

Attachment G	
Mandatory Scored Questions- TPL Base Requirements	
Offerors must answer all questions in this document in the space provided.	
Failure to answer these questions will result in disqualification of the proposal	
Offerors must indicate whether their proposal meets the individual requirement and provide a supporting narrative in the space provided. The narrative description will be evaluated and awarded points in accordance with Section 6, Proposal Evaluation and Award. Certain questions require an attachment. ONLY upload documents where there is a “Yes-Required” in the "Upload Attachments with Additional Information?" column, to provide additional requested information for specific questions. If there is a “No” in the "Upload Attachments with Additional Information?" column, then a document will be NOT be evaluated, if uploaded. Suppliers must provide an answer in the answer box below for all questions with “No” in the "Upload Attachments with Additional Information?" column.	
DO NOT INCLUDE ANY COST INFORMATION IN YOUR RESPONSE TO THIS WORKSHEET.	
1	Business Continuity and Disaster Recovery- Describe in detail how your company will meet all the requirements identified in Attachment F, Business Continuity and Disaster Recovery Section, BCDR01-BCDR05. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Business Continuity and Disaster Recovery Section.
A1	<i>Answer # 1</i> HHS Tech Group considers Business Continuity and Disaster Recovery to be critical components for the success of any project. We engage with our clients to create and actively maintain ongoing and updated procedures, analysis, planning, testing, and reporting for effective and swift disaster recovery and continuity. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. BCDR01: The Supplier shall develop and maintain annually, a Business Continuity and Disaster Recovery Plan that must be in place before any agency data is transferred or entered into the solution. The Plan must contain procedures for data backup, restoration, and emergency mode operations in the event of: a. Hardware or Software Failures; b. Human Error;

	c. Natural Disaster; and/or d. Force majeure; The Business Continuity and Disaster Recovery Plan must be approved by the agency. Confirmed. HHS Tech Group has an established Business Continuity and Disaster Recovery Plan for our operations today that is reviewed and updated as needed throughout each year, with testing conducted on at least an annual basis. Based on the testing results, the plan is updated accordingly on an annual basis (at a minimum) to ensure tight controls and adherence to all recovery time objectives. Our plan encompasses the full range of backup, recovery, contingency planning, testing, training, emergency operations, and ongoing maintenance to address events including hardware or software failures, human error, natural disaster, force majeure, and/or any other disaster events that may impact data. Please see Attachment <i>8a1. Sample Business Continuity and Disaster Recovery Plan_Redacted</i> for an example of an updated plan we provided for our implementation in another state. BCDR02: The Supplier's Business Continuity portion of the plan must include identification of the core business processes involved in the production solution. For each core business process include: 1) Risk analysis; 2) Impact analysis; 3) Definition of minimum acceptable levels of service/output; 4) Definition of triggers for activating contingency plans. 5) Procedures for activating any special teams for business continuity.
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	6) A plan for recovery of business functions, units, processes, human resources, and technology infrastructure in a timely manner 7) Set RPO and RTO targets as defined by the Agency 8) Communication protocols when restoring operations in a timely manner Confirmed. HHS Tech Group's current plan includes Business Continuity procedures to ensure all parts of our operation can continue to operate in the event of a major incident/disaster. Our plan will be reviewed with the Agency to ensure alignment and adherence to Agency-specific policies in place. In addition, adjustments may be made to the plan to account for the Agency's specific implementation of our Recover your Liability (RyL) solution. This includes any specific Business Continuity planning we will account for to ensure your implementation and ongoing maintenance is adherent to recovery target objectives, appropriately mitigates risk, and to assess the potential impact issues will have on the system and the plan to address and immediately respond to issues. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] BCDR03: The Supplier shall create and update annually a Disaster Recovery plan that must address, at a minimum: a. Retention and storage of backup files and software b. Hardware backup for critical solution components c. Facility backup
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	d. Backup for any telecommunications links and networks e. Documented backup procedures and support to accommodate the loss of any systems, modules or communications, within a time frame as determined by the agency. f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility, at a frequency as determined by the agency. g. The off-site storage facility must provide security of the data stored there, including protections against unauthorized access or disclosure of the information, fire, sabotage, and environmental considerations. h. An enumeration of the prioritized order of restoration for Supplier's proposed solution. i. Provide a short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss. j. Disaster recovery location within the United States and equipment provided to enable the Supplier to fulfill its contractual requirements. k. Testing of the backup and restoration procedures/facility at a frequency as determined by the agency. l. Notification process Confirmed. HHS Tech Group has an established corporate Disaster Recovery Plan that will be reviewed with the Agency, modified as needed to align with your specific RyL implementation, and submitted for final approval. [REDACTED] [REDACTED]
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	[REDACTED] BCRD04: The Supplier shall support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery. Confirmed. [REDACTED] BCRD05: The Supplier shall conduct an annual drill/test of the Disaster Recovery and Business Continuity Plan and submit the Disaster Recover/Business Continuity Test Report that includes the outcome, corrective action plan, and revisions, if any, to the agency. Confirmed. HHS Tech Group tests our Disaster Recovery and Business Continuity Plan at least annually, and as needed for specific events such as major system changes. All tests conducted, including our annual exercise, will be fully documented and shared with the Agency. Any issues observed during testing are documented, with corrective action plans created as needed, and addressed immediately. All testing plans, observations, and results will be shared with the Agency. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8a. Business Continuity Disaster Recovery Response_ Base</i>.
	Upload Attachments with Additional Information? Yes Attachment File Name: 8a. Business Continuity Disaster Recovery Response_ Base

2	MECT Certification Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, MECT Certification Section, CERT01-CERT21. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, MECT Certification Section.
A2	<i>Answer # 2</i> HHS Tech Group has been directly involved in a number of CMS projects. As such, we are highly knowledgeable of the guidelines and requirements for certification, including all components of the Medicaid Enterprise Certification Toolkit (MECT). We are also well experienced with the new Outcomes Based Certification (OBC), which we are currently leading at the State of Wyoming. Originally developed in 2007, the MECT is now in Version 2.3 and includes refined checklists for milestone reviews and reflects the new guidelines for modular and agile implementations. Our team has stayed current with these requirements to ensure the successful execution of our modular solutions. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. CERT01: The Supplier shall develop a Certification Crosswalk that describes how the Supplier's deliverables and other documentation align with federal certification requirements and MECT milestone reviews. Confirmed. Our project team will maintain and update a Certification Crosswalk throughout the duration of the project. This will include how we align to the federal certification requirements, as well as the associated evidence that will be provided during the milestone review, as required. CERT02: The Supplier shall complete milestone updates of the CMS Certification Checklists as requested by the agency. Confirmed. HHS Tech Group will ensure the prompt, timely completion of all certification updates as required. CERT03: The Supplier shall validate the system against the CMS Certification Checklists. Confirmed. All CMS Certification Checklist requirements, as applicable to our type of Medicaid Information Technology Architecture (MITA) Module, will be cross-checked for compliance within our Certification Crosswalk. This document will then be updated and

	routinely used to validate the system throughout the implementation to ensure RyL meets all System Review Criteria as noted in the CMS Certification Checklists. CERT04: The Supplier shall contribute to the quarterly IV&V certification reports. Confirmed. HHS Tech Group will support the selected IV&V contractor to ensure the timely submission of all applicable certification reports. CERT05: The Supplier shall provide sufficient staff resources to support MECT milestone review and certification activities including participating in planning activities, meetings and other activities as required by CMS. Confirmed. Key personnel, including our Certification Lead, will be available and on hand during these critical milestone reviews. We will actively participate in all planning activities and in all gate reviews as they are conducted. We bring direct experience supporting certification activities, including our current work for the State of Wyoming where our technology's implementation is actually being used as one of the first implementations to use CMS's new Medicaid Outcomes-Based Certification (OBC). CERT06: The Supplier shall assist the Agency in preparing certification artifacts, evidence and presentation materials, e.g., Requirements/ user stories and/or use cases for functional and non-functional requirements, data, business, capacity/performance, security/privacy/HIPAA compliance, usability, maintainability, interface, 508 compliance, disaster recovery, traceability to test plans or test cases. Confirmed. HHS Tech Group will ensure all artifacts are continually updated and logically maintained within SharePoint or other document repository to promptly provide any required evidence for these reviews. Any new materials will be made in advance and reviewed with the Agency to ensure all required materials are appropriately updated, approved, and available to support CMS and IV&V reviews.
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	CERT07: The Supplier shall participate and support as needed in CMS certifications of the other modules Confirmed. All applicable key personnel on the project will be available to support other module certification activities as needed, particularly those which are integrated with RyL. Our support will extend to not only the other module contractors, but to the System Integrator and all other stakeholders for review and certification support and to assist as needed to support the modernization of the MMIS architecture. CERT08: The Supplier shall expeditiously correct, all required remediation activities related to certification findings on a schedule to be approved by CMS and the State. Confirmed. Any gaps or issues discovered will be addressed to ensure timely certification. All findings identified will be tracked through completion. CERT09: The Supplier shall use appropriate testing, configuration and change control procedures for all changes made to the solution during the certification process. Confirmed. We will ensure alignment to all established plans and procedures in place, including the Change Management Plan, Configuration Plan, and Test Plan. CERT10: The Supplier shall update system, user, and training documentation as necessary to support the certification process and to reflect changes that have been made to the solution during the certification process. Confirmed. Our manuals and administrative guides are 'living' documents and, as such, will continue to be updated throughout the lifetime of the project, including during the certification process. As updates are made, reviewed, and approved, they are then distributed to all stakeholders and uploaded and replaced within the user portals.
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	CERT11: The Supplier shall ensure system CMS Certification through correct design, implementation, documentation and certification support. Confirmed. The complete support of our staff will be on hand to ensure all CMS Certification reviews go smoothly. Our team is knowledgeable in the latest CMS OBC and the former MECT and understands the requirements and the latest guidance released. CERT12: The Supplier shall coordinate with the State to develop CMS Certification Checklist documentation for each MECT Checklist requirement. Confirmed. The HHS Tech Group Certification Lead and appropriate project team members will fully support the State in ensuring all documentation and associated evidence is in place for all requirements. CERT13: The Supplier shall populate the certification document repository, as each required item/artifact is completed and approved. Confirmed. All documents and associated evidence will be uploaded in a compliant, logical, and organized fashion to facilitate ease of review. CERT14: The Supplier shall present at milestone reviews and other certification meetings as directed by the State. Confirmed. Our Certification Lead and other key staff will be available and prepared to present at all required meetings. CERT15: The Supplier must notify the agency if it identifies an area in which certification or recertification requirements may not be met or any reason for which maximum Federal Financial Participation would not be granted. The Supplier must also notify the agency of the deficiency, present corrective action plans and upon approval by the Agency, correct the deficiency at no additional cost to the Agency. Confirmed. HHS Tech Group agrees to ensure initial and continued certification for the operation of the Module, ensuring the Agency receives full Federal Financial Participation. HHS Tech Group also agrees to notify the Agency if any areas are identified in
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	which requirements may not be met, along with presenting a corrective action plan for approval by the Agency as required at no further cost. CERT16: The Supplier shall develop and maintain a Certification Plan that defines the Supplier's approach to CMS certification. It must describe the processes and procedures that will be used to manage Certification requirements. The Certification Plan must comply with the most current MECT process to ensure the system will meet all certification requirements. Confirmed. Our Certification Plan will comply to the most current MECT process. The plan will be updated, finalized, and submitted to the Agency for review with full adherence to all required plan elements. This is a critical plan to complete and receive approval from CMS and is therefore a top priority in each of our Agency implementations. Full alignment and active support will be provided in alignment with the Certification Plan through all milestones and gate reviews. CERT17: The Supplier shall develop and maintain a Certification Plan that defines the Supplier's approach to CMS certification. It must describe the processes and procedures that will be used to manage Certification requirements. The Certification Plan must comply with the most current MECT process to ensure the system will meet all certification requirements. Confirmed. Our Certification Plan will be finalized and submitted to the Agency for review with full adherence to all required plan elements. CERT18: The Supplier shall provide during the initiation phase of the project and maintained throughout the project, user documentation. The State requires User Documentation for use by a novice business user to understand the automated system or application from a business function perspective. The Supplier shall provide comprehensive, well-organized user documentation. The Supplier's User Documentation shall include at a minimum: • Written in a procedural step-by-step format. (Instructions for sequential functions must follow the flow of actual activity). • Manuals that help users understand the purpose and operation of the module/module component(s) for each business process/major program/functional area.
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	• Acronyms used in user instructions must be identified and must be consistent with windows, screens, reports, and the data element dictionary. • Cover system navigation, online help, and policies and procedures. • The documentation must be available on-line and provide an on-line search capability with context-sensitive help. • Provide the ability to produce a PDF version upon request • Use version control to retain historical versions of documentation and revisions must be clearly identified. • User documentation must be written and organized so that novice users can learn from reading the documentation how to access the on-line windows/screens, read reports, and perform all other user functions. • User manuals must contain a table of contents and an index. • Definitions of codes used in various Sections of a user manual must be consistent. • Descriptions of error messages for all fields incurring edits must be presented and the necessary steps to correct such errors must be provided. • Abbreviations must be consistent throughout the documentation. • Each user manual must contain a Section describing all reports generated within the subsystem, which includes the following: • A narrative description of each report. The purpose of the report. • Definition of all fields in the report, including detailed explanations of calculations used to create all data and explanations of all subtotals and totals. • Definitions of all user-defined, report-specific code descriptions; and a copy of representative; and pages of each report. Instructions for requesting reports or other outputs must be presented with examples of input documents and/or screens. • Instructions for making on-line updates must clearly depict which data and files are being changed. Confirmed. HHS Tech Group will ensure all specific requirements for user documentation for our RyL solution are adhered to. All required artifacts, user documentation, manuals, brochures, training modules, and eLearning tools will be provided. In addition, we
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	also provide helpful FAQs, 'tool tips' within the portal, context-sensitive help, acronyms, chat support, navigation and page layouts, and more. As with all of our State implementations, we will ensure adherence to all State-specific format and documentation requirements. This includes the utilization of any State-approved templates. All artifacts will be submitted for review and feedback, with feedback promptly incorporated and the updated documents submitted for final review and approval. CERT19: The Supplier shall document any gaps between the initially configured solution and the business requirements in the requirements management tool. Gaps must show bi-directional traceability with applicable business requirement(s), design, test cases, test results, Medicaid Enterprise Certification Toolkit (MECT) criteria and certification artifacts. Confirmed. Our team's Business Analysts will carefully review all Agency requirements and the latest CMS MECT/OBC requirements to identify any gaps in RyL. Gaps will be prioritized and backlogged to be worked on through the Sprint cycles during the implementation. CERT20: The Supplier shall develop, maintain and submit a Requirements Traceability Matrix (RTM) to show bi-directional traceability with applicable business requirements and their realization throughout all project phases (e.g., requirements, design, testing and certification (Medicaid Enterprise Certification Toolkit) checklist items). This should include how the requirement is realized (e.g., configuration, custom development, base functionality). All revisions must be reviewed and approved by the State. Confirmed. As part of standard implementation protocols, HHS Tech Group will thoroughly document and track all requirements within our RTM template (Excel file). This template tracks the category of the requirement, current state, modifications required (if any), and more. Should the State have a specific RTM template that is preferred, our team can utilize that as well. Please see <i>Attachment 8b1. Sample RTM Template</i> for an example of a Requirements Traceability Matrix for RyL.
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	CERT21: The Supplier's requirements management tool shall have the ability to manage requirements traceability by module(s), MITA business area, MITA business process and Medicaid Enterprise Certification Toolkit (MECT) checklists. Confirmed. HHS Tech Group will ensure our RTM and other management tools within our toolkit support the tracking of these areas, modifying our documentation as necessary to conform to individual Agency requirements. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8b. MECT Certification Requirements Response_ Base</i>.		
	<table border="1"> <tr> <td data-bbox="321 578 1129 1375"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1129 578 1908 1375"> Attachment File Name: 8b. MECT Certification Requirements Response_ Base </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: 8b. MECT Certification Requirements Response_ Base
Upload Attachments with Additional Information? Yes	Attachment File Name: 8b. MECT Certification Requirements Response_ Base		

3	Compliance Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Compliance Section, CMP01-CMP30. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Compliance Section.
A3	<i>Answer # 3</i> The RyL solution is built to achieve CMS certification, ensuring compliance with State and Federal statutes, policy, mandates, and industry standards. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. CMP01: The Supplier shall, upon request by the State or at the end of the contract, transfer or destroy all documentation in the custody of the Supplier. The Supplier shall provide the transferred records and data in a format agreed upon by the State. Confirmed. HHS Tech Group will deliver all agreed upon project artifacts and deliverables to the State using the agreed upon data format, in accordance with the agreed upon schedule. Any documents that need to be destroyed based on State guidelines will be destroyed or transferred to the State by HHS Tech Group in alignment with State protocols when the contract has ended. CMP02: The Supplier shall notify the State in writing within twenty four (24) hours (or a timeframe as defined by the Agency) following initial detection of suspected fraud or abuse and provide supporting documentation. Confirmed. As a standard part of HHS Tech Group protocols, we will ensure prompt notification of any and all perceived, suspected, and/or detected fraud, waste, or abuse in the timeframe defined by the Agency. Supporting documentation will accompany all notifications and our team will remain available, providing prompt updates and additional information throughout the resolution period.

	CMP03: The Supplier shall adhere to data retention requirements cited in 45 CFR 164.316 and Administrative Rule 37.85.414. The agency may require a longer retention period on an exception basis to support ongoing business needs (e.g., TPL recovery and drug rebate). Confirmed. The RyL solution satisfies all 45 CFR 164.316 and Administrative Rule 37.85.414 data retention requirements. Additionally, we can support a longer retention period as needed. CMP04: The Supplier shall have written policies governing access to, and duplication and dissemination of all individual or entity information. Confirmed. HHS Tech Group has strict established security policies in protocols in alignment with Federal standards and State-specific requirements. RyL is also a role-based access system requiring a secured user ID and password to gain access. Once logged in, all access visible and usable is controlled based on their role-based permissions. These controls will be reviewed with the Agency during the implementation to ensure adherence and alignment to your State-specific security policies. In addition, at a company level all data access is managed through Role-Based Access Control (RBAC) and all data is encrypted during transit and at rest. Role owners are responsible for managing and reviewing access granted to a specific role following the principle of least-privilege. Personnel changing responsibilities will have their old access removed and new access provisioned as appropriate for their new role, as approved by their new supervisor. Strict assignment to a single role prevents users from accumulating access over time. Finally, as part of the new hire process, all personnel are required to sign appropriate security and confidentiality agreements. Additionally, all personnel receive initial, ongoing, and as needed security training to ensure understanding and compliance of all security policies in place. CMP05: The Supplier shall comply with all sections of the Americans with Disabilities Act (ADA), Section 508 of the Rehabilitation Act and ensure user interface standards account for the various forms of colorblindness. Confirmed. We conduct ADA compliance checks using tools such as aXe and WAVE to ensure accessibility, including for colorblindness.
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	CMP06: The Supplier and its services, work products and final deliverables provided by the Supplier applicable to the services described in the scope of work shall be knowledgeable of and in compliance with pertinent State and Federal Statutes, CIO Promulgated Rules, State IT policies, rules, and standards for required system hardware, software and development tools and processes, and operational procedures when completed and accepted by the agency. The Supplier shall also be aware of upcoming changes to existing rules and regulations as well as new rules and regulations that may impact the scope of work. Confirmed. As part of our standard procedures, HHS Tech Group regularly monitors all relevant State and Federal laws, policies, statutes, rules, and standards to ensure compliance. CMP07: The Supplier shall adhere to recognized best practices during the execution of the scope of work including the latest version of the National Institute of Standards and Technology (NIST) Special Publication (SP) 800 series related to cyber security. Confirmed. HHS Tech Group is committed to continually assessing and improving our ability to prevent, detect, and respond to cyber security incidents and threats. As such, we follow and align to the NIST SP 800 guidelines to properly identify, protect, detect, respond, and recover, ensuring proper cyber security measures are in place. CMP08: The Supplier's solution shall have full integration of the MITA initiative with business, architecture and data required to support the State's healthcare programs. Confirmed. The RyL solution aligns with all CMS OBC and MITA standards and guidelines. The RyL solution is further configurable to support all Agency-specific needs and requirements. CMP09: The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions-MITA Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. Confirmed. HHS Tech Group's Implementation Team and our RyL module bring extensive knowledge along with alignment to the MITA Standards and Conditions as well as the latest Outcomes-Based Certification (OBC) and the former MECT version. Our team
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	will continue to review and align to the latest releases of standards and guidance from CMS throughout the lifetime of our contract, including: • Information Architecture • Standards and Conditions • Access and Delivery Protocols • Interface Requirements • Integration and Utility Guidance CMP10: The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Industry Standards Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Supplier shall ensure alignment with, and incorporation of, industry standards, HIPAA, privacy and transaction standards; accessibility standards, and standards that provide greater accessibility for individuals with disabilities and standards under the Affordable Care Act. Confirmed. The RyL solution is built to adhere to all MITA 3.0 Standards and Conditions as well as all standard industry regulations such as HIPAA, ADA 508 requirements, and rules from the ACA. Our UX Design Team ensures the usability of our system and the adaptability of the user interface to meet specific regulatory requirements and individual needs. This ensures not only support for people with disabilities, but also maximizes usability across all users, since ease of use is often the most critical feature in ensuring the solution implemented will be efficient and effective long-term. As new guidance and changes to regulations occur throughout the term of the contract, HHS Tech Group will take a proactive approach to alerting the Agency. Our team will discuss any changes needed to the system in advance so that the module maintains continual adherence to all regulations, rules, and protocols.
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	CMP11: The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions - Leverage Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Supplier shall promote sharing, leveraging, and reuse of healthcare technologies and systems within and among states. Confirmed. The RyL solution is built to inherently promote sharing, leveraging, and reuse of its technology components and service layers. As a SaaS, COTS, and web-based solution, RyL is both flexible and adaptable to meet changes to State and Federal requirements. CMP12: The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0-Standards and Conditions- Modularity Standard or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data. The Supplier's solution shall use a modular, flexible approach to systems development, including the use of open interfaces and exposed Application Programming Interfaces (API); the separation of standardized business rule definitions from core programming; and the availability of standardized business rule definitions in both human and machine-readable formats. Confirmed. To align with the modularity standards, RyL is built based on flexible, adaptable modern microservices architecture, with well-defined and documented integration support, including through our Public API and support through Private APIs. The features and functions of the system are defined and configured based on established business rules which can be easily modified to meet State-specific needs. Business rules can be modified by authorized users using the Rules Editor function. All business rules are built to be easily modified and not embedded within RyL's core programming. This enables changes to be made at the UI tier, business tier, and system-infrastructure tier efficiently.
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	CMP13: The Supplier shall be knowledgeable of and support the agency to maintain compliance with the "to be" vision of MITA 3.0 Standards and Conditions -Business Results Condition or the latest MITA version that requires states to align to and advance in MITA maturity for business, architecture and data in support of the business. Confirmed. RyL is built in alignment with MITA and the latest CMS OBC requirements for certification. Ongoing alignment and support will be provided throughout the project to ensure conformity to all business, architecture, and data requirements. CMP14: The Supplier must provide the agency with compliance assurances for the Supplier scope of work. Confirmed. Upon award, HHS Tech Group will discuss final service level agreement (SLA) metrics which will be tied into the final contract to ensure adherence and assert our commitment to the success and compliance of RyL. CMP15: The Supplier shall be fully compliant with the Health Insurance Portability and Accountability Act of 1996 (HIPAA, Public Law 104-1919) and Administrative Simplification (Subset of Title II) requirements in effect as of the date of release for the RFP and with any changes that subsequently occur, unless otherwise noted. Confirmed. HHS Technology Group has policies and procedures regarding HIPAA and Administrative Simplification compliance, and this includes a commitment to protect the security of our clients' data. Failure to follow these policies and procedures may also result in disciplinary action up to and including discharge. Employees receive HIPAA and associated training upon hire and annually each year. CMP16: The Supplier shall ensure all information not specifically identified as Protected Health Information (PHI) or Personally Identifiable Information (PII) as defined under HIPAA and/or HITECH is treated as privileged communications, held confidential, and must meet the terms and conditions specified in the RFP, BAA and Contract. Confirmed. HHS Technology Group's company handbook and policies address the confidentiality of client matters. HHS Technology Group requires that each employee maintain confidentiality when handling any data with known or suspected PHI/PII. All access to data is strictly controlled, monitored, and enforced on a need-to-know basis only for their particular role and job function. Any violation of our company policies will result in disciplinary action up to and including discharge.
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	CMP17: The Supplier shall ensure that except as provided by law, no information in the possession of the Supplier about any individual shall be disclosed without prior written consent. Confirmed. HIPAA and other associated laws are very specific on how and under what circumstances information about an individual can be disclosed. As such, HHS Tech Group has developed policies and procedures in place to ensure written consent is obtained before the release of any information. In working with the Agency, HHS Tech Group will maintain the same strict standards and conditions we have in place today for our other clients to ensure the secure protection of information, including any Agency-specific information and at the individual level. CMP18: The Supplier shall follow all applicable technical standards for site and system security policies and procedures to protect the agency's healthcare data and information systems. Confirmed. HHS Tech Group's comprehensive security plan aligns with all Federal standards and NIST 800-61 for Incident Response. This includes employing the six-step model of Preparation, Detection, Containment, Eradication, Recovery, and Post-Incident review, with close coordination with the Agency to ensure compliance with any additional State-specific security policies. CMP19: The Supplier's data management approach and operational policies shall meet HIPAA, HITECH, ARRA and other federal and State privacy and security requirements. Confirmed. HHS Tech Group adheres to the data management and operational policies as outlined in HIPAA, HITECH, ARRA, and other established Federal and State privacy and security requirements.
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	CMP20: The Supplier shall retain, all original paper documents for a timeframe as specified by the Agency from the date the documents are received and have been scanned, indexed, stored and meet verification process standards. Original documents may be destroyed once indexed and stored and the retention period is met in accordance with State and Federal guidelines. Confirmed. HHS Tech Group will conform to all data and document retention policies. RyL's Content Module ensures all documentation is properly indexed and stored for retrieval. Any specific retention periods will be acknowledged and adhered to throughout the contract term. CMP21: The Supplier shall maintain an auditing system and employ accounting/auditing procedures and practices that conform to GAAP and GAAS. All charges applicable to the contract shall be readily ascertainable from such records. Confirmed. HHS Tech Group's Finance Team conforms to all GAAP and GAAS principles and best practices. All charges, invoices, payments, and other transactions will be recorded, filed, and easily retrievable at all times. CMP22: The Supplier will ensure that all technologies implemented are in compliance with any End User Licensing Agreements or other licensing arrangements. Confirmed. HHS Tech Group maintains and ensures adherence to all licensing agreements in place for the proper operation of our solutions, including all backend components. CMP23: The Supplier's solution shall ensure that all data necessary for legal requirements is retained. Confirmed. All data will be properly secured, stored, and retained. Data will be accessible to support any audit request or other legal needs.
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	CMP24: The Supplier shall provide a mechanism to purge source documents in accordance with HIPAA security provisions and State requirements. Confirmed. RyL adheres and aligns with the Media Protection control family of the NIST 800-53 Rev. 4 which calls for the: 1. Employment of sanitization mechanisms consistent with guidance provided in NIST Special Publication 800-88 Revision 1, Guidelines for Media Sanitization. 2. Fine shredding of hard-copy documents using approved equipment, techniques, and procedures, and with a minimum of cross-cut shredding. 3. Securing of magnetic tapes/cartridges before, during, and after processing. Authorized employees must ensure that the proper acknowledgment form is signed and returned. Inventory records must be maintained for purposes of control and accountability. Tapes containing Personally Identified Information, any hard-copy printout of a tape, or any file resulting from the processing of such a tape will be recorded in a log that identifies: a. Date received; b. Reel/cartridge control number contents; c. Number of records, if available; d. Movement; and e. If disposed of, the date and method of disposition. CMP25: The Supplier's Information Technology Equipment and Software purchased and licensed with monies under this Contract for use by agency, employees, program participants, or members of the public must provide, as required by state code, blind or visually impaired persons with access, including interactive use of the equipment and services, that is equivalent to that provided to persons who are not blind or visually impaired. Confirmed. HHS Tech Group ensures compliance with all Federal and State laws, statutes, codes, and mandates, including the provision of interactive use of equipment and services to accommodate persons who are blind or visually impaired.
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	CMP26: The Supplier's solution shall be compatible with multiple standard browsers in accordance to the State's IT Standards. The solution shall be compatible with standard browsers (as determined by the Agency) without requiring specialized or proprietary plug-ins. Confirmed. RyL is a completely browser-based system, and all modern browsers are supported. There are no plug-ins required. CMP27: The Supplier shall provide licenses as required by the Agency to allow users access to perform all necessary business functions. Confirmed. HHS Tech Group will maintain all licenses and provide role-based access to RyL to all approved, authorized users. CMP28: The Supplier must refer any possible provider or member fraud, waste and abuse matters and supporting documentation from any source to the state agency's program integrity unit. Confirmed. As a standard part of HHS Tech Group protocols, we will ensure prompt notification of any and all perceived, suspected, and/or detected fraud, waste, or abuse to the Agency's program integrity unit, as well as provide supporting documentation. CMP29: The Supplier must support the agency's benefit recovery functions by billing health carriers as defined in the Deficit Reduction Act of 2005 (DRA) via electronic, paper, or other means necessary in order to recoup monies. https://www.cms.gov/Regulations-and-Guidance/Legislation/DeficitReductionAct/index.html Confirmed. RyL is a robust solution, focused on increased cost avoidance and active recovery of third-party funds. HHS Tech Group will work with the Agency to support and enhance benefit recovery to recoup monies in alignment with all approved legislation and in conformity with all Federal and State requirements.
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	CMP30: The Supplier's solution shall maintain Offshore Data Use policies as defined by the agency. The Supplier shall ensure that agency data is not used, maintained, transmitted, stored, or processed in geographic or virtual areas which are not subject to U.S. Law. Confirmed. HHS Tech Group does not use, maintain, transmit, store, or process any Agency data offshore. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8c. Compliance Requirements Response_ Base</i>.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8c. Compliance Requirements Response_ Base

4	Correspondence Management Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Correspondence Management Section, COR01-COR09. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Correspondence Management Section.
A4	<i>Answer # 4</i> [REDACTED] As required, provided next are our responses to each of the specific SYSMOD requirements for this section. COR01: The Correspondence Management Solution must be able to generate correspondence (e.g., scheduled and ad-hoc correspondence and bulletins) using standard letters or forms, letter templates, and free-form letters. Confirmed. [REDACTED] [REDACTED] COR02: The Supplier's solution shall utilize industry standard barcode technology that is approved by the Agency. Confirmed. [REDACTED] [REDACTED]

COR03: The Supplier shall utilize letter, notification and other templates for correspondence that are approved by the Agency.

Confirmed.

[REDACTED]

[REDACTED]

COR04: The Supplier's solution shall send documents and the necessary indexing metadata to the modular integration platform for storage of documents in an electronic repository as determined by the agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

COR05: The Supplier's solution shall store all sent or received documents in an electronic repository as determined by the agency.

Confirmed.

[REDACTED]

[REDACTED]

[REDACTED]

	[REDACTED]
	[REDACTED]
	[REDACTED]

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	COR06: The Supplier's Correspondence Management Solution must be able to integrate variable data to maximize efficiency. Confirmed. [REDACTED] [REDACTED] COR07: The Supplier shall generate applicable notices to members, carriers, providers, and other entities (e.g., enrollment/disenrollment notices, requests for information, and program information). Confirmed. [REDACTED] [REDACTED] COR08: The Supplier shall configure, support and maintain a method to generate correspondence and coordinate the print and distribution through the State's Print and Mail Services. The Supplier's solution shall include an integrated correspondence management solution. Confirmed. [REDACTED] [REDACTED] COR09: The Supplier's solution shall provide the ability to create materials in language(s) (as determined by the Agency) and for reading levels as determined by the agency. Confirmed. [REDACTED] [REDACTED]
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	As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8d. Correspondence Management Requirements Response_Base</i>. Please continue to refer to this Word file herein for all associated response screenshots/exhibits and descriptions.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8d. Correspondence Management Requirements Response_Base

5	Data Conversion, Cleansing and Migration Requirements- Describe in detail how your company solution will meet all the requirements identified in Attachment F, Data Conversion, Cleansing and Migration Section, DC01-DC07. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Data Conversion, Cleansing and Migration Section.
A5	<i>Answer # 5</i> Proper data conversion, cleansing, and migration starts with ensuring proper identification and mapping of corresponding data fields is established on a one-to-one level along with the integration and/or upload method for the receipt of legacy information. At the start of the implementation, all data integration needs and initial legacy data uploads required will be documented, analyzed, and discussed. API integrations and/or bulk data uploads will be supported to ensure the successful receipt of all legacy data necessary into the new RyL solution. This includes the proper data receipt, upload, and conversion of legacy member and provider data history. Reconciliation of data received against known data in the legacy system will be an important step in ensuring data was properly received, converted, cleansed, and ultimately migrated to the RyL solution. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. DC01: The Supplier shall provide authorized agency or other designated staff access to an environment to validate converted data and provide support for the data validation effort. Confirmed. Agency staff will need to be available throughout the legacy data conversion process. Access will be provided through the portal to designated administrators to view converted data and to alerts on any discrepancies/issues observed in addition to our data validation and testing procedures. HHS Tech Group sees this initial conversion of legacy data as a joint process and looks forward to Agency staff supporting our team in providing details needed on legacy systems currently utilized, including current content data fields and records needed for migration. Reconciliation reports will also be generated and provided to Agency staff throughout the process to further validate progress made and ensure the proper receipt of legacy data in the new system.

	DC02: The Supplier shall work with the State to identify the data elements that will be converted into the Supplier's solution. For legacy data elements that cannot be converted into the Supplier's solution, the Supplier shall work with the State to achieve desired business outcomes using the data elements in the Supplier's solution. Confirmed. Before the transmission and receipt of legacy data can begin, an individual field level analysis of all data elements will be performed. This ensures appropriate mapping is made between where the content is currently housed in the legacy system and where the data will be placed in the new system. Any field content which will not be migrated for any reason will be discussed, documented, and agreed upon by the Agency and HHS Tech Group. DC03: The Supplier shall work with the State to identify data elements or fields in the Supplier's solution that are not available to be converted from the legacy system, and whether the conversion programs should fill them with default or initial values. Confirmed. Data elements and their associated fields will be discussed in depth prior to the transmission of legacy information. When converting legacy data, RyL can provide the ability to auto-populate fields within RyL to a default field, as desired by the Agency. Each data element circumstance will be thoroughly discussed to come to the best solution for the new system. DC04: The Supplier must perform one or more trial conversions as necessary, before final conversion of the data, and present the results to the State. Confirmed. Before the conversion and receipt of all legacy data in bulk, appropriate testing must be conducted to ensure the data can be properly received and converted appropriately in the new system. This "trial testing" will be conducted multiple times. Once the data is migrated, reconciliation reports will be generated and provided to the Agency. Our Implementation Team will also analyze the data and conduct post-conversion testing to ensure the transmission of information occurred appropriately, with data elements placed in the correct new fields.
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	DC05: The Supplier shall produce the reports necessary to demonstrate adequate checks and balances within the data conversion process. Confirmed. HHS Tech Group will run a series of reconciliation reports to cross-compare data sets between systems. Our team will review all reports and hold in-depth reviews over joint meetings between HHS Tech Group and the Agency to ensure all legacy data migrated effectively. DC06: The Supplier shall convert and provide access to converted electronic documents identified by the agency in a format approved by the agency. Confirmed. All formats for the transmission of electronic information will be discussed in advance. All EDI formats require final approval and sign off prior to the transmission of information. This ensures all data formats are mutually agreed upon and can be effectively accepted and supported in the new system. As an adaptable, modular solution, RyL is built to support a wide range of standard and custom data transaction formats. As such, HHS Tech Group anticipates no issues in supporting specific format requirements as required by the Agency. DC07: The Supplier shall develop, submit, and maintain a Data Management, Conversion and Migration Plan to include the following: a. A data management strategy that will support integration, optimization, quality, stewardship, standards, and governance of data. b. description of appropriate skill sets, processes, technologies/tools, and any naming conventions followed. c. Approach to conversion, cleansing and migration. d. Approach to risk management for data conversion effort. e. Approach for testing migration or converted data; f. Approach to reporting the number of records successfully converted vs. errors or exceptions.
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	g. Approach for cleansing data to prepare it for loading to the proposed solution that is refined as necessary. h. Approach to resolving data conversion errors and issues. i. Approach for supporting the agency validation of converted data. j. Tasks, timelines, and responsible parties for all conversion and migration tasks. k. Entrance and exit criteria for each phase of the effort. Confirmed. During the implementation, identified legacy data to be migrated to the RyL solution will be reviewed and discussed. Following these joint review sessions and an evaluation of the data for conversion, the initial Data Management, Conversion, and Migration Plan will be updated and finalized for review, approval, and sign-off. This plan, once approved, will then serve as our primary guidebook for our plan and approach to ensuring the migration of data from the legacy system to RyL, including steps to ensure proper data conversion and cleansing, along with other efforts. Extensive testing will be performed throughout the process to ensure all data successfully migrated to the new solution and is readily accessible and usable. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8e. Data Conversion, Cleansing & Migration Response_ Base</i>.		
	<table border="1"> <tr> <td data-bbox="321 1015 1129 1396"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1129 1015 1906 1396"> Attachment File Name: 8e. Data Conversion, Cleansing & Migration Response_ Base </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: 8e. Data Conversion, Cleansing & Migration Response_ Base
Upload Attachments with Additional Information? Yes	Attachment File Name: 8e. Data Conversion, Cleansing & Migration Response_ Base		

6	Data Management Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Data Management Section, DM01-DM20. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Data Management Section.
A6	<i>Answer # 6</i> HHS Tech Group has built up our own Data Management best practices over the years to ensure that our solution design, practices, and procedures in place, as well as our written policies and associated documentation provide complete, documented, proven, and auditable adherence to the latest requirements. Information on our Data Management best practices, policies, and technology support are detailed in the response below. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. DM01: The Supplier shall provide an indicator to suppress generation of documents containing Member identification for confidential services. Confirmed. RyL features data intelligence capabilities to detect PHI/PII within data for suppression. This ensures the confidentiality and protection of member information for proper data management and administration. DM02: The Supplier shall maintain a record/audit trail of a Member's requests for copies of personal records (including time/date, source, type, and status of request). Confirmed. HHS Tech Group leverages Kibana, an open source data visualization technology, to take captured log data and transform it into readable, graphical reports. Member-level data reports can be generated to support HIPAA-compliant member data requests received.

	DM03: The Supplier shall maintain current and historical records of benefit plan assignment(s) for members, including periods of dual-eligibility. historical record of benefit assignment(s) for a client including identifying dual-eligibility spans. Confirmed. RyL's Content Modules stores all current and historical records received, including all associated benefit assignments and dual-eligibility periods. DM04: The Supplier's solution shall provide audit trails to allow information on all transactions to be traced from receipt of the transaction through the completion of the transaction, capture at a minimum date/timestamp, data source, worker id, action taken and log any errors encountered for reporting. Confirmed. All activity made throughout the system is logged and time-stamped and can be retrieved and analyzed on demand. The specific fields noted within this requirement such as the associated ID, errors, actions taken, and other items are logged and tracked in the system, including any changes made by system administrators. DM05: The Supplier shall be able to demonstrate the ability to support requirements for backup and archiving consistent with agency SLAs and CMS, State, and industry standards. The Supplier shall also adhere to data retention requirements cited in 45 CFR 164.316 and the State's Administrative Rules. Confirmed. As a web-based solution hosted in the AWS GovCloud, HHS Tech Group will ensure the secure backup and archival of information through AWS data archiving, backup, and recovery services provided. Adherence is maintained with all Federal and industry-wide standards. Data retention periods are further configurable as needed to ensure alignment and adherence to State-specific policies. DM06: The Supplier shall participate in governance processes led by the Agency and including the System Integrator and other module vendors as appropriate during design, definition, and any subsequent revisions of data formats to be used for communicating data to and from the module. Confirmed. Ongoing work and collaboration throughout the term of the contract will be critical between HHS Tech Group, the System Integrator, and other module vendors. We will work with the Agency to ensure appropriate staff participate in each phase
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	of the project and continually adhere to governance processes in place to seek appropriate approvals and authorizations as required. DM07: The Supplier shall provide the capability to exchange data in standard and non-standard formats as well as structured and unstructured data with multiple sources. Confirmed. The RyL solution is designed to inherently support a wide range of data exchanges in varying formats. During the implementation, HHS Tech Group will work with all associated contractors to ensure the efficient, secure transmission of all data. DM08: The Supplier's solution shall maintain an audit trail of all changes to data, including changes that were made in error and subsequently backed out of or suspended. Confirmed. Our built-in audit trail capabilities support the logging of all activity, including errors and changes made or cancelled within the system. Similar to who saw what, where, and when, RyL also provides capabilities for who did what, where, and when. HHS Tech Group uses Logstash, an open-source technology, for both gathering and storing logs. DM09: The Supplier's solution shall archive all versions of reference information and update transactions. Confirmed. RyL versions all code sets by date and provides archival capabilities by various filters like date, alphabetical name sort, provider type, etc. DM10: The Supplier shall maintain valid and standardized addresses according to United States Postal Service (USPS) verification, validation and standardization rules. Confirmed. The RyL solution is integrated with Google Address Validation Service for address level verification and validation in accordance with the latest USPS address information, rules, and guidance, including Publication 28, released. With the integration of Google Address Validation tools, RyL can process, filter, clean, and validate address input data in real-time while ensuring compliance.
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	DM11: The Supplier's solution shall facilitate real-time data processing including data cleansing, data loading, data brokerage, integration, validation, reconciliation, and synchronization with the State's Medicaid Enterprise system, as defined by the agency. Confirmed. Our RyL solution is designed to support the receipt and processing of data from a multitude of source systems in real-time. This includes associated data validation, verification, reconciliation, and other activities in the system. DM12: The Supplier's solution shall optimize, manage and consolidate data storage. Confirmed. RyL uses database optimization and file storage optimization methods to optimize and consolidate data storage. DM13: The Supplier's solution shall maintain all data sets defined by the HIPAA Implementation Guides to support storage of all transactions required under HIPAA Administrative Simplification Rule (e.g., Gender, Reason Code) for a timeframe as determined by the agency. Confirmed. All data is properly stored in alignment with HIPAA protocols and EDI transaction standards. The length of time in which data is stored is configurable and can be adjusted as needed. DM14: The Supplier shall participate in ongoing data governance meetings as required by the Agency. Confirmed. HHS Tech Group will ensure appropriate participation at all Agency and State level data governance meetings.
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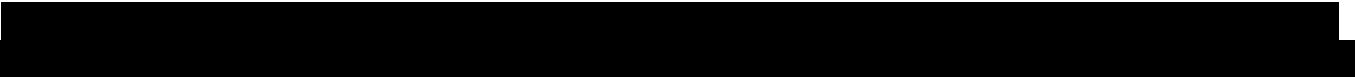
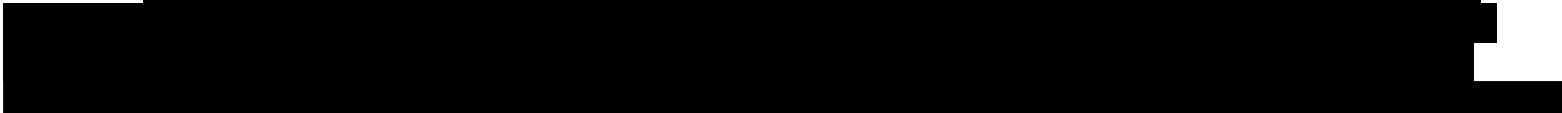
	DM15: While the agency prefers real-time/event driven process, the Supplier shall provide a tool to easily administer and execute scheduled events (e.g. reports, file transfers, processes, notifications) to be performed on a regular basis (e.g. daily, weekly, monthly). Confirmed. RyL can support both real-time and batch processing of data. For batch processing, RyL provides a batch scheduler to execute batch jobs/events, including file transfers, execution of batch reports, letter generations, notifications, and more. DM16: The Supplier shall standardize the structure and visibility of data and applications to support automated electronic data exchanges within the State's enterprise to promote interoperability. Confirmed. Our solution supports the automated, electronic exchange of data, including all standard EDI transactions. Standardized structures will be documented and set up as part of our implementation, along with final testing to ensure the proper sending/receiving of EDI data in a secure, compliant manner, without validation errors or latency issues. DM17: The Supplier shall be responsible for data management including ensuring that the architecture addresses data semantics, data harmonization, and shared-data ownership. Confirmed. RyL's Content Module receives, processes, and stores all data in an organized structure that further supports data archiving, retrieval, search, and sorting. Data ownership, harmonization, and semantics for data storage and access will be discussed and reviewed for input and approval during the implementation. DM18: The Supplier shall collect and maintain the relevant data necessary to support the budget neutrality reporting requirements specified in the State's 1115 Waiver (including the ability to identify those Members who would be ineligible for Medicaid in the absence of the State's 1115 Waiver). Confirmed. RyL can generate reports specific to member eligibility, including 1115 Waiver-related impact reports. All existing reports, configurations required, and new reports needed will be addressed as part of the implementation process.
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	DM19: The Supplier shall collaborate with all State enterprise Suppliers and solutions to accurately collect, process, and distribute applicable HIPAA EDI transactions. Confirmed. The RyL solution is designed to inherently support HIPAA-compliant EDI data transaction standards in a variety of formats. During the implementation, HHS Tech Group will work with selected System Integrator and all associated stakeholders to ensure the efficient, secure routing of EDI transactions. All data transmissions will undergo extensive testing to ensure endpoint configurations are setup between RyL, the Enterprise Service Bus, and all other contractor modules/legacy applications to ensure appropriate data exchanges. DM20: The Supplier shall participate in the Data Governance process, as defined and administered by the Agency. The Data Governance process will define processes and adjudicate concerns for items including but not limited to: • Enterprise data lifecycle management processes (including master data management) • Data synchronization processes • Data formats for data exchanged by/between systems in Agency's Enterprise • Management of reference data (i.e. code list versions) • Dispute resolution for data management issues Confirmed. HHS Tech Group will fully support the Data Governance process, including all review steps, approvals, and authorizations required. RyL is built on a foundation of Data Management best practices which focus on Data Integrity, Data Availability, Data Authenticity, Data Security, and Non-repudiation of Data, resulting in consistent and trustworthy data. Any documentation related to the Data Governance process will be followed and adhered to throughout the course of the project. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8f. Data Management Requirements Response_ Base</i>.		
	<table border="1"> <tr> <td data-bbox="321 1325 1129 1409">Upload Attachments with Additional Information? Yes</td> <td data-bbox="1129 1325 1906 1409">Attachment File Name: 8f. Data Management Requirements Response_ Base</td> </tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: 8f. Data Management Requirements Response_ Base
Upload Attachments with Additional Information? Yes	Attachment File Name: 8f. Data Management Requirements Response_ Base		

Attachment G

TPL Base Requirements Mandatory Scored Response Worksheet

Third Party Liability

7	Design, Configuration and Build Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Design, Configuration and Build Section, DCB01. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Design, Configuration, and Build Section.
A7	<i>Answer # 7</i> HHS Tech Group will work with the Agency to develop an approved design, customize and configure the solution, and build a product that best meets their specific needs and achieves their desired outcomes. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. DCB01: Prior to beginning design and configuration/build activities, the Supplier must develop and submit to the State an Application Configuration and Maintenance Plan that describes the Supplier's approach to applications configuration and enhancements including: a. Approach to conducting design sessions or walkthroughs. b. Approach to conducting sprints or iterations. c. Configuration management. d. Schedule of major and minor releases. e. Tasks, timelines, and responsible parties for design and configure/build tasks. f. Approach to system enhancements g. Programming and coding standards The plan must be maintained through the system implementation. Revisions must be approved by the State. Confirmed.  

	[REDACTED]
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	As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8g. Design, Configuration and Build Response_ Base</i>.		
	<table border="1"> <tr> <td data-bbox="325 508 1129 1369"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1129 508 1896 1369"> Attachment File Name: 8g. Design, Configuration and Build Response_ Base </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: 8g. Design, Configuration and Build Response_ Base
Upload Attachments with Additional Information? Yes	Attachment File Name: 8g. Design, Configuration and Build Response_ Base		

8	Hosting and Environments Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Hosting and Environments Section, ENV01-ENV03. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Hosting and Environments Section.
A8	<i>Answer # 8</i> RyL is hosted on AWS GovCloud, a secure environment that maximizes cost savings and enables seamless integration to support TPL processes and all State and Federal requirements. Detailed information on how HHS Tech Group will meet all hosting and environments requirements is provided in the following responses. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. ENV01: The Supplier's hosting solution shall provide the flexibility to integrate other solutions for security and regulatory purposes in the future and be cost-effective with burst capacity. Confirmed. Our RyL technology features a Data Sharing Gateway (DSG) platform to seamlessly integrate with external systems to support TPL processes, Agency-specific security requirements, and to adhere to Federal requirements - all within a secured environment. Our technology is hosted on the AWS GovCloud, a FedRAMP certified environment, adhering to all State and Federal data security guidelines. To maximize cost savings, we can use auto-scaling to deploy environments dynamically based on CPU/memory volume requests. By leveraging this approach and creating environments "on demand", Agencies can experience significant cost savings while still supporting bursts in traffic volume. ENV02: The Supplier shall provide the ability to run multiple sessions/environments/applications/areas/views simultaneously. This includes providing sufficient environments and configurations (e.g., multiple environments, multiple application layers, hub architecture) necessary to perform all required functions (e.g., testing, training, production operations, modeling, disaster recovery). Confirmed. During the implementation, required environments will be established and set up. Working within the AWS environment, our team will continually monitor and maintain the established infrastructure, network, and application

environments on a rolling 24x7 basis. This includes automated monitoring, with a performance dashboard and automatic alerts in place to inform our team off hours in the event of any severe or high-level issue. RyL is designed for disruption-free use, including the capability for traffic rerouting during routine tasks and maintenance. The following exhibit provides a listing of proposed environments.

Exhibit 6. RyL's Proposed Environments

Environment	AWS Instance Type
Development	t3.micro
Staging	t3.micro
Production	t3.micro
Development	t3.micro
Staging	t3.micro
Production	t3.micro
Development	t3.micro
Staging	t3.micro
Production	t3.micro
Development	t3.micro
Staging	t3.micro
Production	t3.micro

Please see *Attachment 8h1. Environments* included with our submission for a sample of documentation describing Environments that may be used on a project.

ENV03: The Supplier's solution shall maintain Data Segregation: Supplier shall ensure that agency Systems, Applications, and Data used to provide agency services are physically and/or logically separated from third-party Systems and Data.

Confirmed. RyL can be deployed in a single tenancy AWS GovCloud instance where all resources are physically separate and segmented across multiple customers. All data within RyL is logically separated, secured, and maintained apart from any other client implementations to ensure no commingling of data or other infrastructure resources takes place.

	As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8h. Hosting and Environments Requirements_ Base</i>. Please continue to refer to this Word file herein for all associated response screenshots/exhibits and descriptions.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8h. Hosting and Environments Requirements_ Base

9	Implementation and Acceptance Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Implementation and Acceptance Section, IA01-IA07. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Implementation and Acceptance Section.
A9	<i>Answer # 9</i> HHS Tech Group will facilitate the complete implementation and post-implementation support of RyL, from initial demonstration of readiness to start the implementation to ongoing operations, system enhancement, configurations, and maintenance support throughout the duration of the contract. Throughout the process, HHS Tech Group will ensure full acceptance and approval to proceed has been provided by the Agency before the start of any new work. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. IA01. The Supplier shall follow the following process for deploying each proposed services and solution(s): a. Submit an implementation letter to the agency confirming that the solution is ready for implementation. b. Receive the agency's approval of the implementation letter, accepting the Supplier's confirmation. c. Deploy the services and solutions according to the approved Implementation Plan. d. Provide confirmation that the services and solutions have been deployed to production and the Supplier has completed within a timeframe as determined by the agency of operations without significant operational issues defined as no critical or high defects. e. Receive the agency's acceptance of the services and solutions implementation. Confirmed. As with all of our system implementations, the application is not live and released into production without full, official sign-off and approval from the Agency. HHS Tech Group will ensure strict adherence to the Agency's established procedure for deployment, including the submission of the implementation letter and the post Go Live confirmation of no significant operational issues. Our Project and Implementation Teams will remain in close contact with the Agency and the Agency at large throughout this process to ensure prompt responses to all inquiries are made and a successful Go Live occurs for the RyL solution.

	IA02. The Supplier shall develop an Implementation Plan in conjunction with the agency that describes activities, such as: a. The rollout approach, including phased implementation, if necessary. b. Overall integration approach c. Approach to continuous integration of other modules or data from other data providing entities. d. Integration Testing, including coordination procedures with System Integrator, other modules, other stakeholders and vendors. e. Approach to continuous integration of other modules or data from other data providing entities. f. The proposed implementation schedule. g. The rollback strategy. h. Communication and Supplier support procedures. i. Supplier and State roles and responsibilities. j. Operational Readiness Checklist(s) that defines, in advance, the go/no-go decision, and all aspects of Supplier, solution, and State readiness. k. All critical tasks that are required for cutover. l. Post cutover monitoring. m. The onsite and offsite user support provided by the Supplier and State during the initial solution implementation. n. Solution acceptance procedures. o. Tools and processes to ensure overall quality. p. Describe post implementation production deployment process and activities.
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	Confirmed. HHS Tech Group finalizes an Implementation Plan for every one of our Agency projects we engage in. The Implementation Plan is a critical plan with several, additional sub plans that serve as the overarching guide for the entire implementation. The plan will be finalized in conjunction with the Agency and in alignment with State-required processes, security measures, formatting guidelines, etc. The plan will fully define our implementation and acceptance approach, all project phases, and other details. Once finalized, with all feedback and comments incorporated, HHS Tech Group will follow this plan as we move through the implementation of RyL and throughout the course of the project. IA03. The Supplier's environments (e.g., development, testing, training and production) shall be available and accessible twenty-four (24) hours a day, seven (7) days a week, with the exception of planned downtime due to system upgrades or routine maintenance. All planned downtime and maintenance outages shall be coordinated and approved by the agency at least five (5) business days in advance. Confirmed. HHS Tech Group will ensure the proper uptime of the RyL solution as agreed upon under contract, with the exception of planned downtime. All downtime for maintenance will be conducted during off hours, late at night and/or on the weekend, as mutually agreed upon with the Agency. The standard annual uptime percentage of AWS is at least 99.95%. IA04. During the requirements validation sessions, the Supplier must demonstrate a solution and/or set of business services, before implementation, that will fully function after implementation based on the requirements described in the RFP and publicly available policy documents, manuals, and fee schedules. Confirmed. HHS Tech Group will provide complete demonstrations of RyL throughout the implementation, including during initial reviews at the start of the implementation. Each requirement will be reviewed and demonstrated as applicable, with any gaps identified, documented, and prioritized to be addressed during the upcoming Sprint cycles.
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	IA05. The Supplier shall work with the agency to confirm the Supplier's understanding of the requirements and to clarify and/or elaborate requirements where necessary to achieve desired business outcomes. Confirmed. HHS Tech Group will work with the Agency to openly discuss each requirement, seeking clarification as needed on the intent or specific nature of given requirement. Any additional information discussed will be fully documented next to the requirement information to ensure full system support in meeting the Agency's needs. IA06. The Supplier shall, during requirement validation, provide designated agency staff access to a fully functioning environment to become familiar with the solution and/or business services. Confirmed. During initial discussion sessions, a sandbox environment of RyL can be provided. This will enable agency staff to access our RyL solution to better understand all solution components and features. IA07. The Supplier shall utilize project control tools to formally track all requirements and related design, configuration, testing, and certification artifacts. The Supplier's requirements management tool shall ensure approved changes to requirements are linked back the approved change request. Confirmed. With years of experience performing a wide range of implementations, including at the State level, HHS Tech Group has diligent procedures, protocols, and associated tools to ensure the continual tracking of all requirements and associated progress throughout the implementation. All Change Requests (CRs) require client approval and are linked to the original requirement(s) for tracking and monitoring purposes. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8i. Implementation and Acceptance Requirements_ Base</i>.		
	<table border="1"> <tr> <td data-bbox="315 1263 1129 1351">Upload Attachments with Additional Information? Yes</td> <td data-bbox="1129 1263 1906 1351">Attachment File Name: 8i. Implementation and Acceptance Requirements_ Base</td> </tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: 8i. Implementation and Acceptance Requirements_ Base
Upload Attachments with Additional Information? Yes	Attachment File Name: 8i. Implementation and Acceptance Requirements_ Base		

10	Integration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Integration Section, INT01-INT32. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Integration Section.
A10	<i>Answer # 10</i> The RyL solution is designed to support industry standard interoperability mechanisms. HHS Tech Group will work with the selected System Integrator (SI) to define, document, and expose all solution endpoints to the Integration Platform and ensure web Application Programming Interfaces (APIs) are securely established to send/receive data. Our work with the selected SI during the implementation will ensure the RyL solution integrates/federates with the Agency's Integration Platform to facilitate proper data transmission, mapping, message and event queuing and sequencing, exception handling, data conversion, and security compliance. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. INT01. The Supplier's solution shall have the ability to identify errors in member information and member eligibility transactions and immediately notify the source system of the specific errors including whether the errors have precluded loading and/or using the data. Confirmed. RyL has built-in self-diagnostic functionality which allows for transaction errors to be identified in real-time with automatic alerts and notifications sent based on established business rules. INT02. The Supplier's solution shall support retrieval and presentation of data associated with geographic indicators such as by state, by county, by zip code, by peer group, or other geographical indicators specified by the Agency. Confirmed. The RyL solution supports both basic and custom queries and filters across a range of data types, including geographical data. Data is retrieved and presented through the UI in the user portals.

	INT03. The Supplier shall develop operational procedures in coordination with other enterprise module vendors to restore system availability. Confirmed. HHS Tech Group has established procedural documentation in place that guides our protocols and instructions to follow in the event of a system failure. These procedures will be reviewed, in collaboration with other module vendors, as well as the System Integrator, to establish overarching operational procedures and workflows across the whole enterprise, including to restore system availability. INT04. The Supplier shall work with the Agency and the Systems Integrator if data quality issues arise and shall assist in remediating those issues. Confirmed. Any gaps or issues discovered will be addressed promptly. All findings identified will be tracked through completion. INT05. The Supplier's solution shall support query-based service calls (e.g. request & response) for data entities and associated query parameters as required by the Agency. Confirmed. RyL can connect to other data systems to support queries or pings to/from other systems in real-time. All required interfaces along with the agreed upon method, such as public/private API, secure FTP, etc., will be finalized in joint discussion with all stakeholders during the implementation. INT06. The Supplier's solution shall support real-time notifications as required by the Agency including but not limited to: changes to solution's data, transaction events, etc. Confirmed. Real-time notifications within RyL are based on established business rules and workflows in the system as finalized during the implementation. Once live, many processes and their associated triggers, including alerts, notifications, and more, will be able to be modified from within the portal based on established permissions.
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	INT07. The Supplier's solution shall transmit all dates in a format specified by the Agency (ISO8601). Confirmed. RyL can support both standard and customized data formats to meet the Agency's needs. INT08. The Agency reserves the right to make use of and share with stakeholders at the Agency's discretion, the technical specifications supplied by the Supplier for the solution endpoints exposed to the State's Integration Platform. Confirmed. HHS Tech Group will work with the Agency to define, document, and expose all solution endpoints to the Integration Platform. All documentation related to RyL's endpoints can be shared as needed across stakeholders. INT09. The Supplier shall ensure that all data, transactions and service calls between the Supplier's solution and other modules (including legacy systems) are routed through the State's Integration Platform as required by the Agency. Confirmed. RyL supports integration with the Enterprise Service Bus (ESB) or other integration platform as defined by the Agency. Our technical staff on our Implementation Team will ensure the proper configuration and testing of RyL with other necessary systems during the implementation. INT10. The Supplier shall generate and supply solution test data (including synthetic or de-identified data). Test data shall approximate production data with sufficient fidelity to ensure reliability and accuracy of test results. Confirmed. Appropriate testing environments will be set up during the implementation to mimic the production environment in order to ensure the accuracy and reliability of tests completed. Test data will be de-identified prior to loading and/or will utilize similar 'dummy' data to ensure the protection of all member PHI and other confidential information.
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	INT11. The Supplier shall provide technical, functional and performance documentation required by the IV&V Supplier for the solution in order to support IV&V reporting needs identified in the most current version of MECT. Confirmed. All requested documentation throughout the course of the contract will be provided to the IV&V contractor designated by the Agency. HHS Tech Group will ensure CMS-compliant documentation and associated artifacts are available that are aligned to the requirements as set forth in the new OBC (formerly known as MECT). INT12. The Supplier shall ensure all hardware, software, and communication components installed for use by Agency staff are compatible with the State currently supported versions of the Microsoft Operating System, Microsoft Office Suite and browser as determined by the Agency; and current technologies for data interchange. Confirmed. As a web-based solution, no specific hardware or software components need to be installed. The only technology necessary is the end user's desktop/laptop computer (issued by the State) and a modern web browser. Further, the RyL solution is operating system independent and can run on any modern web browser. INT13. The Supplier's solution shall allow internal and external stakeholders to upload and view electronically submitted documents. Confirmed. The RyL solution supports the uploading and viewing of documentation from within the portal. Only permissioned, registered, and authorized users (as applicable to their assigned role) can access their respective portal. All internal and external stakeholders will be required to register in order to receive access to the system. All documents are linked to the associated record area within the system and can be retrieved, downloaded, and/or printed on demand. INT14. The Supplier's solution shall ensure information and event notifications include aggregated and integrated information. Confirmed. RyL is designed to capture, retain, and aggregate all data received into applicable sets of information along with associated metadata to support further downstream processes and workflows. Event notification standards, including frequency and notification content, will be discussed and configured during the implementation to align with the Agency's requirements.
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	INT15. The Supplier's solution shall have business process orchestration in an event-driven environment that maximizes process automation. Confirmed. RyL has configurable, established business process rules and associated workflows within the Workflow Editor, Auto Assign, and Rules Editor functions to maximize efficiency and automation throughout the solution. INT16. The system shall provide the ability to share and federate data with other data sharing partners. Confirmed. The RyL solution provides interfaces to share, export, and import data with other partners via the ESB or other integration platform or connection established. INT17. The Supplier's solution shall provide the ability to create/edit, send, receive and process X12, NIEM standardized transactions and NCPDP D.0 transactions relative to the Supplier's scope of work. Confirmed. The RyL solution is able to create, edit, send, and receive data using standard X12 transactions for claim inquiry, eligibility inquiry, payment entry, service authorization inquiry, etc. INT18. The Supplier shall collaborate with the Systems Integrator to automatically report system availability to the SI availability solution. The frequency of each module component verification will be defined by the agency. Confirmed. RyL supports 24/7/365 system monitoring to ensure the continual availability of HHS Tech Group's solution. Uptime reports can be executed and provided to the selected SI and the Agency. The frequency of availability verification and associated reporting will be as defined by the Agency in the final contract. HHS Tech Group will ensure the proper configuration and ongoing maintenance of RyL, scaling up/down as needed to meet utilization demands.
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	INT19. The Supplier shall identify and describe the licenses necessary for the scope of work to support the infrastructure that will provide sufficient bandwidth and redundancy to ensure accessibility, reliability/fault tolerance and acceptable performance. Confirmed. As part of our operating protocols, our team continuously reviews the comprehensive list of all licenses relating to RyL during the implementation and throughout the contract. Appropriate redundancy, reliability, and fault tolerance measures in place will be tested to ensure proper bandwidth, alignment to all established SLAs, and support are continuously provided. INT20. The Supplier shall be responsible for understanding the business processes to automate and orchestrate appropriate workflows, business rules, data flow and metadata within the solution and work collaboratively with the SI. Confirmed. As part of the implementation process, all processes and workflows will be reviewed in joint sessions with both the Agency and the selected SI. Any necessary changes to the processes established in RyL will be identified and documented upfront so that configurations can occur before the solution goes live. Once in production, any future changes, particularly as the Agency procures additional modules, can be accommodated to support continual, efficient data flow across the enterprise. INT21. The Supplier's solution shall provide a highly automated systematic processing of healthcare claims and eligibility transactions. Confirmed. During the implementation, HHS Tech Group will demonstrate RyL's automated processes in place to send/receive HIPAA-compliant EDI transactions and document any configurations necessary to support all defined formats. INT22. The Supplier's solution shall be integrated in loosely coupled manner with the rest of the enterprise by encapsulating its inner-workings and interacting with the rest of the enterprise via interfaces to and from the System Integrator's Solution which leverage interoperability data standards. Confirmed. RyL is built on a modular microservices architecture where individual components are loosely coupled. This provides the ability to easily scale, replace, and/or add individual components quickly and efficiently without disruption to the overall system.
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	INT23. The Supplier's solution shall allow internal and external users to enter data using electronic forms and receive documents electronically from other systems. Confirmed. RyL's data entry and retrieval capabilities include document upload and support for electronic form transmission and receipt, as well as direct form/document entry and modification. INT24. The Supplier's solution shall have the capability to receive and display data, messages and alerts from other systems in real-time. Confirmed. RyL's Notify Module is designed to support real-time sending, receiving, and displaying of data, messages, and alerts based on established workflows and business rules. This includes the real-time sending, receiving, and displaying of all notifications and system alerts in the Message Center and on the user's configurable dashboard. INT25. The Supplier's solution shall provide context sensitive help (situational clarification and support associated with process specific steps), to support user activities (e.g., provider enrollment and maintenance activities). Confirmed. The RyL solution includes built-in online help functionality, including the use of context-sensitive help. Our functional, user-friendly help includes, but is not limited to: • On screen 'tool tips' (field marks that provide additional information when the end user hovers over them) • Training manuals • Reference materials and other associated documentation • Support for in-portal training modules • Frequently Asked Questions (FAQs) • Help areas in the footer and/or designated navigational heading (as desired) • Live chat support for real-time, agent-assisted support
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	INT26. The Supplier shall implement a solution where module components are loosely coupled and can be added or replaced quickly. Confirmed. The RyL solution is built on a modular microservices architecture. This provides an environment of independently deployable, modular services. HHS Tech Group will provide a sandbox environment for the Agency to integrate and test other components/modules with RyL before they are deployed. INT27. The Supplier shall provide electronic notification including detailed release notes for Major and Minor version, patches, updates and fixes deployed to the production environment. Confirmed. HHS Tech Group adheres to our hybrid agile methodology in providing prompt notification of all major and minor releases, including any bug fixes deployed. Each Sprint contains all associated artifacts, including detailed release notes with the list of all issues, epics, user stories, and tasks which were performed during the product increment. All accompanying release notes and associated, updated guides (e.g., Installation Guide, Admin Guide, Development Guide, Training Guide) are provided for all production environment updates. INT28. The Supplier shall work collaboratively with module vendors to reconcile Operational data store with data elements for each module component. Confirmed. Operational data store elements will be reconciled with associated data elements across other module vendors in alignment with the Agency's requirements. INT29. The Supplier shall implement interfaces with the State's Integration Platform in accordance with technical specifications approved by the Agency. Confirmed. HHS Tech Group will ensure that appropriate interfaces with other systems are securely established and tested to support data transmission in alignment with any specific technical specifications approved by the Agency.
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	INT30. The Supplier shall route data, transactions and service calls between the Supplier's solution and third-party systems and federal systems (e.g., CMS, IRS, SSA) through the State's Integration Platform as required by the Agency. Confirmed. RyL is a modular, web-based solution with a secure, compliant Data Sharing Gateway (DSG) component as part of its integrated, backend architecture. The DSG provides interoperability and flexible integration with external systems, middleware, and third-party interface partners to support data transactions, including routing and associated service calls. INT31. The Supplier's solution shall utilize supporting services, data sources, or data feeds (master indices, reference data, etc.) provided by the State's Integration Platform as required by the Agency. Confirmed. RyL's modular architecture with exposed APIs supports interfaces between multiple data sources, including with the State's integration platform/ESB. HHS Tech Group will ensure RyL utilizes this platform and all data available to support proper data transmission, availability, and access within the system. INT32. The Supplier's solution shall capture, log, maintain and supply upon request to the Agency metadata for transactions and service calls between the solution and the State's Integration Platform. Metadata shall include but is not limited to, enterprise-supplied transaction IDs, transaction success/failure status, and other information as defined by the Agency. The Supplier shall support tracking and debugging of transactions as required. Confirmed. All data along with associated metadata received in the system is fully housed, maintained, tracked, auditable, and searchable within the system down to the individual field level. Information is searchable for retrieval on demand as needed. All transactions run through a verification and validation process to ensure proper support all data management protocols, including data tracking, defect correction, auditing, reconciliation, storage, and management procedures. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8j. Integration Requirements_ Base</i>.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8j. Integration Requirements_ Base

11	Interface Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Interface Section, INR01-INR05. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Interface Section.
A11	<i>Answer # 11</i> HHS Tech Group will work with the Agency during the implementation to define all interfaces to be established with other systems and the appropriate data transmission format and connectivity protocol to be used. For additional details, please see our separate <i>Attachment 9. HHS Technology Group_Attachment Q - TPL System Module Mandatory Scored Response, Section 2. Interfaces</i>. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. INR01. The Supplier shall support the exchange of data between the System and the systems with which it interfaces (including external entities) to facilitate business functions that meet the requirements of agency policy, and federal and State rules and regulations. Confirmed. RyL is built on a modular, SOA architecture with exposed APIs to support interfaces between multiple data sources. HHS Tech Group will ensure RyL is properly configured to send/receive data with all required systems. Our team will work with the System Integrator and other module contractors to ensure the proper transmission of secured, compliant data exchanges across the enterprise. INR02. The system shall send and receive real-time discrete transactions between modules and the State's integration platform to reduce the need for bulk data transfers. Confirmed. Our solution supports real-time data transactions using web services and RESTful APIs. Data transmission capabilities include send/receive, export, filtering, transformation, and loading functions. Our Data Sharing Gateway (DSG) is used to support real-time integration, batch processing, and bi-directional file exchange. RyL's DSG also provides RESTful APIs for external consumption by the ESB through the API Gateway. External parties, such as the ESB and other automated processes, can integrate with RyL's API to search for member information and retrieve records and attached files. Please see our separate <i>Attachment 9. HHS Technology Group_Attachment Q - TPL System Module Mandatory Scored Response, Exhibit 12</i> for a diagram of our DSG.

	INR03. The Supplier shall ensure proprietary interfaces and protocols between modules are not used, except where specified by the agency. Confirmed. To ensure maximum interoperability with other systems to accept/send data, proprietary interfaces and protocols will not be used as required. INR04. The Supplier shall document all interfaces in the Agency's Interface Control Document (ICD) format which will include data layout documentation, data mapping crosswalk, inbound/outbound capability and frequency of all interfaces. The Agency will approve finalized interface designs detailed in the ICDs. Confirmed. HHS Tech Group will use an ICD template for documenting all interface controls. This ensures CMS compliance and comprehensive identification and documentation of all interfaces, including associated requirements and controls. For a sample of our ICD template, please see our separate <i>Attachment 9. HHS Technology Group_Attachment Q - TPL System Module Mandatory Scored Response, Exhibits 21-22.</i> INR05: N/A – There is no INR05; this has not been responded to per Addendum #4 Q&A. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8k. Interface Requirements_Base</i>.		
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Upload Attachments with Additional Information? Yes	Attachment File Name: 8k. Interface Requirements_ Base		

12	Key Personnel and Resources Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Key Personnel and Resources Section, KR01-KR32. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Key Personnel and Resources Section.
A12	<i>Answer # 12</i> HHS Tech Group will maintain appropriate staffing levels throughout the duration of the contract such as key personnel, ramp up of support staff during the design, development, and implementation (DDI) phase, and staffing to support administrative activities. For additional details, please see our individual responses to each of the key personnel and resources requirements. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. KR01. The Supplier, and any of its subcontractor, shall work cooperatively with state agency and its identified vendors to ensure the success of the program. Confirmed. HHS Tech Group is experienced in working and collaborating with multiple vendors and stakeholders on projects of this scope and will ensure work is performed in a collaborative manner at all times. HHS Tech Group's Project Manager will lead all of our collaboration efforts. KR02. The Supplier shall ensure that sufficient resources and knowledgeable, experienced staff are available to meet the required project schedule. The Supplier shall help prevent project delays and address them if they occur. Confirmed. HHS Tech Group has knowledgeable, experienced staff to support this project. In addition, throughout the project, we will monitor and maintain appropriate staffing levels required to meet all project schedule timelines and associated milestones. Should any delay occur for any reason, the issue will be documented, assigned a timeframe for correction, and addressed, with regular updates as the project progresses.

	KR03. The Supplier shall provide sufficient personnel to administer and execute all required activities during design, development, implementation, and operations. Confirmed. HHS Tech Group will maintain appropriate staffing levels required to execute project activities at all times, including throughout the implementation and the ongoing Operations period. KR04. Key personnel described in the proposal shall become named resources on the project and are subject to the following requirements: a. Key personnel shall not be replaced, transferred or removed without prior approval of the Agency. b. The Agency will approve key personnel assigned to the Contract. c. The Agency reserves the right to request removal of any Supplier staff or sub Supplier staff, if applicable, assigned to the project, and the Supplier shall comply with any such request immediately. d. If a vacancy occurs in a key role, the Supplier shall notify the agency immediately and fill the position within a timeframe as determined by the agency. The Supplier shall ensure there are no gaps in the provision of contracted services during the replacement period. e. The Supplier must also provide their date of separation in advance, as well as notify the agency again on their last day of employment. Confirmed. HHS Tech Group understands and will comply with the Agency's requirements and procedures regarding key personnel assigned to the contract, including obtaining Agency approval for all key personnel and ensuring alignment with the Agency's requirements should any removal/replacement of a team member become necessary. HHS Tech Group will further fill any vacancies throughout the project in compliance with the Agency's processes and requirements in place.
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	KR05. The Supplier must designate a Project Manager during design, development and implementation to represent and oversee the day-to-day activities of the project. This individual shall serve as the agency's primary point of contact for matters relating to the project and serve as a liaison for certification, collaborating with other Suppliers, and stakeholders. Confirmed. HHS Tech Group's Project Manager will work side-by-side with the Agency to ensure continual communication and collaboration. Our Project Manager will serve as the Agency's primary point of contact and contribute to and work cooperatively with all stakeholders and vendors to ensure the overall success of the project. KR06. The Supplier's Project Manager must meet the following qualifications including: a. A minimum of seven (7) years' project management experience managing projects of similar size and scope, preferably in Medicaid or the healthcare industry. This experience must include relevant experience within the last three (3) years from the release date of the RFP. b. Project Management experience should include each phase of the system development life cycle. c. Project management certification through the Project Management Institute (PMI) is preferred. Confirmed. Upon award, HHS Tech Group will identify and provide the credentials of all of our key personnel for the Agency's review and approval. Our Project Manager will meet and/or exceed all qualifications and experience required. Specific documented certifications along with their resume will be provided.
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	KR07. The Supplier's Integration Lead must meet the following qualifications including: a. Minimum of five (5) years leading system design and integration projects, including the technical design and implementation of projects similar in size and scope to this project. b. Experience must involve directing multi-discipline technical teams producing integration solutions (e.g., Service Oriented Architecture, network, hardware and software). c. A Bachelor's Degree in Information Systems Engineering, Computer Science, or a related field is preferred. Confirmed. HHS Tech Group understands the importance of an effective Integration Lead to coordinate, plan, configure, and implement associated integration requirements. We will work with the Agency to ensure all candidates, including our Integration Lead, meet and/or exceed the required qualifications for the given position. KR08. The Supplier must designate a Testing Lead to coordinate all testing activities. Confirmed. HHS Tech Group will designate a Testing Lead to manage all test planning and associated testing activities. KR09. The Supplier's Testing Lead must meet the following qualifications including: a. Minimum of three (3) years experience leading testing activities for a project similar in size and scope to this project. b. In-depth understanding of the testing lifecycle and all artifacts required to successfully validate the system. Confirmed. HHS Tech Group ensures that all of our staff are well qualified for their respective roles, maximizing project success. We will work with the Agency that ensure that our Testing Lead meets and/or exceeds all qualifications specified for their role.
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	KR10. The Supplier must designate a person to be the single point of contact for matters concerning the Supplier's performance under the Contract. This person shall have the authority to make decisions that are binding to the Contract, shall be responsible for timely completion of the project, and shall be responsible for meeting all contractual obligations. Confirmed. Our streamlined processes provide an efficient and stress-free experience for the agencies we work with. As with all of our State contracts, we will designate a single point of contact to work directly with the Agency to address any issues or concerns, ensuring timely project progression and completion, while having the authority to make decisions that impact the contract. KR11. The designated person must have experience managing related services with similar budgets, preferably in Medicaid or the healthcare industry and for operations which are similar in size to this one. Confirmed. To serve as the designated single point of contact, HHS Tech Group ensures the person named to support the Agency has significant experience and authority, with relevant and comparable experience based on our other State projects completed. KR12. The Supplier, when requested, shall submit two (2) references for each of the key personnel assigned to any State specific project. Each reference should depict relevant and current experience for work completed within a timeframe as determined by the agency. Confirmed. As part of our applicant process, HHS Tech Group reviews and verifies references for each of our candidates before they are hired, including a review of project dates and specific experience obtained. These references can be shared with the Agency as required.
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	KR13. The Supplier must demonstrate that it can commit an adequate level of technical and human resources sufficient to complete the project within the required time frame and to meet the quality requirements outlined in this RFP. Furthermore, the level of technical and human resources which the Supplier agrees to commit to the project at the time of proposal must be maintained throughout the life of the project at a necessary level to complete the scope of work. Confirmed. HHS Tech Group will maintain appropriate staffing levels throughout the duration of the contract. To support any anticipated staff changes, we will rely both on internal resources and our in-house recruiting team to provide the Agency with the highest skill level resources available at all times. KR14. The Supplier must demonstrate that it can commit an adequate level of human resources sufficient to meet TPL operational requirements and SLA's. The level of Human Resources which the Supplier agrees to at the time of the proposal must be maintained throughout the life of the contract. Staffing will be re-evaluated if there are changes in scope of services provided by the supplier, with the approval of the agency. Confirmed. Because of our extensive experience on comparable projects, HHS Tech Group can confidently agree that we can commit to any staffing requirements required for the project, and maintain appropriate staffing levels throughout the duration of the contract. HHS Tech Group will work with the Agency to obtain any approvals required and to address any additional staffing needs/changes necessary. KR15. The Supplier's staff shall have sufficient experience appropriate for their role. Confirmed. All HHS Tech Group staff proposed will meet and/or exceed the Agency's requirements for each role. KR16. The Supplier must retain a Personnel Background Check Attestation (written documentation) of a favorable background check for all Supplier personnel. The agency may request the removal of staff for disqualifying offenses. Supplier must describe their process for performing background checks. The Supplier is responsible for the cost of obtaining the background checks. Confirmed. HHS Tech Group conducts background checks using HireRight background check services for all employees prior to employment regardless of citizenship status as part of our standard Human Resources (HR) protocols. HireRight has more than 30 years of background screening experience in over 200 countries around the globe. Additionally, HHS Tech Group uses eVerify to
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	confirm employment eligibility. Any candidates who do not present a favorable background check or employment verification are not offered employment with HHS Tech Group. KR17. The Supplier's Project Manager shall be required to perform work at the State's primary project location (e.g., city, state), unless approved by the agency to work remotely. Confirmed. Our team will be available to work at the State's primary project location, or other location approved, as needed to support the project. KR18. The Supplier's staff shall be available Monday through Friday 8:00 AM to 5:00 PM in the time zone of the participating State. Confirmed. Our team will be available Monday through Friday from 8:00 a.m. to 5:00 p.m. in the local time zone of the participating State we are supporting. KR19. For any work performed at a location other than the primary Project site, the Supplier must identify the specific location (city, state, country), describe the type of work to be performed, and the percent of the total hours for that type of work at that location. Confirmed. HHS Tech Group anticipates that our key personnel's main worksite will be at the Agency's primary project site, but reserves the right to have project staff work offsite upon approval from the Agency. For any work performed at a location other than the primary project site, HHS Tech Group will provide the location, type of work performed, and the percentage of total hours for each proposed remote staff team member.
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	KR20. The Supplier's staff working remotely, must be available to work in the State's primary project location at the agency's' request for functions necessary to support the scope of work (e.g., risk review meetings, root cause analysis sessions, integration planning, release planning, operational readiness reviews, UAT, implementation, and production deployment). Confirmed. Our team will be available to work at the State's primary project location as needed to support all work, including attendance at all joint planning sessions, discussions, and meetings. KR21. The Supplier's key personnel and/or management replacement must meet the minimum qualifications for the position. The Supplier shall provide a detailed resume for a proposed key personnel and/or management replacement. Replacements are subject to agency approval prior to any assignment. Confirmed. In alignment with the Q&A released, specific key personnel will be named as required upon a given Agency's request and/or award. All HHS Tech Group staff proposed will meet and/or exceed the Agency's requirements for each role. HHS Tech Group will provide a detailed resume along with references for all active and replacement key personnel/management positions. All key personnel candidates will be contingent pending the associated Agency's review and approval. KR22. The Supplier shall provide the appropriate level of knowledge transfer/training to Supplier staff. Confirmed. HHS Tech Group ensures that all members of our project staff are well-qualified and appropriately trained on all relevant components of the project. We foster a culture of information sharing through frequent communication for transfer of knowledge, and ensure that any new or replacement staff have received appropriate training and knowledge transfer for success in their respective roles. For training of other project team members, HHS Tech Group will work collaboratively with the Agency to create and finalize a Training Plan. HHS Tech Group follows a Train-the-Trainer approach to training which includes training sessions provided by our Training Manager. All training materials, including the final Training Plan, will be provided to the Agency for approval before the start of any training activities. HHS Tech Group will maintain and provide access to associated training deliverables via an online project repository. The repository will include the Training Plan, FAQs, and any associated training materials available. Additional training and help materials will be available from within the online portal.
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	KR23. The Supplier must designate a Certification Lead to coordinate all certification activities (e.g. MECT or outcomes based). Confirmed. Our Certification Lead will coordinate all certification activities, maintaining and updating a Certification Crosswalk throughout the duration of the project. The Certification Crosswalk will identify all necessary certification requirements and milestones, review processes, and their associated timeframes. KR24. The Supplier's Certification Lead must meet the following qualifications including: a. Minimum of three (3) years experience certifying systems against industry standards for projects similar in size and scope to this project. b. In-depth understanding of the most current MECT certification lifecycle required to successfully validate the system. Confirmed. As with all key project personnel, the Certification Lead will meet and/or exceed all Agency requirements, and will be contingent upon agency approval. KR25. The Supplier's key personnel positions may not be vacant for more than a time frame as determined by the agency without a qualified substitute (temporary replacement). A qualified substitute must be in place within a time frame as determined by the agency after the separation date of the vacating resource. The Supplier shall ensure there are no gaps in the provision of contracted services during the replacement period. The Supplier may not fill vacant key personnel positions without approval by the agency. Confirmed. HHS Tech Group agrees that key personnel positions will not be vacant for more than the time frame provided by the Agency. Furthermore, we will ensure a qualified substitute as needed is in place within the time frame designated. There will be no gaps in the provision of services and positions will only be filled by qualified candidates that meet the Agency's approval.
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	KR26. The Supplier must designate an Integration Lead to coordinate with the System Integrator, other module vendors, and other stakeholders, manage the design, configuration/build, integration, defect management, and implementation of the Supplier's scope of work. Confirmed. HHS Tech Group's Integration Lead will be responsible for coordinating, planning, and establishing appropriate integration with other systems required. The Integration Lead will work closely with the SI and other stakeholders to discuss, document, establish, configure, and test all appropriate integrations necessary. KR27. The Supplier shall provide key personnel that at a minimum include the Project Manager, Technical Manager, Contract Manager, Testing Lead, Integration Lead and a Certification Lead during the DDI and Certification Phases of the Program. For the Operations Phase of the Program, the Supplier shall provide key personnel that at a minimum include the Project Manager, Operations Manager, Technical Manager, and Contract Manager. Key personnel shall not hold more than one key role unless otherwise approved by the Agency. The Agency will review and approve all key personnel. Confirmed. HHS Tech Group will provide appropriate key personnel to serve on the project throughout the duration of the contract, including required implementation and Operations personnel. This includes a Project Manager, Technical Manager, Contract Manager, Testing Lead, Integration Lead, and a Certification Lead to support the DDI and Certification Phases of the project along with a Project Manager, Operations Manager, Technical Manager, and Contract Manager to support the Operations period. HHS Tech Group will further ensure prior approval is received from the Agency in the unlikely event that a key personnel member needs to fill multiple roles. KR28. The Supplier and any subcontractor shall perform all TPL services within the United States of America. Confirmed. In addition to our U.S. based staff directly working on the Agency's specific project requirements, RyL's environments are maintained on the AWS cloud at locations within the United States.
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	KR29. Operations Director a. The named Operations Director shall be dedicated to any contract that results from this procurement, throughout the duration of the contract unless death, illness, resignation, or other unforeseeable circumstance occurs. b. The proposed Operations Director and any replacement of the same shall have the Agency's prior approval before beginning work on any contract that results from this procurement. c. The Operations Director's resume shall detail his/her work experience and that he/she possess the knowledge, skills, and ability to plan, conduct, and supervise work to be completed under any contract that results from this procurement and as identified below. d. The Operations Director shall meet the following qualifications and requirements: i. Have a minimum of experience as determined by the agency managing a project of similar size and scope to this Scope of Services ii. Have thorough knowledge of TPL and Medicaid requirements as they relate to recoupment and third-party resources iii. Have the authority to make decisions and be totally responsible for all operations throughout the life of any contract that results from this procurement iv. Provide executive direction for the accomplishment of work under any contract that results from this procurement v. Have authority for staffing and operations decisions, with the Agency's approval vi. Have knowledge of and apply new management practices and innovative methods and procedures for managing all aspects of the project. e. The Operations Director shall conduct periodic telephonic and face-to-face meetings with the Agency's TPL Director or designee as requested by the Agency. f. The Operations Director shall ensure project team members fulfill the following activities: i. Plan, schedule, track, and control the project on a day-to-day basis in coordination with the Operations Director ii. Provide weekly status reports to the Agency's TPL Director/management staff, including periodic on-site meetings
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	iii. Report any issues that are causing delays and/or problems on the project iv. Resolve risks and issues reported by the Agency's TPL Director or her designee within the agreed upon timeframe by the Agency and Supplier v. Escalate critical issues to the Agency senior management for resolution within one (1) business day from notification of issue. Confirmed. HHS Tech Group will provide a detailed resume along with references from our experienced Operations Director for agency approval. We will ensure our Operations Director meets and/or exceeds all requirements, including holding substantial TPL and Medicaid experience, and will maintain responsibility for our team's success. Our Operations Director will further maintain open and prompt communication with the Agency on all team activities, approval requests, any issues and delays, as well as general status updates. KR30. Operations Manager a. The Operations Manager shall be capable of meeting the following qualifications and requirements: i. Have a minimum amount of experience as determined by the agency managing a project of similar size and scope to this Scope of Services ii. Have thorough knowledge of TPL and Medicaid requirements as they relate to recovery, subrogation and third-party resources; iii. Have the authority to make decisions and be responsible for all operations for the program(s) iv. Provide direction for the accomplishment of work under any contract that results from this procurement v. Have authority for staffing and operations decisions, with the Agency's approval vi. Have knowledge of and apply new practices and innovative methods and procedures for managing all aspects of the assigned programs b. The Operations Manager shall plan, schedule, track, and control the program on a day-to-day basis in coordination with the Operations Director.
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	c. The Operations Manager shall report to the Agency TPL Director/management any issues that are causing delays and/or problems with the program. Confirmed. HHS Tech Group will ensure an appropriate Operations Manager is in place throughout the contract term as part of our core team. The Operations Manager will meet and/or exceed all Agency requirements, and bring specific experience and knowledge in TPL and Medicaid. We will ensure a strong leader is in place to manage all day-to-day activities and address any issues that may arise promptly and effectively, under the direction of the Operations Director. KR31. The Supplier must retain qualified Information Security and Privacy staff to manage, provide and meet all information security and privacy requirements and contractual deliverables. Information Security and Privacy Staff do not have to be dedicated. Qualified Information Security and Privacy Staff must have a working knowledge of NIST Federal security standards and documentation, HIPAA privacy and security regulations, and information system security best practices. Confirmed. HHS Tech Group has an internal Security Team who oversees the secure development and implementation of our products and deliverables. In addition, HHS Tech Group ensures that all project staff maintain current security training appropriate to their respective role to further ensure the project meets or exceeds all Federal and State standards, requirements, laws, and best practices for maximum data security. KR32. The Supplier and any subcontractors must perform all Data Match services within the United States of America. Confirmed. Most of RyL’s Data Matching is done using automated processes. Wherever the Data Matching Service needs manual intervention or reconciliation, all such services are performed within the United States. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8l. Key Personnel and Resources Requirements_ Base</i>.		
	<table border="1"> <tr> <td data-bbox="321 1304 1129 1388">Upload Attachments with Additional Information? Yes</td><td data-bbox="1129 1304 1906 1388">Attachment File Name: 8l. Key Personnel and Resources Requirements_ Base</td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: 8l. Key Personnel and Resources Requirements_ Base
Upload Attachments with Additional Information? Yes	Attachment File Name: 8l. Key Personnel and Resources Requirements_ Base		

13	Operation, Maintenance, and Configuration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Operations, Maintenance and Configuration Section, OMC01-OMC15. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Operations, Maintenance and Configuration Section.
A13	<i>Answer # 13</i> Final sign-off, approval, and the actual deployment (Go Live) of RyL will serve as the official move into the Operations, Maintenance, and Configurations phase of the contract. Once live, the solution will undergo ongoing, continuous maintenance and system enhancements to provide new features and functionality and to make adjustments required in business processes, workflows, established business rules, monitoring and report adjustments. For all system enhancements performed, formal review and approvals will occur along with documentation of pool hours utilized. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. OCM01. The Supplier shall cooperate and assist the agency in responding to all law enforcement, federal and State audit and review requests. The Supplier shall provide audit support including, random sample generation, data extracts, hard-copy documents, and provide any requested data or information. Confirmed. All activity within the system will be fully logged along with completed documentation on our system and the project, on file at all times. Audit logs, records, and other documentation can be provided on demand to support all audits and other requests.

	OCM02. The Supplier shall provide Operations support, Maintenance, and ongoing Configuration of the provided Solution(s) throughout the life of the Contract. This includes providing Operations support as described in the scope of work as well as providing Maintenance and Enhancements to the provided Solution(s). The Supplier will follow project management and system development processes throughout the life of the Contract. The agency defines maintenance for each module as follows: 1. Making configuration updates as requested by the State. Configuration includes changes to table values, parameters, codes, and business logic, including hardcoded business logic. 2. Correcting deficiencies (defects) found in the solution(s) based on detailed requirements described in the scope of work and published design specifications. 3. Correcting deficiencies (defects) found in the solution(s) based on a failure to meet the detailed requirements in completed enhancement, configuration or maintenance requests. 4. Conducting research requested by the State or required to support the agency. For example: a. System behavior and results b. New healthcare initiatives c. Best practices research across states and industry d. Impacts of new State and federal legislation 5. Performing mass adjustments or mass changes as requested by the State or required to support the State's healthcare programs (for example, errors in pricing, eligibility, cost share, and financial code assignments, TPL discovery, and provider reimbursement changes). 6. Performing regular maintenance as needed by the State required to support the State's healthcare programs. Examples of maintenance include but are not limited to: a. Performance optimization. b. Database management.
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	c. Software, hardware, and tools (e.g., patches, upgrades, and replacement). d. Interface, report, and correspondence changes. e. Making corrections or changes to maintain the integrity of the system or the data within it (e.g., backing out changes, correcting duplicate records, cleansing corrupt data, adding security measures, adding redundancy). 7. Using appropriate testing, configuration, and change control procedures. 8. Updating system, user, and training documentation and online help to reflect changes that have been made to the solution. 9. Performing the activities above to maintain customizations implemented as part of an approved enhancement. Confirmed. Full ongoing Operations support, including all necessary configurations and enhancements, will be supported throughout the life of the contract. HHS Tech Group will support all configuration updates needed, address any deficiencies, provide testing, ensure hosting optimization, and perform all other Operations activities required to ensure the ongoing, successful operation of RyL. Only newly identified needs for specific system enhancements will be applicable to be charged at pre-established rates. In providing all operations, maintenance, and ongoing configuration support, HHS Tech Group will continue to follow our project management best practices and policies as well as our hybrid agile methodology for all system changes. This ensures the same level of care and consideration is taken for all activities once the solution is in production. Further, we will ensure our operations and maintenance staff are skilled and experienced. In addition to staff expertise, we will continue to remain as available as we were throughout the initial implementation, with continual technical support to meet your needs. Our technical support staff are available via phone, fax, email, and through our online ticketing system, JIRA. In addition, as maintenance is performed and other changes are made within the system (including through system enhancement requests), HHS Tech Group will ensure that all associated manuals and administrative guides, including training materials, are updated. Once updated and approved, they will be stored in the project repository and distributed to the Agency and all stakeholders if needed. Furthermore, all documentation which has been uploaded to the portals will continue to be updated along with additional Operations facing documentation added. In addition, the user interfaces will continue to be updated with the latest applicable
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	online help content. This ensures all users, providers, and administrators alike have access to the latest help material – reflective of the latest features and capabilities they are seeing on screen. OCM03. The Supplier shall provide a notification web page that displays when the system is unavailable for scheduled maintenance or unscheduled outages. Confirmed. Although these incidents will be rare, any planned or unplanned maintenance will immediately display a notification to all end users trying to access the system. The notification message appearance and wording will be finalized and approved with the Agency during the initial project implementation. OCM04. The Supplier shall have processes in place to restrict access when inappropriate system access or misuse is detected. Confirmed. Only authorized users with established credentials will be permitted access to the system. RyL is a role-based solution which dynamically adjusts the information seen within the user interface to that person’s appropriate level of permissions and established role. Security and system features are in place to prevent unauthorized system access or misuse. For example, the system will lockout after the pre-configured number of chances to enter the appropriate username and password have been exalted. In this example, the only way to unlock the user will be through contacting the designated system administrator or ‘Super User’. OCM05. The Supplier shall test and implement all production ready patches, upgrades, and releases for all software, firmware and operating systems in a timely manner, in coordination with other modules. Confirmed. All scheduled maintenance releases, enhancements, major/minor releases, and other actions will be tested, scheduled, and coordinated in advance with the Agency, the System Integrator, and all necessary module contractors before rolling into production.
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	OCM06. The Supplier shall notify the appropriate user community, as defined by the State, of system events (e.g., major system changes and system outages). Confirmed. End users can be sent automatic notifications to alert them of planned and unplanned system outages and to inform users of any major releases which substantially changes the user interface. These will be scheduled to be sent out in advance on a scheduler or, should an unplanned event occur, released as soon as possible to inform users that the system is experiencing unexpected downtime, along with the estimated timeframe the solution will be back up. OCM07. The module Supplier shall provide help desk services to provide level 0 (customer self-service) level 1(basic support), level 2 (moderate support) that includes as appropriate, escalation to the State and level 3 (technical/integration) support related to the functionality of the module's scope of work. Level 1 help desk is the first point of contact and is responsible for logging the issue and, if possible, assisting the user. Confirmed. HHS Tech Group will provide staffed help desk support for all required support levels, which will include tiered levels of support to address technical needs. OCM08. The Supplier shall provide online help for external and internal users. Confirmed. The RyL solution includes built-in, online help functionality, which will be supported both within the portal (supporting internal users) and on the landing page (supporting external users). Our help materials can also be published to the Agency's website and other sites, as approved. Our online help provided includes, but is not limited to: • On screen 'tool tips' • Training manuals • Reference materials • Training modules/videos • FAQs • Live chat
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	OCM09. The Supplier shall notify the agency when updated reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials) are available for review. Confirmed. Throughout the course of the project, as materials are updated, edited, and approved, they will be stored in the project repository and distributed if needed. As required by the Agency, HHS Tech Group will ensure these materials have been reviewed and approved for distribution to all stakeholders. OCM10. The Supplier shall provide 24x7 access to the agency for all reference materials (e.g., Requirements Matrices, Manuals, System Documentation, System Design Documentation, User Documentation, Business Rules Catalog, and Training Materials). Confirmed. All project management and other reference materials will be fully available, 24/7/365 through the project repository, which could be SharePoint, SecuriSync (HHS Tech Group’s standard project repository), or other agreed upon repository. OCM11. The Supplier shall provide and maintain an Operations, Maintenance and Configuration Plan for the agency's approval that describes post-implementation processes for areas such as: a. Architecture/hosting operations. b. Monitoring daily operations performance. c. Performing routine maintenance. d. Maintaining user documentation. e. Online help approach and documentation, as appropriate. f. Configuration and change management. g. Approach to enhancements and other new requirements. h. Maintaining system documentation.
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	i. Maintaining training documentation. j. Archiving requirements. k. Tasks, timelines, and responsible parties for design and configure/build tasks. l. Reporting status against relevant Service Level Agreements (SLAs) m. Schedule of major and minor releases. The agency must review and approve all revisions of the Operations, Maintenance and Configuration Plan. Confirmed. HHS Tech Group will begin developing our final Operations, Maintenance, and Configuration Plan early on during the implementation. This ensures that the Agency has sufficient time to fully review and provide feedback on our initial plan submitted. Once established, this plan will serve as a post-implementation guidebook for the proper, ongoing maintenance and support of our RYL solution. All support staff will be required to train and become fully knowledgeable of all plan information, ensuring alignment in all day-to-day practices to the approved protocols and guidance provided – throughout the life of the contract. OCM12. The Supplier shall develop a comprehensive Operations Procedure Manual which shall provide guidelines for the operation. At minimum the Operations Procedure Manual shall contain policies, processes and workflows. Confirmed. Operational processes and workflows will be fully documented. This information will be consolidated and distributed to the Agency as an overall Operations Procedure Manual for final review. Ongoing updates to the manual will be made throughout the contract. OCM13. The Supplier shall maintain a list of technology components used in the solution and deliver annually to the agency for review. Confirmed. HHS Tech Group continually maintains a listing of all backend technology components that are a part of our RYL solution. As further configurations and adjustments are made within RYL, any additional technology components added to support various features would be added to the master list. As required, this list will be shared on an annual basis to the Agency for your review and records.
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	OCM14. The Supplier's solution shall maintain reporting services that are backward compatible, and the reports functionality is preserved over major or minor releases or the Supplier will provide migration support to move reports forward. Confirmed. RyL’s dashboard and reporting capabilities are provided through our integration with our reporting module and visualization engine. All reporting is inherently backward compatible and is not impacted through unassociated major and minor releases to other areas of the solution. Furthermore, prior to any release, tests are conducted throughout the system by the Quality Assurance (QA) Team to ensure there is no unplanned impact and any updates are working properly. OCM15. The Supplier's solution shall implement the appropriate infrastructure protection measures in order to protect agency data. This includes Network/Host Intrusion Prevention, Firewalls, Proxies, Anti-Malware Detection and Prevention, etc. Confirmed. At the start of the implementation, HHS Tech Group will leverage our existing security plans, Standard Operating Procedures (SOPs), and other guidelines and protocols in place today to finalize our overarching System Security Plan (SSP) for submission to the Agency for review and approval. The SSP will thoroughly address how and through what measures HHS Tech Group and our system will remain compliant. This includes all tools, reports, system components, resources, dashboards, and other items to be utilized as well as focusing on all types of security, such as physical security. In addition, we will address all types of security controls which have been put into place, including preventative, detective, and responsive security measures. Our protection measures will be continually adapted and updated to reflect the latest changes in technology, reflective of new viruses and threats, and other conditions. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8m. Operations, Maintenance and Configuration_ Base</i>.			
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14	Project Closeout and Turnover Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Project Closeout and Turnover Section, PTO01-PTO07. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Project Closeout and Turnover Section.
A14	<i>Answer # 14</i> The final year of the contract term is arguably just as important as the initial implementation year. Failure to properly plan and execute the successful turnover and transition of the solution to the next vendor could have a long-lasting effect on the entire Enterprise. Therefore, HHS Tech Group will ensure the completion and submission of our Turnover Plan for agency review and approval at the final year of the contract. In addition, we will perform a comprehensive review to ensure all contractual requirements and obligations have been successfully met, addressing and closing any gaps identified. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. PTO01. The Supplier shall provide a turnover approach and the services required for the transition of operations, services and systems. Confirmed. HHS Tech Group will ensure a comprehensive Turnover Approach for the successful transition of RyL and all associated services is in place. Our approach will be fully documented within our finalized Turnover Plan. This plan must be reviewed by the Agency and approved prior to the start of all turnover activities. PTO02. At least six (6) months (or a timeframe determined by the Agency) prior to the final Contract year (including option years that have been exercised) and at least six (6) months (or a timeframe determined by the Agency) prior to the end of any contract extension(s), the Supplier shall provide the following: a. An updated Turnover Plan. b. Complete and update system and user documentation.

	c. Statement of the resources that would be required by the agency or another Supplier to fully take over business or system functions outlined in the Contract (s). This includes quantity and types of resources and volume of tasks to support the scope of work. d. Operational tasks and procedures as necessary to support ongoing operations and solutions. e. Lessons learned report. f. List of incomplete tasks, such as open or pending cases and activities and solution modifications or enhancements. g. A detailed description of the services that would be required by another Supplier to fully take over business or system functions outlined in the Contract. The agency reserves the right to request this information at any time throughout the Contract. Confirmed. The initial Turnover Plan will be provided no later than 12 months prior to the end of the contract. Joint review sessions will be held with the Agency and other required stakeholders to review the plan and make any adjustments necessary. Updates will then be made to reflect all changes and feedback, with a revised Turnover Plan completed and submitted to the Agency for final review, approval, and sign-off. All subsequent turnover activities will then be performed, including final updates to the system and associated documentation, reports, and task completion. PTO03. The Supplier shall provide a Monthly Turnover Report reflecting transition activities during the turnover period. Confirmed. Throughout the entire final year of the contract, a regular Monthly Turnover Report will be generated and submitted for review. This report will reflect the status of all activities that are still to be completed, fully completed, and/or in progress as identified in the Turnover Plan.
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	PTO04. The Supplier shall provide operational procedures that describe how maintenance is performed for the solution. Confirmed. As part of our extensive documentation provided, the required detailed manuals, guides, and Standard Operating Procedures (SOPs) will be provided on how the system operates and how it is currently maintained. PTO05. The Supplier shall cooperate with the successor Supplier while providing all required turnover services. This will include meeting with the successor and devising work schedules that are agreeable for both the agency and the successor Supplier. Confirmed. HHS Tech Group will ensure open collaboration with the Agency, the next contractor, and other required stakeholders during the entire transition period. PTO06. The Supplier must transfer services and solution documentation and all data requested by the agency to the agency. Confirmed. All data and associated documentation will be fully transferred, as requested, to the Agency. PTO07. The Supplier shall deliver a Turnover Results Report that documents completion of each step of the Turnover Plan. Confirmed. HHS Tech Group will provide not only a Turnover Results Report, but also a final Lessons Learned Report and a Project Closeout Report for final Agency review, approval, and sign-off. This ensures all steps required have been completed, any gaps have been addressed, lessons learned have been reviewed, knowledge has been transferred, and all other activities have fully concluded. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8n. Project Closeout and Turnover Requirements_ Base</i>.		
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15	Project Management Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Project Management Section, PMT01-PMT45. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Project Management Section.
A15	<i>Answer # 15</i> As required, provided next are our responses to each of the specific SYSMOD requirements for this section. PMT01. The Supplier shall support the agency in all program governance activities as necessary. Confirmed. HHS Tech Group will support all governance processes in place, including adherence to escalation and communication protocols, attendance at appropriate meetings, and participation in other activities with appropriate staff involvement. PMT02. The Supplier shall be responsible for the capture and dissemination to the agency of agendas, meeting minutes and documentation necessary for successful execution of the project. Confirmed. HHS Tech Group's Project Manager will capture and disseminate agendas, meeting minutes, and any documentation necessary to facilitate joint discussions. Continual status meetings will be held to communicate the latest progress, documenting any discussions held and follow up actions to ensure the on time, successful execution of the project. PMT03. The Supplier shall participate in necessary meetings with the stakeholders and/or other Suppliers. Confirmed. Our Project Manager and other team members as needed will be available to attend all relevant meetings. This ensures continual communication and the exchange of knowledge to continue the project forward.

	PMT04. The Supplier shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the agency. Confirmed. HHS Tech Group will ensure a finalized, approved Project Work Plan is in place. All documented deliverables and associated artifacts required will be provided as discussed and agreed upon by the Agency. PMT05. The Supplier shall support the State and its Supplier(s) in Independent Verification and Validation (IV&V) activities associated with the contract including CMS Certification(s). Confirmed. We will support the IV&V vendor selected and all associated activities necessary, including through CMS certification milestones and gate reviews. PMT06. The Supplier shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs). Confirmed. HHS Tech Group's Project Manager will lead regularly scheduled status meetings with appropriate shareholders to provide the latest status of all activities on a monthly basis at a minimum. PMT07. The Supplier shall conduct weekly meetings to discuss issues, risks, progress of current projects, solution changes, resource changes, and other areas specific to the scope of work. Confirmed. In addition to our monthly status summary meetings, weekly meetings will also be held to ensure continual, open communication on all issues, risks, requirement changes, staffing and associated work load, and other areas pertaining to the project.
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	PMT08. The Supplier must employ a project management approach that will satisfy the scope of work and incorporate all activities described in the RFP. The Supplier shall adjust the project management approach or project schedules, as necessary, to collaborate with the module vendors in order to incrementally build the enterprise platform. Confirmed. As part of our standard best practices in place, HHS Tech Group follows the latest version of the Project Management Body of Knowledge (PMBOK) Guide 6th Edition to ensure proper project management, including specific standards for proper meeting planning, meeting delivery, and follow up. In implementing RyL, we will bring our hybrid agile methodology and our PMBOK aligned Project Management approach and best practices. Stakeholders will be provided consistent status information and associated data and test results to stay informed on the project's latest status. This includes providing the latest timelines and status on all pending deliverables and artifacts. Any issues identified will be promptly documented and addressed through resolution to ensure the project scope, schedule, and budget are not affected. We will also help reduce unforeseen or unplanned costs, ensure the successful completion and implementation of the project, adjusting the project management approach and/or project schedule as needed in order to best collaborate with other module vendors and the System Integrator. PMT09. The Supplier shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team. Confirmed. Aligning the team on the project's goals, plans, and milestones is a critical step in fostering communication, setting standards, and ensuring clarity and transparency. HHS Tech Group will conduct a project initiation kick-off meeting with all relevant stakeholders to develop an early culture of cohesion, collaboration, and project success. PMT10. The Supplier shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects. Confirmed. HHS Tech Group will deliver a Project Management Plan (PMP), the PMP sub-plans, the associated Project Work Plan, the Master Test Plan, and Risk Management Plan, and will utilize tracking tools to ensure that the project continues to progress forward on time and on budget. The tools used by HHS Tech Group will be identified within the appropriate project documentation deliverable such as the ones just mentioned above. Work will be appropriately divided into tasks and subtasks along with established milestones to ensure ongoing identification, tracking, and monitoring of all activity and progress made.
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	PMT11. The Supplier shall provide an electronic document repository for project documents and deliverables. The Supplier, agency staff and other Suppliers with the appropriate security level must have the ability to upload/attach new or revised versions of documents. The repository must perform version control and allow users to view all prior versions. Confirmed. HHS Tech Group will provide an electronic document repository for project documents and deliverables (e.g., SharePoint or similar repository approved by the Agency). We will work with the Agency to ensure access is provided to all approved team members and at the appropriate security level to upload/attach new or revised versions of documents. The repository will maintain version control and allow the appropriate team members to view all prior versions. PMT12. The Supplier shall provide deliverables that at a minimum meet the following quality standards: a. Provide accurate and comprehensive content, reflecting the specific requirements for the deliverable. b. Ensure appropriate technical level for the audience. c. Utilize correct grammar, spelling, and versioning. d. Ensure diagrams are clear, concise, and value added. e. Follow industry-related standards. f. Appropriately define and reference information. Confirmed. HHS Tech Group has established quality standards that ensure all written content aligns with an appropriate technical level for the audience, versioning, and utilizes correct grammar and spelling. We also ensure diagrams are clear, concise, and provide added value to written information. All of our deliverables follow industry-related standards and contain appropriately defined and referenced information. Finally, all documentation goes through further internal review and editing processes to ensure alignment with any Agency-defined templates and protocols prior to being distributed to Agency staff for review and approval.
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	PMT13. The Supplier shall submit a monthly status report. The monthly status report must contain, at a minimum: a. A complete set of updated and current output from the Project Work Plan along with a copy of the corresponding Project schedule files in electronic version. b. A description of the overall completion status of the Project including schedule variations that report the earned value of the work completed, the planned value of the work completed, and the variance. c. Planned tasks and activities for the next month. d. The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks. e. Identification of any staffing issues or changes in the Resource Allocation Matrix. f. An updated status on all issues being monitored. g. An updated status on all risks being monitored. h. Provide metrics as determined by the agency. i. Provide testing status and metrics. j. An updated status on all SLA being monitored. Confirmed. Our current Monthly Status Report template will be adjusted to ensure each item (a through j) has an associated placeholder within the report. Our Project Manager will diligently complete all required information and ensure prompt submission along with any associated files. Monthly reports will be securely loaded within SharePoint, or other approved document repository, and can also be sent electronically to the Agency and all other stakeholders as required. PMT14. The Supplier shall develop and maintain a Project Management Plan (PMP): The purpose of the Project Management Plan is to provide a comprehensive baseline of what needs to be achieved by the project, how it is to be achieved, who will be involved, how it will be reported and measured and how information will be communicated with the project. It will serve as a reference for decision and clarifications. All relevant project plans including but not limited to the Communication Plan, Change Management Plan, Staffing Management Plan, Quality Management Plan, Risk Management Plan, Issue Management Plan and the Work Breakdown Structure are incorporated into the Project Management Plan. It is a living document that evolves as the
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	project progresses and is updated with the latest relevant information as required. The Project Management Plan may be broken into separate documents, but all documents will be considered sections of the Project Management Plan. Confirmed. As with all of our State projects, HHS Tech Group ensures an updated Project Management Plan (PMP) is finalized and submitted for review and approval in alignment with the Agency's template and documentation protocols. Once all edits/feedback have been incorporated and the PMP is approved, the PMP and all associated plans will be retained within SharePoint, or other approved document repository, and will be updated throughout the life of the project. Each of the required sub plans and components will be included and aligned to the Agency's standards and requirements. Should any changes to any artifact be required throughout the project, such changes will be submitted to the Agency for further joint review and approval. PMT15. The Supplier shall coordinate with the agency and with the module vendors as required by the agency, to support the program-level change management process consistent with the Enterprise Change Management Plan. Confirmed. The Change Management Plan for our RyL implementation will be customized to suite the Agency's project needs and requirements and to align with any overarching Enterprise Change Management Plan in place. We will coordinate with the Agency and the module vendors as required to support all program-level change management processes consistent with the plan(s) established. PMT16. The Supplier shall be required to work collaboratively with the agency and other suppliers to provide schedule information to be included in the Integrated Master Schedule (IMS). Elements necessary for the IMS include; start and end dates of major phases, key project milestones, integration points, dependencies, and sufficient information to support the reporting requirements as determined by the agency. Confirmed. HHS Tech Group will collaborate with the Agency, System Integrator, and other module vendors to create and maintain an overarching Integrated Master Schedule (IMS). This will include providing details on all key dates and milestones, as well as any information necessary to support module progress tracking and reporting requirements.
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	PMT17. The Supplier shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the agency. Confirmed. Our Project Manager will coordinate all associated deliverable and milestone walkthroughs to demonstrate continual progress and the successful delivery of requirements. In addition, we will participate in other module walkthroughs as needed and required by the Agency. PMT18. The Supplier shall submit a monthly System Enhancement Pool report that details tickets invoiced to the hourly pool and must include hours used and hours remaining for the agency's approval. Confirmed. For all associated work orders, including system enhancements, HHS Tech Group will fully track all team member hours throughout the lifetime of the project. This ensures regular, detailed information, associated logs, and reports can be run at any time to analyze hours used and to calculate any associated hours remaining. A report will also be pulled on a monthly basis at a minimum for submission to the Agency. PMT19. The Supplier shall cooperate with the State's PMO and the IV&V Supplier to give an accurate, honest reporting of the project status. Confirmed. HHS Tech Group provides open, honest, and transparent communication throughout the lifetime of each project we engage in. This ensures there are no 'surprises' with continual updates, reports, and status meetings held on a routine basis to keep all stakeholders informed. PMT20. The Supplier shall contribute to the State's and/or the Systems Integration Services collaboration site, technical and non-technical project artifacts for the Supplier's module or module components including requirements, use cases, user stories, storyboards, system design documents, supplemental specifications, test cases, test scripts, test results, user, system and training documentation at the State's direction. Confirmed. HHS Tech Group recognizes the role our TPL System Module, RyL, will play as one part of the overall MMIS enterprise. Therefore, our team will remain continually available to collaborate, create, and share with the Agency and other stakeholders all
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	requirements, use cases, user stories, storyboards, system design documents, supplemental specifications, test cases, test scripts, test results, user, system and training documentation, and more. PMT21. The Supplier shall develop and maintain a detailed Project Work Plan (PWP) and a Gantt Chart that is aligned with the scope of the work outlined in this RFP, and the resulting contract. The PWP must identify detailed project tasks, realistic person hours for each task, the sequence of tasks and activities including duration necessary to meet deliverable and milestone dates for each phase, estimated baseline start and completion dates, actual start and completion dates, the critical path(s), resources (by name or by resource type if not known), dependencies, permanent tracking number for each task, completion percentages, and phase-level milestones. The dates and hours in the approved PWP form the project baseline. Once established, the baseline will only be modified with approval from the State. Additionally, the PWP must be continually refined and updated as the project progresses and will retain the baseline for comparative reporting. From the approved work plan, the Supplier must calculate the required information necessary to meet the agency's reporting requirements which include: the work percent complete, SPI, CPI, earned value, planned value, schedule variance, planned amount paid, actual amount paid, and cost variance. Confirmed. As with all of our State projects we carry out, we will ensure a detailed Project Schedule in a Gantt Chart format is created in MS Project and provided to support initial joint reviews with the Agency. Our Project Schedule will define the specific dates and major milestones for the project and will serve as the start for the full development of our Project Work Plan (PWP) which will be finished in alignment with the final scope of work under contract. All required elements will be included. Like the PMP, the PWP will be continually updated, with approval by the Agency, throughout the project to be reflective of the latest deliverables and associated timelines. RyL can be implemented within 6-9 months depending on the level of customization required to align with Agency-specific requirements. Interfaces required with other systems will be established to facilitate the sending and receiving of data, including member Medicaid, Medicare, and private commercial payer data needed. As noted in the Q&A, we have reserved providing any artifact samples with our response herein. However, please note that a sample PWP for RyL can be provided upon request.
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	PMT22. The Supplier shall provide toll-free or call-back telephone and webinar web-based conferencing capabilities (or an alternative solution approved by the Agency) to support contract activities. Confirmed. HHS Tech Group utilizes various tools, such as GoToMeeting, along with phone support to maintain open lines of communication with the Agency and all stakeholders throughout the contract. Specific contact information will be provided at the start of the project along with a review of all tools to be utilized. PMT23. The Supplier shall establish and utilize a deliverable review and acceptance process agreed upon by the agency including but not limited to review cycles and deliverable walkthroughs within a timeframe as determined by the agency. Confirmed. HHS Tech Group has a proven deliverable review and acceptance process that we can recommend to the Agency and mutually modify. Our Project Manager will coordinate the deliverable review and acceptance process to ensure proper reviews are conducted with the Agency, with approval being obtained on all completed deliverables. PMT24. The Supplier shall develop and maintain a Quality Management Plan. The Quality Management Plan identifies the quality standards for the project and how quality standards are measured. It includes the process steps and quality tools that will be used (e.g., templates, standards, and checklists). Confirmed. HHS Tech Group maintains and adheres to our Quality Management Plan for every project we engage in. Our Quality Assurance (QA) Team documents our processes and tools utilized into an overarching Quality Management Plan. This plan is reviewed, updated, and revised as needed for every one of our projects and will be submitted for Agency review and approval. All team members are trained to fully align with and adhere to established QA protocols in place. PMT25. The Supplier shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements. a. Tools to support change management b. Change management process steps
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	c. Escalation process d. Training e. Roles and Responsibilities Confirmed. In alignment with our Change Request (CR) protocols and processes in place today, HHS Tech Group will finalize our Change Management Plan specific to this project which will be followed and adhered to for all Agency CRs received. Diagrams will be provided within the Change Management Plan to show the change management process workflow, including all steps followed and how changes can be escalated as necessary. The plan will also provide comprehensive information on any associated training conducted, team roles and responsibilities, and other information. PMT26. The Supplier shall provide and maintain Technical Documentation including written description of module component(s) design, function and architecture that will provide guidance to system developers. Additionally, the Supplier must include a detailed list of all environments, each environments' IT technologies including software, middleware, hardware, utility applications, development tools, testing tools, and provides detailed information on the programming languages and protocols used. Confirmed. HHS Tech Group will create, update, and continually maintain all technical documentation on the RyL solution. This includes documentation on the backend technical architecture, system components, and all of the environments that will be used as well as the software, hardware, utilities, tools, and programming languages that will be used on the project. PMT27. The Supplier shall provide a Solution Architecture Document. The Solution Architecture Document includes a technical explanation of all aspects of the solution including detailed architectural diagrams, data flows, component specifications, SaaS, COTS products and hosting environment details. The document will include architectural tradeoffs using the Architecture Tradeoff Analysis Method (ATAM) method or other suitable method for evaluating the proposed platform architecture relative to the enterprise goals to identify risks that would inhibit the achievement of Agency's business goals. Confirmed. As an online, cloud-based, SaaS product, HHS Tech Group will ensure our RyL solution is fully documented. This includes descriptive information which will be provided as part of our final Solution Architecture Document.
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	HHS Tech Group aligns with the widely-accepted Architecture Tradeoff Analysis Method (ATAM) to ensure any architectural risks are identified which could have an impact on Agency objectives and the overall goals for the MMIS enterprise. Please see our separate Executive Summary attachment provided for a high-level diagram of Ryl's solution architecture. PMT28. The Supplier shall develop and maintain a Defect Management Plan that describes the process of submitting, monitoring and resolving defects. The plan will detail the following: a. Approach and tools utilized to assign, identify, prioritize, track, resolve, and test system defects. b. Approach to defect severity categorization using an industry standard methodology. c. Approach to reporting and documenting defects. d. Describe how the Supplier will work collaboratively with other State healthcare programs enterprise vendors. e. Describe the defect management processes related to all test types and levels in the RFP (e.g., the relationship between defect resolution and the coordinated test case execution). f. Describe the defect management processes after implementation. Confirmed. Extensive testing will be performed throughout all phases of the project to ensure any defects are promptly identified, documented, and resolved before rolling into production. HHS Tech Group will finalize our Defect Management Plan for submission to the Agency in alignment with the schedule as noted in the Project Work Plan (PWP). Our comprehensive plan will then serve as a 'living' document, continually updated to reflect any changes in our defect management approach and processes. PMT29. The Supplier shall submit and maintain a Staffing Plan as part of the Project Management Plan. The Staffing Plan must include: a. Identify the roles and responsibilities by resource type throughout all phases of the contract, including identifying key and non-key personnel as well as FTE allocation for all personnel. b. Staffing Levels (estimated by resource type by phase for the duration of the project) to be reported in the Resource Allocation Matrix.
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	c. Detail how the staffing levels shall achieve consistent, dependable service regardless of changes that may influence work volume. d. Detail differentiated by Proposer staff, sub Supplier staff, if applicable, and State project staff. e. Identify total hours to be expended, per phase or effort, and for the entire project, by Proposer staff and by State project staff. f. Tools and processes used to screen available staff and fill positions. g. Expectations regarding onsite time for Supplier resources h. Process for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions consistent with staffing SLAs. i. Resumes for all proposed project team members, detailing work experience and demonstrating the individual possesses the knowledge, skills, and ability to perform the responsibilities of their role and task assignments. j. Proposed project team organization chart for both the Implementation Phase and Operations Phase of the project (if different), showing the level of authority and time commitment for all proposed staff (full time and part time). Confirmed. As part of our Project Management best practices today, including alignment with PMBOK®, HHS Tech Group will ensure a well-defined and documented Staffing Plan is in place. This plan will 100% account for all phases of the project – through the lifetime of the contract. All key plan elements will be included, and the final plan will be submitted to the Agency for review and approval. PMT30. The Supplier shall develop, submit and maintain a Master Test Plan that describes the Supplier's plan for all testing activities, processes, types and levels. Testing must be as automated and self-documenting as possible (e.g., continuous unit testing). At a minimum, the Master Test Plan must address the following: a. Overall testing strategy for the following testing types: unit testing, system testing, integration testing, regression testing, parallel testing, performance and load testing, manual and automated and/or scripted testing, disaster recovery and end-to-end integration testing of COTS products if any.
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	b. Approach to planning and preparing the test/staging environment c. Approach to conducting each test level. d. Approach for supporting UAT. e. Approach for testing nonfunctional requirements. f. Approach to test documentation (e.g., test cases, test scripts, test case matrices added as design progresses). g. Approach to quality control/quality assurance. h. Approach to bi-traceability to requirements and design. i. Tools, techniques, and methods. j. Reporting mechanisms, traceability and metrics. k. Defects and defects resolution. l. Entrance and exit criteria for each test level including alignment with industry standards. m. Configuration management for each test level n. Testing roles and responsibilities o. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect Confirmed. HHS Tech Group's method is to incorporate all test types as part of the overall Software Development Life Cycle (SDLC). This starts with the establishment of a comprehensive Master Test Plan. The Master Test Plan serves as a guide for all testing activities, defining the necessary testing to be completed and the success criteria. The Master Test Plan defines environments and how applications move between them, including entrance and exit criteria, as well as specifying what test environments are needed, their purpose, and how they will be maintained. Whenever possible, automated and self-documenting testing is utilized, with consideration to its maintainability, adaptability, and extensibility. For all testing, we cross-train our team on all possible testing types and have everyone on the team participate as
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	applicable to their role in all testing activities. By cross-training, we are able to build in additional flexibility to ensure all testing is thoroughly conducted, produce better test designs, and ensure minimal impact from any unforeseen staffing availability issues. HHS Tech Group will work with the Agency to ensure that the Master Test Plan clearly addresses the overall testing strategy, approach, tools, reporting, resolution, roles, and any other relevant criteria necessary to successfully test and deploy RyL. We further confirm that our Master Test Plan will address each of the criteria addressed in this requirement. PMT31. The Supplier shall develop and submit a Training Plan (as determined by the Agency) that, at a minimum, addresses the following: a. Summary of training approach that focuses on the train-the-trainer methodology, objectives, and desired outcomes. b. Training needs analysis, including an assessment of the target audience and their knowledge and skills. c. Recommendations on type and delivery approach based on training needs analysis. d. Summary of proposed training materials and documentation in addition to hands-on training. e. Approach to maintaining training documentation and accompanying materials. f. Approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction. g. Approach to processing for incorporating feedback to improve train the trainer effectiveness over the course of the Contract. Confirmed. HHS Tech Group will finalize and submit our updated Training Plan to the Agency for review and approval. Our plan will be updated to reflect the specific, detailed training to be provided on our RyL solution in alignment with the final contract requirements. HHS Tech Group follows a Train-the-Trainer approach for all training sessions so that designated administrators ('Super Users') are able to provide training to other staff as necessary. Further, we utilize the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) Model to ensure best practices in the delivery of all training as well as in all documentation and associated training materials. Information on these best practices and other details will be provided in our Training Plan submitted.
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	PMT32. The Supplier shall develop in collaboration with the agency, a System Test Plan that describes the Supplier's System Testing approach, such as: a. Test Coverage b. Walkthroughs and Inspections c. Test Data Considerations d. Entrance Criteria e. Exit Criteria f. Configuration Management g. Testing Documentation h. Process Steps i. Inputs to System Testing j. Outputs for System Testing k. Metrics l. Pass/Fail Criteria m. Suspension Criteria and Resumption requirements n. Testing Deliverables o. Testing activities p. Resources, Roles and responsibilities q. Testing Tools r. Meetings and Communication
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	s. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect. Confirmed. Using the previously outlined Master Test Plan as a guide to identify test scenarios and risk prone areas, HHS Tech Group will develop a System Test Plan to outline the process for testing the system's functionality. This System Test Plan will include our approach, objectives, resources, and scope for the testing efforts. HHS Tech Group will work collaboratively with our Agency partners to develop and define an approach that best meets their customized needs. PMT33. The Supplier shall provide during the initiation phase of the project and maintain throughout the project, system documentation that at a minimum includes: • A description of each component, their purpose, including basic functions and the business areas supported • User stories/use cases • Screen layouts, report layouts, and other output definitions, including examples and content definitions • Physical database design • A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage • Configurations • Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures. • A network schematic showing all network components and technical security control • Listing of the edits and audits applied to each input item and the corresponding error messages. • As applicable, listing and description of all control reports • Interface Control Documents • Narrative descriptions of each of the reports and an explanation of their use must be presented.
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Attachment G

TPL Base Requirements Mandatory Scored Response Worksheet

Third Party Liability

	• Definition of all fields in reports, including a detailed explanation of all report item calculations. • Operations Procedure Manual • Data Dictionary Confirmed. All system documentation and associated materials required will be fully maintained and updated, as applicable, throughout the duration of the contract. HHS Tech Group will ensure detailed, specific information is provided in all documentation, limiting the use of generalities. PMT34. Six (6) months (or a timeframe as determined by the Agency) before the end of the final Contract year (including option years that have been exercised) the Supplier shall provide, a Turnover Plan to the agency. The Plan will include: a. Proposed approach to turnover. b. Tasks and subtasks for turnover. c. Schedule for turnover. d. Updated operational tasks and procedures during turnover. e. Description of vendor coordination activities that will occur during the turnover task and implementation of the activities to ensure continued system and services as deemed necessary by the agency. f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests. g. A detailed description of the services that would be required by another Supplier to fully take over system, technical, and business functions outlined in the Contract. The description shall also include an estimate of the number and type of personnel required to support the technical platform and supporting services. h. The data and documentation shall be organized in a format required by the State (e.g., by provider unique ID and provider name).
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	Confirmed. HHS Tech Group will ensure the completion and submission of our Turnover Plan for Agency review and approval at the final year of the contract. In addition, we will perform a comprehensive review to ensure all contractual requirements and obligations have been successfully met, addressing and closing any gaps identified. All aspects of RyL and associated services provided, including system support, monitoring, enhancements, documentation, system environments, hosting, software, hardware, maintenance, configurations, and more, will be analyzed, documented, and fully accounted for in the Turnover Plan. Following our joint reviews of the plan, and upon receiving Agency final sign-off and approval, efforts will be initiated in alignment with the final Turnover Plan to transition all module components and associated service activities to the new contractor. PMT35. The Risk Management portion of the Project Management Plan must describe at a minimum: a. Proactive identification and analysis of risks before they become issues. b. Development of risk avoidance, transfer, mitigation or management strategies. c. Approach to monitoring, communicating, reporting of risk status including procedures for documenting, resolving, and reporting issues and risks identified by the Supplier, the agency or other project Suppliers. d. Approach to root cause analysis. e. The appropriate methods, tools, and techniques for active and ongoing identification and assessment of project risks. f. Describe how risks will be quantified and qualified. Confirmed. The Risk Management portion of our Project Management Plan (PMP) will be finalized in alignment with all final contract requirements and submitted for Agency review, approval, and sign-off in alignment with the established schedule in our Project Work Plan (PWP). The Risk Management Plan describes our methodology and approach to the risk issues noted above, including risk identification, analysis, avoidance, monitoring, mitigation, communication, and more.
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	PMT36. The Issues Management Plan portion of the Project Management Plan must describe at a minimum: a. Approach to issue management. b. Issue management process steps including: -Approach to prioritizing, tracking, escalating, communicating, reporting issues -Approach to documenting, reporting, and resolving issues identified by the Supplier, the agency or other module Suppliers. -Approach to impact analysis. c. Tools, and techniques for active and ongoing identification and monitoring of project issues. d. Roles and responsibilities. e. Describe how issues will be quantified and qualified. Confirmed. HHS Tech Group's Issues Management Plan will identify all processes in place to identify, log, track, and resolve issues and problems. This includes how existing issues are reviewed, how issue planning is conducted, issue reports that are generated, along with mitigation strategies and techniques. All final plan elements required will be updated in the final Issues Management Plan submitted. Once in place, our plan will be updated as needed. PMT37. The Supplier shall provide a User Interface Style Guide or equivalent document defining the design standards for user interfaces. The User Interface Style Guide must demonstrate how the solution meets the most current MECT user interface requirements including: a. User ability to customize or make adjustments (e.g. language support, font size) to portal presentation. b. Users utilizing scripting languages and/or assistive technology have the ability to access the information, field elements, and functionality required for electronic form or page completion and submission including directions and cues. c. User Interface organization so documents are readable without requiring an associated style sheet. d. User Interfaces identifying row and column headers for data tables.
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	e. User Interfaces informing users when a timed response is required and given sufficient time to indicate more time is required. f. User Interfaces providing a method that permits users to skip repetitive navigation links. g. User Interfaces provide text titles for frames to facilitate frame identification and navigation. h. User Interfaces use markup to associate data cells and row/header cells for data tables that have two or more logical levels of row or column headers. Confirmed. All user interfaces within the RyL solution are configurable to adjust to contract-specific requirements, policies, and guidelines in place. Our solution is a white-labeled product and supports the manipulation of portal content to reflect the final design and standards required of our clients. HHS Tech Group will provide multiple demonstrations throughout the project to ensure continual feedback from the Agency is obtained. All comments and feedback received will be incorporated in the final portal screens delivered. The User Interface Style Guide will then be updated to reflect all final changes and adjustments made. As additional major/minor releases and system enhancements are pushed out, the guide will be updated to reflect any changes made to the user interface. PMT38. The Supplier will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management, Workflow, OCR/ICR) to meet the business needs of the State's enterprise. Confirmed. RyL includes integrated Enterprise Content Management (ECM) functionality. This includes the ability to manage documents, edit documents and templates, uploaded/remove documents, and scan in hardcopy documents as needed, on demand. PMT39. The Supplier's ECM solution must be able to support all common document types (i.e., Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG) and must integrate seamlessly with the most common document viewing and editing tools used by the agency. Confirmed. RyL's Content Module is document type agnostic and provides rich support for all common document types (i.e., Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG). In addition, RyL has its own document viewer to view stored documents and all
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	associated metadata. If the Agency prefers a specific third-party tool to be used, HHS Tech Group can integrate with the third-party system as needed to support the Agency's requirements. PMT40. The Supplier's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record. Confirmed. RyL's Content Module will identify, index, and link all correspondence/documents along with all associated metadata, including documents uploaded or scanned into the system. The user can search for documents using the search criteria (index fields) and view the selected document using the document viewer. PMT41. The Supplier's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM. Confirmed. In addition to RyL's own Content Module and storage capabilities, RyL also supports data transmission to a centralized, external repository as needed in alignment with specific Agency requirements. Data feeds to send documentation and associated metadata can be set up to transmit in real-time (when a document is stored in RyL's Content Module) or as a batch transaction that will synchronize all documents between RyL's Content Module and the centralized ECM. PMT42. The Supplier's ECM solution must allow users to associate metadata with documents. Confirmed. RyL's Content Module can associate metadata or index fields for all document types. This metadata is used to tag and search documents. In the event that metadata is not provided, the system automatically generates associated basic document attributes. For example, it will use file type (e.g. Word, PowerPoint, Visio, Excel, etc.) as an attribute.
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	PMT43. The Supplier shall update all project documentation (e.g., system design documentation, user and training documentation) as necessary throughout all phases of the project. Confirmed. All project documentation will be continually updated as needed. Updated documents will be submitted for review and will then be electronically distributed, as well as posted within SharePoint (or alternate approved project repository). PMT44. The Supplier shall develop and maintain a Communication Plan. The purpose of the Communication Plan is to provide a description of the communication that will occur on the project and how it will be managed. This includes details about various types and means of communication, communication channels, communication flow within the organizational structure, escalation, guidelines for meetings, dissemination of knowledge, and communication effectiveness. The Communication Plan shall ensure that the communication approach addresses communication across multiple vendors. Effective communication is a key element for the success of the project. Confirmed. HHS Tech Group agrees with the Agency that effective communication is essential to the success of the project. To that end, HHS Tech Group will ensure our Communication Plan addresses how we will remain in continual, open collaboration with the Agency and all other stakeholders throughout the project. Various methods of communication and other criteria will be established and documented, such as key contact information, web conference platforms available, online documentation management sharing and collaboration tools, and more. PMT45. The Supplier shall provide a Deliverable Expectations Document (DED) for each deliverable that describes the purpose, content, applicable MECT minimum required content and industry standards (e.g., PMI, IEEE/ISO, CMS XLC) that are satisfied for each Deliverable. Each DED is a deliverable. Confirmed. HHS Tech Group is committed to ensuring all deliverables are of high quality, and this starts with the DEDs for each deliverable. HHS Tech Group will submit DEDs for each deliverable through the deliverables review and acceptance process. The DEDs will describe the deliverables' purpose and content, and the DEDs will align to the Agency's requirements.
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	As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8o. Project Management Requirements_ Base</i> .	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8o. Project Management Requirements_ Base

16	Subcontractor Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Subcontractor Section, SUB01-SUB09. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Subcontractor Section.
A16	<i>Answer # 16</i> The RyL solution is an all-inclusive, Software as a Service (SaaS), Commercial-off-the-shelf (COTS) solution built to support the end-to-end accurate and timely execution of all TPL activities. HHS Tech Group's proposal does not include any subcontractors. In the event that a subcontractor is required, HHS Tech Group will ensure that all subcontractors meet or exceed the requirements as described in the following responses. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SUB01. The Supplier may use subcontractors for a percentage of the scope of work as determined by the agency. Confirmed. HHS Tech Group's proposal does not include any subcontractors. In the event that a subcontractor is required, HHS Tech Group will ensure alignment to any subcontractor support limitations provided. SUB02. The subcontractor must obtain a "Commercial License" for use by the agency, if they use a COTS or SaaS product as part of the proposed solution. Confirmed. In the event that HHS Tech Group needs to utilize an open-source third-party software or a commercially available COTS product (for example, database, reporting, etc.), HHS Tech Group will obtain a Commercial Use or other applicable license type for use. We will ensure alignment with corresponding Agency policies, including any licensing requirements.

	SUB03. If the Supplier transfers resources required to fulfill the contract to a third party, the third party is considered a subcontractor and the transfer will be subject to participation limitations as defined by the agency. Confirmed. HHS Tech Group’s proposal does not include any subcontractors. In the event that a subcontractor is required, HHS Tech Group acknowledges that applicable Agency limitations on the extent to which subcontractors can be utilized will apply. SUB04. The Supplier shall list all subcontractors, if any, in the proposal. Not applicable. HHS Tech Group’s proposal response herein does not include any subcontractors. Should we need to utilize any subcontractor in any future work, we will notify the Agency accordingly. SUB05. The Supplier shall provide a detailed description of all work to be sub-contracted to third parties. Confirmed. HHS Tech Group’s proposal does not include any subcontractors. In the event that a subcontractor is required, HHS Tech Group will provide the Agency with a detailed description of all work they will perform. SUB06. The Supplier must submit to the agency annually, a subcontractor Usage Report on the use of subcontractors and certify that all subcontractors are in compliance with the employment practices mandated by federal and State statutes and regulations. The subcontractor Usage Report must at a minimum contain the total subcontract dollar value, total subcontractor FTE's, total subcontractor hours. Confirmed. Although HHS Tech Group’s proposal does not include any subcontractors, in the event that a subcontractor is required in the future, HHS Tech Group will submit to the Agency a Subcontractor Usage Report annually on the use of subcontractors certifying that all subcontractors are in compliance along with all associated data required.
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	SUB07. The subcontractor will be required to enter into a signed Business Associate Agreement (BAA) as a part of the contract, that is in compliance with the Privacy and Security provisions of the Health Insurance Portability and Accountability Act of 1996 (HIPAA) prior to start of work. Confirmed. HHS Tech Group’s proposal does not include any subcontractors. In the event that a subcontractor is required, HHS Tech Group will ensure that all subcontractors enter into a HIPAA compliant BAA prior to the start of work. SUB08. The Supplier shall allow agency personnel direct access to all subcontractors or third-party personnel serving in critical roles on the project and shall not act as an intermediary between the agency and such parties for questions about the proposed solution or operation of the proposed solution and/or services. The agency reserves the right to discuss design, configuration, implementation, operation, routine maintenance, and enhancement of the proposed solution(s) and/or services directly with any subcontractors or third parties involved in performing work for the agency. Confirmed. HHS Tech Group’s proposal does not include any subcontractors. In the event that a subcontractor is required, HHS Tech Group will allow Agency personnel direct access to all subcontractor or third-party personnel serving in critical roles on the project. SUB09. The agency shall have the right to review and approve any subcontracts through the Supplier. Confirmed. HHS Tech Group’s proposal does not include any subcontractors. In the event that a subcontractor is required, HHS Tech Group will allow the Agency to review and approve subcontracts as appropriate. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8p. Subcontractor Requirements_ Base</i>.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8p. Subcontractor Requirements_ Base

17	Testing Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, Testing Section, TEST01-TEST18. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Testing Section.
A17	<i>Answer # 17</i> HHS Tech Group follows an iterative methodology that emphasizes continuous testing. This approach contributes to constant progress in the testing life cycle, and it also allows us to quickly adapt to any software development cycles that might occur under the hybrid agile methodology. As such, testers are an integral part of our project teams and they are key to the successful delivery of our working software. HHS Tech Group has established, comprehensive test plans and best practices in place today. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. TEST01. At a minimum, the Supplier and/or services shall provide sufficient segregated environments to support testing as determined by the agency; such as: Integration Testing, System testing Regression Testing, Parallel Testing, Performance and Load Testing and User Acceptance Test. Confirmed. Separate, distinct environments will be set up during the implementation to support all required testing. This is part of HHS Tech Group's standard protocol in our implementations today. All required test types will be performed and will be repeated as necessary prior to implementing a new release in order to ensure that our RyL solution is functioning properly. Please see additional information on environments in our response to Question #8 within this document, <i>Exhibit 6. RyL's Proposed Environments</i> within this document, and <i>Attachment 8h1. Environments</i> included with our submission for a sample of documentation describing Environments that may be used on a project. If additional environments other than those listed our needed, HHS Tech Group will work with the Agency's Tech Team for a solution.

	TEST02. The Supplier must identify and resolve interdependencies that restrict or impede required testing of the Supplier's solution, other enterprise modules, or module components from performing required testing. Unless otherwise identified by the State strategies to resolve interdependencies must be reviewed and approved by the State prior to implementing the resolution strategy. Confirmed. All known interdependencies will be documented, noted within the Master Test Plan, and discussed in advance with the Agency. This will ensure that proactive steps and planning with other stakeholders can occur to resolve any interdependency issues so that testing can be conducted on time. TEST03. The Supplier shall perform testing and present the results for the test levels as defined by the agency: e.g. Performance Test results, System Test results, Parallel Test results, Regression Test results, Integration Test results. Test results shall be traced to the use case/user story and design documentation being tested. Confirmed. As part of our best practices, tests are conducted based on identified and documented use cases/user stories. All test plans, documented information, and test results will be provided to the Agency. TEST04. The Supplier shall provide sufficient environments and resources for the following: a. Synchronize the software and the data from the production environment and testing and impact analysis environment at a minimum on a quarterly basis or at the discretion of the agency. b. Synchronize the software and the data from the production environment and training environment following software deployments. c. Provide a fully functioning online test environment, which includes batch and online programs, files, and supporting systems. d. Provide technical and functional support to create and analyze "what-if" scenarios and compare results between scenarios in the impact analysis environment. Provide an analysis of outcomes in impact analysis environment and another environment, such as production or test. e. Provide State, Supplier, and IV&V staff a minimum of read-only access to all environments and tools.
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	f. Provide sufficient resources to support the execution of automated regression testing. h. Provide comparative analysis support of regression testing results. i. Conduct testing of approved system configuration changes, corrections or enhancements or before implementation. j. Allow agency resources and Suppliers designated by the agency to create and edit appropriate data to support testing efforts, including provider, member, and reference data. Confirmed. All environments will be set up during the implementation. HHS Tech Group will ensure appropriate software and data synchronization is set up and ready for use so that test results are accurate and reflective of the experience the end user will have in the production environment. HHS Tech Group staff will ensure that all environments are running efficiently, including a fully functioning online test environment. These environments will provide flexibility in completing any impact analysis on “what-if” scenarios. Environment access and tools will be set up during the implementation with identified, permissioned users. This will include access by department or contractor resources for the purposes of assisting with testing efforts. Continual evaluations of staffing levels will occur throughout the implementation and the lifetime of the contract to ensure sufficient testing staff are continually available, particularly during periods such as regression testing, parallel testing, and for comparative analysis of regression testing results. Once in production, any subsequent changes, enhancements, or other modifications to the system will be run through extensive testing (and change management) prior to being pushed to the production environment. TEST05. The Supplier shall ensure, in order to release code to UAT or production, it must meet the minimum acceptable defect levels (as determined by the Agency). Confirmed. Before releasing into production, HHS Tech Group will ensure all critical and high defects are resolved. Any minor defects reserved for later correction will be documented, aligned with acceptable defect levels, and approved by the Agency.
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	TEST06. The agency plans to perform UAT on all software releases as part of the contract. The Supplier's approach to establishing testing environments should not impact the agency's ability to conduct continuous UAT in a separate, dedicated environment. Confirmed. A separate UAT environment will be provided to the Agency throughout the course of the implementation in order to support all UAT efforts. Except for scheduled releases and maintenance periods, the UAT environment will be available for scheduled testing by the approved users. Support for UAT will be provided during normal working project hours, Monday through Friday, excluding designated holidays. TEST07. The Supplier shall facilitate UAT as defined by the agency, such as: a. Provide test cases and scripts b. Assist the agency in developing UAT test cases. c. Provide a dedicated UAT environment to the agency and maintain the environment as needed to support continuous UAT throughout design, configure/build and testing. d. Refresh data, execute processes, and migrate releases or code fixes as requested or on an agreed-upon schedule. e. Provide test data. f. Provide a mechanism for the agency to enter defects into the online defect-tracking tool. Confirmed. To ensure joint success in all UAT activities, HHS Tech Group will ensure the prompt supply of all materials, data, configurations, and other support as needed. HHS Tech Group brings firsthand experience from other States in leading Agency administrators and internal users through the UAT process. For example, our team led and managed UAT, guiding the State in the building of Minnesota's State-based exchange. In supporting the Agency in UAT, our team will ensure the following: a. Test cases will be stored in the project repository for reusability. b. We have found that leveraging Functional Test Cases may be helpful, but that it is often not sufficient as users have varied permutations in approach and perspective. To that end, HHS Tech Group shall deliver a Pre-UAT user orientation to address
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	UAT. The purpose of this orientation is to provide guidance on the knowledge and skills required to develop test scripts, review the testing scope, document test results, and educate end users on access and other administrative procedures. c. Except for scheduled releases and maintenance, the UAT environment will be available for scheduled testing by the approved users. Support for the UAT will be provided during normal project hours, Monday through Friday, excluding designated holidays. d. Data refresh processes will be supported by HHS Tech Group during normal project hours; all release installation, migration and fixes will be applied during scheduled maintenance windows. e. Test data will be provided through the use of a de-identification tool from Agency production data and/or utilization of similar 'dummy' data. f. Defects shall be entered into the Jira online tracking tool. TEST08. The Supplier shall provide agency resources or their designee access to test cases, test results and defect tracking via online tools. The agency reserves the right to inspect artifacts and results at any time. Confirmed. Results of all tests will be provided to the Agency for review. All tests, associated test cases, user stories, results, artifacts, and all other applicable documentation will be continually available to the Agency for review and inspection at any time in the project repository and/or in Jira. TEST09. The agency reserves the right to conduct independent testing of the solution at any time. The Supplier must cooperate with the agency or its designee, and provide environments, data, and technical support for independent testing. Confirmed. HHS Tech Group will support independent testing conducted on our solution. Environments, associated data, and the support of our technical staff will be available to support these efforts, as desired.
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	TEST10. The Supplier's Performance and UAT test environments shall be sized to be capable of mirroring the production System in its infrastructure, files, databases, processing, and reporting. Confirmed. The appropriate testing environments will be set up to mimic the production environment in order to ensure the accuracy and reliability of tests completed. The UAT environment will be migrated to be the production environment upon Go-Live. A separate UAT environment which will be 1/3 the size of production will be set up post Go Live for UAT activities. The performance environment will be decommissioned 120 days after Go Live. TEST11. The Supplier shall work proactively with the State's designated testing resources to review all test results and provide the necessary system and functional information to create verification procedures and user acceptance test cases. Confirmed. HHS Tech Group shall work collaboratively with the Agency throughout the testing phase. HHS Tech Group will assist the Agency with the needed information to properly and mutually manage the testing processes. In addition, our Test Lead and associated staff will work in conjunction with State staff to collaborate in joint reviews of all test results. TEST12. The Supplier shall develop test criteria and algorithms for expected outcomes prior to production of reports. Confirmed. All test criteria and associated algorithms will be documented and reviewed with the Agency. This ensures subsequent tests and result reports are aligned to all agreed upon test criteria. TEST13. The Supplier shall ensure that the Project Work Plan allocates sufficient time to the State's user acceptance testing activities relative to the detailed scope of work, requirements and gaps, the number of manually executed test cases, and the complexity of module integration. The Supplier will be responsible for extended user acceptance testing if the proposed testing duration is not sufficient for the State to validate the module. Confirmed. HHS Tech Group will ensure ongoing access is provided to support UAT activities. We will work with the Agency so that your staff has sufficient time to conduct thorough testing across all user interfaces. The Project Work Plan (PWP) will be created with the Agency's assistance to ensure that proper timeframes have been allocated in the schedule for the Agency, particularly the duration of UAT.
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	TEST14. The Supplier shall plan and execute testing for all inbound and outbound interfaces, ensure accurate and secure data transmission between the Supplier's solution and the State's Integration Platform and coordinate with external entities as appropriate. Confirmed. HHS Tech Group will work in joint collaboration with the System Integrator to ensure the successful interfacing and testing between RyL and the Integration Platform as well as other contractor modules, as they are procured. TEST15. The Supplier shall coordinate with the agency, Systems Integrator, and specific module component vendors to conduct integration testing. Confirmed. Integration Testing will be conducted in joint collaboration with all stakeholders, including the Agency, the System Integrator, and other module contractors. As new modules are brought on board throughout the life of the contract, HHS Tech Group will support ongoing Integration Testing as other modules are implemented across the enterprise. TEST16. The Supplier shall support system performance and load testing by supplying solution test data in sufficient volume (amount) in order to represent production data quantities. Confirmed. The objective of Performance and Load Testing is to validate that the performance of the system meets all stated service level requirements and validates the behavior of the system as load increases. We will provide data, representative of the production system, to create the volume of transactions necessary for valid testing. HHS Tech Group will use JMeter and New Relic for performance and load testing. TEST17. The Supplier shall provide isolated testing environments and the ability to support testing with de-sensitized (non-PHI, non-PII) data sets. Confirmed. HHS Tech Group will ensure appropriate, isolated testing environments are in place as needed. All data will be de-sensitized to ensure any PHI/PII is removed, ensuring the masking, sanitizing, scrambling, and de-sensitizing of data.
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	TEST18. The Supplier shall provide a pre-production environment configured to mirror production settings to support integration checks and pre-deployment checks with sensitive (e.g. PHI/PII) data sets. Confirmed. The pre-production environment will be set up to mimic the production environment in order to ensure the accuracy and security of data sets. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8q. Testing Requirements_ Base</i>.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8q. Testing Requirements_ Base

18	Training Requirements- Describe in detail how your company will meet all the requirements identified in Attachment F, Training Section, TRN01-TRN09. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Training Section.
A18	<i>Answer # 18</i> HHS Tech Group's Training Team is responsible for leading all training sessions to the Agency's technical training staff and other designated personnel. To ensure the successful use of the RyL solution for the lifetime of the contract, HHS Tech Group follows a Train-the-Trainer approach which provides training to designated 'Super Users'. The purpose of training these users is to provide comprehensive training across all functions of the solution. As a role-based solution, some users will have more access and visibility into the solution than others. Therefore, training designated 'Super Users' allows these resources to have full, complete knowledge of the solution in order to provide training to individual users within their particular role. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. TRN01. The Supplier shall provide technical training to agency project resources and designated Suppliers to develop an understanding of how to utilize the system using available tools and dashboards while leveraging technical and functional documentation and/or reports. Confirmed. HHS Tech Group will provide both standard portal training as well as technical-focused training. All technical training will be provided to designated staff, with the appropriate level of permissions to view monitoring systems, tools, and associated system dashboards.

	TRN02. The Supplier shall create and update training materials as changes occur. These materials must be approved by the agency prior to publication. Confirmed. As system enhancements, major/minor releases, and other changes occur, our Training Team and associated Technical Writers work to dynamically update all associated documentation, including training guides, eLearning, and other items in place to ensure continual alignment with the latest features and functions of the solution. TRN03. The Supplier shall collaborate with the agency to finalize and approve the training schedule. Confirmed. A training schedule will be built out during the implementation, reflective of all required training. In addition, the schedule will include training topics, timeframes, duration, training session type, attendees who should attend, and more. This will be reviewed and finalized in conjunction with the Agency. TRN04. The Supplier shall maintain and update the training environment with training data to use during user training. Confirmed. A designated training environment will be set up during the implementation. Non-PHI/PII data ('dummy data') will be loaded and tested within the system before the provision of any training. TRN05. The Supplier shall utilize a variety of delivery methods to best meet the training objectives. Examples include online self-paced training presentations, in-person classroom setting, written material, user manuals and demonstrations. Confirmed. Every individual learns in a unique way. For this reason, HHS Tech Group deploys a wide range of training materials and associated help to ensure all users, regardless of their learning style, are able to use the RyL solution effectively. HHS Tech Group will use a variety of methods such as classroom and web-based training, manuals/guides, eLearning modules, presentations, demo walkthroughs, handout materials, and other items to help all users. These materials will be distributed before and after all training sessions and will be available, as applicable, with the respective portal.
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	TRN06. The Supplier must provide training necessary to support new functionality and/or major software releases that materially change the user interaction. Confirmed. As new system enhancements and updates are made, additional Train-the-Trainer sessions will be conducted so that Agency 'Super Users' can provide updated training and information on new features and functionality to all system users. TRN07. The Supplier shall provide training to other designated entities as defined by the agency. Confirmed. HHS Tech Group will work collaboratively with all project stakeholders to ensure the project's success, including providing training to appropriate entities as defined by the Agency. TRN08. The Supplier shall provide training and support to State staff and individuals designated by the State (e.g., IV&V, QA/QC vendor), on the use of DDI tools provided by the Supplier. This may include traceability tools, document repositories and testing tools. Confirmed. HHS Tech Group will provide training on technical tools available to permitted, designated resources. TRN09. The Supplier shall provide training on the system for UAT testers. The Supplier shall provide updated User and System Documentation to UAT testers to support the UAT effort. Confirmed. Training and documentation will be provided ahead of the start of UAT. Our documentation can then be referenced by the testers during UAT, as needed. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8r. Training Requirements_ Base</i>.		
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Upload Attachments with Additional Information? Yes	Attachment File Name: 8r. Training Requirements_ Base		

19	System Integration Requirements - Describe in detail how your company will meet all the requirements identified in Attachment F, System Integration Section, SI01-SI22. Your response should include the requirement number identified in the attachment, followed by your detailed response. You must provide a response to all requirements identified in Attachment F, Training Section.
A19	<i>Answer # 19</i> HHS Tech Group has worked with numerous System Integrators on a wide range of projects, including multiple MMIS ventures. We will work with the chosen System Integrator from the start of the implementation, providing information on RyL solution components to create a streamlined experience. We will continue to offer our ongoing collaboration and work. As required, provided next are our responses to each of the specific SYSMOD requirements for this section. SI01. The Supplier’s solution shall support full and incremental data synchronization between the solution and the State's Integration Platform for data entities as defined by the agency. Confirmed. To maintain consistency across data between systems, RyL supports full and incremental data synchronization and has a built-in, industry-compliant Data Sharing Gateway (DSG) component. DSG enables simplified, secured integration, data sharing, synchronization, and transfer with external systems. This provides the ability to seamlessly integrate via a point-to-point configuration with other systems, including any legacy mainframe systems, and the ability to integrate with an Enterprise Service Bus (ESB) or other integration platform required. We will work with the Agency to define all associated systems to ensure harmonious synchronization is in place. SI02. The Supplier's solution shall ensure that module operational data is available and is supplied to the System Integrator in a format and frequency as defined by the agency. The System Integrator may require periodic data refreshes at agreed upon intervals. Confirmed. HHS Tech Group will collaborate with the System Integrator and the Agency to determine which operational data is needed, in what format, and at what frequency and will provide the required data and refreshes at regular intervals as discussed and agreed upon.

	SI03. The Supplier shall work with the agency and the System Integrator to identify data quality issues and shall assist in remediating those issues as required. Confirmed. To ensure data integrity across systems, HHS Tech Group performs data validation and verification procedures on all data transmitted. In addition, we will run reconciliation reports to compare sets of data for any issues. This will ensure all data issues are promptly identified, remediated, and corrected across systems. SI04. The Supplier shall participate in the API Governance process, as defined and administered by the Agency. The API Governance process will define processes and adjudicate concerns for items including but not limited to: • Design and definition of solution endpoint API specifications • Revisions to solution endpoint APIs (minor & major) • Deprecation of solution APIs • Definition of data formats and code lists utilized by an API • Dispute resolution for API designs and behavior • Publication of solution API specifications to the Agency's API Registry Confirmed. HHS Tech Group will fully align, adhere to, and participate in the API Governance process in the manner defined and administered by the Agency. We will work with the Agency, as well as the System Integrator and any other stakeholders including module contractors, to address any connection/interface requirements as well as any concerns, issues, or data requirements necessary to support the full functioning of the overall MMIS enterprise, all connected systems, and associated endpoints.
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	SI05. The Supplier shall develop, in coordination with the System Integrator, an overall integration approach as approved by agency. The approach shall be documented within the Module Implementation Plan and shall include but not be limited to: • Supplier's solution interfaces exposed to the State's Integration Platform • Integration schedule including milestones / checkpoints • Integration test plan (including test report formats, acceptance criteria) • Designated point of contacts for integration activities and their roles • Processes for communicating delays, issues, etc. • Processes for coordination during solution deployment Confirmed. HHS Tech Group has experience with a variety of integration approaches through our Data Sharing Gateway, including public and private API integration, real-time integration with an external ESB, schedule batch data extraction via SFTP, DSG SFTP file consumption and processing, and other methods to ensure seamless data transmission across the enterprise. Our final approach(es), as discussed and finalized with the System Integrator, will be thoroughly documented, ensuring clear plans, information, milestones, and procedures are in place and approved and signed off by the Agency. SI06. The Supplier's solution shall provide comparable environments, and be able to establish connectivity, to those used by the Integration Platform (e.g., testing, staging, and pre-production). The Supplier shall coordinate with the Systems Integrator the security and data sensitivity configurations for the multiple environments as required. Confirmed. Our modular, SaaS RyL solution supports multiple connectivity protocols for the exchange of secure, compliant EDI transactions across multiple environments. RyL will provide comparable environments to those used by the Integration Platform and establish connectivity. HHS Tech Group will coordinate with the System Integrator for configurations as required.
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	SI07. The Supplier shall provide and keep current API documentation for Supplier's solution to be included in the enterprise API Registry. Confirmed. RyL is built on a modern, modular architecture with well-defined and documented APIs. All API documentation will be provided to the Agency and maintained on an ongoing basis. The API Portal will have all the public and private APIs available, along with the API documentation. Users with appropriate privileges will be able to access the private APIs and their documentation. Public APIs will be available on the portal without any access restrictions. SI08. The Supplier shall support the agency and agency's System Integrator in review and comparison of reports available within the Supplier's solution and legacy reports from an electronic system as determined by the agency, e.g. Medicaid Enterprise System. The contractor shall support the development of any reports that have been identified as a gap. Confirmed. HHS Tech Group will review legacy reports with the Agency to determine what data is currently being utilized, pinpoint any redundancies or otherwise undesirable information to be removed, and identify additional reporting needs not addressed in the legacy reports. We will then work with the Agency to create new reports that contain all necessary information, including the gaps identified from their legacy predecessors. SI09. The Supplier shall work collaboratively with the agency and agency's System Integrator to review T-MSIS data fields and recommend data elements for which the Supplier's solution shall serve as the system of record. The Supplier shall identify controls to ensure the quality, integrity and consistency of T-MSIS data. Confirmed. HHS Tech Group will ensure that the appropriate elements from RyL are recommended, collected, stored, and maintained as required by CMS for T-MSIS. RyL includes supports and protections in place to ensure data integrity, quality, security, consistency, and more, in alignment with Federal and State standards for data management.
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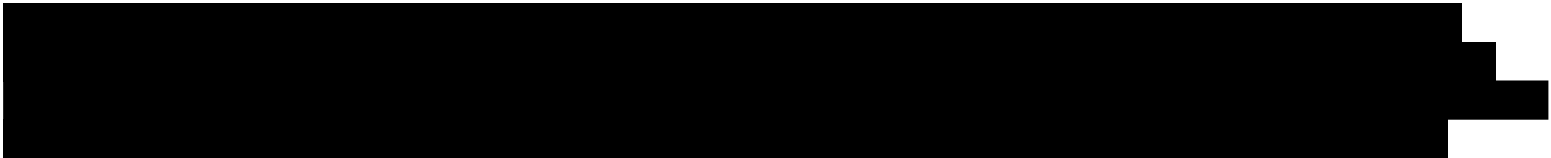
	SI10. The Supplier's solution shall support the ability to monitor, record and automatically report to the Integration Platform the system health, performance and utilization of resources within the Supplier's solution. Confirmed. Constant resource monitoring and performance metrics of the DSG platform is part of the Logging and Monitoring Module of RyL. All data is constantly recorded, and appropriate reports and Dashboards are provided to measure and monitor the health of the DSG platform. Appropriate alerts are also set up to notify if certain monitoring thresholds are exceeded or if any microservice or component is down. SI11. The Supplier's solution shall contain verification mechanisms that are capable of authenticating authority (as well as identify) for the use or disclosure requested. Confirmed. HHS Tech Group's established security standards and integration infrastructure in place contain verification methods for the authentication, authorization, and identification for requested use or disclosure. SI12. The Supplier's solution shall support a user security profile that controls user access rights to data categories and system functions as part of a Role-based Access Control (RBAC) or Attribute-based Access Control (ABAC) authorization approach. Confirmed. RyL's Security Module provides granular RBAC and ABAC for each user by defining roles and privileges. Privileges extend to attribute level or action on a page. Additionally, RyL's Authorization Module also provides additional security for PHI/PII or FT fields. Each user security profile can be customized to provide access to the minimal data and functions necessary based on the associated role(s) of a user or attribute(s). SI13. The Supplier's solution shall ensure account access authorization procedures shall follow the concept of least privilege; allowing users access to only the information that is necessary to accomplish assigned tasks in accordance with business functions. Confirmed. RyL leverages role-based security to ensure that stakeholders have access to only the information and functions required for their needs. RyL's Authorization Module uses the concept of least privilege based on the roles assigned to the user.
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	SI14. The Supplier shall support technical exchange meetings with the agency, agency's System Integrator and other parties as appropriate to cover topics including but not limited to: data models, data migration, enterprise systems integration, integration testing, change management workflows, API analysis, reporting analysis, business rules, ECM, reference data, PHI data sharing requirements, governance participation. Confirmed. Our team will coordinate, support, and/or lead technical exchange meetings with all appropriate stakeholders as needed to address all needs, plans, testing, analyses, data, requirements, or other information as needed to ensure successful system integration. SI15. The Supplier shall support the Systems Integrator in the design and definition of APIs and API data formats as required by the agency. This may include but is not limited to: •Support identifying gaps and issues in existing APIs/interfaces and data formats •Providing documentation for the Supplier solution's existing APIs or data exchanges •Review and provide feedback for legacy APIs/interfaces and data formats •Provide feedback on technical specifications for interfaces with the Integration Platform Confirmed. HHS Tech Group will work collaboratively with the System Integrator to document all associated interfaces to be established, including with the integration platform/ESB. All associated elements of the design and definition of APIs and corresponding data formats will be mutually discussed, agreed upon, and documented. This includes ongoing dialogue and support for identifying issues, providing documentation on associated interfaces, and providing feedback as needed to the System Integrator and the Agency. SI16. The Supplier shall support migration efforts to onboard new modules (i.e. claims) that will be receiving TPL data. Confirmed. Our TPL Systems Module functions as one component within the overall MMIS enterprise. As such, as new modules are procured and implemented, including the Claims Module, our team will provide full integration and data transfer support to ensure smooth module onboarding and optimal enterprise performance. This includes working with the Agency, other module contractors, and the System Integrator on any data conversion needs necessary.
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	SI17. The Supplier shall support the development and execution of cross-module integration test scenarios. Confirmed. Integration testing verifies the proper communication and exchange of data across multiple systems. HHS Tech Group, in conjunction with all associated stakeholders, will support the development of cross-module integration test cases/scenarios to ensure accurate and secure data transmission between modules. SI18. The Supplier shall demonstrate the ability to securely and accurately exchange user credentials between the integration platform and the Supplier's solution. Confirmed. RyL securely stores authentication credentials, identifiable to each user of the system. Credentials can be established to exchange with the integration platform as discussed and defined with the Agency and System Integrator. RyL uses AWS Secret Manager to share credentials between systems, or it can be customized to use Agency specific tools to share credentials. SI19. The Supplier shall support system testing and validation during the parallel operation period using production data supplied by the legacy system. Confirmed. HHS Tech Group will work closely with the Agency to properly plan and document all necessary parallel testing and validation efforts. We will rely on the Agency for expertise regarding legacy systems, collaborating on the final Master Test Plan established so we can collectively validate that the new system achieves the desired results, including proper functionality and data accuracy. SI20. The Supplier shall support enterprise-wide coordinated deployments with the agency's Integration Platform and other Enterprise systems as required. This may include but is not limited to: •Coordination with the Systems Integrator and other parties •Coordination of deployments for different environments (e.g., integration testing, PHI environment testing, and production environment)
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	•Coordination with the Systems Integrator and other parties to debug and resolve issues related to deployments •UAT with data validation •Providing to the agency testing reports and other artifacts as required per deployment Confirmed. From Readiness Reviews through actual deployment, and all steps in between, HHS Tech Group will support all enterprise-wide efforts. This includes coordinating with the System Integrator and all other relevant parties for testing, debugging, reporting, and associated critical activities that impact the overall operation of the enterprise. SI21. The Supplier's solution shall support parallel testing and validation with the operational Legacy electronic system as determined by the agency, e.g. Medicaid Enterprise System. This may include but is not limited to: •Ongoing data synchronization •UAT with data validation •Providing to the agency testing reports and other artifacts as required per deployment •Coordination with the Systems Integrator and other participants in release planning and debugging of issues related to deployments •Participation in deployment governance involving multiple environments (e.g., for integration testing, PHI environment testing, and production environment) Confirmed. RyL supports parallel testing and validation with legacy systems. As legacy systems are not always correct and results may not match exactly, careful planning and staff understanding of both the legacy system and the RyL solution will be critical to mitigating risk.
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	SI22. The Supplier's rule engine shall be able to adopt and implement enterprise-level rules as defined by the agency. If the TPL module is required to make use of a business rules engine, otherwise it is not be applicable. Confirmed. RyL features both Rules Editor and Workflow Editor tools to make configurations to business rules dynamically. This includes the ability to configure business rules necessary to ensure proper ongoing operations of RyL. As required, our identical, main response answers to these requirements have also been added as an Excel attachment, labeled as <i>8s. System Integration Requirements_ Base</i>.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8s. System Integration Requirements_ Base

20	Authorization and Access Control management of Privilege Access Accounts -Describe in detail your capability and procedures to authorize, manage and implement logical access control for software, applications, operating systems and infrastructure privilege access level accounts within the vendor proposed solution. Include as part of your response the process flow from request to authorization to implementation and how privilege level accounts will be tracked and access rescinded when the account is no longer needed.
A20	<i>Answer # 20</i>     

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	<table border="1"> <tr> <td data-bbox="325 443 1129 1339"> Upload Attachments with Additional Information? Yes </td><td data-bbox="1129 443 1908 1339"> Attachment File Name: 8t. Authorization and Access Control_ Base </td></tr> </table>	Upload Attachments with Additional Information? Yes	Attachment File Name: 8t. Authorization and Access Control_ Base
Upload Attachments with Additional Information? Yes	Attachment File Name: 8t. Authorization and Access Control_ Base		

21	Information Security Staffing and Support Resources -Describe in detail your capability to provide the appropriate professional information security and privacy staff necessary to adequately maintain the security requirements of the information system throughout the timeline of the contract agreement. Include as part of your response a description of how you will retain adequate information security staff in order to provide information security and compliance related contractual deliverables by the established due dates and timelines. Examples of security deliverable(s) include, Disaster Recovery Plan documentation, development and annual testing, NIST based System security plan development and documentation, etc. The description of capability must address how you will maintain adequate staffing and resources to meet the supplier requirement to submit the system security plan deliverable to the agency for review within ninety (90) days of contract award.	
A21	<i>Answer # 21</i> Upon contract award, our Security Officer along with all of our Security and Privacy Team members will be engaged to review all Agency-specific security needs and requirements. Based on our extensive MMIS experience, HHS Tech Group has existing documentation, protocols, and artifacts in place which we will leverage, including our established Disaster Recovery Plan, System Security Plan, Standard Operating Procedures, and other guidelines and protocols. These artifacts will serve as the initial templates for our final deliverables to the Agency in order to mitigate risk and ensure the on-time delivery and approval of all established documentation. Revisions will be made to each document as needed to ensure alignment with the Agency's requirements. All updated security deliverables will be sent to the Agency for final review, feedback and any further customizations needed, and approval. Prior to submission, extensive internal reviews will be conducted to ensure full adherence to all plans and plan subcomponents by our Security and Privacy Team. Because we have a number of these security plans and procedures already in place, as well as an established Security and Privacy Team, HHS Tech Group will be able to begin compiling our security deliverables from Day One. Furthermore, our in-house Recruiting Team is skilled at ensuring that all additional candidates necessary to support information security and privacy protocols are fully vetted and meet all position requirements. Therefore, we do not anticipate any issues in securing any additional security resources needed for the project in a timely manner. Additionally, we have a number of internal resources available to support any unanticipated staff changes while vacancies are being filled.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8u. Security Staffing and Support Resources_ Base

22	Security Awareness Training- Describe in detail your methodology, capability, procedures and processes to administer, track and manage cybersecurity awareness training to employees and contractors with the most current and up to date cybersecurity content and information on an annual basis.	
A22	<i>Answer # 22</i> To protect the security of the system, we ensure that all system users – including managers, senior executives, and individual team members and contractors – receive security and privacy awareness related training upon initial hire and on an annual basis thereafter at a minimum. Trainings held throughout each year include initial training for new users prior to accessing any system’s information, system changes requiring additional training, and annual refresh trainings. Individual trainings may be broad in scope or project-specific, depending on the nature of the training and its associated purpose. Standard trainings include cybersecurity-specific training in alignment with the NIST as well as HIPAA and associated PHI/PII data handle and controls training. In addition, supplementary training and associated training materials are also created and provided in alignment with client-driven requirements and Agency-specific training protocols. For HHS Tech Group staff, training is administered as needed, at hire, as required for specific projects, and on a recurring basis at least annually. Training is delivered either in person and/or virtually. All training completed is individually stored within each personnel file by our Human Resources Department. For any contractors used, HHS Tech Group vets the vendors for a number of factors before determining their appropriateness for partnership, including their past security incidents and their associated risk mitigation activities, how they assess authorized or unauthorized devices, their standards for a secure network, their security tools used, and their training components and frequency for training activities. Contractors must show documentation upon request to verify appropriate training of all project staff. Additionally, contractor staff is included in all subsequent project staff security trainings as previously described. In addition to staying abreast of the most current State, Federal, and NIST security training recommendations, HHS Tech Group remains focused on maintaining the most current security technology. We recognize that human error or malice is the greatest threat to security, so we constantly review our solutions’ features for security enhancements to automate and create less opportunity for potential threats to occur. We then ensure that our staff and contractors receive full training as new technology is introduced, providing the most current cybersecurity information for our team to maximize security for all of our clients.	
	Upload Attachments with Additional Information? Yes	Attachment File Name: 8v. Security Awareness Training_ Base