



2026 Professional Technical Resources

REQUEST FOR QUOTE (RFQ)

OCTOBER 16, 2025

TABLE OF CONTENTS

SECTION I: KERN HEALTH SYSTEMS OVERVIEW..... 2

A. Kern Health Systems Background..... 2

B. Statement of Purpose..... 2

SECTION II: INSTRUCTIONS AND CONDITIONS..... 3

A. Instructions and Conditions..... 3

 1. Definitions..... 3

 2. Examination of Quote Documents..... 3

 3. Amendments..... 3

 4. Cancellation of RFQ..... 3

 5. RFQ Schedule..... 3

 6. Procurement Point-of-Contact..... 4

 7. Quote Submittal..... 4

 8. Pre-Contractual Expenses..... 4

 9. Eligibility of Contract Award..... 4

 10. Withdrawal of Bid..... 5

 11. Disposition of Quotes and Proprietary Data..... 5

 12. Evaluation Process..... 5

 13. Award of Contract..... 6

 14. Miscellaneous..... 6

LIST OF RFQ ATTACHMENTS

Attachment A: Scope of Work..... 7

Attachment B: Schedule of Fees..... 20

SECTION I: KERN HEALTH SYSTEMS BACKGROUND

A. Kern Health Systems Background

Kern Health Systems (KHS) is a public agency formed under Section 14087.38 of the California Welfare and Institutions Code. KHS began full operations on September 1, 1996. KHS serves an estimated 405,000 Medi-Cal beneficiaries in Kern County. Medi-Cal is a jointly funded, Federal-State health insurance program. KHS has expanded its services to a Dual Special Needs Program, Medicare/Medi-Cal plan which will be effective January 1, 2026, and we anticipate both to grow significantly in memberships.

Kern Health Systems can be located on the following link: [Home | Kern Family Health Care](#)

B. Statement of Purpose

This RFQ contains a list of requirements for 2026 Technical Professional Resources for KHS.

KHS is soliciting responses from qualified Bidders to address the stated requirements of this RFQ. A qualified Bidder, for the purpose of this RFQ, is one that can reliably provide the required services to KHS and perform to the satisfaction of KHS and its regulators for the entire term of the agreement.

Upon receipt of this RFQ, recipients are expected to read and understand the service priorities and requirements that have been defined by KHS. The final Quote submitted, should include all appropriate goods and services required to satisfy the identified priorities and requirements. KHS will look to the selected vendor for technical compatibility of components and application requirements satisfaction during the entire term of the agreement.

KHS management would prefer to have an ongoing relationship with the chosen Bidder. The character and operating principles of the successful Bidder are important to KHS management. If additional information would be informative to KHS management, please add it to the last question in each section.

SECTION II: INSTRUCTIONS AND CONDITIONS

A. Instructions and Conditions

1. Definitions

- 1.1. As used herein, "RFQ" means "Request for Quote."
- 1.2. As used herein, "KHS" means "Kern Health Systems."

2. Examination of Quote Documents

- 2.1. Before submitting a Quote, 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.
- 2.2. Each Bidder must be satisfied by personal examination and by such other means as it may prefer, as to the actual conditions and requirements under which the contract will be performed.

3. Amendments

Bidders are advised that KHS reserves the right to amend the requirements and timeline of this RFQ. Any changes to the RFQ will be amended and published on KHS's website. A notification may be sent to all Bidders known to have received a copy of the RFQ. This may be done via e-mail, or other method as determined by KHS.

In the event an Amendment is warranted, bidders are requested to acknowledge receipt of amendments to the RFQ. This may be done acknowledging receipt of the amendment via email.

4. Cancellation of RFQ

- 4.1. Issuance of this RFQ or receipt of Quotes does not commit KHS to award a contract. KHS reserves the right to withdraw this RFQ at any time without further notice and, furthermore, makes no representation that any contract will be awarded to any bidder responding to this RFQ.
- 4.2. KHS expressly reserves the right to postpone Quote opening for its own convenience; to accept or reject any or all Quotes received in response to this RFQ; to waive informalities and minor irregularities in bids received; to reject any and all Quotes responding to this without indicating any reasons for such rejection; to negotiate with other than the selected bidder should negotiations with the selected bidder be terminated; to negotiate with more than one bidder simultaneously or to cancel all or part of this RFQ .

5. RFQ Schedule

The following table presents the anticipated schedule for this RFQ and will be strictly adhered to unless modified by amendment. All dates are subject to change at KHS's discretion.

Event	Date
RFQ Issue Date	Thursday, October 16, 2025
Bidder Questions Due	Wednesday, October 22, 2025 (2:00pm PST)
Responses to Questions due from KHS	Monday, October 27, 2025
Proposals Due	Friday, November 7, 2025 (2:00pm PST)
KHS Board of Directors Meeting/Approval	Thursday, December 18, 2025
Vendor Award Announcement	Friday, December 19, 2025

6. Procurement Point of Contact

6.1. All communications relating to this RFQ must be directed to KHS's designated contact below:

Alonso Hurtado
rfp@khs-net.com
2900 Buck Owens Blvd
Bakersfield, CA 93308

6.2. Any and all communications relating to this RFQ must be directed to the Point-of-Contact named above. Communications relating to this RFQ between respondents, KHS staff members and/or Board of Directors concerning this RFQ are strictly prohibited. Failure to comply with these requirements will result in Quote disqualification.

7. Quote Submittal

Date and Time: Quotes shall only be submitted electronically via e-mail to rfp@khs-net.com no later than November 7, 2025, 2:00 PM PST. Bidders should not include any unnecessarily elaborate or promotional material.

7.1. Acceptance of the Quote

7.1.1. KHS reserves the right to accept or reject any and all Quotes, or any item or part thereof, or to waive any informalities or irregularities in Quotes.

7.1.2. KHS reserves the right to withdraw this RFQ at any time without prior notice and KHS makes no representations that a contract will be awarded to any bidder responding to this RFQ.

7.1.3. KHS reserves the right to postpone Quote opening for its own convenience.

7.2. Alternate Quotes are not authorized and will not be considered.

7.3. Late Quotes will not be considered or accepted if received after the time set for receipt specified in this RFQ. For purposes of this RFQ, the official time shall be the time reflected in the KHS RFQ email.

8. Pre-Contractual Expenses

8.1. Costs for developing responses to this Quote are entirely the responsibility of the Bidder. KHS shall not, in any event, be liable for any pre-contractual expenses incurred by bidder in preparation of its Quote. These expenses shall not be included as part of the Quote.

9. Eligibility for Contract Award

9.1. KHS will not award this RFQ or enter into a contract with any bidder who is debarred, suspended or otherwise ineligible for the award of a contract or grant by any Federal agency or from participating in Federal Healthcare Programs. By submission of this Quote, bidder acknowledges and warrants that the bidder and any of its officers, directors, owners, partners, or any person having primary management or supervisory responsibilities within the bidder's business are not presently debarred, suspended, proposed for debarment or declared ineligible for the award of contracts by any Federal agency or from participating in any Federal healthcare programs.

10. Withdrawal of Bids

- 10.1. Quotes may be withdrawn electronically via email by a Bidder or an authorized representative with proof of their 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 Quote will acknowledge receipt of withdrawal.
- 10.2. Withdrawal action of any type must be done before the date and time specified for opening of bids in this RFQ.

11. Disposition of Quotes and Proprietary Data

- 11.1. All materials submitted in response to this RFQ become the property of Kern Health Systems. Any and all Quotes 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. However, KHS is a public agency and therefore subject to the California Public Records Act (California Government Code, Section 6250 et seq).
- 11.2. Material designated as proprietary or confidential shall accompany the Quote and each page shall be clearly marked and readily separable from the Quote in order to facilitate public inspection of the non-confidential portion of the Quote. 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 Quotes.
- 11.3. 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 necessary. If any information or materials in any Quote submitted is labeled confidential or proprietary, the Quote 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 Quote that (legal name of proposer) has labeled as confidential, proprietary or otherwise not subject to disclosure as a public record.

12. Evaluation Process

- 12.1. In no event will KHS be limited to selecting a successful bidder based solely upon total cost submitted. Evaluation of the Quotes shall be generally based upon the reasonableness of price; experience in the market; capabilities of the bidder to effectively complete the project requirements; financial stability and completeness of the Quote response and the requested data. All Quotes received as specified will be evaluated by KHS staff in accordance with the above criteria and additional sub-criteria that may be considered as relevant or pertinent by the evaluators.
- 12.2. False, incomplete, or unresponsive statements in connection with a Quote may be cause for rejection. The evaluation and determination of fulfillment for the above requirements shall be in KHS's sole judgment and this judgment shall be final. Any Quote not meeting terms and conditions may be rejected.

12.3. KHS will provide special consideration to vendors located and doing substantial business in Kern County

13. Award of Contract

13.1. Bidders who submitted a Quote in response to this RFQ shall be notified electronically via email regarding whether its firm was awarded the contract or not. Such notification shall be made within a reasonable time after the selection is approved by authorized executives.

13.2. The contract will be subject to KHS Governing Board Approval.

14. 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. 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.
- c. All work performed under this agreement must be conducted from a physical address within the United States, as specified and approved by Kern Health Systems (“KHS”). If a consultant wishes to perform work from any location other than their designated, approved U.S. address (including temporary stays in other U.S. locations), prior written approval from KHS is required. Work performed from any unapproved location, even within the United States, is not permitted without such preapproval.
- d. Access to Kern Health Systems (KHS) resources—including, but not limited to, Microsoft Teams, Citrix, Outlook, OneDrive, and SharePoint—must not be performed from personal devices, including mobile phones and tablets. All remote access must be conducted exclusively from KHS-managed and approved devices, unless explicit written approval is granted by KHS Information Security. Use of personal devices for any form of remote access is strictly prohibited. Any violation of this policy may result in immediate revocation of access and/or contract termination. Contractors and consultants are required to uninstall any KHS applications from personal devices and must not cache, store, or transmit KHS data on non-approved hardware. All remote sessions are subject to monitoring and compliance checks by KHS Information Security.

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 400,000 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 2026 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. **BusinessAnalyst** - 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, 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 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 | JIVA- Candidate must have the following skills:

1. Comprehend, analyze, and configure the medical management core system including Assessment, worklist, Code tables, sentinel rules, integration, data synchronization, letters, and all other configurations.
2. Researches and develops recommendations for enhancements and/or improvements by leading the analysis of existing processes, procedures, requirements, and utilization of existing systems.
3. Provides guidance in problem identification and the implementation of solutions that address gaps and configuration needs.
4. 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.
5. 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.
6. Provide formal user education with software productivity and technical tools such as Microsoft Office, Visio, to document business and technical process requirements related to a technology system.
7. Comprehend, analyze, and document business or process requirements using personal interviews, document analysis, meetings, surveys, process documents, or actual scenarios.
8. Responsible for testing and remediating all JIVA system updates and changes.
9. Work independently or with project teams to identify, document, and redesign complex business processes related to JIVA configuration.

i. Configuration Analyst | QNXT- 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. Ability to interpret simple and complex provider contracts and amendments, define requirements to configure, test, and promote within environments, and audit.
3. Responsible for testing and remediation of all core system updates and changes.
4. Researches and develops recommendations for enhancements and/or improvements by leading the analysis of existing processes, procedures, requirements, and utilization of existing systems.
5. Provides guidance in problem identification and the implementation of solutions that address gaps and configuration needs.
6. 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.
7. 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.
8. Provide formal user education with software productivity and technical tools such as Microsoft Office, Visio, to document business and technical process requirements related to a technology system.
9. Configure and maintain QNXT/NTWX modules for claims processing, eligibility, authorizations, and provider contracting.
10. Responsible for testing, troubleshooting, and remediating QNXT/NTWX system updates and changes.
11. Collaborate with project teams to redesign business concepts and resolve processing conflicts in the QNXT system.
12. Facilitate user education on QNXT configurations and documentation of technical and business processes.

13. Analyze and document QNXT business requirements through personal interviews, process analysis, and scenario evaluations.

j. 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.

k. Help Desk Analyst - Candidate must have the following skills:

1. Be an organized individual that is willing to accept responsibility, demonstrate good judgment, initiative, and resourcefulness, and is able to adapt and learn quickly.
2. Ensure regular communication with the Business, MIS team, and Management of system or application outages. Track the progress or resolution of outages and establish good communication of repairs or corrective actions to the entities stated in a timely manner.

3. Ability to be mentored from peer and senior roles in helpdesk, systems, and networking.
 4. Provide seamless transition of incidents/problems from the Help Desk to the Help Desk Analyst II, Network, Systems, and Technical Analysts, Development or Data Management support groups.
 5. Setup equipment and documentation for new hires and terminations, adds, moves, and changes.
 6. Responds to help-desk calls in a prompt and courteous manner; prioritizes multiple help-desk calls and requests for service; troubleshoots and identifies problem in a timely manner to achieve customer satisfaction; resolves basic problems; and provides follow-up with users to ensure problem resolution.
 7. May act as liaison between help-desk personnel and department users.
 8. Dependent upon assignment, may be required to learn to maintain network integrity including modification of system user accounts and passwords, managing network print servers.
 9. Rotate tape backups for filing and storage.
 10. Ability to troubleshoot computer hardware; including printers, personal computers, local area networks, category-5 wiring, category-3 wiring, layer-3 data switches, and telecommunications equipment.
 11. Learns to operate personal computers and peripheral devices such as printers and scanners.
 12. Assists in providing hardware support to end users on peripheral and network devices including minor repairs, configuration and/or replacement of defective hardware.
 13. Learn to identify and resolve system hardware problems with the assistance of hardware vendors as necessary.
 14. Maintains and distributes documentation of information systems procedures for users.
 15. Using analytical reasoning to understand the end user's requirements and transform the requirements into operational application.
 16. Facilitate meetings or communications as an interface between business units, technology teams, and other support resources.
- g. **Cyber Security Analyst** - Candidate must have the following skills:
1. Perform periodic security scans of networks to identify vulnerabilities.
 2. Perform or manage periodic security vulnerability or penetration testing.
 3. Conducts detailed analysis of defined systems and system specifications.
 4. Install, implement, and monitor security software to protect the organization's sensitive information.
 5. Respond to and effectively document security alerts and incidents.
 6. Work effectively with other IT teams to ensure implementation of secure configuration baselines, such as CIS Benchmarks.
 7. Prepare, document, and audit standard security operating procedures and protocols.
 8. Develop technical solutions and new security tools to help mitigate security vulnerabilities and automate repeatable tasks.
 9. Develops and administers, or provides advice, evaluation, and oversight for, information security training and awareness programs.
 10. Advises organization management and develops and executes plans for compliance and mitigation of risk; performs risk and compliance self-assessments and engages and coordinates third-party risk and compliance assessments.
 11. Assist Network and Systems administrators in implementing security controls.
 12. Write comprehensive reports including assessment, based findings, outcomes, and proposals for system security enhancements.
 13. Work and communicate effectively with the various professionals throughout the organization.
- h. **Technical Writer**- Candidate must have the following skills:
1. Writes and edits technical documents including policies, reference manuals and product manuals.
 2. Writes and edits procedural documentation such as user guides and manuals.
 3. Determines the type of publication that will best serve the project requirements.
 4. Meets with engineers, programmers, and project managers to learn about specific products or processes.
 5. Research product samples to fully understand product.
 6. Assesses the audience needs for whom the technical and procedural documentation is intended; adjusts tone and technical terms used to meet those needs and to ensure understanding.
 7. Plans writing processes and sets timelines and deadlines.

8. Creates or works with graphic designers to create diagrams, charts, and other visual aids to assist readers in understanding a product or process.
 9. Gathers feedback from customers, designers, and manufacturers to improve technical documents.
- i. **Portfolio Manager-** Candidate must have the following skills:
1. Independently manage the KHS project portfolio and govern end to end processes
 2. Support the Director in quarterly strategic portfolio planning governance
 3. Independently steer the portfolio triage and decision tree processes as a continuum throughout the year with considerations for regulatory/state impacts:
 4. Analyze project proposals for potential department level vs corporate level initiatives
 5. Meet with department leads for proactive standards and process excellence on an ongoing basis
 6. Conduct broad Committee and Executive reviews of the portfolio
 7. Perform ongoing project resources planning to ensure resources are adequately assigned at a portfolio level and forecasting / communication of risks are performed spanning Business, MIS and PMO
 8. Determine project timelines and placement in the organization project portfolio (to facilitate department planning needs)
 9. Partner with Business Intelligence and IT to govern the Project Portfolio Management System technology and metrics, analytics and reporting processes
 10. Develop and maintain the portfolio metrics and reporting leveraging the Project Portfolio Management System
 11. Support the Director for trainings, adoption and scaling out of the processes for the Project Portfolio Management System year over year
 12. Govern the PMO Dashboard and Scorecard reporting
 13. Possess a thorough understanding of information technology and its application to business.
 14. Ability to improve current processes and procedures; present opportunities for change and help implement them for needed departments.
 15. Proven competency in business analysis, requirements definition and business process across the company.
 16. Ability in the identification, assessment and contingency planning and management of risk factors
 17. Understanding of state/regulatory influence on project portfolio
- j. **Business Analyst-** Candidate must have the following skills:
1. Knowledge of managed Medicaid programs
 2. 5+ Years experience as a Business Analyst gathering, documenting and validating requirements
 3. Knowledge of Payer IT Systems
 4. Experience managing projects
 5. Experience using self service reporting tools and analyzing data to draw conclusions
 6. Excellent planning, time management and communication skills
 7. Experience working across departments and with a variety of stakeholders
- k. **Agile Practitioner-** Candidate must have the following skills:
1. Facilitate daily stand-ups, sprint planning, retrospectives, and other key ceremonies, ensuring that the team remains focused and adheres to agile best practices.
 2. Work closely with Product Owners, stakeholders, and cross-functional teams to ensure clear communication and understanding of requirements and priorities.
 3. Champion a culture of continuous improvement by identifying and implementing process enhancements, ensuring the team regularly reflects on ways to improve their work.
 4. Track and report on key performance indicators and metrics that show the success and areas of improvement for the team.
 5. Assist Product Owners in managing product backlogs, ensuring items are well-defined, prioritized, and aligned with the strategic objectives of KHS.
 6. Identify and address potential risks and impediments, facilitating solutions to ensure timely and high-quality deliverables.
 7. Maintain up-to-date knowledge of Medi-Cal regulations, standards, and best practices to ensure that agile methodologies are tailored to meet specific industry requirements.
 8. Foster a positive team environment where open communication, trust, and respect are paramount.

9. Provide coaching and mentorship to teams, helping them to adopt and optimize agile methodologies tailored to their needs.
 10. Proficient in using agile tools such as Jira, Azure DevOps, or similar platforms to manage sprints, backlogs, and track team progress.
- l. **Clinical Strategy Analyst-** Candidate must have the following skills:
1. Extract, analyze, and interpret clinical data from various sources, including claims, electronic health records, and external benchmarking datasets.
 2. Identify patterns, trends, and insights that will influence clinical strategy and decision-making.
 3. Collaborate with cross-functional teams to develop and refine clinical programs and interventions.
 4. Support the evaluation of potential partnerships, vendor solutions, and innovative clinical initiatives.
 5. Develop comprehensive reports and presentations that convey complex clinical data in a clear and concise manner to stakeholders at all levels.
 6. Present findings and recommendations to leadership teams and key internal partners.
 7. Monitor industry trends, regulatory changes, and competitor strategies.
 8. Provide actionable insights to keep the company ahead of market shifts and to ensure compliance with changing regulations.
 9. Recommend process improvements and optimizations based on data-driven insights.
 10. Collaborate with IT and data teams to enhance data collection and analytics capabilities.
- m. **Architect-** Candidate must have the following skills:
1. Design, develop, and implement system architectures for IT solutions, ensuring alignment with business and technical goals.
 2. Lead architectural design and configuration changes for key healthcare systems such as JIVA and QNXT.
 3. Collaborate with IT and business stakeholders to analyze requirements and design scalable, secure solutions.
 4. Provide oversight on system integrations, ensuring seamless data flow and interoperability across multiple platforms.
 5. Lead the research and evaluation of new technologies to enhance system performance and scalability.
 6. Develop and maintain architectural documentation, ensuring that system designs are aligned with best practices.
 7. Manage system architecture upgrades and changes, coordinating with IT and business teams for testing and impact analysis.
 8. Mentor and guide team members on architectural best practices, fostering cross-functional knowledge sharing.
 9. Facilitate communication between internal and external stakeholders, ensuring alignment on architecture and configuration goals.
 10. Analyze and document complex business and system requirements to design high-performance, secure, and compliant solutions.
- n. **Project Services and Support Analyst-** Candidate must have the following skills:
1. Foster a process-oriented approach to improve the efficiency and effectiveness of project management activities, ensuring consistency with KHS methodologies and best practices.
 2. Leverage critical thinking to assess project proposals, plans, and ongoing performance, identifying areas for optimization and improvement to enhance project delivery outcomes.
 3. Apply advanced data analytics to gather quantitative and qualitative insights that inform project strategies, enabling more accurate forecasting, risk assessment, and performance monitoring.
 4. Engage with project teams, stakeholders, and management to ensure alignment on project objectives, provide support, and facilitate clear, consistent communication throughout the project lifecycle.
 5. Conduct thorough analysis of project-related issues, identify root causes, and work collaboratively to develop effective solutions that align with strategic goals.
 6. Work within an Agile environment, supporting the application of Scrum principles to ensure that project deliverables are met efficiently and in line with agile best practices.
 7. Actively contribute to the EPMO's strategic initiatives by participating in process improvement efforts and ensuring project management practices are continuously refined.

8. Ensure all project activities and outcomes are closely aligned with the broader organizational goals and strategic objectives, contributing to the overall success of KHS.

o. **Senior Support Clerk-** Candidate must have the following skills:

1. Compose and prepare letters, memos, confidential reports, and standard forms independently, ensuring accuracy and confidentiality in all communications.
2. Compile, summarize, and maintain logs and records, utilizing both manual and electronic filing systems to support efficient information retrieval and compliance.
3. Operate office equipment and specialized software systems to facilitate data entry, reporting, and daily administrative functions.
4. Coordinate and organize internal and external meetings, providing logistical support and ensuring all necessary documentation is prepared and distributed.
5. Manage departmental inventories for software, hardware, and office supplies, tracking purchase orders and expenditures to support budgetary oversight.
6. Assist with the development and monitoring of departmental budgets, collaborating with leadership to ensure accurate tracking of expenses and renewals.
7. Serve as a liaison with external vendors, facilitating contract renewals, tracking contract status, and ensuring compliance with internal standards and legal requirements.
8. Review and proofread departmental communications, maintaining clarity, consistency, and professionalism in all outgoing correspondence.

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: 01/02/2026 through 12/31/2026.

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 network account, email, and Microsoft Teams for the duration of the project.
- b. KHS will provide resource(s) with a virtual machine via Citrix, with all the necessary applications related to the technical discipline, accessible via the KHS Citrix Portal for the duration of the project.
- c. All work performed by the resource(s) must be performed within the Citrix environment.

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. Please provide details of any fees or costs associated with the option to hire a consultant as a full-time employee after 1,000 hours worked of engagement, including any buy-out clauses or conversion fees.
- D. List any additional costs that may be incurred in completion of this project and the circumstances that would trigger those costs.