

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Training	TRN01	Applies to all	The Supplier shall provide technical training to agency project resources and designated Suppliers to develop an understanding of how to utilize the system using available tools and dashboards while leveraging technical and functional documentation and/or reports.	Confirmed. HHS Tech Group will provide both standard portal training as well as technical-focused training. All technical training will be provided to designated staff, with the appropriate level of permissions to view monitoring systems, tools, and associated system dashboards.
Training	TRN02	Applies to all	The Supplier shall create and update training materials as changes occur. These materials must be approved by the agency prior to publication.	Confirmed. As system enhancements, major/minor releases, and other changes occur, our Training Team and associated Technical Writers work to dynamically update all associated documentation, including training guides, eLearning, and other items in place to ensure continual alignment with the latest features and functions of the solution.
Training	TRN03	Applies to all	The Supplier shall collaborate with the agency to finalize and approve the training schedule.	Confirmed. A training schedule will be built out during the implementation, reflective of all required training. In addition, the schedule will include training topics, timeframes, duration, training session type, attendees who should attend, and more. This will be reviewed and finalized in conjunction with the Agency.
Training	TRN04	Applies to all	The Supplier shall maintain and update the training environment with training data to use during user training.	Confirmed. A designated training environment will be set up during the implementation. Non-PHI/PII data ('dummy data') will be loaded and tested within the system before the provision of any training.
Training	TRN05	Applies to all	The Supplier shall utilize a variety of delivery methods to best meet the training objectives. Examples include online self-paced training presentations, in-person classroom setting, written material, user manuals and demonstrations	Confirmed. Every individual learns in a unique way. For this reason, HHS Tech Group deploys a wide range of training materials and associated help to ensure all users, regardless of their learning style, are able to use the RyL solution effectively. HHS Tech Group will use a variety of methods such as classroom and web-based training, manuals/guides, eLearning modules, presentations, demo walkthroughs, handout materials, and other items to help all users. These materials will be distributed before and after all training sessions and will be available, as applicable, with the respective portal.
Training	TRN06	Applies to all	The Supplier must provide training necessary to support new functionality and/or major software releases that materially change the user interaction.	Confirmed. As new system enhancements and updates are made, additional Train-the-Trainer sessions will be conducted so that Agency 'Super Users' can provide updated training and information on new features and functionality to all system users.
Training	TRN07	Applies to all	The Supplier shall provide training to other designated entities as defined by the agency	Confirmed. HHS Tech Group will work collaboratively with all project stakeholders to ensure the project's success, including providing training to appropriate entities as defined by the Agency.
Training	TRN08	Applies to all	The Supplier shall provide training and support to State staff and individuals designated by the State (e.g., IV&V, QA/QC vendor), on the use of DDI tools provided by the Supplier. This may include traceability tools, document repositories and testing tools.	Confirmed. HHS Tech Group will provide training on technical tools available to permitted, designated resources.
Training	TRN09	Applies to all	The Supplier shall provide training on the system for UAT testers. The Supplier shall provide updated User and System Documentation to UAT testers to support the UAT effort.	Confirmed. Training and documentation will be provided ahead of the start of UAT. Our documentation can then be referenced by the testers during UAT, as needed.