



KERN HEALTH SYSTEMS

2900 Buck Owens Boulevard

Bakersfield, CA 93308

Request for Quote

Professional Services Agreement

for

Professional Technical Resources

September 30, 2022

Proposal Deadline:

October 28th, 2022, 2:00 PM PST

A. INSTRUCTIONS AND CONDITIONS

1. Definitions
 - a. As used herein, “RFQ” means “Request for Quote.”
 - b. As used herein, “KHS” means “Kern Health Systems.”
2. Preparation of Responses (Instructions to Bidders)
 - a. Before submitting a Proposal, each Bidder is expected to thoroughly examine the specifications in the Attachments, and all other related contractual documents included in this RFQ, including subsequent amendments to the RFQ. Failure to do so will be at the Bidder’s risk, and will not bar the Bidder’s obligation to perform if a contract is awarded pursuant to this RFQ.
 - b. KHS’ standard Professional Service Agreement (PSA) will be used to contract with the chosen vendor. A blank template is included with this RFQ package. Any objections to the terms and conditions stated in that document must be clearly explained and included with the bid package as an additional Attachment F**
3. Explanation to Bidders
 - a. If a Bidder desires an explanation of any kind regarding provisions of this RFQ, the Bidder must generate a written request for such explanation. The request may be e-mailed to RFP@khs-net.com, faxed to 661-664-4381, or addressed to:

Kern Health Systems
Attention Purchasing Department
2900 Buck Owens Boulevard
Bakersfield, CA 93308
4. Submitting Proposals
 - a. Please submit ONE (1) electronic copy. Electronic copy should be submitted via e-mail to RFP@khs-net.com.**
 - b. Mailed or third-party delivered Proposals and amendments of Proposals shall be enclosed in sealed envelopes and addressed to KHS Purchasing Department, 2900 Buck Owens Blvd, Bakersfield, CA 93308. Proposals shall be clearly identified by stating, “ATTENTION PURCHASING: IT Professional Resources shown on the outside of the envelope. Proposals and/or amendments may be hand delivered, but the foregoing information will nevertheless be required for identification purposes. KHS is not responsible for delinquent delivery issues.
 - c. Faxed proposals will NOT be considered.
 - d. Alternate Proposals are not authorized and will NOT be considered.
 - e. All Proposals (electronic and hard copies) must be received by KHS no later than October 28, 2022, 2:00 PM PST. Late Proposals will NOT be considered or accepted. For purposes of this RFQ, the official time shall be the time on the clock in the lobby of KHS front office. Participants are strongly encouraged to arrive early to avoid any discrepancy between their own watch and the official clock.**

5. Bidders Response Information

Since KHS is a public entity, all responses may be disclosed through the Public Records Act. KHS may keep submissions and negotiations confidential until the Governing Board approves the final contract and/or a Purchase Order is issued.

6. Award of Contract

- a. Award will be made, in whole or in part, to the responsive, responsible Bidder whose Proposal is determined by KHS to be most advantageous to KHS, price, delivery, and others factors considered.
- b. KHS may reject any or all bids, and may waive informalities and minor irregularities in bids received.
- c. **THE CONTRACT IS SUBJECT TO KHS GOVERNING BOARD APPROVAL.**

7. Evaluation Process

- a. The determination and final selection of the successful Bidder will be based upon evaluation by KHS considering all factors and such other criteria (subjective and otherwise) as KHS may, at its sole discretion, deem relevant. In no event will KHS be limited to selecting a Bidder based solely upon total cost submitted.
- b. Including the Total Price, the following overall factors will be considered:
 - Corporate capabilities
 - Responsiveness to RFQ
 - Value-added services
 - Timeliness of service
 - Trade reference and/or referrals
 - History of compliance with government contracts and laws
- c. KHS will provide special consideration to vendors located and doing substantial business in Kern County.

8. Late Bids

No Proposal or Proposal Amendment received at the office designated in this RFQ after the time set for receipt specified in this RFQ will be considered or accepted.

9. Cost of Preparation of Bids

Costs for developing responses to this proposal are entirely the responsibility of the Bidder.

10. Withdrawal of Bids

- a. Proposals may be withdrawn by letter or in person by a Bidder or an authorized representative possessing proper identification and written proof of his authority to act on behalf of the Bidder. If withdrawn in person by a Bidder or a representative of the Bidder, the person withdrawing the Proposal will be required to sign a receipt for the Proposal.
- b. Withdrawal action of any type must be done before the date and time specified for opening of bids in this RFQ.

11. Payment

- a. Invoices for services rendered shall be directed to:
Kern Health Systems
Accounts Payable
2900 Buck Owens Blvd
Bakersfield, CA 93308

or submitted via email to:
apinvoice@khs-net.com

- b. Payment will be made upon receipt of an appropriate invoice and determination by KHS where products and/or services have been determined by KHS to be satisfactorily provided, and subject to the terms of the contract. Payment terms are Net 30 after receipt of a valid invoice. KHS is unable to take advantage of any prompt-payment discounts. KHS is not responsible for misdirected invoices.

12. Miscellaneous

- a. The successful Bidder may not assign the contract or any part of its obligations without the prior written consent of KHS, which may be withheld in its sole discretion.
- b. The successful bidder will enter into a "Professional Services Agreement" with KHS.
- c. Bidder recognizes that the Medi-Cal Managed Care and Healthy Families programs are dynamic programs that are subject to numerous legislative and regulatory changes, which will likely require the successful Bidder to implement related changes to the agreement that may be awarded pursuant to this RFQ.

13. Disposition of Proposals and Proprietary Data

All materials submitted in response to this RFQ become the property of Kern Health Systems. Any and all proposals received by the KHS shall be subject to public disclosure and inspection, except to the extent the proposer designates trade secrets or other proprietary data to be confidential, after the Evaluation Committee has completed its deliberative process and either the proposer has been informed that they are not the vendor selected by the Evaluation Committee for recommendation to the Board of Directors, or the matter has been set for consideration before the Board of Directors, whichever comes first.

Material designated as proprietary or confidential shall accompany the proposal and each page shall be clearly marked and readily separable from the proposal in order to facilitate public inspection of the non-confidential portion of the proposal. Prices, makes and models or catalog numbers of the items offered, deliverables, and terms of payment shall be publicly available regardless of any designation to the contrary. KHS will endeavor to restrict distribution of material designated as confidential or proprietary to only those individuals involved in the review and analysis of the proposals.

Proposers are cautioned that materials designated as confidential may nevertheless be subject to disclosure. **Proposers are advised that KHS does not wish to receive confidential or proprietary information and that proposers are not to supply such information except when it is absolutely necessary. If any information or materials in any proposal submitted is labeled confidential or proprietary, the proposal shall include the following clause:**

(legal name of proposer) shall indemnify, defend and hold harmless Kern Health Systems, its officers, agents and employees from and against any request, action or proceeding of any nature and any damages or liability of any nature, specifically including attorneys' fees awarded under the California Public Records Act (Government Code §6250 et seq.) arising out of, concerning or in any way involving any materials or information in this proposal that (legal name of proposer) has labeled as confidential, proprietary or otherwise not subject to disclosure as a public record.

14. Timeline

The following timeline is based on KHS' requirements and will be strictly adhered to unless modified by amendment

- **September 30, 2022** **RFQ release**
- **October 28, 2022** **Proposals due (2:00 PM) PST**
- **December 15, 2022** **Proposed contract presented to KHS Board for approval**
- **December 16, 2022** **Award Announcement**
- **January 2, 2023** **Resources Start**

ATTACHMENT A

SCOPE OF SERVICES

A. Background

- a. **Outcome:** Kern Health Systems (KHS) is budgeting for several large projects and will be hiring various distinct technical disciplines to augment its existing staff to accomplish the work. This RFQ is soliciting vendors to provide full and part-time contracted human resources that will telecommute and/or work locally. KHS will reimburse said vendors on an hourly rate (time and materials) plus any travel and expense (T&E) incurred.
- b. **Business Model:** KHS manages approximately 340,000 lives under its Knox-Keene license for the State of California Medicaid program called Medi-Cal. Kern operates a fee for service model for the majority of its population and contracts with over 500 various entities. The company operates with the following departments: Claims; Utilization Management; Quality Improvement; Disease Management; Health Education; Member Services; Pharmacy; Corporate Services; Marketing; Information Technology; and Executive. Other delegated functions are pharmacy and vision.
- c. **Information Technology Environment:** The technology group within KHS consists of operational technologist, technical analysts, application development, database development; and data analysts. KHS leverages an enterprise agreement with Microsoft and uses many Microsoft technologies within the company. The current workflow solution is a .NET MVC architecture over Microsoft SQL databases. The database team uses SSIS for its Extract Load and Transformation (ETL) processes and SSRS/Business Objects for the data delivery and analytics. EDIFECS is the primary tool for HIPAA EDI transformations and the Microsoft SQL platform for data warehousing. **KHS governs projects using the Project Management Institute (PMI) Project Management Methodology (PMP) with technology execution in an iterative manner leveraging the Agile Development Methodology (Scrum).**

B. Desirable Vendor Attributes - Vendor should possess the following attributes:

- a. Reputable and financially stable organization that has historically provided professional technical services.
- b. Proven experience providing these human resources to companies of the size and nature of KHS.
- c. Provide directly contracted resources (i.e. no subcontracting to third-party delegates).
- d. Ability to invoice KHS with a brief description of work performed by the individual contracted resource.

C. **Resource(s) Professional Qualifications:** KHS will need resource(s) to support its 2023 project work for the following areas:

a. **Full-Stack Application Developer** - Candidate must have the following skills:

1. Creates application programs from specifications designed and provides development of logical software programs using Visual Studio and C# .NET, HTML 5, CSS 3, and JavaScript along with the usage of frameworks such as jQuery, Kendo UI, Knockout.js Angular.js, or jQuery UI.
2. Expertise with multiple object-oriented programming languages implementing design patterns, test driven development (TDD) methods, and multi-tiered applications.
3. Expertise in creating complex structured query language (SQL) statements for analytical data mining, software development, or business reporting.
4. Expert level experience in designing relational databases using Microsoft SQL server 2019 and above.
5. Experienced in implementing EDI solutions using enterprise-grade tools such as Microsoft BizTalk Server or SQL Server Integration Services (SSIS).
6. Experienced in one or more ORM technologies such as Entity Framework or NHibernate.
7. Experienced in implementing ASP.NET websites using Microsoft MVC and Web Forms and utilizing AJAX methodologies.
8. Experienced in implementing Microsoft WCF services, Windows services, and Web API using SOAP/XML or JSON. Strong working knowledge of implementing RESTful services.
9. Experienced in one or more enterprise-grade source control repositories such as Microsoft Team Foundation Server.
10. Able to fully participate in all phases of the SDLC and lead a team with strong working knowledge of agile development methodologies such as Scrum, Kanban, or XP.
11. Ability to integrate third party tools within a Visual Studio Environment to assist in development of internal applications and engage third party vendors in problem resolution and enhancements.
12. Proactively interacts with management, business and technical analysts in review and design of new concepts and ideas, project implementation, and problem resolution.
13. Provide application development leadership to junior team members, code review, and oversight or mentoring skills to other technical team members related to application development.

b. **Database Administrator** - Candidate must have the following skills:

1. Organized individual that demonstrates responsibility, good judgement, strong analytical skills, initiative, and resourcefulness, and is able to provide leadership for junior team members.
2. Independently able to architect or design ETL and templates that are used to collect and store the data from external sources so that data can be accessed by internal or external business and technology partners or users.
3. Perform code review, troubleshoot, develop, or modify custom database packages/SSIS packages.
4. Advanced T-SQL skills.
5. Provide design and structural recommendations for database application tuning and performance enhancements to development team.

6. Install, configure, support, and troubleshoot Microsoft SQL Server, or other relational database and its supporting Windows Server, Operating Systems (OS) and associated hardware.
7. Provide leadership in the overall database designs and setup in support of the KHS and industry standards.
8. Design, create, or modify database tables, indexes, constraints, links, stored procedures, and functions.
9. Provide direction and methodology for the data warehouse design, creation, and maintenance to include data schemas and associated ETL in conjunction with business needs.
10. Establish standards for data integrity in the KHS data warehouse through data reconciliation techniques, data analysis, or ETL design issues.

c. **Technical Analyst** - Candidate must have the following skills:

1. Analyze and document functional business requirements that facilitate work throughout the company.
2. Develop complex business requirement specifications through internal and external research to complete technical analysis, and articulate and formally present research to various skill levels.
3. Lead business meetings leveraging the Agile process to assist business units in the “What” session to ensure the creation and documentation of stories and acceptance criteria.
4. Provide technical interpretation to Application Developers in the Agile “How” session to understand technical requirements related to the business stories and acceptance criteria.
5. Successfully engage in multiple complex initiatives simultaneously
6. Recommend reconciliation points necessary after a comprehensive process or data analytics engagement to mitigate/resolve present and future reconciliation conflicts.
7. Expert ability in the structure query language (SQL) for analytical data mining, software development, TFS, and business reporting.
8. Comprehend and implement system configuration changes of the managed care core system software to process data transactions for business functions such as eligibility, claims, authorizations, and case management.
9. Mentors and leads in the creations of testing plans that are used in the testing and implementation of software systems used by the organization.

d. **Data Analyst** - Candidate must have the following skills:

1. Expert level with T-SQL (Transact\SQL)
2. Strong experience working in Microsoft SQL Server and the Microsoft Business Intelligence Stack (SSRS, SSAS and SSIS)
3. Strong experience designing relational and multi-dimensional models
4. Strong cube design expertise
5. Strong SSRS reporting off cubes (multidimensional MDX experience preferred)
6. SSRS Dashboard Development
7. Knowledge of SharePoint Integration for SQL Server Reporting Services (preferred)
8. Effective verbal and written communications skills and effective presentation skills
9. Self-motivator, independent, cooperative, flexible, creative
10. Successful in translating technical language to lay audiences

e. **Project Manager** - Candidate must have the following skills:

1. Familiar with PMI methodology and willing to adapt to internal KHS project management processes.
2. Experience working with project owners to create project proposals that establish projects goals and define anticipated benefits.
3. Experience facilitating, directing and managing the project team in the creation of project artifacts including the project charter, scope statement, requirements, work breakdown structure, resource loaded schedule, budget, communication plans, RAID log, etc.
4. Expertise in monitoring and controlling the execution of projects to the successful delivery of the scope, schedule, budget, goals and benefits of projects.
5. Adept at communicating project information and ensuring stakeholder engagement.
6. Possesses soft skills to build, develop and nurture business and technical relationships vital to the success of the project.

f. **Systems Administrator** - Candidate must have the following skills:

1. Expert level knowledge of Microsoft Server technologies including all system center tools (Operations Manager, Service Manager, and Configuration Manager).
2. Expert level knowledge of installing and maintaining Microsoft Server technologies including TFS, Share point, Windows OS, Server OS, Orchestrator, Exchange and Active Directory.
3. Perform technical support in the administration and maintenance of client-server applications and operating systems.
4. Expert level knowledge of virtualization including hypervisors VMware and Hyper V
5. Strong experience in provisioning new physical and virtual servers
6. Strong experience in designing physical and logical system architectures
7. Ability to discern requirements from technical specification documents
8. Effective verbal and written communications skills and effective presentation skills
9. Self-motivator, independent, cooperative, flexible, creative
10. Successful in translating technical language to lay audiences

g. **Electronic Data Interchange Developer** - Candidate must have the following skills:

1. Extensive experience with the American National Standards Institute (ANSI) formats that govern healthcare Electronic Data Interchange (EDI).
2. Requires at least four (4) years of experience developing and maintaining Healthcare EDI X12N transactions, including batch and real-time formats (837I/837P, 274, 834, 835, 270/271).
3. Requires at least four (4) years of Edifecs hands-on experience with Healthcare EDI X12N transactions, including analytics, mapping, development, testing, and deployment.
4. Demonstrates a working knowledge of Edifecs: Architecture, SpecBuilder, Enterprise Application Manager, and Transaction Management, including Trading Partner Manager and deployment procedures.
5. Extensive experience with the HL-7 and NCPDP File Formats, QNXT Healthcare Core Systems, including knowledge of QNXT EDI Manager and QNXT Connect (MS BizTalk).

6. Demonstrates the ability to formulate and maintain structure query language (SQL) queries for analytical data mining, software development, TFS, Stored Procedures, ETL, and business reporting.

h. Configuration Analyst - Candidate must have the following skills:

1. Comprehend, analyze, and configure the claims core system including plan and carriers, program edits, benefits, procedure codes, service groups, fee schedules, provider contracts, affiliations, and all other configurations.
2. Comprehend, analyze, and configure the medical management core system including episode, sentinel rules, integration, data synchronization, letters, and all other configurations.
3. Ability to interpret simple and complex provider contracts and amendments, define requirements to configure, test, and promote within environments, and audit.
4. Responsible for testing and remediation of all core system updates and changes.
5. Researches and develops recommendations for enhancements and/or improvements by leading the analysis of existing processes, procedures, requirements, and utilization of existing systems.
6. Provides guidance in problem identification and the implementation of solutions that address gaps and configuration needs.
7. Independently works, or under the direction of Project Manager or Senior Analyst, with Executives, Management, Staff, or Business analysts to identify, document, and redesign complex business concepts or processing conflicts.
8. Lead and mentor in areas that need cross-training and independently provide knowledge and documentation exchange to educate team members in Analytical roles in support of team redundancy.
9. Provide formal user education with software productivity and technical tools such as Microsoft Office, Visio, Team Foundation Server, or Attachmate to document business and technical process requirements related to a technology system.
10. Comprehend, analyze, and document business or process requirements using personal interviews, document analysis, meetings, surveys, process documents, or actual scenarios.
11. Take on duties of a Project Manager for small projects using standard PMBOK processes to identify requirements, resources, and stakeholders using standard analysis techniques.
12. Analyze and document functional business environments that facilitate work throughout the company.
13. Develop complex business requirements and specifications through internal and external research to complete technical analysis, and articulate research back to various skill levels.
14. Facilitate business meetings leveraging the Agile process to assist business units in the “What” session to ensure the creation and documentation of stories and acceptance criteria.
15. Work with Configuration and Project teams in the Agile “How” session to understand technical requirements related to the business stories and acceptance criteria.
16. Effectively communicate and collaborate with internal and external customers in support of analytics or problem resolution.
17. Successfully engage in multiple complex initiatives simultaneously
18. Analyze and evaluate information gathered from multiple sources to resolve reconciliation conflicts.

19. Possess excellent verbal and written communication skills and the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.
20. Comprehensive understanding of the various department technological resources and their roles in order to utilize various forms of electronic resources in everyday communications.
21. Understanding and experience with the American National Standards Institute (ANSI) formats that govern healthcare Electronic Data Interchange (EDI).
22. Proficient with the structure query language (SQL) for analytical data mining, software development, TFS, and business reporting.
23. Comprehend and implement system configuration changes of the managed care core system software to process data transactions for business functions such as eligibility, claims, authorizations, and case management.
24. Designs, develops and/or assist in the testing and implementation of software systems used by the organization.
25. Understanding of medical terminology to include ICD, CPT, and HCPCS coding systems.
26. Identify and create personal process checklists that will be used to process Kern Health Systems (KHS) programs and applications to support departmental activities.
27. Tactfully identify issues, makes recommendations, and implements configuration changes to improve automation and accuracy.
28. Ability to handle fluctuating volumes of work and be able to prioritize work to meet deadlines and needs of stakeholders.
29. Creates management reporting tools to enhance communication on configurations updates and initiatives.
30. Responsible for maintenance of existing systems including impact analysis, coordination with IT disciplines, and testing with IT and business units.

i. Business Intelligence Developer - Candidate must have the following skills:

1. Participate and contribute to the Agile and Project Management methodologies through planning to execution (i.e., requirements gathering; decomposition, development, etc.) in support of department or corporate projects.
2. Ability to manage multiple priority projects and shift priorities as needed as well as produce accurate and precise work, detect discrepancies, and resolve discrepancies all while meeting deadlines.
3. Be an organized individual that is willing to accept responsibility, demonstrate good judgment, initiative, and resourcefulness, and can adapt and learn quickly.
4. Participate in design sessions with organizational stakeholders and business owners to design and build data warehouse to meet business requirements.
5. Conduct or participate in meetings with organizational stakeholders to identify and build Infomart architectures that meet business requirements.
6. Conduct or participate in design sessions with key technical and business owners to design reporting and analytical applications that leverage the Infomart's.
7. Full understanding of the Structured Query Language (SQL) with the ability to create complex SQL statements within various data structures.
8. Ability to design, develop, implement, and support SQL products including SSIS packages, Agent jobs, RDLC solutions and more.
9. Lead the development and implementation of data solutions through the creation of data warehouses, data marts, and info-marts while ensuring high levels of data availability including the ETL used to populate those databases.

10. Lead the development and implementation of normalized and dimensional data models (logical and physical) to support reporting, analytics and data integration sources.
11. Establish methods and procedures for tracking data quality, completeness, redundancy, and improvement and will produce guidelines to ensure a manageable infrastructure.
12. Design, create, or modify database tables, indexes, constraints, links, stored procedures, and functions.
13. Develop implementation plans for building target data architecture incrementally, over time.
14. Enforce the change control process for the data architecture artifacts.
15. Mentor and provide leadership to junior members of the team.
16. Develop logical and physical architectural data diagrams
17. Has a deep understanding of one or more major business disciplines with a full understanding of the processes, functions, and operations of the Managed Care Organization (MCO).
18. Able to identify and describe current technology, facilities and equipment, location, products and services for one or more major business disciplines, with an understanding of the technical architecture.
19. Understanding the influence of data, created or used by a department, on operations in the assigned department and the ability to document or investigate issues as to why a certain behavior or outcomes are exhibited through department's data or reports.
20. Strong design skills in creating data solutions, easy to understand data models and business views
21. Develop standards for best practices for data modeling and educating the company on available info-marts and business views.
22. Facilitate meetings or communications as an interface between business units, technology teams, and other support resources.
23. Strong verbal and written communication skills with the ability to interact professionally with a diverse group, executives, managers, and subject matter experts.

j. **Systems Architect** - Candidate must have the following skills:

1. Complete understanding of the operation of Windows server and its architecture such that this person can manage the design of system and application structures to avoid pitfalls in this software and to take advantage of its strengths.
2. Provide direction and methodology for the KHS system infrastructure in conjunction with business needs.
3. Responsible/Accountable to communicate and document all risks and issues and create a strategic plan to address these issues as well as implement issue resolution.
4. Designs must focus on preventing/reducing End User Outages or Authentication/Authorization issues across the IT landscape.
5. Scrutinize change requests to determine the magnitude of work done and estimating the level of effort.
6. Review existing system architecture and recommending improvements and participating in engineering reviews to determine any ambiguities
7. Ensure that architectural solutions met technical and functional requirements
8. Conduct system design activities and reviews of detailed application module specifications, classes, objects, methods, and other software components.
9. Provide tuning and performance enhancement.

10. Determine industry changes, trends and make appropriate recommendations to management for future technical direction.
11. Be an active participant in insuring a 3-to-5-year plan exist for technical direction within KHS especially in the area of infrastructure design and management, storage capacity and compatibility with other infrastructure changes.
12. Design, configure, operate and perform maintenance on networking and computer systems including hardware, software, web portals, internet and intranet connections, firewalls, servers, and security that allow company infrastructures to function.
13. Identify and determine the size, resources, data needs, desired user experience and budget to determine its computing needs.
14. Tasked with the overall design and maintenance of an IT system, System Architects must be knowledgeable in this area of expertise; analyze healthcare data, identify problems, and develop logical conclusions and effective solutions
15. Responsible for designing and implementing short and long-term strategic goals for managing and maintaining systems and software.
16. Provide expertise and architectural assistance to other IT personnel including software teams, System Administrators and Network Administrators.
17. Research on new technologies in the field of systems development and create and develop plans for roadmap and investing in such systems that will increase cost effectiveness and flexibility.
18. Hands on experience server, storage, backup and recovery, and virtual environment management.
19. Understanding of system architecture design and development best practices
20. Understanding of virtual and cloud technology design and development best practices
21. Ability to communicate clearly in writing to document system requirements and translate into technical solutions.
22. Understands the importance of maintaining the physical and technical security and privacy of protected health information (PHI).
23. Assist in new product purchase decisions regarding systems and infrastructure capability.
24. Work with vendors and contracted resources as appropriate.
25. Performs other job-related duties as required.
26. Adheres to all company policies and procedures relative to employment and job responsibilities.

k. **Manager, Data Operations-** Candidate must have the following skills:

1. Provide strong data management and business intelligence technology depth, project management skills, and related abilities to facilitate and execute multidiscipline projects and teams in accomplishing corporate goals and objectives.
2. Provide leadership and management for the organization through the development and implementation of technical data and analytical strategies, designs, and implementations.
3. Build, manage, and energize technical team members with a proven focus on delivering business results and providing excellent customer service.
4. Create technical policies and procedures, and works as, or with, a Project Manager on project cost, resource estimation, tasking, and timely project completion.
5. Recommend and manage the data architecture and reporting strategy for KHS (which spans all types of operational data) and ensure that the end-to-end processing around all of the company's data is functioning, effective, and reconciled.

6. Provide technical oversight and subject matter expertise to the Data Architecture and Analytics team on key initiatives while defining and creating the short- and longer-term goals and objectives.
7. Provide data architecture expertise and data knowledge to business entities when evaluating requirements, operational reporting, and developing data-driven solution design proposals that will include appropriate stewardship of data, semantics/syntax of data attributes, coding structures, and mapping schemes.
8. Manage the KHS data architecture within the Operational Data Store (ODS) and Data Warehouse (DW) to include schemas, relationships to ensure that appropriateness and documentation is created and maintained.
9. Provide technical leadership for business owners in analyzing process improvement opportunities through automation and reporting and assisting in business analytics areas to mature in reporting practices.
10. Collaborate with other technical teams (Application Development, Operations, Data Development, Configuration, Technical Analysts and EDI) to perform duties and aid in business and technical development while mentoring peers and subordinates to enhance their career goals.
11. Promote business data analytics through indirect oversight of business resources to build an advanced data analysis and reporting business infrastructure.
12. Formulation and execution of Data Architecture & Data Analytics strategies, aligning overall direction between technology and business.
13. Assist in the creation of data management data architecture and business intelligence policies, retention, procedures, and reporting service level agreements (SLA).
14. Monitor the technical marketplace for new trends, technologies and its potential benefits, and participate in selection of tools, software, and upgrades relevant to Data Architecture and Business Intelligence.

D. Vendor Pricing Model

- a. KHS requires a per hour rate for each resource during the project timeline.
- b. KHS requires that invoices reflect which project(s) each resource is billing hours towards.

E. KHS Project Timeline

- a. Estimated Project Completion: 01/02/2023 through 12/31/2023.

F. Vendor Responses

- a. Provide a “yes” or “no” response to clarify resource capability for each of the requirements listed in Section D of Attachment A.
- b. Provide an hourly rate for each discipline/category.
- c. Clarify any items not identified in the RFQ that will add to the Total Cost of Ownership (TCO) for resource.
- d. Provide responses for any technical exceptions, exclusions, or variations not covered by the RFQ.

G. Vendor Assumptions

- a. KHS will provide resource(s) with a KHS Active Directory Account, Skype, GoToMeeting, and Email for the duration of the project.
- b. KHS will provide resource(s) with a Virtual Private Network account to access the KHS network remotely for the duration of the project.
- c. KHS will provide resource(s) with a Virtual Machine, with all the necessary applications related to the technical discipline, accessible with Microsoft Remote Desktop for the duration of the project.
- d. KHS will provide resource(s) with hardware for the duration of the project.
- e. KHS will provide resource(s) with access to the KHS Webmail during the Project duration.

ATTACHMENT B
SCHEDULE OF FEES

Proposal Costs (This section is derived from the Scope of Services, Attachment A)

- A. Define your proposed method of reimbursement for services provided through your organization. Kern Health Systems customarily prefers itemized billing on a project basis (or as major milestones are accomplished for very large projects) with specific deadlines identified in the Proposal.
- B. Please provide a summary table matrix of costs by line item including:
 - 1. Item description
 - 2. Quantities required (specify units of measure)
 - 3. Not-to-exceed amounts for installation or travel
 - 4. Target date of completion
- C. List any additional costs that may be incurred in completion of this project and the circumstances that would trigger those costs.