

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Integration	INT01	Applies to all	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.
Integration	INT02	Applies to all	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.
Integration	INT03	Applies to all	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.
Integration	INT04	Applies to all	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.
Integration	INT05	Applies to all	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.
Integration	INT06	Applies to all	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
Integration	INT07	Applies to all	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.
Integration	INT08	Applies to all	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.
Integration	INT09	Applies to all	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.
Integration	INT10	Applies to all	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.
Integration	INT11	Applies to all	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
Integration	INT12	Applies to all	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
Integration	INT13	Applies to all	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.
Integration	INT14	Applies to all	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.
Integration	INT15	Applies to all	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.
Integration	INT16	Applies to all	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.

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Integration	INT17	Applies to all	The Supplier's solution shall provide the ability to create/edit, send, receive and process X12, NIEM standardized transactions and NCPDP D.O 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.
Integration	INT18	Applies to all	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.
Integration	INT19	Applies to all	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.
Integration	INT20	Applies to all	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.
Integration	INT21	Applies to all	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.
Integration	INT22	Applies to all	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.
Integration	INT23	Applies to all	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.
Integration	INT24	Applies to all	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.
Integration	INT25	Applies to all	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
Integration	INT26	Applies to all	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.
Integration	INT27	Applies to all	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.
Integration	INT28	Applies to all	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

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Integration	INT29	Applies to all	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.
Integration	INT30	Applies to all	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.
Integration	INT31	Applies to all	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.
Integration	INT32	Applies to all	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.