

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Operations, Maintenance, and Configuration	OMC01	Applies to all	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.
Operations, Maintenance, and Configuration	OMC02	Applies to all	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	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 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.
Operations, Maintenance, and Configuration	OMC03	Applies to all	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.
Operations, Maintenance, and Configuration	OMC04	Applies to all	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'.
Operations, Maintenance, and Configuration	OMC05	Applies to all	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.
Operations, Maintenance, and Configuration	OMC06	Applies to all	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.
Operations, Maintenance, and Configuration	OMC07	Applies to all	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.

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Operations, Maintenance, and Configuration	OMC08	Applies to all	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
Operations, Maintenance, and Configuration	OMC09	Applies to all	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.
Operations, Maintenance, and Configuration	OMC10	Applies to all	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.
Operations, Maintenance, and Configuration	OMC11	Applies to all	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. 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	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.
Operations, Maintenance, and Configuration	OMC12	Applies to all	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.
Operations, Maintenance, and Configuration	OMC13	Applies to all	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.
Operations, Maintenance, and Configuration	OMC14	Applies to all	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.
Operations, Maintenance, and Configuration	OMC15	Applies to all	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.