**RFP XXXX: <<State Name>> Health Benefit Exchange Solution**

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[4.6 Project Schedule 30](#_Toc126745641)

[**4.6.1** Offeror shall provide to the State during Project Initiation, within 60 days of contract start, an integrated project schedule. 30](#_Toc126745642)

[**4.6.2** Offeror shall provide to the State an updated integrated project schedule on a weekly basis. 30](#_Toc126745643)

[**4.6.3** Offeror shall incorporate into plans and deliverables all relevant requirements and deadlines established by CMS. 30](#_Toc126745644)

[4.7 Training 30](#_Toc126745645)

[**4.7.1** Offeror shall provide to the State a Training Plan deliverable. 30](#_Toc126745646)

[**4.7.2** Offeror shall provide to the State training materials tailored to the specific training needs of individual user groups. 30](#_Toc126745647)

[**4.7.3** Offeror shall deliver and facilitate live training sessions that are specific to individual user groups. 30](#_Toc126745648)

[**4.7.4** Offeror shall provide to the State for use at State's discretion recordings of all training sessions delivered to user groups designated in these requirements. 30](#_Toc126745649)

[**4.7.5** Offeror shall provide the State with on-demand access to all training materials associated with the solution. 30](#_Toc126745650)

[**4.7.6** Offeror shall provide to the State updated training materials that incorporate system changes, operational changes, and other changes prior to the implementation of enhancements and changes. 30](#_Toc126745651)

[**4.7.7** Offeror shall provide to the State a formal Training Report on a recurring basis throughout end user training activities. 31](#_Toc126745652)

[**4.7.8** Offeror shall provide to the State a formal Training Report on an annual basis for the duration of the contract. 31](#_Toc126745653)

[**4.7.9** Offeror consumer-facing staff shall annually complete training in providing support to consumers with disabilities, in accordance with Section 508 of the Rehabilitation Act. 31](#_Toc126745654)

# Overview

*Exhibit C: Solution Description* provides Offeror the opportunity to further describe its proposed solution and to elaborate on how the solution will meet the State’s requirements. The response must include a thorough description of the solution, the overall approach to implementing the solution, and the approach to addressing each requirement.

It is the State’s expectation that each individual requirement contained in Exhibit B – Solution Requirements will be addressed in Offeror’s response to Exhibit C. Due to the detailed nature of many requirements, however, the State expects that, in some instances, individual statements, paragraphs, or other content may be sufficient to address multiple requirements simultaneously.

Exhibit C is a template document that is organized to align with the categories of solution requirements contained in Exhibit B, to include:

|  |  |  |
| --- | --- | --- |
| **Functional & Technical Requirements** | | **Implementation Requirements** |
| * Consumer Shopping * User Portals * Application, Eligibility & Enrollment Management * Appeals Management * Notice Management * Carrier & Plan Management * Navigator/Assister Management * Agent/Broker Management * Communications & Engagement | * User Experience * Consumer & User Support * Document & Mail Management * Data Management * Reporting & Analytics * Availability & Performance * Solution Architecture * Integration & Interoperability * Quality Assurance & Solution Audit * Security & Privacy: Data Security and Integrity, Security and Privacy Regulations and Standard | * Implementation Support * Operations & Maintenance Support * Capacity, Scalability & Extensibility * Disaster Recovery & Business Continuity * Project Management & Governance * Project Schedule * Training |

Exhibit C includes baseline requirements and is intended to be updated throughout the procurement process as follows:

1. As additional requirements are discovered during the DDI phase
2. During M&O when changes are needed due to enhancements or regulatory updates

# Instructions

Offeror must submit *Exhibit C: Solution Description* as part of its RFP response submission. The Exhibit C file must be used in its entirety as the template to provide Offeror’s narrative responses to the items requested in the Exhibit.

Specific instructions for preparing Exhibit C include:

1. Offeror will modify the electronic version of this Exhibit (as provided by the State with the RFP materials) to respond to the requirements herein and by completing all sections within this document. Offeror will refrain from modifying section titles or removing sections.
2. Offeror may remove the State-provided guidance (i.e., the italicized text) with each section and any instructions.
3. Although the sections are related, Offeror should refrain from repeating responses in subsequent sections. Be sure to tailor the response for each section specific to the request in that section.
4. Offeror need not restate the requirements from *Exhibit B – Solution Requirements*, rather it should articulate how its unique solution will meet the requirements.
5. Offeror will include materials specific to its solution for this RFP. Offeror will refrain from providing “marketing materials” and background information already provided to the State or otherwise available in the public domain.
6. Offeror will return the completed file as part of its overall response to the RFP, in accordance with the submission and file naming requirements indicated in the RFP Instructions.
7. Note that Exhibit C is intended for Offeror to further describe and elaborate on its solution; it is not intended to capture Offeror’s proposed changes to solution requirements. Any proposed changes to solution requirements must be submitted to the State in the appropriate form provided in *Appendix D: Proposed Changes*.

The Solution Description must contain the components listed in sections 3.0 and 4.0 of this Exhibit, and in the order specified.

# Functional & Technical Requirements

## Consumer Shopping

*< Provide Offeror description and approach for ‘Consumer Shopping’ requirements >*

*3.1.1 Provide anonymous pre-screening of eligibility without requiring consumers to establish an account with the Exchange.*

*3.1.2 Provide anonymous plan comparison without requiring consumers to establish an account with the Exchange.*

*3.1.3 Provide consumer shopping and decision support features on the individual marketplace for medical and dental plans.*

*3.1.4 Provide consumers with the ability to shop for and select plans.*

*3.1.5 Enable consumers to extend and remove access to their account to designated individuals, such as consumer assisters, navigators, brokers, and agents.*

*3.1.6 Enable consumers to delegate authority to designated individuals, such as consumer assisters, navigators, and brokers and agents, for purposes of facilitating plan selections and enrollments.*

*3.1.7 Accurately calculate premiums for presentation to consumers using a defined methodology.*

*3.1.8 Provide links to the websites of carriers that offer QHPs/SADPs on the individual marketplace that are easily accessible to consumers.*

## User Portals

*< Provide Offeror description and approach for ‘User Portals’ requirements >*

### Provide user portal features that support interactions with the Exchange.

### Provide separate user portals for distinct user groups.

## Application, Eligibility & Enrollment Management

*<Provide Offeror description and approach for ‘Application, Eligibility & Enrollment Management’ requirements>*

### Support all applicable functions described in 45 CFR Part 155 that are necessary to operate and maintain a State-based Exchange Technology Platform and Consumer Assistance Center.

### Use an application approved by the U.S. Dept. of Health and Human Services for determining eligibility for plans and programs.

### Accept applications and determine eligibility at any time during the year.

### Enable the submission of individual applications via multiple engagement channels.

### Enable the suspension and withdrawal of individual applications via multiple engagement channels.

### Enable licensed agents and brokers and certified navigators and assisters to assist qualified individuals in applying for premium tax-credits and cost sharing reductions.

### Verify an applicant's information

### Limit the collection of information from and about individuals seeking coverage to the minimum information necessary to process an application or supplemental form.

### Prevent the collection of information from and about individuals that are not seeking or applying for coverage.

### Enable individuals to attest to the accuracy of information when required.

### Provide a rules-driven eligibility determination engine.

### Calculate advance payments of the premium tax credit in accordance with 26 CFR §1.36B-3.

### Enable enrollees to accept less than the full amount of advance payments of the premium tax credit for which they are determined eligible.

### Enable applicants to limit their eligibility determination to enrollment in a QHP/SADP and not determine eligibility for insurance affordability programs.

### Limit applicants from requesting eligibility determination for anything less than ALL insurance affordability programs.

### Perform annual redetermination of eligibility of qualified individuals.

### Enable open enrollment and special enrollment periods, consistent with 45 CFR §155.420, during which qualified individuals may enroll in QHPs/SADPs and enrollees may change QHPs/SADPs.

### Automatically determine correct coverage effective dates.

### Accept selection of a QHP/SADP by applicants determined to be eligible for enrollment.

### Transmit to carriers of QHPs/SADPs the information captured by the Exchange that is necessary to enroll eligible applicants in the QHPs/SADPs of their choice.

### Receive from carriers of QHPs/SADPs acknowledgement of receipt of eligibility and enrollment information transmitted by the Exchange.

### Enable enrollees to report changes in information that could impact their eligibility via the same engagement channels as application submissions.

### Provide guidance to enrollees on how to report changes in information that could impact their eligibility status.

### Conduct re-enrollment and auto re-enrollment in a QHP/SADP plan for those individuals that remain eligible for enrollment.

### Identify at a minimum on a bi-annual basis enrollees who have died.

### Identify on a bi-annual basis enrollees who have received APTCs or CSRs that have become eligible for enrollment in Medicare, Medicaid, or CHIP.

### Perform termination of enrollment and coverage in a QHP/SADP as appropriate (e.g. termination for non-payment pursuant to state and Federal guidelines).

## Appeals Management

*< Provide Offeror description and approach for ‘Appeals Management’ requirements >*

### Provide end-to-end appeals management capabilities.

## Notice Management

*< Provide Offeror description and approach for ‘Notice Management’ requirements >*

### Generate and deliver electronic copies of IRS Form 1095-A for applicable consumers.

### Store electronic copies of IRS Form 1095-A in consumer accounts.

### Provide a notice generation and management engine with the following capabilities:

### a. Generation of notices via print and secure inbox (accessible via the HBE Solution).

### b. External alerts of notice generation to users via SMS and/or email based on user preferences.

### c. What-You-See-Is-What-You-Get (WYSIWYG) notice editor in the HBE Solution that enables SBE staff to modify notice template content.

## Carrier & Plan Management

*< Provide Offeror description and approach for ‘Carrier & Plan Management’ requirements >*

### Facilitate plan and rate preview for insurance carriers during recurring data correction windows.

### Support reconciliation and correction of plan and rate specification information with carriers.

### Permit only accredited carriers to load QHPs and SADPs to the solution.

### Enable dental plans to be offered in conjunction with a QHP or as a SADP.

### Process the decertification of QHPs and SADPs.

### Provide uniform times that occur no more frequently than annually for QHP/SADP carriers to make changes to their rates on the Individual marketplace.

### Direct consumers to make premium payments directly to the QHP or SADP carrier of the plan in which they have enrolled.

### Receive and capture on a monthly basis carrier data for all individual health and dental plans purchased by consumers on the Exchange platform.

### Process a monthly carrier assessment fee invoice approval workflow.

### Generate monthly invoices of assessment fees for each carrier in batch.

### Provide payment details on carrier assessment fee invoices.

### Post assessment fee invoices in the carrier portal to appropriate carrier accounts.

### Generate and deliver automated invoice notices to carriers.

### Enable carriers to view and download invoices from the carrier portal.

## Navigator/Assister Management

*< Provide Offeror description and approach for ‘Navigator/Assister Management’ requirements >*

### Enable Certified Navigators and Certified Application Counselor Designated Organizations (CDOs) to assist qualified individuals with enrollment.

## Agent/Broker Management

*< Provide Offeror description and approach for ‘Agent/Broker Management’ requirements >*

### Enable licensed and certified agents and brokers to assist qualified individuals with enrollment.

### Enable licensed and certified agents and brokers to assist qualified employers with enrollment.

### Provide functionality for brokers, including the following:

### a. Enable certified brokers who are registered on the SBE platform to receive telephone calls from consumers for assistance.

### b. Allow certified brokers to update their phone number to receive calls.

### c. Allow certified brokers to update their availability on/off.

### d. Allow certified brokers to define hours of operation.

### e. Auto-connect a consumer, who requires assistance with enrollment, with a certified broker near them.

### f. Consumers who have long-standing relationships with a broker can opt for service continuity.

## Communications & Engagement

*< Provide Offeror description and approach for ‘Communications & Engagement’ requirements >*

### Provide an interactive voice response (IVR) system.

### Provide a call management system.

### Provide access to telephone-based translation or interpreter services.

### "Provide a TeleType (TTY) / Telecommunication Device for the Deaf (TDD) service that enables consumers to interact with CAC representatives without loss of functionality."

### Use telephone numbers designated by consumers when conducting callbacks or other outbound calls requested by consumers.

### Re-route or transfer calls received by the CAC to outside entities (e.g., State Medicaid Agency or insurance carriers).

### Re-route or transfer calls received by the CAC to other CAC units.

### Provide the contact center unit's name or designation and the toll-free telephone number as the caller ID for all outbound calls.

### Enable the escalation of consumer interactions based on interaction type and other criteria as prescribed by the State.

### Provide a secure email response management service.

### Provide a text messaging engine that enables the State to communicate with the consumer via texting messaging/SMS functionality.

### Provide live chat functionality.

### Record and save communications for a minimum of 10 years.

### Link recorded and saved communications to the relevant user account.

## User Experience

*< Provide Offeror description and approach for ‘User Experience’ requirements >*

### Provide all information to consumers in language that is approved by the State.

### Inform consumers about the availability and use of accessibility services for each engagement channel.

### Maintain compliance with all applicable requirements defined in Title II of the Americans with Disabilities Act (ADA).

### Maintain compliance with all applicable guidelines defined in the Web Content Accessibility Guidelines (WCAG) version 2.0+.

### Maintain compliance with usability requirements for visually impaired consumers defined in Section 508 of the Rehabilitation Act.

### Provide features and functionality that enable disabled consumers to have access to the same information and services as non-disabled consumers.

### Manage communications and correspondence in multiple languages as required by applicable State and Federal laws.

### Provide the ability to develop and deploy user portal pages with translated content.

### Present to consumers visual cues and information in real-time that indicate progress through the steps of a request or transaction.

### Generate for all transactions a confirmation of submission or an error message with instructions or recommendations that might help the user resolve the error.

### Develop all graphical user interfaces to accommodate branding and content as directed by the State without the need for customization.

### Limit the presentation of information to the specific action or transaction the user wishes to conduct.

### Limit the presentation of information to the specific action or transaction the user wishes to conduct.

### Provide online assistance and user guidance for interactions that require user input to complete a defined set of steps.

### Provide information review, editing, and validation features for consumers in completing specific tasks.

### Prevent the request and/or collection of information from individuals pertaining to things not specifically requested by the individual.

## Consumer & User Support

*< Provide Offeror description and approach for ‘Consumer & User Support’ requirements >*

### Establish and operate a Consumer Assistance Center (CAC).

### Include a workflow management function.

### Provide methods for various groups that support CAC operations to interact and collaborate in meeting consumer needs.

### Provide the integration and configuration necessary to present caller information to CAC representatives during calls.

### Provide a consumer management system.

### Provide an online Knowledge Base to store curated, authoritative information, references, and documents.

## Document & Mail Management

*< Provide Offeror description and approach for ‘Document & Mail Management’ requirements >*

### Provide a post office box for the receipt of incoming mail related to the individual marketplace programs.

### Process inbound mail.

### Process outbound mail.

### Print mail items using the designated letterhead, format, sizing, colors, etc.

### Employ postal zip pre-sort to optimize postage costs for outbound mail.

### Assign a unique consumer identification number to each outbound piece of mail.

### Process all returned mail.

### Process inbound facsimiles.

### Provide a document management system.

### Retain physical versions of correspondence and other documents in secure storage.

## Data Management

*< Provide Offeror description and approach for ‘Data Management’ requirements >*

### Establish a strategic data management program and the associated standards and practices.

### Provide data management functions and features.

### Resolve Data Matching Issues (DMIs).

### Resolve Federal Data Services Hub (FDSH) exceptions.

### Retain and provide mapping and unique identifiers/credentials during data migration of consumer accounts from the Federally Facilitated Marketplace.

### Provide consumer account data management functions and features.

### Enable the export of data from the HBE Solution in prescribed formats (e.g., CSV) and to office automation tools (e.g., Microsoft Excel, PDF, etc.).

### Perform data backup in accordance with State information security and data management standards.

### Retain data, documents, and any relationships amongst records and documents for a minimum of 10 years in accordance with State and Federal records retention schedules, whichever is longer.

### Remove and securely destroy data upon reaching the end of its retention period.

### Provide consumers with collection disclosures, access, dispute and correction processes regarding personally identifiable information (PII).

## Reporting & Analytics

*< Provide Offeror description and approach for ‘Reporting & Analytics’ requirements >*

### Provide integrated reporting and analytics capabilities that provide visibility into on-going Offeror performance and Exchange operations.

### Generate performance reports for all operational components of the solution using pre-defined formats, data elements, and frequency.

### Adhere to exact methods for measuring, calculating, and reporting all performance standards as prescribed by the State.

### Generate and make available interactive visualizations of performance information, both real-time and retrospective, with the ability to drill down into and roll up information.

### Provide data query features that support the ad hoc search and presentation of performance data in numerical formats.

### Provide data query features that support the ad hoc search and presentation of performance data in visual formats.

### Provide access to real-time performance data for CAC functions and operational units that is incorporated into dashboards, reports, and queries.

### Provide access to real-time CAC staffing information that is incorporated into dashboards, reports, and queries.

### In dashboards, reports, and queries, differentiate between and uniquely report on metrics.

### Conduct consumer satisfaction surveys related to Exchange functions and services.

### Perform and document trend analysis of cases, incidents, issues, and requests.

### Incorporate documented trend analysis of cases, incidents, issues, and requests into performance reporting.

### Automatically generate alerts upon completion of data updates in the reporting and analytics module.

### Support downloading of reports or query outputs to commercial-off-the-shelf analytics software.

## Availability & Performance

*< Provide Offeror description and approach for ‘Availability & Performance’ requirements >*

### Provide an automated method for ascertaining and reporting on the state, performance, and availability of each component of the solution and the underlying operating infrastructure on at least 30-minute intervals, 24 X 7 X 365.

### Automatically notify the State when a service level objective has not been met.

### Provide live consumer assistance support 100% of the time during standard hours of Monday - Friday: 8:00 AM - 5:00 PM local time

### Organize Consumer Assistance Center staff into sub-units or teams.

### Provide a workforce management system.

## Solution Architecture

*< Provide Offeror description and approach for ‘Solution Architecture’ requirements >*

### Design and implement a solution architecture.

### Ensure the solution's hardware and software receive the latest supported hardware updates and software releases on an on-going basis.

## Integration & Interoperability

*< Provide Offeror description and approach for ‘Integration & Interoperability’ requirements >*

### Provide system interfaces, electronic data integration, or other mechanisms to securely exchange information between the Exchange and other organizations.

### Enable integration of all user portals with the Exchange public website. The Exchange public website will be developed and hosted by a third party designated by State.

### Utilize open interfaces, previously developed application programming interfaces (APIs), and established web services to the fullest extent possible to facilitate integration, interfaces, and data exchange.

## Quality Assurance & Solution Audit

*< Provide Offeror description and approach for ‘Quality Assurance & Solution Audit’ requirements >*

### Provide quality assurance and control processes.

### Incorporate auditing capabilities in all solution components.

## Security & Privacy

*< Provide Offeror description and approach for ‘Security & Privacy’ requirements >*

### Establish controls at all appropriate points of processing to maintain information integrity.

### Establish controls for how data and user information are accessed.

### Establish controls to manage data visibility, including show, hide, and mask features.

### Limit and control access to data that must be protected and not made publicly available to a configurable list of user roles prescribed by the State.

### Designate all data, data sets, and information processed and stored by the solution as sensitive or non-sensitive.

### Provide tags that indicate the type of sensitive data, which must include at a minimum: personally identifying information (PII), and federal tax information (FTI).

### Provide safeguards for all data, data sets, and information designated as sensitive.

### Employ secure end-to-end transmission whenever transmitting information and data with other entities.

### Support file-based encryption of files received from external entities.

### Encrypt files that are sent to external entities.

### All primary data shall be stored, processed, and maintained within the United States.

### All backup data shall be stored, processed, and maintained within the United States.

### Operate and maintain the solution in accordance with State and federal laws, regulations, and guidelines related to security and confidentiality of protected information.

### Meet and maintain certification requirements across all certification domains of the Minimum Acceptable Risk Standards for Exchange 2.2 (MARS-E), or the then-then current version of MARS-E.

### Maintain and demonstrate in writing on an annual basis compliance with SOC-2 certification requirements across all certification domains: privacy, security, confidentiality, availability and processing integrity.

### Facilitate administration of role-based access throughout the entire solution.

### Enforce security policies and protocols that prohibit the sharing of user credentials, passwords, and other private login information with others for any reason.

### Provide secure methods for password transmittal that, at a minimum, prohibit sending passwords in the same email as an encrypted file.

### Employ effective security and privacy controls for information systems and organizations.

### Prevent access to the solution and the associated operating infrastructure from outside of the United States.

### Employ and adhere to the principle of “Fail Safe” in the solution's architecture and design to ensure that in a failed state the solution does not reveal or expose any sensitive information or leave any access controls open for attacks.

### Protect and harden the solution’s operating infrastructure to eliminate any unnecessary system services, accounts, and network services.

### Install up-to-date malware protections on an on-going basis to prevent successful network attacks and penetration attempts.

# Implementation Requirements

## Implementation Support

*Provide Offeror description and approach for ‘Implementation Support’ requirements >*

### Offeror shall provide to the State a Staffing Plan deliverable.

### Offeror shall provide to the State a Requirements Traceability Matrix (RTM) deliverable.

### Offeror shall provide to the State a System Design deliverable.

### Offeror shall provide to the State a Data Management Plan deliverable.

### Offeror shall provide to the State a Data Migration Plan deliverable.

### Offeror shall provide to the State a Testing Plan deliverable.

### Offeror shall provide to the State a Defect Management Plan deliverable.

### Offeror shall provide to the State a Solution Deployment, Go-Live and Acceptance Plan deliverable.

### Offeror shall provide to the State an Implementation Closeout Report on a monthly basis following Go-Live until acceptance of solution implementation has been received from the State.

### Offeror shall provide to the State an ATC Packet deliverable.

## Operations & Maintenance Support

*< Provide Offeror description and approach for ‘Operations & Maintenance Support’ requirements >*

### Offeror shall provide to the State a Solution Enhancement Plan deliverable.

### Offeror shall provide to the State an Operations & Maintenance and End User Support Plan deliverable.

### Offeror shall provide to the State a Transition Out & Turnover Plan deliverable.

### Offeror shall provide to the State an updated Transition Out & Turnover Plan deliverable on an annual basis.

### Offeror shall provide to the State a Transition Out & Turnover Report.

## Capacity, Scalability & Extensibility

*< Provide Offeror description and approach for ‘Capacity, Scalability & Extensibility’ requirements >*

### Offeror shall provide to the State a Solution Capacity and Scalability Plan deliverable.

## Disaster Recovery & Business Continuity

*< Provide Offeror description and approach for ‘Disaster Recovery & Business Continuity’ requirements >*

### Offeror shall develop and maintain a solution Disaster Recovery Program for the duration of the contract.

### Offeror shall develop and maintain a solution Business Continuity Program for the duration of the contract.

## Project Management & Governance

*< Provide Offeror description and approach for ‘Project Management & Governance’ requirements >*

### Offeror shall conduct with the State formal reviews as follows:

### a. Milestone and deliverable reviews.

### b. Project health check reviews.

### c. Implementation readiness reviews.

### d. Implementation closeout reviews.

### Offeror shall employ a formal project management methodology (e.g. PMI PMBOK) for the execution of project activities for the duration of the contract.

### Offeror shall provide to the State a Project Management Plan (PMP) deliverable.

### Offeror shall fully cooperate with and engage in Independent Verification and Validation (IV&V) review activities conducted by a third party designated by the State.

### Offeror shall provide and employ a web-based project management tool that is accessible to State stakeholders on an on-demand basis for the duration of the contract.

### Offeror shall facilitate user account management for State stakeholders' use of the web-based project management tool.

### The web-based project management tool provided by Offeror shall include accurate, up-to-date information.

### Offeror shall attend and contribute to weekly project status meetings.

### Offeror shall attend and contribute to ad hoc project status meetings as requested by the State.

### Offeror shall provide to the State a Project Status Report on a weekly basis.

### Offeror shall attend and contribute to all project working meetings as requested by State.

### Offeror shall provide project related information to the State as requested.

### Offeror shall prepare and provide to the State in advance meeting agendas for meetings facilitated by Offeror.

### Offeror shall provide to the State minutes and notes for meetings facilitated by Offeror within two business days following the meeting.

## Project Schedule

*< Provide Offeror description and approach for ‘Project Schedule’ requirements >*

### Offeror shall provide to the State during Project Initiation, within 60 days of contract start, an integrated project schedule.

### Offeror shall provide to the State an updated integrated project schedule on a weekly basis.

### Offeror shall incorporate into plans and deliverables all relevant requirements and deadlines established by CMS.

## Training

*< Provide Offeror description and approach for ‘Training’ requirements >*

### Offeror shall provide to the State a Training Plan deliverable.

### Offeror shall provide to the State training materials tailored to the specific training needs of individual user groups.

### Offeror shall deliver and facilitate live training sessions that are specific to individual user groups.

### Offeror shall provide to the State for use at State's discretion recordings of all training sessions delivered to user groups designated in these requirements.

### Offeror shall provide the State with on-demand access to all training materials associated with the solution.

### Offeror shall provide to the State updated training materials that incorporate system changes, operational changes, and other changes prior to the implementation of enhancements and changes.

### Offeror shall provide to the State a formal Training Report on a recurring basis throughout end user training activities.

### Offeror shall provide to the State a formal Training Report on an annual basis for the duration of the contract.

### Offeror consumer-facing staff shall annually complete training in providing support to consumers with disabilities, in accordance with Section 508 of the Rehabilitation Act.