

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Key Personnel and Resources	KR01	Applies to all	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.
Key Personnel and Resources	KR02	Applies to all	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.
Key Personnel and Resources	KR03	Applies to all	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.
Key Personnel and Resources	KR04	Applies to all	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.
Key Personnel and Resources	KR05	Applies to all EXCEPT Hospital Physician	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.
Key Personnel and Resources	KR06	Applies to all EXCEPT Hospital Physician	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.	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.
Key Personnel and Resources	KR07	Applies to all	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).	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.
Key Personnel and Resources	KR08	Applies to all	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.
Key Personnel and Resources	KR09	Applies to all	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.
Key Personnel and Resources	KR10	Applies to all	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.
Key Personnel and Resources	KR11	Applies to all	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.
Key Personnel and Resources	KR12	Applies to all	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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Key Personnel and Resources	KR13	Applies to all	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.
Key Personnel and Resources	KR14	Applies to all	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.
Key Personnel and Resources	KR15	Applies to all	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.
Key Personnel and Resources	KR16	Applies to all	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 confirm employment eligibility. Any candidates who do not present a favorable background check or employment verification are not offered employment with HHS Tech
Key Personnel and Resources	KR17	Applies to all EXCEPT Hospital Physician	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.
Key Personnel and Resources	KR18	Applies to all	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.
Key Personnel and Resources	KR19	Applies to all	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.
Key Personnel and Resources	KR20	Applies to all	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.
Key Personnel and Resources	KR21	Applies to all	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.
Key Personnel and Resources	KR22	Applies to all	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.
Key Personnel and Resources	KR23	Applies to all	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.

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Key Personnel and Resources	KR24	Applies to all	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.
Key Personnel and Resources	KR25	Applies to all	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.
Key Personnel and Resources	KR26	Applies to all	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.
Key Personnel and Resources	KR27	Applies to all	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.
Key Personnel and Resources	KR28	Applies to all	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.
Key Personnel and Resources	KR29	Applies to all EXCEPT Hospital Physician	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 iii. Report any issues that are causing delays and/or problems on the project	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.

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Key Personnel and Resources	KR30	Applies to all	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. c. The Operations Manager shall report to the 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.
Key Personnel and Resources	KR31	Applies to all	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.
Key Personnel and Resources	KR32	Applies to all	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.