

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Implementation and Acceptance	IA01	Applies to all	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.	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.
Implementation and Acceptance	IA02	Applies to all	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.	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.
Implementation and Acceptance	IA03	Applies to all	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%.
Implementation and Acceptance	IA04	Applies to all	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.
Implementation and Acceptance	IA05	Applies to all	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.
Implementation and Acceptance	IA06	Applies to all	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.
Implementation and Acceptance	IA07	Applies to all	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.