

Template D

Vendor Project Organization and Staffing Time Commitment

Including Response Template

Instructions for RFP Response

RFP #: 03410-128-14

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Vendor Project Organization and Staffing Time Commitment for Care Management Solution

The Vendor must include a narrative of its proposed organization and staffing approach for the Care Management solution. This response template must include the proposed approach to: organization plan; organization chart; key staff; Subcontractors; staff contingency plan; staff management plan; staff retention and the Vendor’s approach to working with the State project staff.

1. Project Organization and Staffing Plan

Instructions: The Vendor must describe the integrated staffing organizational plan required to execute the proposed approach and create the deliverables required of the project. The staffing plan should be a balanced complement of Vendor and State project resources. This section includes details regarding the State’s team, proposed use of approved Subcontractors, and the Vendor's expectations of State project resources.

The Vendor must provide a staffing plan detailing the number of personnel, level, roles and responsibilities, and team reporting relationships, and identify the approach to providing “shoulder-to-shoulder” links for key staff roles between Vendor staff and State staff. This plan will show proposed Vendor personnel hours by phase, by personnel level, and by role for the entire project. The Vendor must identify all Key Project Personnel for the Vendor and key personnel for the State and their proposed project role. Key Project Personnel for the design, development and implementation of the Care Management solution must participate in any and all Vendor Oral Presentation and Best and Final Offer (BAFO) and cannot be replaced without prior State approval during the life cycle of the project.

Refer to Section 2.5.10 in the RFP for the proposed approach to the staffing plan.

<Response>

2. Project Organization and Staffing Chart

Instructions: The Vendor must provide a proposed organization chart showing both the Vendor staff and their relationship to State staff that will be required to support the project. The organization chart must denote all Key Vendor personnel and State project personnel for this project, and a summary of each key member’s high level responsibilities. Vendor’s Key Project Personnel are to be full-time and dedicated solely to the Vermont Medicaid account unless the Vendor provides alternative solutions that meet State’s approval. No Key Project Personnel can be added, replaced or removed without the State’s permission. The Vendor must also identify members of the company’s Board of Directors.

<Response>

3. Vendor Key Project Personnel

Instructions: The Vendor must identify Key Project Personnel for the project including:

- Name

- Position in Vendor organization
- Proposed role on project
- Experience in the proposed role
- Qualifications for the proposed role
- Role in the last three (3) projects
- Percentage of time the person is committed for the entire project (if not 100%, start and end dates must be provided)

Key Project Personnel must at a minimum include the roles identified in Section 2.5.10.2.1, Table 10 of the RFP.

Table 1 Vendor Key Project Personnel

NAME	POSITION IN ORGANIZATION	EXPERIENCE IN PROPOSED ROLE (YEARS)	QUALIFICATIONS FOR PROPOSED ROLE	ROLE IN LAST 3 PROJECTS	% COMMITTED FOR ENTIRE PROJECT?

3.1 Subcontractors (If Applicable)

Instructions: The Vendor must identify the Subcontractor key staff for the project including:

- Name
- Proposed role on project
- Experience in the proposed role
- Qualifications for the proposed role
- Role in the last three (3) projects
- Percentage of time the person is committed for the entire project (if not 100%, start and end dates must be provided)

Table 2 Subcontractor Key Staff

NAME	POSITION IN ORGANIZATION	EXPERIENCE IN PROPOSED ROLE (YEARS)	QUALIFICATIONS FOR PROPOSED ROLE	ROLE IN LAST 3 PROJECTS	% COMMITTED FOR ENTIRE PROJECT?

4. Staff Contingency Plan

Instructions: The Vendor must provide a contingency plan that shows the ability and process to add more staff if needed to ensure meeting the project's deliverable due date(s) and go-live dates.

The Vendor must provide a description of its plan to monitor the project, and how a determination to deploy contingency staffing will be made.

<Response>

5. Staff Management

Instructions: Describe internal standards, policies and procedures regarding hiring, professional development and human resource management.

<Response>

6. Training Policies and Procedures

Instructions: Describe Vendor's policies and procedures for training and ongoing education of its personnel.

<Response>

7. Staff Retention

Instructions: Describe Vendor's process and methodology for retaining Vendor personnel and ensuring that Key Project Personnel are available as noted in Section 2.5.10.2.1, Table 10 of the RFP.

<Response>

8. Use of Vermont Staff

Instructions: Describe the required staffing of business and technical resources the State must provide to support the creation of all deliverables. The staffing plan will include the number of resources (both business and technical), anticipated role and responsibilities, level of participation (e.g., part time, full time) and necessary capabilities / skills.

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

<Response>

9. Time Commitment

Instructions: Please submit an explanation that describes to what extent, if any, the proposed Vendor’s Key Project Personnel and proposed team members listed in Tables 1 and 2 may work on other tasks or assignments, unrelated to the project during the term of the Contract.

The State expects the Project Manager to be a full-time resource to the project. The State may reject any proposal that commits any proposed Key Project Personnel or any proposed personnel to other assignments during the term of the Contract, if the State believes that any such commitment may be detrimental to the Vendor’s performance.

<Response>

10. Project Organization and Staffing Assumptions

Document the assumptions related to the project organization and staffing in the following table. The Vendor may add rows as appropriate.

Table 3 Project Organization and Staffing Assumptions

ITEM #	REFERENCE (SECTION, PAGE, PARAGRAPH)	DESCRIPTION	RATIONALE
1.			
2.			
3.			