use as a medium and maintained by the vendor at no additional cost to the Department.	netlogx' office location will have multiple conference space(s) for DHHR meeting use, for all participants, and one (1) space to accommodate a minimum of twenty (20) staff. netlogx' office will include wireless internet access provided to the Agency at no charge.
33	4.1.6	52	Vendor must provide the staff and resources as indicated within the specifications, specifically the staff required for the initial Scope of Work per Section 4.1.1.4, within seven (7) calendar days of contract award .	netlogx will provide the staff and resources as indicated within the specifications, specifically the staff required for the initial Scope of Work per Section 4.1.1.4, within seven (7) calendar days of contract award .
34	4.1.7.1	52	Vendor shall develop and maintain, in an electronic format, a Master <u>Project Plan and schedule</u> .	netlogx will develop and maintain, in an electronic format, a Master <u>Project Plan and schedule</u> .
35	4.1.7.2	52	Vendor shall schedule all project meetings coordinating with the Bureau/Office project lead, <u>unless otherwise requested by the Bureau/Office</u>	netlogx will schedule all project meetings coordinating with the Bureau/Office project lead, <u>unless otherwise requested by the Bureau/Office</u>

36	4.1.7.3	52	Vendor shall prepare and distribute agendas via email or other mutually agreed upon method with Bureau/Office project lead's approval for each meeting by noon of the working day prior to the scheduled meeting. (Service Level Agreement-SLA #3)	netlogx will prepare and distribute agendas via email or other mutually agreed upon method with Bureau/Office project lead's approval for each meeting by noon of the working day prior to the scheduled meeting. (Service Level Agreement-SLA #3)
37	4.1.7.4	52	Vendor shall facilitate scheduled meetings, unless otherwise requested by the Bureau/Office project lead.	netlogx will facilitate scheduled meetings, unless otherwise requested by the Bureau/Office project lead.
38	4.1.7.5	53	Vendor shall provide meeting facilitators who must be on-site physically, at the meeting location, unless expressly approved in writing, and in advance, by the Bureau/Office project lead.	netlogx will provide meeting facilitators who must be on-site physically, at the meeting location, unless expressly approved in writing, and in advance, by the Bureau/Office project lead.
39	4.1.7.6	53	Vendor shall prepare and distribute meeting notes via email and/or mail, approved by the Bureau/Office project lead, for review to appropriate staff within two (2) working days of the meeting's completion. (Service Level Agreement-SLA #4)	netlogx will prepare and distribute meeting notes via email and/or mail, approved by the Bureau/Office project lead, for review to appropriate staff within two (2) working days of the meeting's completion. (Service Level Agreement-SLA #4)
40	4.1.7.7	53	Vendor shall update notes within three business days after receiving feedback from Bureau/Office designated staff. (Service Level Agreement-SLA #5)	netlogx will update notes within three business days after receiving feedback from Bureau/Office designated staff. (Service Level Agreement-SLA #5)
41	4.1.7.8	53	Vendor shall file all agendas and notes on the vendor's SharePoint site and be available to the Bureau/Office as part of an object record, which will be retained by the Agency at contract end. This information will be transferred to Bureau/Office SharePoint upon request or contract completion.	netlogx will file all agendas and notes on the vendor's SharePoint site and be available to the Bureau/Office as part of an object record, which will be retained by the Agency at contract end. This information will be transferred to Bureau/Office SharePoint upon request or contract completion.
42	4.1.7.9	53	Vendor shall prepare decision documents (a document which has the item discussed, the decision made on how to address the item, the date the decision was made and who made the decision) as needed within three (3) business days of the close of the meeting. (Service Level Agreement-SLA #6)	netlogx will prepare decision documents (a document which has the item discussed, the decision made on how to address the item, the date the decision was made and who made the decision) as needed within three (3) business days of the close of the meeting. (Service Level Agreement-SLA #6)
43	4.1.7.10	53	The vendor must provide a project management site for each project	netlogx will provide a project management site for each project
44	4.1.7.10.1	53	Vendor shall maintain a consolidated decision log document (a log with all the decisions made related to the project), on the vendor's SharePoint site	netlogx will maintain a consolidated decision log document (a log with all the decisions made related to the project), on the vendor's SharePoint site
45	4.1.7.10.2	53	Vendor shall maintain a consolidated Risk Log (a document which has a risk identified, possible ways to resolve the risk, the date the risk was identified and who identified the risk) on the vendor's SharePoint site.	netlogx will maintain a consolidated Risk Log (a document which has a risk identified, possible ways to resolve the risk, the date the risk was identified and who identified the risk) on the vendor's SharePoint site.
46	4.1.7.10.3	53	Vendor shall maintain a consolidated Issues Log (a log with all the issues related to the project) document on the vendor's SharePoint site	netlogx will maintain a consolidated Issues Log (a log with all the issues related to the project) document on the vendor's SharePoint site.
47	4.1.7.11	54	Vendor must provide an estimate of the effort and staff required for each project, stated in quantities of the prescribed hourly rates, for approval prior to beginning work. Vendor must submit a Scope of Work (SOW) which will identify the project services, outcomes, and deliverables (including deadlines) to support the request. Bureau/Office project lead must approve the SOW, by issuance of an approved Delivery Order based on the estimated quantity of hours prior to work beginning. Any applicable APD information must be added to the SOW. The quantities on the approved Delivery Order are not to be exceeded without approval of a modified Delivery Order by the Agency, the vendor may only bill for actual performed hours, not the estimated hours of the SOW or subsequently approved Delivery Order. The Agency reserved the right to not approve modifications to Delivery Orders.	netlogx will provide an estimate of the effort and staff required for each project, stated in quantities of the prescribed hourly rates, for approval prior to beginning work. netlogx will submit a Scope of Work (SOW) identifying the project services, outcomes, and deliverables (including deadlines) to support the request and will include any applicable APD information to the SOW. netlogx will not exceed the quantities on the approved Delivery Order without approval of a modified Delivery Order by the Agency. netlogx will only bill for actual performed hours, not the estimated hours of the SOW or

48	4.1.7.12	54	Vendor must provide qualified staff with subject matter expertise for a specific project within seven (7) calendar days of issuance of an approved Delivery Order, signifying approval by the Agency. After issuance of any Delivery Order, signifying approval by the Agency. After issuance of any Delivery Order, any changes in the subject project scope will be documented and tracked through an agreed upon comprehensive change management plan that will be mutually agreed upon after contract award. Upon agreement of the changes in scope between the Bureau/Office project lead and the Vendor, Vendor will submit an updated SOW within two (2) working days to the Agency for their approval. The change in SOW is considered approved upon the Agency's issuance of a modified Deliver Order. (Service Level Agreement-SLA #7 and SLA #8)	netlogx will provide qualified staff with subject matter expertise for a specific project within seven (7) calendar days of issuance of an approved Delivery Order, signifying approval by the Agency. After issuance of any Delivery Order, signifying approval by the Agency. After issuance of any Delivery Order, any changes in the subject project scope will be documented and tracked through an agreed upon comprehensive change management plan that will be mutually agreed upon after contract award. Upon agreement of the changes in scope between the Bureau/Office project lead and the netlogx, netlogx will submit an updated SOW within two (2) working days to the Agency for their approval. The change in SOW is considered approved upon the Agency's issuance of a modified Deliver Order. (Service Level Agreement-SLA #7 and SLA #8)
49	4.1.7.13	54 - 55	Vendor must prepare Advanced Planning Documents (APD), and/or State Plan Amendments (SPA) as directed by the Bureau/Office project lead in support of DHHR initiatives and save all required project documentation (as described below) on the vendor's SharePoint site. APD's must contain the following information: 4.1.7.13.1 Statement of Need and Objectives 4.1.7.13.2 MITA State Self-Assessment 4.1.7.13.3 Alternatives Analysis 4.1.7.13.4 Cost/Benefit Analysis 4.1.7.13.5 Project Management Plan 4.1.7.13.6 Project Budget 4.1.7.13.7 Assurances	netlogx will prepare Advanced Planning Documents (APD), and/or State Plan Amendments (SPA) as directed by the Bureau/Office project lead in support of DHHR initiatives and save all required project documentation (as described below) on the vendor's SharePoint site, including items listed in sections 4.1.7.13.1 - 4.1.7.13.8.
50	4.1.7.14	55	Vendor must meet with Bureau/Office project lead and/or staff as needed, either via phone conference call or in person to discuss the status of projects and/or initiatives	netlogx will meet with Bureau/Office project lead and/or staff as needed, either via phone conference call or in person to discuss the status of projects and/or initiatives
51	4.1.7.15	55	Vendor must conduct weekly contract management meetings with designated Bureau/Office contract manager in person or on an agreed upon format with a schedule to be agreed upon by both parties	netlogx will conduct weekly contract management meetings with designated Bureau/Office contract manager in person or on an agreed upon format with a schedule to be agreed upon by both parties
52	4.1.7.16	55	Provide monthly status reports by the fifteenth of the month in an agreed upon format via email, in person or other approved distribution medium. These status reports must be provided to the department within five (5) business days of the subsequent month unless otherwise agreed upon between vendor and the Department. (Service Level Agreement-SLA #10)	netlogx will provide monthly status reports by the fifteenth of the month in an agreed upon format via email, in person or other approved distribution medium. These status reports must be provided to the department within five (5) business days of the subsequent month unless otherwise agreed upon between vendor and the Department. (Service Level Agreement-SLA #10)
53	4.1.7.17	55	Vendor must submit to the entity a statement of work (SOW) to be reviewed and approved by the state lead for the project prior to commencing any work on a project. The SOW must include key positions by position, name, rate of pay and hours to be worked as well as including any Advanced Planning Document (APD) that may be associated with the project.	netlogx will submit to the entity a statement of work (SOW) to be reviewed and approved by the state lead for the project prior to commencing any work on a project. The SOW must include key positions by position, name, rate of pay and hours to be worked as well as including any Advanced Planning Document (APD) that may be associated with the project.
54	4.1.7.18	55	Vendor must agree to provide a contract turnover plan to the Department within thirty days of contract award. (Service Level Agreement-SLA #9)	netlogx agrees to provide a contract turnover plan to the Department within thirty days of contract award. (Service Level Agreement-SLA #9)
55	4.1.7.19	55	Vendor must agree to be bound by all Service Level Agreements in this contract as noted in Attachment B.	netlogx agrees to be bound by all Service Level Agreements in this contract as noted in Attachment B.
56	6	57	Vendor and Agency shall agree upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, Vendor shall perform in accordance with the release orders that may be issued against this Contract.	netlogx agrees to work with the Agency to come to agreement upon a schedule for performance of Contract Services and Contract Services Deliverables, unless such a schedule is already included herein by Agency. In the event that this Contract is designated as an open-end contract, netlogx will perform in accordance with the release orders that may be issued against this Contract.

57	7	57	Vendor shall accept payment in accordance with the payment procedures of the State of West Virginia.	netlogx will accept payment in accordance with the payment procedures of the State of West Virginia.
58	8	57	Vendor shall be responsible for all mileage and travel costs, including travel time, associated with performance of this Contract. Any anticipated mileage or travel costs may be included in the flat fee or hourly rate listed on Vendor's bid but such costs will not be paid by the Agency separately.	netlogx takes responsibility for all mileage and travel costs, including travel time, associated with performance of this Contract.
59	9.1	57	In the event that access cards and/or keys are required, Vendor must identify principal service personnel which will be issued access cards and/or keys to perform service	In the event that access cards and/or keys are required, netlogx will identify principal service personnel which will be issued access cards and/or keys to perform service
60	9.2	57	In the event that access cards and/or keys are required, Vendor will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.	In the event that access cards and/or keys are required, netlogx will be responsible for controlling cards and keys and will pay replacement fee, if the cards or keys become lost or stolen.
61	9.3	57	In the event that access cards and/or keys are required, Vendor shall notify Agency immediately of any lost, stolen, or missing card or key.	In the event that access cards and/or keys are required, netlogx will notify Agency immediately of any lost, stolen, or missing card or key.
62	9.4	57	In the event that access cards and/or keys are required, anyone performing under this Contract will be subject to Agency's security protocol and procedures.	In the event that access cards and/or keys are required, netlogx agrees that any netlogx personnel performing under this Contract will be subject to Agency's security protocol and procedures.
63	9.5	57	In the event that access cards and/or keys are required, Vendor shall inform all staff of Agency's security protocol and procedures.	In the event that access cards and/or keys are required, netlogx will inform all staff of Agency's security protocol and procedures.
64	11	58	During its performance, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract.	netlogx agrees to designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager will be available during normal business hours to address any customer service or other issues related to this Contract.

SLA #	SPEC REF	Specific Language	Comment	Agree?
1	4.1.1.1	Vendor shall provide staff dedicated solely to Agency projects unless expressly agreed to in writing and approved in advance by the DHHR. At a minimum the Vendor must employ the following key personnel by operation start date (Go-Live): One Lead Project Manager, One Engagement Manager, One Lead MMIS Project Manager, One Lead Child Welfare Project Manager, Five General Project Managers and Fifteen Project Management Support Staff	\$500 per business day.	Yes
2	4.1.1.2	Vendor shall notify BMS in writing of any key staff resignations, dismissals, or personnel changes. Should any key staff position become vacant, the Vendor must notify BMS within two (2) business days and provide information on the replacement. BMS shall have the right to participate in the selection process and approve or disapprove the assignment of any staff positions	The prevailing rate for the vacant position per business day.	Yes
3	4.1.7.3	Vendor shall prepare and distribute agendas via email or other mutually agreed upon method with Bureau/Office project lead's approval for each meeting by noon of the working day prior to the scheduled meeting.	\$250 per incident.	Yes
4	4.1.7.6	Vendor shall prepare and distribute meeting notes via email and/or mail, approved by the Bureau/Office project lead, for review to appropriate staff within two (2) working days of the meeting's completion.	\$250 per incident.	Yes
5	4.1.7.7	Vendor shall update notes within three business days after receiving feedback from Bureau/Office designated staff.	\$250 per incident.	Yes
6	4.1.7.9	Vendor shall prepare decision documents (a document which has the item discussed, the decision made on how to address the item, the date the decision was made and who made the decision) as needed within three (3) business days of the close of the meeting.	\$250 per incident.	Yes
7	4.1.7.12	Vendor must provide qualified staff for a specific project by the start date of the approved Delivery Order. After issuance of the Delivery Order, any changes in the subject project scope will be documented and tracked through a comprehensive change management plan that will be mutually agreed upon after contract award. Upon agreement of the changes in scope between Bureau/Office project lead and the Vendor, Vendor will submit an updated SOW within two (2) working days to the Agency for their approval. The change in SOW is considered approved upon the Agency's issuance of a modified Delivery Order	Staff by start date: The prevailing rate for each staff member per business day.	Yes
8	4.1.7.12	Vendor must provide qualified staff for a specific project by the start date of the approved Delivery Order. After issuance of the Delivery Order, any changes in the subject project scope will be documented and tracked through a comprehensive change management plan that will be mutually agreed upon after contract award. Upon agreement of the changes in scope between Bureau/Office project lead and the Vendor, Vendor will submit an updated SOW within two (2) working days to the Agency for their approval. The change in SOW is considered approved upon the Agency's issuance of a modified Delivery Order	Updated SOW-2 Working days-\$250 per incident.	Yes
9	4.1.7.18	Vendor must agree to provide a contract turnover plan to the Department within three (3) months of contract award, to be approved by the Department.	\$250 per day.	Yes
10	4.7.1.16	Provide monthly status reports by the fifteenth of the month in an agreed upon format via email, in person, or other approved distribution medium, unless otherwise agreed upon between vendor and the Department	\$250 per day.	Yes