Attachment D: Vendor Organization and Staffing

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

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

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

1. Initial Staffing Plan

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

- A description of the vendor's proposed team that exhibits the vendor's ability and capability to provide knowledgeable, skilled, and experienced personnel to accomplish the scope of work as described in this RFP.

- Organization charts for the operation showing both the vendor staff and their relationship to the PRMP staff that will be required for the delivery of all necessary HIE services. The organization chart should denote all key staff and non-key positions with a summary of each key staff's responsibilities.

- Identification of subcontractor(s) staff or organizational structures, if applicable.

- Detailed explanation of how the primary vendor will manage any subcontractor partnership including but not limited to the performance standards in place between the prime and subcontractor, if applicable.

1. Initial Staffing Plan

Vendor's Proposed Team:

Abartys Health is committed to assembling a highly skilled and experienced team to fulfill the requirements outlined in the RFP. Our proposed team comprises professionals with diverse

expertise in Health Information Exchange (HIE), ensuring coverage for all aspects of the scope of work.

Key Personnel:

1. Executive Director:

   Name: Florian Gaa

   Qualifications:

   - Florian Gaa joined Abartys Health in 2019 as CFO and 2021 assume role as President & General Manager.
   - Prior to joining Abartys, Florian gained 23 years of experience in the pharmaceutical industry with Roche, Genentech and AstraZeneca, where he held several financial leadership roles, including country CFO and Head of Global Alliance Controlling.
   - Florian holds an Masters Degree in Education Science/ Business Administration from the University of Mannheim, Germany.
   - AWS Certified Cloud Practitioner

   Responsibilities:

   - Reporting to the board of directors, leading the overall the operations and development functions.

2. Technical Lead and Managers:

   Name: Julian Velev

   Qualifications:

   - PhD Physics; MS Computer Science
   - AWS Solutions Architect Professional; AWS Data Analytics Specialty; AWS Machine Learning Specialty

   Responsibilities:

   - Overall design and architecture of cloud infrastructure and microservices
   - Oversee implementation standardization and data normalization. In particular, of standards such as HL7 v2, LOINC, etc.
3. Operations Lead and Managers:

   Name: Jesuan

   Qualifications:

   - PhD in Health Informatics or related field
   - In-depth knowledge of Health Information Exchange (HIE) standards and protocols
   - Extensive experience in managing and leading healthcare IT operations

- Certification in AWS Data Analytics and AWS Solutions Architect
- Strong background in physics with a focus on healthcare applications

Responsibilities:

- Overseeing and managing day-to-day operations of the HIE platform
- Leading the Operations team with a focus on healthcare data exchange
- Implementing and optimizing operational strategies to ensure efficient HIE services
- Collaborating with cross-functional teams, including technical, integration, and support teams
- Ensuring compliance with healthcare data security and privacy regulations
- Identifying areas for process improvement in the context of HIE
- Providing expertise in the development and implementation of HIE solutions
- Working closely with the technical lead to integrate HIE services seamlessly
- Participating in strategic planning and governance activities related to HIE
- Developing and maintaining strong relationships with healthcare providers and stakeholders
- Stay updated on industry trends, standards, and emerging technologies in HIE

Lead Roles:

4. Customer Success (Technical Assistance and Support):

Name: Luis Pomar

Qualifications: Luis G. Pomar Santiago, with a strong background in customer service and project management, excels as a leader in network and information systems management. In his role at Abartys Health, he has demonstrated skills in managing special projects and acting as a liaison between engineering teams and key stakeholders. His ability to analyze data, develop and implement effective processes, and his customer-oriented approach make him an invaluable asset for leadership in network and information systems management.

Responsibilities: Provide technical assistance and support to customer inquiries, issues, and technical challenges. This includes proactive communication, troubleshooting, and ensuring customer satisfaction by advocating for their needs within the organization.

5. Integration Engineer(s) Specialized in Health Level-7 (HL7) Data Platforms:

Name: John Negron

Qualifications: John Negron, with extensive experience as a data engineer specializing in ETL processes using AWS resources, is well-suited for the role of Integration Engineer specialized in Health Level-7 (HL7) Data Platforms. His expertise in managing ETL jobs and leveraging AWS technologies positions him as a valuable asset in integrating and optimizing HL7 data platforms for healthcare organizations. With a proven track record of ensuring data accuracy, security, and efficiency, John brings a unique skill set to drive seamless integration and enhance data interoperability in healthcare systems.

Responsibilities: Integration Engineers specialized in Health Level-7 (HL7) Data Platforms are responsible for designing and implementing solutions to seamlessly connect healthcare systems and applications using HL7 standards. They collaborate with stakeholders to ensure data accuracy, security, and compliance, while also troubleshooting and optimizing data exchange workflows to enhance interoperability in healthcare environments.

6. Developer(s):

Name: Julian Rodriguez

Qualifications: Julian Rodriguez, a seasoned Senior Front-End Developer at Abartys Health, brings over 7 years of experience in crafting intuitive interfaces for health data and management tools. With a strong command of HTML5, CSS, and AngularJS, Julian excels in leveraging cutting-edge technologies such as SVGs, SASS, and Node.js to deliver innovative solutions. His track record includes spearheading projects like developing custom UI kits with dynamic animations for real-time data presentation and creating GeoLocation-based map functionalities. Julian's commitment to excellence and collaborative spirit make him an invaluable asset in any development team.

Responsibilities: Designing, developing, and implementing software solutions to meet project requirements. This involves collaborating with cross-functional teams to analyze user needs, writing efficient code, and conducting thorough testing to ensure quality and functionality. Additionally, developers often participate in code reviews, troubleshoot technical issues, and stay updated on industry best practices to continually improve their skills and contribute effectively to the team's success.

7. Network and Information Systems Management Lead:

Name: Josué Yupanqui

Qualifications: Josué Yupanqui brings over 7 years of experience in software development, excelling in managing cross-functional teams and driving impactful projects. At Abartys Health, he led a team of engineers in migrating monolithic projects to microservices, enhancing AWS infrastructure, and optimizing lab results distribution services. Josue's technical prowess extends to frontend and backend development using JavaScript, Angular, Python, Django, SQL, and AWS, making him a proficient leader in network and information systems management. His track record of implementing Agile methodologies, recruiting top talent, and fostering a culture of innovation underscores his capability to excel in leading and optimizing organizational IT infrastructures.

Responsibilities: The responsibilities of a Network and Information Systems Management Lead involve overseeing the design, implementation, and maintenance of an organization's network infrastructure and information systems. This includes managing network security, optimizing system performance, and ensuring compliance with industry standards and regulations.

8. Data Analyst/Informaticist:

Name: Efrain Betancourt

Qualifications: Efrain Betancourt, with a background in biostatistics and expertise in AWS QuickSight, is well-equipped for the role of Data Analyst/Informaticist. His experience includes leveraging statistical methods to analyze complex health lab data and creating insightful AWS QuickSight dashboards to visualize and interpret findings. With a keen eye for data patterns and a knack for translating insights into actionable recommendations, Efrain brings a valuable skill set to drive informed decision-making and optimize data-driven strategies in healthcare informatics.

Responsibilities: Data Analysts/Informaticists are responsible for collecting, analyzing, and interpreting data to provide actionable insights for decision-making in healthcare. They collaborate with stakeholders to understand business needs, develop analytical solutions, and communicate findings effectively through reports and visualizations.

9. Security Expert(s)/Assigned Chief Information Security Officer (CISO) and Project Manager:

Name: Juan Vasquez

Qualifications: Juan Vazquez-Rivera, a seasoned Software Developer with a wealth of experience in biotechnology, aerospace, and healthcare, possesses a strong foundation in Python, Software Documentation, and Software Testing. As an AWS Certified Developer and SysOps Administrator, Juan has demonstrated expertise in deploying AWS resources and addressing security risks within complex infrastructures. His proactive approach to enhancing development teams and leading projects, such as connecting to EHR systems for extracting patient data, underscores his proficiency and leadership in ensuring robust security measures across diverse industry landscapes.

Responsibilities: Developing and implementing security policies, procedures, and protocols to safeguard organizational assets from cyber threats. Oversee risk assessment and mitigation strategies, conduct regular security audits, and ensure compliance with regulatory standards. Play a pivotal role in incident response and breach management, collaborating with internal teams and external partners to mitigate security incidents effectively.

10. Project Manager

Name: Teresita Santiago Lebron

Qualifications: Teresita Santiago holds a master's degree in business administration from Turabo University with a focus on Project Management. With 17 years of extensive experience, Teresita possesses a wealth of knowledge in managing projects within the healthcare sector, showcasing a deep understanding of the unique challenges inherent in the industry, specifically in Health Information Exchange (HIE) Systems.

Responsibilities: As the Project Manager, Teresita Santiago will leverage her extensive experience to ensure the seamless coordination, execution, and successful delivery of the HIE services contract. Tasked with comprehensive project planning, scheduling, and resource allocation to project efficiency and effectiveness. Collaborates closely with cross-functional teams, fostering a collaborative environment to achieve project

milestones. Serves as the primary liaison between Abarty's Health and the Puerto Rico Medicaid Program (PRMP), ensuring clear communication and alignment with project goals. Implements robust risk management strategies and quality control measures to guarantee the delivery of high-quality HIE services.

2. Use of the PRMP Staff

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

- The key PRMP roles necessary to support project deliverables and scope of work.

- The nature and extent of the PRMP support required in terms of staff roles and percentage of time available.

- Assistance from the PRMP staff and the experience and qualification levels of required staffing.

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

In consideration of the transition from the current HIE vendor, we acknowledge the importance of PRMP staff support for seamless and effective project completion. Our approach aligns with the information previously shared regarding the existing vendor:

A. Key PRMP Roles:
- Project Manager:
  - Align project goals with PRMP objectives.
  - Oversee the transition and HIE services implementation.
- Subject Matter Experts (SMEs):
  - Provide insights into the existing HIE system.
  - Collaborate on data transfer and integration processes.
- IT Specialists:
  - Offer technical guidance on current PRMP systems.
  - Assist in the transition of HIE services.
B. Nature and Extent of PRMP Support:

Percentage of Time:

- PRMP staff will be engaged as needed during the transition phase.
- Intensive involvement during the data transfer and integration period.

Staff Roles and Time Allocation:

- Project Manager: 25%
- SMEs: 20%
- IT Specialists: 15%

C. Assistance Required and Staff Qualifications:

- Project Manager:

  The project manager should confidently oversee the transition and HIE project, ensuring a well-coordinated and efficient process.

- Subject Matter Experts (SMEs):

  SMEs should possess basic awareness of the existing HIE vendor's system and practical knowledge of the current HIE vendor's system, along with exposure to transitioning HIE systems.

- IT Specialists:

  IT specialists should have a basic familiarity with current PRMP systems, practical experience with their technical aspects, and some exposure to migrating data from the existing HIE vendor's system for a seamless transfer.

D. Vendor's Request for Additional Support:

  Acknowledging potential constraints, we seek assistance for a seamless transition. Our proposal addresses the specific challenges linked to transitioning from the current vendor, aiming to enhance project outcomes. Whether the vendor is available or not, we request documentation or references for data migration between systems, ensuring a comprehensive and well-documented transfer process.

3. Key Staff, Resumes, and References

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

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

Key Staff

- Executive Director

- Technical Lead and Managers

- Operations Lead and Managers

- Lead roles for:

  o Customer Success (Technical Assistance and Support)

- Integration Engineer(s) Specialized in Health Level-7 (HL7) Data Platforms
- Developer(s)
- Network and Information Systems Management Lead
- Data Analyst/Informaticist
  - Security Expert(s)/Assigned Chief Information Security Officer (CISO)

3.1   Resumes

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

Table 114: Proposed Key Staff and Roles

Name	Proposed Role	Experience in Proposed Role
Florian Gaa	Executive Director	
Julian Velev	Technical Lead and Managers	
Jesuan Betancourt	Operations Lead and Managers	
Teresita Santiago	Project Manager	
Luis Pomar	Customer Success (Technical Assistance and Support)	
John Negron	Integration Engineer(s) Specialized in Health Level-7 (HL7) Data Platforms	
	Integration Engineer(s) Specialized in Health Level-7 (HL7) Data Platforms	
Julian Rodriguez	Developer(s)	
Josue Yupanqui	Network and Information Systems Management Lead	
Efrain Betancourt	Data Analyst/Informaticist	
Juan Vazquez	Security Expert(s)/Assigned Chief Information Security Officer (CISO	

2.2 Key Staff References

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

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

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

Table 15: Key Staff References

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

Key Staff Reference Form

Key Staff Reference Form

Key Staff Name:			Proposed Role:	

Reference 1

Client Name:		Client Address:	
Contact Name:		Contact Title:	
Contact Phone		Contact Email:	

Project Name:	Start Date:	MM/YYYY	End Date:	MM/YYYY

Project Description:

Project Role and Responsibilities:

Reference 2

Client Name:		Client Address:	
Contact Name:		Contact Title:	
Contact Phone:		Contact Email:	

Project Name:	Start Date:	MM/YYYY	End Date:	MM/YYYY

Project Description:

Project Role and Responsibilities: