

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Project Management	PMT01	Applies to all	The Supplier shall support the agency in all program governance activities as necessary.	Confirmed. HHS Tech Group will support all governance processes in place, including adherence to escalation and communication protocols, attendance at appropriate meetings, and participation in other activities with appropriate staff
Project Management	PMT02	Applies to all	The Supplier shall be responsible for the capture and dissemination to the agency of agendas, meeting minutes and documentation necessary for successful execution of the project.	Confirmed. HHS Tech Group's Project Manager will capture and disseminate agendas, meeting minutes, and any documentation necessary to facilitate joint discussions. Continual status meetings will be held to communicate the latest progress, documenting any discussions held and follow up actions to ensure the on time, successful execution of the project.
Project Management	PMT03	Applies to all	The Supplier shall participate in necessary meetings with the stakeholders and/or other Suppliers.	Confirmed. Our Project Manager and other team members as needed will be available to attend all relevant meetings. This ensures continual communication and the exchange of knowledge to continue the project forward.
Project Management	PMT04	Applies to all	The Supplier shall provide deliverables or documentation as defined in the Project Work Plan (PWP) and approved by the agency.	Confirmed. HHS Tech Group will ensure a finalized, approved Project Work Plan is in place. All documented deliverables and associated artifacts required will be provided as discussed and agreed upon by the Agency.
Project Management	PMT05	Applies to all	The Supplier shall support the State and its Supplier(s) in Independent Verification and Validation (IV&V) activities associated with the contract including CMS Certification(s).	Confirmed. We will support the IV&V vendor selected and all associated activities necessary, including through CMS certification milestones and gate reviews.
Project Management	PMT06	Applies to all	The Supplier shall conduct a monthly status meeting to discuss project tasks and activities (e.g., deliverables, milestones, issues, risks, and SLAs).	Confirmed. HHS Tech Group's Project Manager will lead regularly scheduled status meetings with appropriate shareholders to provide the latest status of all activities on a monthly basis at a minimum.
Project Management	PMT07	Applies to all	The Supplier shall conduct weekly meetings to discuss issues, risks, progress of current projects, solution changes, resource changes, and other areas specific to the scope of work.	Confirmed. In addition to our monthly status summary meetings, weekly meetings will also be held to ensure continual, open communication on all issues, risks, requirement changes, staffing and associated work load, and other areas pertaining to the project.
Project Management	PMT08	Applies to all	The Supplier must employ a project management approach that will satisfy the scope of work and incorporate all activities described in the RFP. The Supplier shall adjust the project management approach or project schedules, as necessary, to collaborate with the module vendors in order to incrementally build the enterprise platform.	Confirmed. As part of our standard best practices in place, HHS Tech Group follows the latest version of the Project Management Body of Knowledge (PMBOK) Guide 6th Edition to ensure proper project management, including specific standards for proper meeting planning, meeting delivery, and follow up. In implementing RyL, we will bring our hybrid agile methodology and our PMBOK aligned Project Management approach and best practices. Stakeholders will be provided consistent status information and associated data and test results to stay informed on the project's latest status. This includes providing the latest timelines and status on all pending deliverables and artifacts. Any issues identified will be promptly documented and addressed through resolution to ensure the project scope, schedule, and budget are not affected. We will also help reduce unforeseen or unplanned costs, ensure the successful completion and implementation of the project, adjusting the project management approach and/or project schedule as needed in order to best collaborate with other module vendors and the System Integrator.
Project Management	PMT09	Applies to all	The Supplier shall conduct a project initiation kick-off meeting with key stakeholders and the State's project team.	Confirmed. Aligning the team on the project's goals, plans, and milestones is a critical step in fostering communication, setting standards, and ensuring clarity and transparency. HHS Tech Group will conduct a project initiation kick-off meeting with all relevant stakeholders to develop an early culture of cohesion, collaboration, and project success.
Project Management	PMT10	Applies to all	The Supplier shall implement procedures and tools for tracking project action items, decisions, issues, risks and defects.	Confirmed. HHS Tech Group will deliver a Project Management Plan (PMP), the PMP sub-plans, the associated Project Work Plan, the Master Test Plan, and Risk Management Plan, and will utilize tracking tools to ensure that the project continues to progress forward on time and on budget. The tools used by HHS Tech Group will be identified within the appropriate project documentation deliverable such as the ones just mentioned above. Work will be appropriately divided into tasks and subtasks along with established milestones to ensure ongoing identification, tracking, and monitoring of all activity and progress made.
Project Management	PMT11	Applies to all	The Supplier shall provide an electronic document repository for project documents and deliverables. The Supplier, agency staff and other Suppliers with the appropriate security level must have the ability to upload/attach new or revised versions of documents. The repository must perform version control and allow users to view all prior versions.	Confirmed. HHS Tech Group will provide an electronic document repository for project documents and deliverables (e.g., SharePoint or similar repository approved by the Agency). We will work with the Agency to ensure access is provided to all approved team members and at the appropriate security level to upload/attach new or revised versions of documents. The repository will maintain version control and allow the appropriate team members to view all prior versions.

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Project Management	PMT12	Applies to all	The Supplier shall provide deliverables that at a minimum meet the following quality standards: a. Provide accurate and comprehensive content, reflecting the specific requirements for the deliverable. b. Ensure appropriate technical level for the audience. c. Utilize correct grammar, spelling, and versioning. d. Ensure diagrams are clear, concise, and value added. e. Follow industry-related standards. f. Appropriately define and reference information.	Confirmed. HHS Tech Group has established quality standards that ensure all written content aligns with an appropriate technical level for the audience, versioning, and utilizes correct grammar and spelling. We also ensure diagrams are clear, concise, and provide added value to written information. All of our deliverables follow industry-related standards and contain appropriately defined and referenced information. Finally, all documentation goes through further internal review and editing processes to ensure alignment with any Agency-defined templates and protocols prior to being distributed to Agency staff for review and
Project Management	PMT13	Applies to all	The Supplier shall submit a monthly status report. The monthly status report must contain, at a minimum: a. A complete set of updated and current output from the Project Work Plan along with a copy of the corresponding Project schedule files in electronic version. b. A description of the overall completion status of the Project including schedule variations that report the earned value of the work completed, the planned value of the work completed, and the variance. c. Planned tasks and activities for the next month. d. The Deliverable status, with percentage of completion and time ahead or behind schedule for particular tasks. e. Identification of any staffing issues or changes in the Resource Allocation Matrix. f. An updated status on all issues being monitored. g. An updated status on all risks being monitored. h. Provide metrics as determined by the agency.	Confirmed. Our current Monthly Status Report template will be adjusted to ensure each item (a through j) has an associated placeholder within the report. Our Project Manager will diligently complete all required information and ensure prompt submission along with any associated files. Monthly reports will be securely loaded within SharePoint, or other approved document repository, and can also be sent electronically to the Agency and all other stakeholders as required.
Project Management	PMT14	Applies to all	The Supplier shall develop and maintain a Project Management Plan (PMP): The purpose of the Project Management Plan is to provide a comprehensive baseline of what needs to be achieved by the project, how it is to be achieved, who will be involved, how it will be reported and measured and how information will be communicated with the project. It will serve as a reference for decision and clarifications. All relevant project plans including but not limited to the Communication Plan, Change Management Plan, Staffing Management Plan, Quality Management Plan, Risk Management Plan, Issue Management Plan and the Work Breakdown Structure are incorporated into the Project Management Plan. It is a living document that evolves as the project progresses and is updated with the latest relevant information as required. The Project Management Plan may be broken into separate documents, but all documents will be considered sections of the Project Management Plan.	Confirmed. As with all of our State projects, HHS Tech Group ensures an updated Project Management Plan (PMP) is finalized and submitted for review and approval in alignment with the Agency's template and documentation protocols. Once all edits/feedback have been incorporated and the PMP is approved, the PMP and all associated plans will be retained within SharePoint, or other approved document repository, and will be updated throughout the life of the project. Each of the required sub plans and components will be included and aligned to the Agency's standards and requirements. Should any changes to any artifact be required throughout the project, such changes will be submitted to the Agency for further joint review and approval.
Project Management	PMT15	Applies to all	The Supplier shall coordinate with the agency and with the module vendors as required by the agency, to support the program-level change management process consistent with the Enterprise Change Management Plan.	Confirmed. The Change Management Plan for our RyL implementation will be customized to suite the Agency's project needs and requirements and to align with any overarching Enterprise Change Management Plan in place. We will coordinate with the Agency and the module vendors as required to support all program-level change management processes consistent with the plan(s) established.
Project Management	PMT16	Applies to all	The Supplier shall be required to work collaboratively with the agency and other suppliers to provide schedule information to be included in the Integrated Master Schedule (IMS). Elements necessary for the IMS include; start and end dates of major phases, key project milestones, integration points, dependencies, and sufficient information to support the reporting requirements as determined by the agency.	Confirmed. HHS Tech Group will collaborate with the Agency, System Integrator, and other module vendors to create and maintain an overarching Integrated Master Schedule (IMS). This will include providing details on all key dates and milestones, as well as any information necessary to support module progress tracking and reporting requirements.
Project Management	PMT17	Applies to all	The Supplier shall coordinate module deliverable and milestone walkthroughs and participate in other module walkthroughs as required by the agency.	Confirmed. Our Project Manager will coordinate all associated deliverable and milestone walkthroughs to demonstrate continual progress and the successful delivery of requirements. In addition, we will participate in other module walkthroughs as needed and required by the Agency.
Project Management	PMT18	Applies to all	The Supplier shall submit a monthly System Enhancement Pool report that details tickets invoiced to the hourly pool and must include hours used and hours remaining for the agency's approval.	Confirmed. For all associated work orders, including system enhancements, HHS Tech Group will fully track all team member hours throughout the lifetime of the project. This ensures regular, detailed information, associated logs, and reports can be run at any time to analyze hours used and to calculate any associated hours remaining. A report will also be pulled on a monthly basis at a minimum for submission to the Agency.
Project Management	PMT19	Applies to all	The Supplier shall cooperate with the State's PMO and the IV&V Supplier to give an accurate, honest reporting of the project status.	Confirmed. HHS Tech Group provides open, honest, and transparent communication throughout the lifetime of each project we engage in. This ensures there are no 'surprises' with continual updates, reports, and status meetings held on a routine basis to keep all stakeholders informed.
Project Management	PMT20	Applies to all	The Supplier shall contribute to the State's and/or the Systems Integration Services collaboration site, technical and non-technical project artifacts for the Supplier's module or module components including requirements, use cases, user stories, storyboards, system design documents, supplemental specifications, test cases, test scripts, test results, user, system and training documentation at the State's direction.	Confirmed. HHS Tech Group recognizes the role our TPL System Module, RyL, will play as one part of the overall MMIS enterprise. Therefore, our team will remain continually available to collaborate, create, and share with the Agency and other stakeholders all requirements, use cases, user stories, storyboards, system design documents, supplemental specifications, test cases, test scripts, test results, user, system and training documentation, and more.
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Project Management	PMT21	Applies to all	The Supplier shall develop and maintain a detailed Project Work Plan (PWP) and a Gantt Chart that is aligned with the scope of the work outlined in this RFP, and the resulting contract. The PWP must identify detailed project tasks, realistic person hours for each task, the sequence of tasks and activities including duration necessary to meet deliverable and milestone dates for each phase, estimated baseline start and completion dates, actual start and completion dates, the critical path(s), resources (by name or by resource type if not known), dependencies, permanent tracking number for each task, completion percentages, and phase-level milestones. The dates and hours in the approved PWP form the project baseline. Once established, the baseline will only be modified with approval from the State. Additionally, the PWP must be continually refined and updated as the project progresses and will retain the baseline for comparative reporting. From the approved work plan, the Supplier must calculate the required information necessary to meet the agency's reporting requirements which include: the work percent complete, SPI, CPI, earned value, planned value, schedule variance, planned amount paid, actual amount paid, and cost variance.	Confirmed. As with all of our State projects we carry out, we will ensure a detailed Project Schedule in a Gantt Chart format is created in MS Project and provided to support initial joint reviews with the Agency. Our Project Schedule will define the specific dates and major milestones for the project and will serve as the start for the full development of our Project Work Plan (PWP) which will be finished in alignment with the final scope of work under contract. All required elements will be included. Like the PMP, the PWP will be continually updated, with approval by the Agency, throughout the project to be reflective of the latest deliverables and associated timelines. RyL can be implemented within 6-9 months depending on the level of customization required to align with Agency-specific requirements. Interfaces required with other systems will be established to facilitate the sending and receiving of data, including member Medicaid, Medicare, and private commercial payer data needed. As noted in the Q&A, we have reserved providing any artifact samples with our response herein. However, please note that a sample PWP for RyL
Project Management	PMT22	Applies to all	The Supplier shall provide toll-free or call-back telephone and webinar web-based conferencing capabilities (or an alternative solution approved by the Agency) to support contract activities.	Confirmed. HHS Tech Group utilizes various tools, such as GoToMeeting, along with phone support to maintain open lines of communication with the Agency and all stakeholders throughout the contract. Specific contact information will be provided at the start of the project along with a review of all tools to be utilized.
Project Management	PMT23	Applies to all	The Supplier shall establish and utilize a deliverable review and acceptance process agreed upon by the agency including but not limited to review cycles and deliverable walkthroughs within a timeframe as determined by the agency.	Confirmed. HHS Tech Group has a proven deliverable review and acceptance process that we can recommend to the Agency and mutually modify. Our Project Manager will coordinate the deliverable review and acceptance process to ensure proper reviews are conducted with the Agency, with approval being obtained on all completed deliverables.
Project Management	PMT24	Applies to all	The Supplier shall develop and maintain a Quality Management Plan. The Quality Management Plan identifies the quality standards for the project and how quality standards are measured. It includes the process steps and quality tools that will be used (e.g., templates, standards, and checklists).	Confirmed. HHS Tech Group maintains and adheres to our Quality Management Plan for every project we engage in. Our Quality Assurance (QA) Team documents our processes and tools utilized into an overarching Quality Management Plan. This plan is reviewed, updated, and revised as needed for every one of our projects and will be submitted for Agency review and approval. All team members are trained to fully align with and adhere to established QA protocols in place.
Project Management	PMT25	Applies to all	The Supplier shall develop and maintain a Change Management Plan. The Change Management Plan must include the following elements. a. Tools to support change management b. Change management process steps c. Escalation process d. Training e. Roles and Responsibilities	Confirmed. In alignment with our Change Request (CR) protocols and processes in place today, HHS Tech Group will finalize our Change Management Plan specific to this project which will be followed and adhered to for all Agency CRs received. Diagrams will be provided within the Change Management Plan to show the change management process workflow, including all steps followed and how changes can be escalated as necessary. The plan will also provide comprehensive information on any associated training conducted, team roles and responsibilities, and other information.
Project Management	PMT26	Applies to all	The Supplier shall provide and maintain Technical Documentation including written description of module component(s) design, function and architecture that will provide guidance to system developers. Additionally, the Supplier must include a detailed list of all environments, each environments' IT technologies including software, middleware, hardware, utility applications, development tools, testing tools, and provides detailed information on the programming languages and protocols used.	Confirmed. HHS Tech Group will create, update, and continually maintain all technical documentation on the RyL solution. This includes documentation on the backend technical architecture, system components, and all of the environments that will be used as well as the software, hardware, utilities, tools, and programming languages that will be used on the project.
Project Management	PMT27	Applies to all	The Supplier shall provide a Solution Architecture Document. The Solution Architecture Document includes a technical explanation of all aspects of the solution including detailed architectural diagrams, data flows, component specifications, SaaS, COTS products and hosting environment details. The document will include architectural tradeoffs using the Architecture Tradeoff Analysis Method (ATAM) method or other suitable method for evaluating the proposed platform architecture relative to the enterprise goals to identify risks that would inhibit the achievement of Agency's business goals.	Confirmed. As an online, cloud-based, SaaS product, HHS Tech Group will ensure our RyL solution is fully documented. This includes descriptive information which will be provided as part of our final Solution Architecture Document. HHS Tech Group aligns with the widely-accepted Architecture Tradeoff Analysis Method (ATAM) to ensure any architectural risks are identified which could have an impact on Agency objectives and the overall goals for the MMIS enterprise. Please see our separate Executive Summary attachment provided for a high-level diagram of RyL's solution architecture.

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Project Management	PMT28	Applies to all	The Supplier shall develop and maintain a Defect Management Plan that describes the process of submitting, monitoring and resolving defects. The plan will detail the following: a. Approach and tools utilized to assign, identify, prioritize, track, resolve, and test system defects. b. Approach to defect severity categorization using an industry standard methodology. c. Approach to reporting and documenting defects. d. Describe how the Supplier will work collaboratively with other State healthcare programs enterprise vendors. e. Describe the defect management processes related to all test types and levels in the RFP (e.g., the relationship between defect resolution and the coordinated test case execution). f. Describe the defect management processes after implementation.	Confirmed. Extensive testing will be performed throughout all phases of the project to ensure any defects are promptly identified, documented, and resolved before rolling into production. HHS Tech Group will finalize our Defect Management Plan for submission to the Agency in alignment with the schedule as noted in the Project Work Plan (PWP). Our comprehensive plan will then serve as a 'living' document, continually updated to reflect any changes in our defect management approach and processes.
Project Management	PMT29	Applies to all	The Supplier shall submit and maintain a Staffing Plan as part of the Project Management Plan. The Staffing Plan must include: a. Identify the roles and responsibilities by resource type throughout all phases of the contract, including identifying key and non-key personnel as well as FTE allocation for all personnel. b. Staffing Levels (estimated by resource type by phase for the duration of the project) to be reported in the Resource Allocation Matrix. c. Detail how the staffing levels shall achieve consistent, dependable service regardless of changes that may influence work volume. d. Detail differentiated by Proposer staff, sub Supplier staff, if applicable, and State project staff. e. Identify total hours to be expended, per phase or effort, and for the entire project, by Proposer staff and by State project staff. f. Tools and processes used to screen available staff and fill positions. g. Expectations regarding onsite time for Supplier resources h. Process for temporarily and permanently replacing vacancies in key personnel and other manager/lead positions consistent with staffing SLAs. i. Resumes for all proposed project team members, detailing work experience and demonstrating the individual possesses the knowledge, skills, and ability to perform the responsibilities of their role and task assignments. j. Proposed project team organization chart for both the Implementation Phase and Operations Phase of the project (if different), showing the level of authority and time commitment for all proposed staff (full time and part time).	Confirmed. As part of our Project Management best practices today, including alignment with PMBOK®, HHS Tech Group will ensure a well-defined and documented Staffing Plan is in place. This plan will 100% account for all phases of the project – through the lifetime of the contract. All key plan elements will be included, and the final plan will be submitted to the Agency for review and approval.
Project Management	PMT30	Applies to all	The Supplier shall develop, submit and maintain a Master Test Plan that describes the Supplier's plan for all testing activities, processes, types and levels. Testing must be as automated and self-documenting as possible (e.g., continuous unit testing). At a minimum, the Master Test Plan must address the following: a. Overall testing strategy for the following testing types: unit testing, system testing, integration testing, regression testing, parallel testing, performance and load testing, manual and automated and/or scripted testing, disaster recovery and end-to-end integration testing of COTS products if any. b. Approach to planning and preparing the test/staging environment c. Approach to conducting each test level. d. Approach for supporting UAT. e. Approach for testing nonfunctional requirements. f. Approach to test documentation (e.g., test cases, test scripts, test case matrices added as design progresses). g. Approach to quality control/quality assurance. h. Approach to bi-traceability to requirements and design. i. Tools, techniques, and methods. j. Reporting mechanisms, traceability and metrics. k. Defects and defects resolution. l. Entrance and exit criteria for each test level including alignment with industry standards. m. Configuration management for each test level n. Testing roles and responsibilities o. Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an	Confirmed. HHS Tech Group's method is to incorporate all test types as part of the overall Software Development Life Cycle (SDLC). This starts with the establishment of a comprehensive Master Test Plan. The Master Test Plan serves as a guide for all testing activities, defining the necessary testing to be completed and the success criteria. The Master Test Plan defines environments and how applications move between them, including entrance and exit criteria, as well as specifying what test environments are needed, their purpose, and how they will be maintained. Whenever possible, automated and self-documenting testing is utilized, with consideration to its maintainability, adaptability, and extensibility. For all testing, we cross-train our team on all possible testing types and have everyone on the team participate as applicable to their role in all testing activities. By cross-training, we are able to build in additional flexibility to ensure all testing is thoroughly conducted, produce better test designs, and ensure minimal impact from any unforeseen staffing availability issues. HHS Tech Group will work with the Agency to ensure that the Master Test Plan clearly addresses the overall testing strategy, approach, tools, reporting, resolution, roles, and any other relevant criteria necessary to successfully test and deploy RyL. We further confirm that our Master Test Plan will address each of the criteria addressed in this requirement.

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Project Management	PMT31	Applies to all	The Supplier shall develop and submit a Training Plan (as determined by the Agency) that, at a minimum, addresses the following: - Summary of training approach that focuses on the train-the-trainer methodology, objectives, and desired outcomes. - Training needs analysis, including an assessment of the target audience and their knowledge and skills. - Recommendations on type and delivery approach based on training needs analysis. - Summary of proposed training materials and documentation in addition to hands-on training. - Approach to maintaining training documentation and accompanying materials. - Approach to providing training necessary to support new functionality and/or major software releases that materially change the user interaction. - Approach to processing for incorporating feedback to improve train the trainer effectiveness over the course of the Contract.	Confirmed. HHS Tech Group will finalize and submit our updated Training Plan to the Agency for review and approval. Our plan will be updated to reflect the specific, detailed training to be provided on our RYL solution in alignment with the final contract requirements. HHS Tech Group follows a Train-the-Trainer approach for all training sessions so that designated administrators ("Super Users") are able to provide training to other staff as necessary. Further, we utilize the Analysis, Design, Development, Implementation, and Evaluation (ADDIE) Model to ensure best practices in the delivery of all training as well as in all documentation and associated training materials. Information on these best practices and other details will be provided in our Training Plan submitted.
Project Management	PMT32	Applies to all	The Supplier shall develop in collaboration with the agency, a System Test Plan that describes the Supplier's System Testing approach, such as: - Test Coverage - Walkthroughs and Inspections - Test Data Considerations - Entrance Criteria - Exit Criteria - Configuration Management - Testing Documentation - Process Steps - Inputs to System Testing - Outputs for System Testing - Metrics - Pass/Fail Criteria - Suspension Criteria and Resumption requirements - Testing Deliverables - Testing activities - Resources, Roles and responsibilities - Testing Tools - Meetings and Communication - Acceptance Criteria shall include but is not limited to; no high or critical defects in code released to production and production releases will not be promoted if more than 5% of requirements have an open defect.	Confirmed. Using the previously outlined Master Test Plan as a guide to identify test scenarios and risk prone areas, HHS Tech Group will develop a System Test Plan to outline the process for testing the system's functionality. This System Test Plan will include our approach, objectives, resources, and scope for the testing efforts. HHS Tech Group will work collaboratively with our Agency partners to develop and define an approach that best meets their customized needs.
Project Management	PMT33	Applies to all	The Supplier shall provide during the initiation phase of the project and maintain throughout the project, system documentation that at a minimum includes: - A description of each component, their purpose, including basic functions and the business areas supported - User stories/use cases - Screen layouts, report layouts, and other output definitions, including examples and content definitions - Physical database design - A module system diagram, including all components, identifying all business process diagrams, data flows, systems functions, and their associated data storage - Configurations - Job streams within each module, identifying programs, inputs and outputs, control, job stream flow, operating procedures, and error and recovery procedures. - A network schematic showing all network components and technical security control - Listing of the edits and audits applied to each input item and the corresponding error messages. - As applicable, listing and description of all control reports - Interface Control Documents - Narrative descriptions of each of the reports and an explanation of their use must be presented. - Definition of all fields in reports, including a detailed explanation of all report item calculations. - Operations Procedure Manual - Data Dictionary	Confirmed. All system documentation and associated materials required will be fully maintained and updated, as applicable, throughout the duration of the contract. HHS Tech Group will ensure detailed, specific information is provided in all documentation, limiting the use of generalities.

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Project Management	PMT34	Applies to all	Six (6) months (or a timeframe as determined by the Agency) before the end of the final Contract year (including option years that have been exercised) the Supplier shall provide, a Turnover Plan to the agency. The Plan will include: a. Proposed approach to turnover. b. Tasks and subtasks for turnover. c. Schedule for turnover. d. Updated operational tasks and procedures during turnover. e. Description of vendor coordination activities that will occur during the turnover task and implementation of the activities to ensure continued system and services as deemed necessary by the agency. f. List of incomplete tasks, such as system defects, modifications or enhancements, mass adjustments, reference updates, and configuration requests. g. A detailed description of the services that would be required by another Supplier to fully take over system, technical, and business functions outlined in the Contract. The description shall also include an estimate of the number and type of personnel required to support the technical platform and supporting services. h. The data and documentation shall be organized in a format required by the State (e.g., by provider unique ID and provider name).	Confirmed. HHS Tech Group will ensure the completion and submission of our Turnover Plan for Agency review and approval at the final year of the contract. In addition, we will perform a comprehensive review to ensure all contractual requirements and obligations have been successfully met, addressing and closing any gaps identified. All aspects of RyL and associated services provided, including system support, monitoring, enhancements, documentation, system environments, hosting, software, hardware, maintenance, configurations, and more, will be analyzed, documented, and fully accounted for in the Turnover Plan. Following our joint reviews of the plan, and upon receiving Agency final sign-off and approval, efforts will be initiated in alignment with the final Turnover Plan to transition all module components and associated service activities to the new contractor.
Project Management	PMT35	Applies to all	The Risk Management portion of the Project Management Plan must describe at a minimum: a. Proactive identification and analysis of risks before they become issues. b. Development of risk avoidance, transfer, mitigation or management strategies. c. Approach to monitoring, communicating, reporting of risk status including procedures for documenting, resolving, and reporting issues and risks identified by the Supplier, the agency or other project Suppliers. d. Approach to root cause analysis. e. The appropriate methods, tools, and techniques for active and ongoing identification and assessment of project risks. f. Describe how risks will be quantified and qualified.	Confirmed. The Risk Management portion of our Project Management Plan (PMP) will be finalized in alignment with all final contract requirements and submitted for Agency review, approval, and sign-off in alignment with the established schedule in our Project Work Plan (PWP). The Risk Management Plan describes our methodology and approach to the risk issues noted above, including risk identification, analysis, avoidance, monitoring, mitigation, communication, and more.
Project Management	PMT36	Applies to all	The Issues Management Plan portion of the Project Management Plan must describe at a minimum: a. Approach to issue management. b. Issue management process steps including: -Approach to prioritizing, tracking, escalating, communicating, reporting issues -Approach to documenting, reporting, and resolving issues identified by the Supplier, the agency or other module Suppliers. -Approach to impact analysis. c. Tools, and techniques for active and ongoing identification and monitoring of project issues. d. Roles and responsibilities. e. Describe how issues will be quantified and qualified.	Confirmed. HHS Tech Group's Issues Management Plan will identify all processes in place to identify, log, track, and resolve issues and problems. This includes how existing issues are reviewed, how issue planning is conducted, issue reports that are generated, along with mitigation strategies and techniques. All final plan elements required will be updated in the final Issues Management Plan submitted. Once in place, our plan will be updated as needed.
Project Management	PMT37	Applies to all	The Supplier shall provide a User Interface Style Guide or equivalent document defining the design standards for user interfaces. The User Interface Style Guide must demonstrate how the solution meets the most current MECT user interface requirements including: a. User ability to customize or make adjustments (e.g. language support, font size) to portal presentation. b. Users utilizing scripting languages and/or assistive technology have the ability to access the information, field elements, and functionality required for electronic form or page completion and submission including directions and cues. c. User Interface organization so documents are readable without requiring an associated style sheet. d. User Interfaces identifying row and column headers for data tables. e. User Interfaces informing users when a timed response is required and given sufficient time to indicate more time is required. f. User Interfaces providing a method that permits users to skip repetitive navigation links. g. User Interfaces provide text titles for frames to facilitate frame identification and navigation. h. User Interfaces use markup to associate data cells and row/header cells for data tables that have two or more logical levels of row or column headers.	Confirmed. All user interfaces within the RyL solution are configurable to adjust to contract-specific requirements, policies, and guidelines in place. Our solution is a white-labeled product and supports the manipulation of portal content to reflect the final design and standards required of our clients. HHS Tech Group will provide multiple demonstrations throughout the project to ensure continual feedback from the Agency is obtained. All comments and feedback received will be incorporated in the final portal screens delivered. The User Interface Style Guide will then be updated to reflect all final changes and adjustments made. As additional major/minor releases and system enhancements are pushed out, the guide will be updated to reflect any changes made to the user interface.
Project Management	PMT38	Applies to all	The Supplier will configure, support and maintain Enterprise Content Management (ECM) functionality (including Document Management, Workflow, OCR/ICR) to meet the business needs of the State's enterprise.	Confirmed. RyL includes integrated Enterprise Content Management (ECM) functionality. This includes the ability to manage documents, edit documents and templates, uploaded/remove documents, and scan in hardcopy documents as needed, on demand.

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Project Management	PMT39	Applies to all	The Supplier's ECM solution must be able to support all common document types (i.e., Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG) and must integrate seamlessly with the most common document viewing and editing tools used by the agency.	Confirmed. RyL's Content Module is document type agnostic and provides rich support for all common document types (i.e., Word, PDF, Visio, Excel, PowerPoint, TIFF, and JPEG). In addition, RyL has its own document viewer to view stored documents and all associated metadata. If the Agency prefers a specific third-party tool to be used, HHS Tech Group can integrate with the third-party system as needed to support the Agency's requirements.
Project Management	PMT40	Applies to all	The Supplier's solution shall be able to index, link and display incoming correspondence or uploaded documentation with the entity record.	Confirmed. RyL's Content Module will identify, index, and link all correspondence/documents along with all associated metadata, including documents uploaded or scanned into the system. The user can search for documents using the search criteria (index fields) and view the selected document using the document viewer.
Project Management	PMT41	Applies to all	The Supplier's solution shall send all documentation to the Systems Integration Services module for storage in the centralized ECM.	Confirmed. In addition to RyL's own Content Module and storage capabilities, RyL also supports data transmission to a centralized, external repository as needed in alignment with specific Agency requirements. Data feeds to send documentation and associated metadata can be set up to transmit in real-time (when a document is stored in RyL's Content Module) or as a batch transaction that will synchronize all documents between RyL's Content Module and the centralized ECM.
Project Management	PMT42	Applies to all	The Supplier's ECM solution must allow users to associate metadata with documents.	Confirmed. RyL's Content Module can associate metadata or index fields for all document types. This metadata is used to tag and search documents. In the event that metadata is not provided, the system automatically generates associated basic document attributes. For example, it will use file type (e.g. Word, PowerPoint, Visio, Excel, etc.) as an attribute.
Project Management	PMT43	Applies to all	The Supplier shall update all project documentation (e.g., system design documentation, user and training documentation) as necessary throughout all phases of the project.	Confirmed. All project documentation will be continually updated as needed. Updated documents will be submitted for review and will then be electronically distributed, as well as posted within SharePoint (or alternate approved project repository).
Project Management	PMT44	Applies to all	The Supplier shall develop and maintain a Communication Plan. The purpose of the Communication Plan is to provide a description of the communication that will occur on the project and how it will be managed. This includes details about various types and means of communication, communication channels, communication flow within the organizational structure, escalation, guidelines for meetings, dissemination of knowledge, and communication effectiveness. The Communication Plan shall ensure that the communication approach addresses communication across multiple vendors. Effective communication is a key element for the success of the project.	Confirmed. HHS Tech Group agrees with the Agency that effective communication is essential to the success of the project. To that end, HHS Tech Group will ensure our Communication Plan addresses how we will remain in continual, open collaboration with the Agency and all other stakeholders throughout the project. Various methods of communication and other criteria will be established and documented, such as key contact information, web conference platforms available, online documentation management sharing and collaboration tools, and more.
Project Management	PMT45	Applies to all	The Supplier shall provide a Deliverable Expectations Document (DED) for each deliverable that describes the purpose, content, applicable MECT minimum required content and industry standards (e.g., PMI, IEEE/ISO, CMS XLC) that are satisfied for each Deliverable. Each DED is a deliverable.	Confirmed. HHS Tech Group is committed to ensuring all deliverables are of high quality, and this starts with the DEDs for each deliverable. HHS Tech Group will submit DEDs for each deliverable through the deliverables review and acceptance process. The DEDs will describe the deliverables' purpose and content, and the DEDs will align to the Agency's requirements.