

From: Sheets, Mike - Purchasing <William.M.Sheets@wv.gov>
Sent: Thursday, August 6, 2020 1:39 PM
To: Rosen, Bryan D <Bryan.D.Rosen@wv.gov>
Cc: Price, Robert L <Robert.L.Price@wv.gov>; Greenhowe, Althea M <Althea.M.Greenhowe@wv.gov>;
Jobe, Kimberly S <Kimberly.S.Jobe@wv.gov>; Debolt, Kimberlie K <Kimberlie.K.DeBolt@wv.gov>; Totten,
Mark L <Mark.L.Totten@wv.gov>; Ingraham, Brittany E <Brittany.E.Ingraham@wv.gov>
Subject: RE: Emergency Purchase Request

Bryan,

Your request is approved for a term of 4 months, with anticipation that the new contract will be awarded by that time. Please follow emergency purchasing procedures as found in the Handbook and follow up with documentation for award within 30 days.

Regards,
Mike

From: Rosen, Bryan D <Bryan.D.Rosen@wv.gov>
Sent: Thursday, August 6, 2020 11:46 AM
To: Sheets, Mike - Purchasing <William.M.Sheets@wv.gov>
Cc: Price, Robert L <Robert.L.Price@wv.gov>; Greenhowe, Althea M <Althea.M.Greenhowe@wv.gov>;
Jobe, Kimberly S <Kimberly.S.Jobe@wv.gov>; Debolt, Kimberlie K <Kimberlie.K.DeBolt@wv.gov>
Subject: Emergency Purchase Request

Mike please see the attached emergency purchase request for IT staffing. They are requesting a 6 month term with an estimated cost of \$96,000. Given the on-going need and the fact that the specifications for full bidding of this contract I support the request. Although I believe that we may be able to utilize a shorter period, potentially 3-4 months. I will defer to your judgement.

Bryan



STATE OF WEST VIRGINIA
DEPARTMENT OF HEALTH AND HUMAN RESOURCES

Bill J. Crouch
Cabinet Secretary

Office of Management Information Services

One Davis Square, Suite 200
Charleston, W.V. 25301
Telephone: (304) 558-5906 Fax: (304) 558-0045

Shaun L. Charles
Chief Information Officer

Date: August 6, 2020
To: DHHR Purchasing
From: Lesa Mercer – DHHR/MIS
Subject: Emergency IT Temporary Staffing Justification

The Office of Management Information Services (OMIS) is requesting approval for an emergency IT Temporary Staffing services contract for a period of not more than six (6) months on behalf of the Department of Health and Human Resources (DHHR). This contract covers services for 2 Information Technology (IT) Business Analyst classifications. This contract will be canceled upon award of a new master contract and solicitation for these services. Due to the uncertainty of who and if the IT Temporary Staffing contract would continue, we got a late start on developing the contract. Due to the COVID 19 crisis in displacement and priority project assignments both for federal and state system changes for COVID the development and approval was delayed again for the contract. With many of the MIS staff gone/leaving, there have been many time constraints with PATH requirements and conversion assignments also making this development and approval a slow process, however it continues to make this a vital need that we continue these services with the emergency request and with the IT Temporary Staffing Contract itself.

These services are to provide for the technical expertise to meet the continued contracted staffing needs for the projects listed below. This request is to support the temporary services between the end of the current Delivery Order and the new master IT Temporary Staffing Contract currently in process. These services would be used to provide critical project management oversight, project requirements documentation, development calibration, testing and communication between business users and development staff. These services are to follow the specifications listed in the current delivery order, ADO_MIS2000000004.

These services are being requested to support all Federal, State and Program regulations and policy changes to the OMIS computer systems. These changes are required to support the bureaus and field staff and their functions.

Current Active Projects

The two-contractor staff are key in keeping the projects listed below active and progressing. Loss of these staff will mean all these projects will be put on hold for an indefinite period.

Department of Juvenile Justice Data Project – This project is for the discovery of child welfare data to be available to the Department of Juvenile Justice (DOJ). It will continue through the development and implementation of an interface between DOJ and the Bureau of Children and Families (BCF). This project is on-going and is under the oversight of the DHHR Secretary's Office.

BBHF Extract, Transform, Load (ETL) Database – This project was requested by the DHHR Bureau for Behavior Health and Health Facilities Behavioral Health Programs Policy Manager, the Behavior Health Commissioner's office along with the Director of the Office of Drug Control Policy. This area of business focuses on drug control policy and behavioral health programs policy. Objective is to create a solution that will allow BBH to regularly consume existing data from multiple sources, some existing and some not yet utilized. The sharing of data will occur through the development of communication interfaces for the purpose of extracting the needed data from the named resources. The benefits of completing this project include; Facilitate increased coordination and collaboration among the stakeholders, increase accessibility of data for a broader scope of purposes and provide access to the data to a broader user group. Provide a relatively up-to-date catalog of substance use disorder services statewide, provide a means of community feedback, verify active substance use programs, link activities to the funding, provide a resource guide to people in the community needing or providing care, aid in identifying system gaps, duplication of data and effort and coordinate funding streams to grantees.

OHRM Employee Management System – This project has been requested by the Office of Human Resource Management Director. The scope of work includes the integration and data sharing between the human resources functional groups. These groups include EEO, Civil Rights & ADA, Leave & Attendance, Documentation & Discipline, Workers Compensation, and Performance Management business units. The objective is to assist with design of an Employee Management system to replace multiple access databases and overcome multiple workflow challenges. Requirements will be assessed and considered first for MIS development, potential for WVOT development or the system being placed for public bid. The benefits of project completion include; Improve business processes and minimize delays caused by a manual process, reporting and file storage and recovery.

BMS Incident Management System (IMS) Enhancements 2019-2020 – This project was requested by the Bureau of Medical Services Program Directors and KEPRO, the agency qualifying citizens for Medicaid waiver eligibility. This unit oversees compliance to the Medicaid waiver programs for the care of elderly and those with traumatic brain injury by tracking and reporting on incidents involving abuse, neglect and exploitation of the Medicaid waiver recipients. The project objective is to implement enhancements to meet new federal reporting requirements and improve user experience. Documented business, functional, non-functional and regulatory requirements. Direct project team through development, testing and implementation. The benefits of project completion include; Improve user experience and ensure federal reporting requirements.

OHRM Position Tracker – This project has been requested by the Office of Human Resource Management Director and the OHRM Staffing Manager. The Personnel Transaction unit is responsible for the review, approval and/or denial of all human resource related hiring. The current tracking is a root cause of hiring delays. The Objective is to replace a spreadsheet currently being used to track open positions from the time they become vacant to the time they are filled by a candidate. The benefits of project completion include; Improve the ability to notify when deadlines are approaching or when additional follow-up is required and speed the hiring process.

BPH HCA/Office of Technology (OT) Connectivity – This project was requested by the Governor's office per legislative mandate, The Health Care Authority (HCA) is now a part of DHHR and requires extensive effort to complete the consolidation with DHHR. This requires networking changes put in place to allow the trust and access to HCA resources. The benefits of completing this project include; Allow communication between OT controlled networks and the existing Health Care Authority networks. Provide users in DHHR sites the require access resources at the HCA.

OHRM Compliance Tracking – This project was requested by the OMIS CIO following the recognition of a deficiency in compliance tracking. Objective is the track of policy documents have been signed and turned in by DHHR employees for compliance and performance appraisals completed by management team members. The benefits of project completion include; Ensure employee compliance with Federal, State and Local policy acknowledgement.

OHRM Employee Development Work Management System – This project has been requested by the Office of Human Resource Management Director and the Manager of Employee Development. This business unit works with all 6,500+ DHHR employees to address training and orientation needs. Objective is to automate the communication process between end users and help desk so information can be easily submitted, tracked, monitored, and reported. Reduce the number of calls and emails by providing a more consistent streamlined approach for employees to submit requests. The benefits of project completion include; Allow user submission of requests through a portal with workflow for appropriate assignment of work and improve customer service, status and volume reporting.

Additional Projects in queue for BA assignment

The following are additional projects pending assignment upon resource release from the above projects. Loss of the two-contractor staff will mean these projects will be put on hold for an indefinite period.

MIS Employee Absence Notification Process - Objective: Establish a process and procedure for unplanned employee absence and supervisor notification. Benefit: Streamline communications and provide a reference for others to know when someone is out of the office unexpectedly.

MIS Knowledgebase - Objective: provide a centralized repository for Q&A, problem fixes, help desk and end user reference materials across all projects and current systems under support. Benefit: provide a resource currently not available to MIS support personnel.

MIS Change Management Process - Objective: Define an organizational change management process that will fit the overall organization. Benefit: Ease transition into a new environment and culture while minimizing impact to the DHHR Bureaus supported.