

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Project Closeout and Turnover	PTO01	Applies to all	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.
Project Closeout and Turnover	PTO02	Applies to all	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.	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.
Project Closeout and Turnover	PTO03	Applies to all	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.
Project Closeout and Turnover	PTO04	Applies to all	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.
Project Closeout and Turnover	PTO05	Applies to all	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	Confirmed. HHS Tech Group will ensure open collaboration with the Agency, the next contractor, and other required stakeholders during the entire transition
Project Closeout and Turnover	PTO06	Applies to all	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.
Project Closeout and Turnover	PTO07	Applies to all	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.