EXHIBIT 2

IMPLEMENTATION FEATURES

Category	Feature	Response
Scope	Respondent will implement the Case Management System including all technical specifications attached as Exhibit 2-A.	
Project Management	Except as set forth in the Statement of Work, Respondent is responsible for all project management for the implementation. Respondent will employ project management best practices consistent with the standards, guide and practices of the Project Management Institute ("PMI Standards"). Respondent will designate a project manager for the implementation, and that project manager will be experienced and knowledgeable in the PMI Standards. Without limitation, Respondent will provide a weekly red-yellow-green report clearly indicating the progress of the implementation and any actual or reasonably expected delays or problems meeting the implementation requirements. The project manager will not be voluntarily replaced during the implementation.	
Third Party Materials	The implementation and use of the Case Management System will not require any third party software or content except as listed in this response.	
Schedule	The schedule for the implementation is listed in the response (which can be an attachment) through go live into production.	
Required YHI Activities	This response should list all activities required by YHI and its contractors in connection with the Implementation Services.	