



DELAWARE HEALTH
AND SOCIAL SERVICES

Division of Management Services

1901 N. DuPont Highway

New Castle, DE 19720

REQUEST FOR PROPOSAL NO. HSS 14 040
FOR

**WIC Electronic Benefit Transfer (EBT)
Implementation and Support Services Project**

FOR
THE DIVISION OF PUBLIC HEALTH
DELAWARE HEALTH AND SOCIAL SERVICES
417 FEDERAL STREET
JESSE COOPER BUILDING
DOVER, DE 19901

| | |
|------------------|--------|
| Deposit | Waived |
| Performance Bond | Waived |

**Date Due: October 22, 2014
11:30 A.M. LOCAL TIME**

There **will be no mandatory pre-bid meeting**. Questions may be sent to Carolyn.sudler@state.de.us no later than **September 3, 2014**. The complete list of questions and their answers will be posted on the internet at <http://bids.delaware.gov> by September 17, 2014.

REQUEST FOR PROPOSAL # HSS 14 040

Sealed Proposals for the **WIC EBT Implementation and Support Services Project** for the Division of Public Health, Delaware Health and Social Services, 417 Federal Street, Jesse Cooper Building, Dover, DE 19901, will be **received** by:

**Delaware Health and Social Services
Herman M. Holloway Sr. Campus
Procurement Branch
Main Administration Bldg, Sullivan Street
Second Floor, Room #257
1901 North DuPont Highway, New Castle, Delaware 19720**

Proposals will be accepted until **11:30am on October 22, 2014**. At which time the proposals will be opened and recorded.

There **will be no mandatory pre-bid meeting**. Questions may be sent to Carolyn.Sudler@state.de.us no later than **September 3, 2014**. The complete list of questions and their answers will be posted on the internet at <http://bids.delaware.gov> by September 17, 2014. For further information please call 302-255-9290.

Obtaining Copies of the RFP

This RFP is available in electronic form only through the State of Delaware Procurement Website at <http://bids.delaware.gov>.

Public Notice

Public notice has been provided in accordance with 29 Del. C. § 6981

NOTIFICATION TO BIDDERS

Bidder shall list all contracts awarded to it or its predecessor firm(s) by the State of Delaware; during the last three years, by State Department, Division, Contact Person (with address/phone number), period of performance and amount. The Evaluation/Selection Review Committee will consider these as additional references and may contact each of these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and factored in the final scoring of the bid. Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid." Non-DE contractors are not disadvantaged by this requirement.

There will be a ninety (90) day period during which the agency may extend the contract period for renewal if needed.

IMPORTANT: ALL PROPOSALS MUST HAVE OUR RFP NUMBER (HSS 14 040) ON THE OUTSIDE ENVELOPE. IF THIS NUMBER IS OMITTED YOUR PROPOSAL WILL IMMEDIATELY BE REJECTED.

FOR FURTHER BIDDING INFORMATION PLEASE CONTACT:

**PROCUREMENT ADMINISTRATOR
DELAWARE HEALTH AND SOCIAL SERVICES
PROCUREMENT BRANCH
MAIN ADMIN BLD, SULLIVAN STREET
2ND FLOOR –ROOM #257
1901 NORTH DUPONT HIGHWAY
HERMAN M. HOLLOWAY SR. HEALTH AND
SOCIAL SERVICES CAMPUS
NEW CASTLE, DELAWARE 19720
PHONE: (302) 255-9290**

IMPORTANT: DELIVERY INSTRUCTIONS

IT IS THE RESPONSIBILITY OF THE BIDDER TO ENSURE THAT THE PROPOSAL HAS BEEN RECEIVED BY THE DEPARTMENT OF HEALTH AND SOCIAL SERVICES' PROCUREMENT UNIT, AT THE ADDRESS SHOWN ABOVE, BY THE DEADLINE.

ATTENTION BIDDERS: Your proposal must include a hard copy cover letter and the forms in Appendices B, C, and D signed and all information on the forms complete.

The issuance of this Request for Proposals (RFP) neither commits the Delaware Department of Health and Social Services, Division of Public Health, to award a contract, to pay any costs incurred in the preparation of a proposal or subsequent negotiations, nor to procure or contract for the proposed services. The Division reserves the right to reject or accept any or all proposals or portion thereof, to cancel in part or in its entirety this Request for Proposals, or to delay implementation of any contract which may result, as may be necessary to meet the Department's funding limitations and processing constraints. The Department and Division reserve the right to terminate any contractual agreement upon fifteen (15) days notice in the event that the State determines that State or Federal funds are no longer available to continue the contract.

Organizations Ineligible to Bid

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subcontractors currently debarred or suspended is ineligible to bid. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

**REQUEST FOR PROPOSAL
FOR
WIC EBT
IMPLEMENTATION AND SUPPORT SERVICES PROJECT
FOR
DELAWARE DIVISION OF PUBLIC HEALTH**

Availability of Funds

Funds are available for the selected vendor to provide services in the area of WIC EBT implementation and support for three (3) years. Contract renewal is possible for up to two (2) additional one-year periods contingent on funding availability and task performance.

Pre-Bid Meeting

A pre-bid meeting will not be required.

Further Information

Inquiries regarding this RFP should be addressed to:

**Carolyn Sudler
Management Analyst III
Delaware WIC Program
carolyn.sudler@state.de.us
(Phone) 302-741-2900
(Fax) 302-741-2901**

Restrictions on Communications with State Staff

From the issue date of this RFP until a contractor is selected and the selection is announced, bidders are NOT allowed to contact any Division of Public Health staff, except those specified in this RFP, regarding this procurement. Contact between contractors and Carolyn Sudler is restricted to emailed or faxed questions concerning this proposal. Questions must be submitted in writing and will be addressed in writing.

Questions are due by **September 3, 2014**. The complete list of questions and their answers will be posted on the internet at <http://bids.delaware.gov> no later than **September 17, 2014**.

Following the question deadline, bidder communication is limited to Procurement Administrator, Delaware Health and Social Services. The central phone number for the Procurement office is (302) 255-9290.

Contact with State Employees

Direct contact with State of Delaware employees other than the State of Delaware Designated Contact(s) regarding this RFP is expressly prohibited without prior consent. Vendors directly contacting State of Delaware employees risk elimination of their proposal from further consideration. Exceptions exist only for organizations currently doing business in the State who require contact in the normal course of doing that business. In the case of such exception, communication may not include an active RFP.

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**REQUEST FOR PROPOSAL FOR WIC EBT
IMPLEMENTATION AND SUPPORT SERVICES PROJECT
FOR
DELAWARE DIVISION OF PUBLIC HEALTH**

I. INTRODUCTION

A. Background

The mission of the Division of Public Health is to protect and enhance the health of the people of Delaware. The Division accomplishes its mission by:

- working together with others;
- addressing issues that affect the health of Delawareans;
- keeping track of the State's health;
- promoting positive lifestyles;
- responding to critical health issues and disasters;
- promoting the availability of health services.

The accomplishment of this mission will facilitate the Division in realizing its vision of creating an environment in which people in Delaware can reach their full potential for a healthy life.

Delaware WIC Program

The Delaware Department of Health and Social Services WIC Program (State Agency) provides nutritious foods, nutrition education, breastfeeding education and support, and referrals to health and other social services to eligible participants throughout the state.

Delaware has three counties: New Castle, Kent, and Sussex. Foods are delivered to WIC participants through Food Instruments (FI's) that are printed and issued to participants at any one of the eleven (11) local clinic locations. Participants are generally issued three months of benefits (FI's) at the clinic on a rolling month basis.

The WIC participant (or proxy) redeems the FI(s) at a WIC-authorized vendor location. The vendor deposits the FI's they receive as they would a paper check. The state banking contractor then debits the State's WIC account and performs settlement with vendors.



The Delaware WIC Program serves approximately 20,000 participants (12,500 households) per year and issues approximately 1.4M FI's.

Delaware Vendor Characteristics

Delaware WIC contracts with 87 retail stores. The majority of vendors are chain stores with 14 small or independent stores and 1 military commissary. There are no over 50% WIC sales stores. All Delaware WIC vendors are certified by FNS to accept SNAP EBT payments. More than half of the chain stores are already participating in EBT elsewhere in the country. And all of them, as well as many of the independents, accept other forms of electronic payments.

Delaware WIC utilizes a vendor bid system instead peer groups for cost containment. Every three years vendors are required to submit specific food item price bids as a prerequisite for obtaining authorization. Price bids are then ranked and the most competitive stores are authorized. Food item pricing will therefore be unique for each vendor. WIC EBT Contractors should plan for up to 90 price variations/peer groups per food item (UPC).

The following three tables detail the Delaware vendor environment.

Table I.A.1 – Delaware Vendor Distribution by Corporate Owner

| Corporation | Number of Stores | POS Hardware/Software |
|---|------------------|--|
| Food Lion | 23 | Retalix POS |
| Acme Markets Inc. | 12 | NCR 7459 and IBM SurePOS NCR Advanced Checkout Solution V18 |
| Giant of Maryland, LLC (Super G) | 6 | Toshiba ACE POS v7.3 |
| WalMart Stores East, LP | 6 | IBM Model 4690 Walmart specific General Sales Application (GSA) |
| Delaware Supermarkets, Inc (Shoprite - Wakefern) | 6 | VeriFone hardware (model(s) unknown) VeriFone software Mx860 |
| Super Fresh Food Markets, Inc. | 5 | IBM (Toshiba) SA V5 |
| Moran Foods, Inc. (Save-A-Lot) | 4 | Retalix NCR software ISS-45 version 7.15 |
| Pathmark Stores, Inc. | 4 | IBM (Toshiba) ACE V7R4 |
| Redner's Markets, Inc. | 4 | ScanMaster version 2.9.00.17 Connected Payments version 828.1.22.555 |
| Safeway Stores, Inc. | 2 | IBM (Toshiba) ACE IBM SA |

| Corporation | Number of Stores | POS Hardware/Software |
|--------------------------------|------------------|-----------------------|
| Small, Independent, Commissary | 15 | Various |
| Total | 87 | |

Table I.A.2 – Delaware Vendor and Participation Distribution by County

| County | Number of Stores | Number of Participants | Number of Households (Est.) |
|---------------|------------------|------------------------|-----------------------------|
| New Castle | 48 | 10,780 | 6,738 |
| Kent | 19 | 3,409 | 2,131 |
| Sussex | 20 | 5,471 | 3,420 |
| Totals | 87 | 19,660 | 12,289 |

Note: Totals are accurate as of March 2014

The following table documents the lane inventory by participating vendor site.

Table I.A.3 – Delaware Vendor Lane Inventory

| Vendor | Lanes | Vendor | Lanes |
|----------------------|-------|-----------------------------------|-------|
| Acme Market 7806 | 10 | Food Lion 1385 | 8 |
| Acme Market 7808 | 7 | Food Lion 1419 | 8 |
| Acme Market 7816 | 7 | Food Lion 1426 | 8 |
| Acme Market 7817 | 10 | Food Lion 1458 | 7 |
| Acme Market 7822 | 15 | Food Lion 1528 | 7 |
| Acme Market 7826 | 10 | Food Lion 2123 | 7 |
| Acme Market 7828 | 13 | Food Lion 2153 | 7 |
| Acme Market 7836 | 6 | Food Lion 2160 | 6 |
| Acme Market 7871 | 8 | Food Lion 2164 | 6 |
| Acme Market 7872 | 9 | Food Lion 2182 | 8 |
| Acme Market 7874 | 7 | Food Lion 2185 | 8 |
| Adams Great Value | 10 | Food Lion 2521 | 8 |
| Concord Deli | 1 | Food Lion 2561 | 7 |
| Dover AFB Commissary | 10 | Food Lion 2565 | 9 |
| Food Lion 488 | 8 | Gigante International Food Market | 4 |
| Food Lion 585 | 9 | Gigante International Food Market | 4 |
| Food Lion 875 | 9 | H & H Market | 2 |
| Food Lion 879 | 8 | Natural House | 10 |
| Food Lion 960 | 6 | Northeast Market | 2 |
| Food Lion 1206 | 7 | Pathmark 586 | 7 |
| Food Lion 1294 | 6 | Pathmark 589 | 14 |
| Food Lion 1321 | 9 | | |
| Food Lion 1369 | 7 | | |

| Vendor | Lanes |
|----------------------------|-------|
| Pathmark 590 | 17 |
| Pathmark 593 | 19 |
| Rash's Food Market | 3 |
| Redner's #44 | 14 |
| Redner's #57 | 15 |
| Redner's #58 | 15 |
| Redner's Warehouse Market | 13 |
| Rodriguez Food Market | 1 |
| Safeway 30 | 9 |
| Safeway 1763 | 16 |
| Save-A-Lot Dover | 4 |
| Save-A-Lot Milford | 4 |
| Save-A-Lot Millsboro | 4 |
| Save-A-Lot Seaford | 4 |
| Save-A-Lot 219 | 4 |
| Save-A-Lot 239 | 5 |
| Save-A-Lot 240 | 5 |
| Save-A-Lot 270 | 5 |
| Save-A-Lot 294 | 7 |
| Shoprite 4 Seasons | 25 |
| Shoprite of Brandywine | 21 |
| Shoprite of Christina | 24 |
| Shoprite Governor's Square | 29 |
| Shoprite of Newark | 22 |
| Shoprite-First State | 22 |

| Vendor | Lanes |
|---------------------------|--------------|
| Plaza | |
| Super Fresh 559 | 17 |
| Super Fresh 562 | 14 |
| Super Fresh 584 | 12 |
| Super Fresh 586 | 13 |
| Super Fresh 588 | 8 |
| Super G 385 | 14 |
| Super G 386 | 17 |
| Super G 387 | 8 |
| Super G 388 | 10 |
| Super G 389 | 14 |
| Super G 2351 | 8 |
| Wal Mart Supercenter 1736 | 46 |
| Wal Mart Supercenter 1741 | 45 |
| Wal Mart Supercenter 2460 | 40 |
| Wal Mart Supercenter 2791 | 10 |
| Wal Mart Supercenter 3802 | 45 |
| Wal Mart Supercenter 5039 | 34 |
| Yafa Food Market | 1 |
| Total Lanes | 1,002 |

Delaware WIC Management Information System

The Delaware WIC Program utilizes an automated management information system (MIS) system to maintain the client registry, print food instruments and reconcile benefits. The Delaware WIC MIS system, WIC on the Web (WOW), is an internet based system developed in partnership with the State of Maryland and the US Virgin Islands. WOW is hosted on servers within the Three Sigma Software, Inc. data center located in Maryland.

The Delaware WOW system is compliant with the USDA FNS WIC Universal MIS EBT Interface (WUMEI) Specification dated June 2012. The following chart, created during the EBT Readiness JAD, shows which WUMEI functions reside in WOW and which functions are expected to reside in the eWIC system.

Table I.A.4 – WUMEI WOW eWIC System Compliance Chart

Column Definition:

- Universal Interface Function – Corresponds to the WUMEI paragraph/requirement.
- Resp. – Indicates which system has primary responsibility for the function/requirement
- Notes – Additional clarification
- Implemented in WOW – Indicates that this function/requirement was implemented or planned for implementation in WOW as part of the EBT Readiness change request
- Type – Indicates the interface type. Message for web service call or similar. Batch for a flat file or XML update.
- Origin – Indicates which system originates the transaction/function. eWIC is the WIC EBT benefit delivery system.

| Universal Interface Function | Resp. | Notes | Implemented in WOW | Type | Origin |
|---------------------------------|-------|---|--------------------|---------|--------|
| 6.1.1 Add EBA | WOW | | Y | Message | WOW |
| 6.1.2 Update EBA | WOW | | Y | Message | WOW |
| 6.1.3 Get EBT Details | WOW | | Y | Message | WOW |
| 6.1.4 Get EBT Using Card Number | WOW | EBT Contractor issuing replacement cards, sending new number to WOW | Y | Message | WOW |

| Universal Interface Function | Resp. | Notes | Implemented in WOW | Type | Origin |
|---------------------------------------|--------------|--|---------------------------|-------------|---------------|
| 6.2.1 Add or Update Benefits | WOW | First month sent immediately. Subsequent months (2,3) uploaded nightly 3-5 days before needed. Rolling month. | Y | Message | WOW |
| 6.2.2 Get Benefit Balance | WOW | | Y | Message | WOW |
| 6.2.3 Get Benefit Maintenance History | n/a | Will not be implemented in WOW | N | Message | WOW |
| 6.2.4 Get Benefit Redemption History | WOW | | Y | Message | WOW |
| 6.3.1 Add Cardholder/Card | WOW | | Y | Message | Either |
| 6.3.2 Add or Update PIN | eWIC | Will use EBT Contractor ARU. | N | Message | Either |
| 6.3.3 Get Cardholders/Cards | WOW | Will need for swiping cards at clinic to identify participants. Will pull up client in WOW and make them active. Will also be used for issuing. A batch file of EBT Contractor replacements will be sent each night. | Y | Message | WOW |
| 6.3.4 Update Card/Cardholder | WOW | Clinic can initiate a card replacement. Will be implemented but button hidden | Y | Message | Either |
| 6.3.5 Report Card Updates | Both | Replacement batch updates | Y | Batch | eWIC |
| 6.3.6 Get Card History | WOW | Web service - Returns all cards issued | Y | Message | Either |
| 6.3.7 Generate Hot Card List | n/a | Card killed through update card function | N | Message | eWIC |
| 6.4.1 Add WIC Vendor | WOW | Only changed vendor records, blank files are sent if no changes | Y | Either | eWIC |

| Universal Interface Function | Resp. | Notes | Implemented in WOW | Type | Origin |
|--|--------------|--|---------------------------|-------------|---------------|
| 6.4.2 Update WIC Vendor | WOW | "" | Y | Either | eWIC |
| 6.4.3 Add or Update WIC Vendor Hierarchy information | n/a | EBT Contractor collects internally from retailer agreements | N | Either | eWIC |
| 6.4.4 Update WIC Vendor Status | n/a | Same as 6.4.2 | N | Either | eWIC |
| 6.4.5 Update WIC Vendor Banking information | n/a | EBT Contractor collects internally from retailer agreements. More an offline function. | N | Message | Either |
| 6.5.1 Get Category | n/a | Already stored in WOW | N | Message | Either |
| 6.5.2 Get Sub-Category | n/a | "" | N | Message | Either |
| 6.5.3 Add or Update Category/Sub-Category | WOW | Total replace each time | Y | Batch | Either |
| 6.5.4 Add or Update UPC/PLU | WOW | All UPCs are stored as 13 digit in WOW. Accepted as 7,8, or 13 digits. | Y | Batch | Either |
| 6.5.5 Get UPC/PLU | n/a | Can use EBT Contractor web site for lookup | N | Message | Either |
| 6.5.6 Generate APL File | n/a | Offline only | N | Message | Either |
| 6.6.1 Report WIC Benefits Redemptions | Both | Nightly download to WOW | Y | Batch | eWIC |
| 6.6.2 Report WIC Benefits Purged | Both | Both systems expire benefits based on last day to use | Y | Batch | eWIC |
| 6.6.1 Report WIC Benefits Changes | WOW | All issuances received from WOW, reconciled to all issuances sent | Y | Batch | eWIC |
| 6.6.1 Report WIC Benefits Month Data | n/a | Not necessary since daily reconciliation done | N | Batch | Either |
| 6.7.1 Add Local Agency | WOW | Batch file to EBT Contractor on changes only | Y | Message | WOW |
| 6.7.2 Update Local Agency | WOW | "" | Y | Message | WOW |
| 6.8.1 Add Clinic | WOW | "" | Y | Message | WOW |

| Universal Interface Function | Resp. | Notes | Implemented in WOW | Type | Origin |
|--|--------------|---|---------------------------|-------------|---------------|
| 6.8.2 Update Clinic | WOW | "" | Y | Message | WOW |
| 6.9.1 Request ACH Payment | n/a | | N | Message | WOW |
| 6.9.2 Report ACH Payments | n/a | | N | Batch | eWIC |
| The following are from section 7 Distribution of Function | | | | | |
| 7.1 WIC Household Account Maint | WOW | | Y | | WOW |
| 7.2 WIC Household Benefit Maint | WOW | | Y | | WOW |
| 7.3 Cardholder/Card Maintenance | WOW | | Y | | Either |
| 7.4 WIC Vendor Maintenance | WOW | | Y | | WOW |
| 7.5 WIC Food Maintenance | WOW | | Y | | WOW |
| 7.6 WIC Benefit Data Reconciliation | WOW | | Y | | eWIC |
| 7.7 Local Agency Maintenance | WOW | | Y | | WOW |
| 7.8 Clinic Maintenance | WOW | | Y | | WOW |
| 7.9 Financial Settlement | Both | | Y | | eWIC |
| The following are from section 8 Implementation Considerations | | | | | |
| 8.1 NUPC Database Information | n/a | | N | | Either |
| 8.2 Cost Containment | n/a | | N | | Either |
| 8.3 EBT and MIS Systems Communications | Both | EBT Contractor will install a T1 to WOW data center | Y | | Both |
| 8.4 Error Handling | Both | Ack files sent back from EBT Contractor | Y | | eWIC |
| 8.5 Data Integrity | Both | | Y | | Both |
| 8.6 Reconciliation (benefits) | Both | Daily file | Y | | Either |

Project Management Oversight and State Staff Responsibilities

The eWIC Project will be governed by the Project Steering Committee (PSC) and Delaware WIC department leaders. The PSC includes the WIC Director, the WIC Project Coordinator, an Information Resource Management (IRM) Manager, a Bureau of Public Health Informatics (BPHI) Manager, a contracted Project Manager, and a Quality Assurance Specialist. In addition to the PSC, the WIC Vendor Manager, the WIC Chief Nutritionist, and the WIC Financial Manager will participate and oversee their areas of specialty.

Diagram I.A.5 – State Project Management Organization

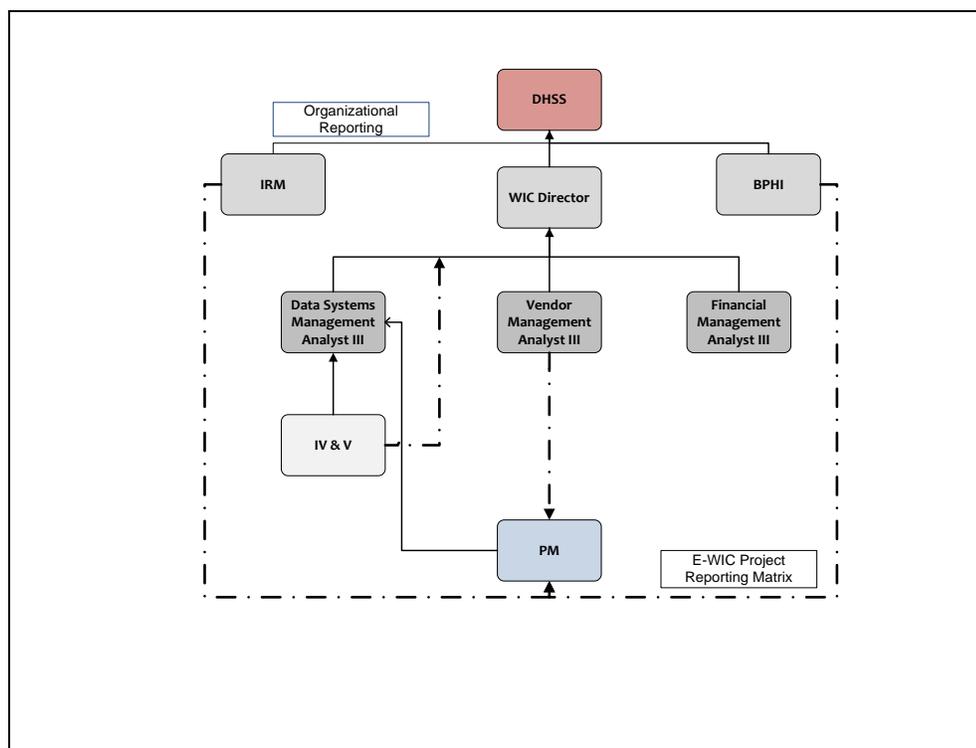


Table I.A.6 – Project Roles and Responsibilities

| Role Title | Duties and Responsibilities |
|---|---|
| <i>Project Sponsor</i> WIC Director | <ul style="list-style-type: none"> • Overall project responsibility • Deliverable review • FNS reporting |
| <i>Project Coordinator</i> WIC Management Analyst III | <ul style="list-style-type: none"> • General oversight • Deliverable review • Contractor management • Approve invoices • EBT Project Manager following statewide rollout |
| <i>Vendor Manager</i> WIC Vendor Manager | <ul style="list-style-type: none"> • Coordinate project plans and status with authorized vendors • Coordinate inquiries relative to system integration, POS installation • Responsible for maintenance of the UPC database in WOW and UPC-related efforts with the eWIC service provider • Provide UPC data to eWIC |
| <i>Financial Manager</i> WIC Fiscal Analyst | <ul style="list-style-type: none"> • Monitor and report all project costs and expenditures • Monitor contracts to assure payments are made in accordance with established state procedures • Track allocated funding |
| <i>Nutrition Manager</i> WIC Chief Nutritionist | <ul style="list-style-type: none"> • Responsible for determining WIC eligible food items • Responsible for analysis and approval of all UPCs |
| <i>Project Oversight</i> IRM Project Leader | <ul style="list-style-type: none"> • General oversight • Deliverable review • Ensure that contractors comply with State technical standards • Technical Liaison for State (IRM, DTI) |
| <i>Project Oversight</i> BPHI Information Systems Support Specialist | <ul style="list-style-type: none"> • General oversight • Deliverable review • Ensure that contractors comply with State contract standards |

| Role Title | Duties and Responsibilities |
|--|---|
| <p><i>Project Manager (Contracted)</i></p> | <ul style="list-style-type: none"> • Be the single point-of-contact for vendors, contractors, and other entities interfacing with the project • Coordinate daily project activities and communication • Coordinate joint planning and development activities • Monitor and maintain the project schedule • Manage development, receipt and review of project deliverables • Communicate with all stakeholder groups, including the Planning Steering Committee (PSC), vendors and any state advisory groups • Ensure timely and accurate communication with vendors, • Monitor and ensure accomplishment of milestones in each phase are in accordance with the project plan • Prepare status reports in conjunction with WIC EBT Contractor • Maintain project budget • IAPD updates • Prepare a cost evaluation following Pilot and prior to statewide rollout • Provide timely and accurate communication of project information to the Program Sponsor • Provide input to executive management regarding contractor performance and deliverables, and overall project progress • Ensure that the project is successfully executed, completed on time, within budget, and at an acceptable level of quality |

| Role Title | Duties and Responsibilities |
|--|---|
| <i>Quality Assurance Specialist (Contracted)</i> | <ul style="list-style-type: none"> • Development of a Quality Management and Independent Verification and Validation (IV&V) Plan • Prepare QA Test Plan • Develop test scripts for end-to-end UAT • Manages and coordinates dry run UAT and formal UAT • Establishes acceptance criteria and recommends Go/No Go • General oversight and project guidance • eWIC technical assistance • Monitoring project management and work plans • Tracking and monitoring project risks and issues • Deliverable review • Supporting system testing activities • Evaluating pilot activities • Post implementation assessment |
| <i>MIS Project Manager (Contracted)</i> | <ul style="list-style-type: none"> • Provide technical information on the DE WOW EBT interface • Ensure that DE WOW modifications are implemented when required by the WIC EBT Contractor and work as specified • Comply with FNS EBT Specifications |

B. Project Goals

The Delaware WIC Program seeks to modernize the benefit delivery system by replacing the paper FI's with electronic issuance of benefits using on-line magnetic card technology to redeem those benefits at a point of sale (POS). This electronic benefit delivery system, hereafter referred to as eWIC, involves the use of an electronic food prescription that specifies authorized food items, quantities, the time period within which the food items must be purchased, and the maximum value associated with these purchases. These electronic benefits are maintained in an account which is set-up for all the benefit recipients within a household.

The purpose of this RFP is to solicit proposals to provide online WIC EBT services. The Delaware WIC Program seeks an existing online WIC EBT system from an experienced WIC EBT Contractor.

The purpose of this project is to develop and implement the business processes and associated technology to provide electronic benefit issuance, redemption, payment, settlement and reconciliation services supporting the distribution of electronic WIC food benefits in the State of Delaware.

To better understand the Delaware WIC Program background and EBT needs the Bidder shall analyze the following documentation prior to responding to this RFP:

- Delaware EBT Feasibility Study
- DE WIC EBT Project Work Plan - contains a high level project plan with anticipated tasks and timeframes
- EBT Readiness Design Document – details the EBT readiness functions currently contained in DE WOW

These documents are available in electronic form only through the State of Delaware Procurement Website at <http://bids.delaware.gov>.

Note: The State of Delaware is resolute that the Bidder be knowledgeable of the Delaware WIC EBT planning process and plans for EBT service development, implementation and operations.

C. Federal and State Guidelines, Standards and Conditions

The Delaware Department of Health and Social Services WIC Program must adhere to multiple sources of standards including those issued by the federal government. The selected EBT Contractor shall follow specific state and federal requirements that may apply, as well, including the USDA from which the WIC Program will solicit funds.

Delaware WIC Program intends to adopt USDA FNS Federal specifications cited in the following documents:

- WIC Functional Requirements Document for a Model WIC Information System with WIC EBT (FRED-E), Version 2008 2.0, Appendix E, January 2009
<http://www.fns.usda.gov/apd/WIC-FReD>
- USDA FNS WIC Universal MIS-EBT Interface Specifications June 2012
Note: If a newer specification is published before the project start date the EBT Contractor shall adhere to the newer specification.
<http://www.fns.usda.gov/wic/EBT/guidance.htm>
- USDA FNS WIC Operating Rules
<http://www.fns.usda.gov/wic/EBT/guidance.htm>
- USDA FNS WIC Technical Implementation Guide
<http://www.fns.usda.gov/wic/EBT/guidance.htm>

The EBT Contractor must ensure that the eWIC system is configured to meet the State of Delaware technical and security standards found at:

- <http://dti.delaware.gov/information/standards-policies.shtml> and listed in Section III.J. Mandatory State Standards.

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II. SCOPE OF SERVICES

This section contains the details of the eWIC Project scope responsibilities and deliverables that the WIC EBT Contractor must produce.

All components listed in this section are mandatory.

The WIC EBT Contractor shall provide detailed descriptions of all planned activities and timeframes related to transferring, implementing and operating a WIC EBT system. In addition to a detailed narrative about each proposed task and activity, Bidders shall include in their proposal a schedule of proposed work, including Gantt charts illustrating project milestones and dates or timeframes for contract deliverables. Dates shall be coordinated with the State schedule.

Note: Due to project interdependencies between the State, PM, QA, MIS and EBT contractors, proposed deliverable and task due dates may need to be adjusted prior to approval of the Project Management Plan.

A. Scope of WIC EBT Contractor Responsibilities

The project scope consists of two major phases; implementation and on-going operational support. The first phase, implementation of the eWIC system, at a high level, includes:

- Modification of an existing WIC EBT system that functionally meets, as a minimum, the WIC EBT system requirements outlined in the WIC Functional Requirements Document for a Model WIC Information System with WIC EBT (FRED-E), Version 2008 2.0, Appendix E, January 2009, and the requirements specified in the document
- Development and implementation of an eWIC to MIS system interface
- eWIC program setup and staff training
- Preparation, installation and certification of integrated and stand-beside store systems to accept eWIC benefits
- Vendor training
- Successful Pilot and Statewide Rollout of eWIC

The second phase begins during eWIC statewide rollout and includes on-going support of daily operations. The eWIC on-going operational support services, at a high level, include:

- Host Processing System (Authorization Platform)
 - Account Set-Up and Maintenance
 - Benefit Set-up and Maintenance
- Card Production, Maintenance, and Replacement

- PIN Issuance and Maintenance
- Assist the State with APL Maintenance
- Assist the State with UPC (Universal Product Code) Maintenance
- POS Provisioning (stand-beside, state-provided only)
- Third Party Processor (TPP) Management
- Retailer Certification and Management
- Settlement and Reconciliation
- Training Materials
- Reporting
- Help Desk Support for Staff, Retailers and Clients

B. Proposed Schedule

Delaware WIC expects the EBT WIC Contractor to meet the deadlines proposed and develop a plan that will support timely accomplishment of deliverables. Bidders may propose alternate task dates and/or durations in the proposed work plan if areas of efficiency are identified and justified in the task narrative.

II.B.1 Delaware eWIC Implementation Proposed Schedule

| WBS | Task Name | Duration | Start | Finish |
|--------------|--------------------------------------|-----------------|--------------------|---------------------|
| 1.2 | Implementation | 187 days | Thu 1/29/15 | Thu 10/15/15 |
| 1.2.1 | Initiation | 11 days | Thu 1/29/15 | Wed 2/11/15 |
| 1.2.1.1 | Kickoff meeting | 1 day | Thu 1/29/15 | Thu 1/29/15 |
| 1.2.1.2 | Work Plan development | 10 days | Fri 1/30/15 | Wed 2/11/15 |
| 1.2.1.3 | Project Management Plan development | 10 days | Fri 1/30/15 | Wed 2/11/15 |
| 1.2.1.4 | QA Plan development | 10 days | Fri 1/30/15 | Wed 2/11/15 |
| 1.2.2 | Interface Design/Validation | 55 days | Fri 1/30/15 | Wed 4/15/15 |
| 1.2.2.1 | JAD sessions/Requirements validation | 20 days | Fri 1/30/15 | Wed 2/25/15 |
| 1.2.2.2 | EBT/WOW interface design | 20 days | Fri 1/30/15 | Wed 2/25/15 |
| 1.2.2.3 | e-WIC design documents developed | 20 days | Fri 2/6/15 | Wed 3/4/15 |
| 1.2.2.4 | State approval of design documents | 10 days | Thu 3/5/15 | Wed 3/18/15 |
| 1.2.2.5 | Modification of design documents | 10 days | Thu 3/19/15 | Wed 4/1/15 |
| 1.2.2.6 | State approval of design documents | 10 days | Thu 4/2/15 | Wed 4/15/15 |
| 1.2.3 | EBT Card Design | 31 days | Thu 4/16/15 | Thu 5/28/15 |
| 1.2.3.1 | EBT card design session | 1 day | Thu 4/16/15 | Thu 4/16/15 |
| 1.2.3.2 | Create EBT card prototype | 20 days | Fri 4/17/15 | Thu 5/14/15 |
| 1.2.3.3 | State approval of EBT card design | 10 days | Fri 5/15/15 | Thu 5/28/15 |
| 1.2.4 | Development | 42 days | Thu 4/16/15 | Fri 6/12/15 |
| 1.2.4.1 | Development and Unit Testing | 20 days | Thu 4/16/15 | Wed 5/13/15 |
| 1.2.4.2 | Functional Demonstration I | 1 day | Thu 5/14/15 | Thu 5/14/15 |
| 1.2.4.3 | Development and Unit Testing | 20 days | Fri 5/15/15 | Thu 6/11/15 |
| 1.2.4.4 | Functional Demonstration II | 1 day | Fri 6/12/15 | Fri 6/12/15 |
| 1.2.5 | Testing | 94 days | Fri 5/15/15 | Wed 9/23/15 |
| 1.2.5.1 | Test Plan development (State) | 30 days | Fri 5/15/15 | Thu 6/25/15 |

| WBS | Task Name | Duration | Start | Finish |
|--------------|---|-----------------|--------------------|---------------------|
| 1.2.5.2 | Test scripts development | 30 days | Fri 5/15/15 | Thu 6/25/15 |
| 1.2.5.3 | State approval of test scripts | 10 days | Fri 6/26/15 | Thu 7/9/15 |
| 1.2.5.4 | FNS review of test scripts | 30 days | Fri 6/26/15 | Thu 8/6/15 |
| 1.2.5.5 | Receive FNS approval of test scripts | 0 days | Thu 8/6/15 | Thu 8/6/15 |
| 1.2.5.6 | Build test environment | 45 days | Fri 6/26/15 | Thu 8/27/15 |
| 1.2.5.7 | Training for UAT | 5 days | Fri 8/28/15 | Thu 9/3/15 |
| 1.2.5.8 | UAT | 5 days | Fri 9/4/15 | Thu 9/10/15 |
| 1.2.5.9 | State approves UAT results | 1 day | Fri 9/11/15 | Fri 9/11/15 |
| 1.2.5.10 | Submit UAT approval to USDA/FNS | 3 days | Mon 9/14/15 | Wed 9/16/15 |
| 1.2.5.11 | FNS review of UAT test results | 5 days | Thu 9/17/15 | Wed 9/23/15 |
| 1.2.5.12 | Receive FNS approval to begin pilot | 0 days | Wed 9/23/15 | Wed 9/23/15 |
| 1.2.6 | Vendor Readiness | 100 days | Thu 2/26/15 | Wed 7/15/15 |
| 1.2.6.1 | Vendor Management Plan developed | 15 days | Thu 2/26/15 | Wed 3/18/15 |
| 1.2.6.2 | Vendor/TPP Agreement developed | 15 days | Thu 3/19/15 | Wed 4/8/15 |
| 1.2.6.3 | State approves Vendor Management Plan | 10 days | Thu 4/9/15 | Wed 4/22/15 |
| 1.2.6.4 | State approves Vendor/TPP Agreement | 10 days | Thu 4/23/15 | Wed 5/6/15 |
| 1.2.6.5 | Submit Vendor/TPP Agreement to USDA/FNS | 1 day | Thu 5/7/15 | Thu 5/7/15 |
| 1.2.6.6 | FNS review of Vendor/TPP Agreement | 10 days | Fri 5/8/15 | Thu 5/21/15 |
| 1.2.6.7 | Receive FNS approval of Vendor/TPP Agreement | 0 days | Thu 5/21/15 | Thu 5/21/15 |
| 1.2.6.8 | Vendor outreach and meetings | 60 days | Thu 4/23/15 | Wed 7/15/15 |
| 1.2.6.9 | Vendor Integration Specifications developed/updated | 30 days | Thu 2/26/15 | Wed 4/8/15 |
| 1.2.6.10 | State approves vendor integration specifications | 10 days | Thu 4/9/15 | Wed 4/22/15 |
| 1.2.7 | Training Readiness | 40 days | Thu 4/23/15 | Wed 6/17/15 |
| 1.2.7.1 | Training Plan development | 30 days | Thu 4/23/15 | Wed 6/3/15 |
| 1.2.7.2 | State approves Training Plan | 10 days | Thu 6/4/15 | Wed 6/17/15 |
| 1.2.7.3 | Training Materials development | 30 days | Thu 4/23/15 | Wed 6/3/15 |
| 1.2.7.4 | State approves Training Materials | 10 days | Thu 6/4/15 | Wed 6/17/15 |
| 1.2.8 | Customer Service Readiness | 90 days | Thu 3/19/15 | Wed 7/22/15 |
| 1.2.8.1 | ARU scripts developed | 30 days | Thu 3/19/15 | Wed 4/29/15 |
| 1.2.8.2 | State approves training scripts | 10 days | Thu 4/30/15 | Wed 5/13/15 |
| 1.2.8.3 | ARU Test Scripts developed | 30 days | Thu 4/9/15 | Wed 5/20/15 |
| 1.2.8.4 | State approves ARU test scripts | 10 days | Thu 5/21/15 | Wed 6/3/15 |
| 1.2.8.5 | Development of CSR training materials | 30 days | Thu 5/14/15 | Wed 6/24/15 |
| 1.2.8.6 | State approves CSR training materials | 10 days | Thu 6/25/15 | Wed 7/8/15 |
| 1.2.8.7 | CSR training | 10 days | Thu 7/9/15 | Wed 7/22/15 |
| 1.2.9 | Approved Products List | 186 days | Fri 1/30/15 | Thu 10/15/15 |
| 1.2.9.1 | UPC/PLU collection | 185 days | Fri 1/30/15 | Wed 10/14/15 |
| 1.2.9.2 | UPC's/PLU's transmitted to processor | 1 day | Thu 10/15/15 | Thu 10/15/15 |
| 1.3 | Pilot and Rollout | 219 days | Fri 9/25/15 | Wed 7/27/16 |
| 1.3.1 | State staff training | 5 days | Thu 11/19/15 | Wed 11/25/15 |

| WBS | Task Name | Duration | Start | Finish |
|----------------|---|-----------------|---------------------|---------------------|
| 1.3.2 | Pilot | 142 days | Fri 9/25/15 | Mon 4/11/16 |
| 1.3.2.1 | Clinic Training | 6 days | Thu 11/26/15 | Thu 12/3/15 |
| 1.3.2.1.1 | Clinic staff training | 5 days | Thu 11/26/15 | Wed 12/2/15 |
| 1.3.2.1.2 | State approves Clinic Training for Pilot | 1 day | Thu 12/3/15 | Thu 12/3/15 |
| 1.3.2.2 | Vendor Readiness | 60 days | Fri 9/25/15 | Thu 12/17/15 |
| 1.3.2.2.1 | Execute Vendor/TPP Agreements | 57 days | Fri 9/25/15 | Mon 12/14/15 |
| 1.3.2.2.2 | Install stand-beside equipment/train vendors | 59 days | Fri 9/25/15 | Wed 12/16/15 |
| 1.3.2.2.3 | Perform TPP/Integrated Certifications | 59 days | Fri 9/25/15 | Wed 12/16/15 |
| 1.3.2.2.4 | State approves Vendor Readiness for Pilot | 1 day | Thu 12/17/15 | Thu 12/17/15 |
| 1.3.2.3 | Clinic Readiness | 16 days | Thu 11/26/15 | Thu 12/17/15 |
| 1.3.2.3.1 | Install card readers (State) | 15 days | Thu 11/26/15 | Wed 12/16/15 |
| 1.3.2.3.2 | Receive card stock | 15 days | Thu 11/26/15 | Wed 12/16/15 |
| 1.3.2.3.3 | State approves Clinic Readiness for Pilot | 1 day | Thu 12/17/15 | Thu 12/17/15 |
| 1.3.2.4 | Commence Pilot | 66 days | Mon 12/28/15 | Mon 3/28/16 |
| 1.3.2.5 | Pilot Evaluation | 55 days | Tue 1/26/16 | Mon 4/11/16 |
| 1.3.2.5.1 | Collect Data | 45 days | Tue 1/26/16 | Mon 3/28/16 |
| 1.3.2.5.2 | Analyze data | 45 days | Tue 1/26/16 | Mon 3/28/16 |
| 1.3.2.5.3 | FNS pilot evaluation | 10 days | Tue 3/29/16 | Mon 4/11/16 |
| 1.3.2.5.4 | Receive FNS approval to rollout | 0 days | Mon 4/11/16 | Mon 4/11/16 |
| 1.3.3 | Rollout 1 | 62 days | Mon 4/4/16 | Tue 6/28/16 |
| 1.3.3.1 | Clinic Training | 6 days | Thu 5/26/16 | Thu 6/2/16 |
| 1.3.3.1.1 | Clinic staff training | 5 days | Thu 5/26/16 | Wed 6/1/16 |
| 1.3.3.1.2 | State approves Clinic Training for Rollout 1 | 1 day | Thu 6/2/16 | Thu 6/2/16 |
| 1.3.3.2 | Vendor Readiness | 56 days | Mon 4/4/16 | Mon 6/20/16 |
| 1.3.3.2.1 | Execute Vendor/TPP Agreements | 55 days | Mon 4/4/16 | Fri 6/17/16 |
| 1.3.3.2.2 | Install stand-beside equipment/train vendors | 55 days | Mon 4/4/16 | Fri 6/17/16 |
| 1.3.3.2.3 | Perform TPP/Integrated Certifications | 55 days | Mon 4/4/16 | Fri 6/17/16 |
| 1.3.3.2.4 | State approves Vendor Readiness for Rollout 1 | 1 day | Mon 6/20/16 | Mon 6/20/16 |
| 1.3.3.3 | Clinic Readiness | 16 days | Thu 5/26/16 | Thu 6/16/16 |
| 1.3.3.3.1 | Install card readers (State) | 15 days | Thu 5/26/16 | Wed 6/15/16 |
| 1.3.3.3.2 | Receive card stock | 15 days | Thu 5/26/16 | Wed 6/15/16 |
| 1.3.3.3.3 | State approves Clinic Readiness for Rollout 1 | 1 day | Thu 6/16/16 | Thu 6/16/16 |
| 1.3.3.4 | Rollout 1 | 1 day | Tue 6/28/16 | Tue 6/28/16 |
| 1.3.3.5 | Receive FNS approval to proceed to Rollout 2 | 0 days | Tue 6/28/16 | Tue 6/28/16 |
| 1.3.4 | Rollout 2 | 62 days | Tue 5/3/16 | Wed 7/27/16 |
| 1.3.4.1 | Clinic Training | 6 days | Mon 6/27/16 | Mon 7/4/16 |
| 1.3.4.1.1 | Clinic staff training | 5 days | Mon 6/27/16 | Fri 7/1/16 |

| WBS | Task Name | Duration | Start | Finish |
|----------------|---|----------------|--------------------|--------------------|
| 1.3.4.1.2 | State approves Clinic Training for Rollout 2 | 1 day | Mon 7/4/16 | Mon 7/4/16 |
| 1.3.4.2 | Vendor Readiness | 57 days | Tue 5/3/16 | Wed 7/20/16 |
| 1.3.4.2.1 | Execute Vendor/TPP Agreements | 55 days | Tue 5/3/16 | Mon 7/18/16 |
| 1.3.4.2.2 | Install stand-beside equipment/train vendors | 55 days | Tue 5/3/16 | Mon 7/18/16 |
| 1.3.4.2.3 | Perform TPP/Integrated Certifications | 55 days | Tue 5/3/16 | Mon 7/18/16 |
| 1.3.4.2.4 | State approves Vendor Readiness for Rollout 2 | 1 day | Wed 7/20/16 | Wed 7/20/16 |
| 1.3.4.3 | Clinic Readiness | 17 days | Mon 6/27/16 | Tue 7/19/16 |
| 1.3.4.3.1 | Install card readers (State) | 15 days | Mon 6/27/16 | Fri 7/15/16 |
| 1.3.4.3.2 | Receive card stock | 15 days | Mon 6/27/16 | Fri 7/15/16 |
| 1.3.4.3.3 | State approves Clinic Readiness for Rollout 2 | 1 day | Tue 7/19/16 | Tue 7/19/16 |
| 1.3.4.4 | Rollout 2 | 1 day | Wed 7/27/16 | Wed 7/27/16 |

C. Project Staffing Requirements

The WIC EBT Contractor is expected to provide a WIC EBT experienced Project Manager and Business Analyst dedicated to this project. Additional team members shall include a Quality Assurance Specialist, and Developers as required to complete tasks with a high degree of quality and timeliness.

The WIC EBT Contractor Project Manager is responsible for the overall successful delivery and operation of the eWIC system. The WIC EBT Contractor will be responsible to the State's Project Manager and communicate progress including updating Project Plans, assigning staff, scheduling meetings, reviewing status reports, addressing project issues and change orders, and preparing presentations for upper management.

The WIC EBT Contractor's Project Manager has overall responsibility for their project deliverables, schedule, and successful implementation of the software as planned and all activities of WIC EBT Contractor's resources. The WIC EBT PM and the State PM will work cooperatively to ensure project team activities and objectives are planned and performed according to the project plan schedule in place. The State PM is responsible to oversee the Contractor's adherence to contract provisions and the agreed-to project plan, and to ensure appropriate resources are allocated within the State to accomplish the agreed-to objectives. The State PM will be responsible to engage the project executive sponsors as required in the event of any problems or issues needing their intervention.

The WIC EBT Contractor PM shall be responsible for the successful delivery of all WIC EBT Contractor tasks and subtasks defined in the Project Work Plan. Progress will be monitored, and approach adjusted as necessary in Project Status Meetings.

The WIC EBT PM shall work closely with the State's Project Manager on a day-to-day basis. The WIC EBT PM will be required to be on-site in Delaware as agreed upon during contract negotiations, based on the project schedule. The WIC EBT PM will attend project team status meetings either onsite in Delaware or via teleconference. Contractor staff other than the Project Manager will attend as required and determined by the Contractor PM and/or the State PM. A meeting schedule will be identified during the project kickoff meeting.

The WIC EBT PM shall provide written Status Reports to the State Project Manager. Status Reports shall include, at a minimum: all tasks accomplished, incomplete, or behind schedule in the previous week (with reasons given for those behind schedule); all tasks planned for the coming two weeks, an updated status of tasks (entered into the Project Plan and attached to the Status Report – e.g., % completed, completed, resources assigned to tasks, etc.), and the status of any corrective actions undertaken. The report will also contain items such as the current status of the project's technical progress and contractual obligations, achievements to date, risk management activities, unresolved issues, plans and requirements to resolve schedule and unresolved issues, action items, problems, installation and maintenance results, and significant changes to WIC EBT Contractor's organization or method of operation, to the project management team, or to the deliverable schedule where applicable. The State PM and the WIC EBT PM will come to agreement on the exact format of the report document at or before the project kickoff meeting.

Summary of WIC EBT Project Management Deliverables/Responsibilities:

- Ensure delivery of project deliverables and system documentation on schedule
- WIC EBT Contractor Team performance monitoring
- WIC EBT Project Management Plan
- WIC EBT PM to work with State project team to develop a detailed project work plan
- Maintain and update Project Plan and its sub plans on a regular basis (at least weekly, if not daily) by communications with the State PM
- Lead project kickoff meeting
- Deliver WIC EBT status reports

- Deliver WIC EBT issues log updates
- Deliver WIC EBT risk log updates
- Attend weekly project team meetings
- Facilitate unscheduled meetings to discuss issues

The WIC EBT Contractor must have the appropriate number of project staff with the necessary skills at all times during this project to ensure the successful implementation and on-going operations of eWIC. Delaware does not anticipate the need for WIC EBT Contractor staff to be on-site at all times to execute the implementation; however during key tasks and when requested by Delaware the WIC EBT Contractor is responsible to make the Project Manager or designee(s) available on-site within a mutually agreed reasonable time at no cost to Delaware.

The WIC EBT Contractor shall obtain written approval in advance from the State of **key** staff proposed for each project. Contractor shall notify the State in advance and obtain written approval of new **key** staff if staffing changes during a project. If any Contractor staff does not perform up to acceptable or satisfactory standards as documented in the contract or SOW, the State shall inform the Contractor. When so informed, the Contractor shall either replace the staff member(s) with approved staff or take remedial action agreed by the State to ensure staff members are performing to an acceptable standard.

The Bidder shall provide resumes and an organization chart for all project team members.

D. Major Project Tasks

The tasks associated with each high level requirement are included in the table below. This list includes the minimum tasks that the Bidder must address in the response.

Note: Tasks may be reordered as appropriate to maintain schedule. Additional tasks may be included in the project plan as needed.

II.D.1 Delaware eWIC Project Phase Task Table

| Task# | Task Description |
|--------------|--|
| T.1 | Initiation |
| T.1.1 | Conduct Project Kickoff Meeting |
| T.1.2 | Develop Project Management Plan |
| T.1.3 | Develop Project Work Plan |
| T.1.4 | Create eWIC Interface to USDA FNS Universal EBT MIS Interface Specification Gap Analysis |

| Task# | Task Description |
|--------------|--|
| T.1.5 | Create eWIC Interface to WOW Interface Gap Analysis |
| T.2 | Design and Development |
| T.2.1 | Conduct Requirements Validation Session |
| T.2.2 | Create eWIC Detail Design Document |
| T.2.3 | Conduct eWIC to WOW Interface Design Document Review |
| T.2.4 | Conduct EBT Card Design Session and Prototype |
| T.2.5 | Develop Authorized Product List (APL) |
| T.2.6 | Modify, Test, Revise eWIC |
| T.3 | System Testing |
| T.3.1 | Develop Test Scripts |
| T.3.2 | Build Test Environment |
| T.3.3 | Conduct User Acceptance Training |
| T.3.4 | Conduct User Acceptance Testing |
| T.4 | Vendor Readiness |
| T.4.1 | Develop Vendor Management Plan |
| T.4.2 | Create Vendor/Third Party Processor (TPP) Agreements |
| T.4.3 | Conduct Vendor Outreach and Technical Meetings |
| T.4.4 | Develop Integrated Retailer Interface Specification Document |
| T.4.5 | Establish Vendor Test Environment |
| T.4.6 | Develop Vendor Customer Service Web Portal |
| T.5 | Training Readiness |
| T.5.1 | Develop Training Plan (State, Participant, Vendor) |
| T.6 | Customer Service Readiness |
| T.6.1 | Develop Participant Customer Service Web Portal |
| T.6.2 | Develop Participant Automated Response Unit (ARU) |
| T.6.3 | Develop Automated Response Unit (ARU) Scripts |
| T.6.4 | Develop and Test ARU Functionality |
| T.6.5 | Develop Customer Service Representative (CSR) Frequently Asked Question Lists and Other Aids |
| T.6.6 | Conduct WIC EBT Contractor Customer Service Representatives Training |
| T.7 | Approved Product List Readiness |
| T.7.1 | Finalize APL Collection and Pricing |
| T.7.2 | APL Processing |
| T.8 | Pilot |
| T.8.1 | Conduct State Staff Training |
| T.8.2 | Conduct Clinic Training |
| T.8.3 | Execute Vendor/TPP Agreements |
| T.8.4 | Procure Equipment (Pilot Clinics/Vendors) |
| T.8.5 | Install Stand-Beside Equipment/Conduct Vendor Training |
| T.8.6 | Perform TPP/Integrated Certifications |
| T.8.7 | Distribute EBT Card Stock |

| Task# | Task Description |
|--------------|---|
| T.8.8 | Conduct 3-Month System Pilot Test |
| T.8.9 | Evaluate Pilot Results (Interface and System Modification/Regression Testing As Needed) |
| T.8.10 | Prepare Pilot Evaluation Report |
| T.9 | Statewide Rollout (2 Rollout Phases) |
| T.9.1 | Procure Equipment (Statewide) |
| T.9.2 | Conduct Clinic Training |
| T.9.3 | Execute Vendor/TPP Agreements |
| T.9.4 | Procure Equipment (Rollout Clinics/Vendors) |
| T.9.5 | Install Stand-Beside Equipment/Conduct Vendor Training |
| T.9.6 | Perform TPP/Integrated Certifications |
| T.9.7 | Distribute EBT Card Stock |
| T.9.8 | Conduct System Rollout |
| T.9.9 | Update System Documentation |
| T.10 | On-going Operations |
| T.10.1 | 24/7 operation of EBT online benefit delivery system |
| T.10.2 | Delivery of EBT reports |
| T.10.3 | e-WIC Card Supplies and Replacements |
| T.10.4 | Financial reconciliations |
| T.10.5 | Operation of Retail Vendor Helpdesk |
| T.10.6 | Operation of Participant Helpdesk |
| T.11 | Warranty Period |
| T.11.1 | Initial 1 Year Warranty |
| T.11.2 | Resolution of identified defects |

Detailed Descriptions of Major Project Tasks

Task 1 - Initiation

Task 1.1 – Project Kickoff Meeting

Prepare for and conduct the project kickoff meeting to include:

- Meeting agenda
- Presentation
- Meeting Minutes documenting all agreements, understandings, and contingencies arising from the project initiation meeting involving the WIC EBT Contractor and the State, which clarify any revisions to the project objectives, timeline, etc.

Task 1.2 - Develop and Submit the Project Management Plan

The WIC EBT Contractor shall develop and implement a comprehensive project management plan that describes how they intend to manage the project and illustrates how the WIC EBT Contractor will accomplish

required tasks and produce required deliverables within the Delaware Implementation project timeline.

The Project Management Plan will include detailed information for all relevant sub plans listed below. The Project Management Plan must include complete and accurate task descriptions and dependencies. It must also include a description of any known risk areas and the contractor's approach for mitigating the risks. The Project Management Plan must be submitted in sufficient detail to afford the State full visibility into the status of all project activities during the course of the project effort.

The Project Management Plan contains the following sub-plans and elements:

- Master Test Plan
- Issue Management Plan
- Disaster Recovery Plan
- Data Security Plan
- Change Control Management Plan
- State Staff Training Plan
- Retailer Training Plan
- Invoice Schedule

Master Test Plan

The WIC EBT Contractor shall create a Master Test Plan, which describes on a high-level how, by whom, with what and when the test activities are carried out. "On a high-level" means that everything that is described in the Master Test Plan is applicable for the complete test project (all test levels and test types). Individual Test Plans for the different test levels, i.e. integration, system/interface, and user acceptance, with more specific details for that test level, are created and maintained in the phase.

A test strategy is determined that specifies what characteristics of the system are to be assessed on which test levels and with what test types, what characteristics are given priority, what parts of the system will receive the most attention, and what parts will receive the least attention.

The Master Test Plan describes what artefacts (deliverables) the test process produces and how the coordination, monitoring and controlling of the test process is done. This includes how to communicate and report on the status of the test process and the quality of the test object.

The Master Test Plan contains a high-level view:

- Testing phases and what is included in each

- Testing environments, methodologies (including defect management), and tools
- Test case format and examples
- Required State participation
- Roles and responsibilities matrix

Individual test plans are created for integration, system/interface and user acceptance testing. These plans expand on the elements of the Master Test Plan and describe the specific elements of what, when, where, who, and how testing is done at each phase. The test plans describe the success criteria used to determine satisfactory completion of the tests.

A traceability matrix shall be created to ensure requirements are covered by specific test cases and any associated defects/issues uncovered during testing and the version and name of the software involved.

Issue Management Plan

The WIC EBT Contractor shall create an Issue Management Plan for the engagement. The plan includes the following:

- Identification, submission, and control of an Issue
- Issue assessment
- Issue documentation
- Issue resolution procedures

Disaster Recovery Plan

The WIC EBT Contractor shall create a Disaster Recovery Plan for this engagement. The plan includes the following:

- Detailed backup system description
- Disaster notification procedures
- Cutover procedures including expected outage time, facilities, hardware and software configuration
- Recovery procedures including recovery time
- Vendor disaster recovery procedures and instructions
- Test schedule
- Roles and responsibilities matrix

Data Security Plan

The WIC EBT Contractor shall create a Data Security Plan for this engagement. The Data Security Plan will detail at a minimum:

- Security of data exchange and interface between WOW and eWIC systems
- Encryption of PINs and secure maintenance of PIN data
- Secure access to EBT data:

- Via the MIS interface
- Via the WIC EBT Contractor's web administrative system
- For retailers and cardholders through a web portal
- For cardholders through an automated voice response system
- System access roles
- WIC EBT Contractor security of State Agency data
- Security related to transaction processing and settlement to retailers or other third party networks
- Physical data center security

The Data Security Plan must be consistent with the State of Delaware technical and security standards found at:

- <http://dfi.delaware.gov/information/standards-policies.shtml> and listed in Section III.J. Mandatory State Standards.

Change Control Management Plan

The WIC EBT Contractor shall create a Change Management Plan for this engagement. The plan includes the following:

- Definition of scope changes
- Change Control Board
 - Participation and representation
 - Approach
- Classification of Changes
- Products of the project
 - Defects
 - Changes in requirements
 - Deliverables
- Defect / Change Life Cycle
 - Initiation
 - Assessment
 - Decision
 - Notification

State Staff Training Plan

The WIC EBT Contractor shall create a State Staff Training Plan for this engagement. The plan includes the following:

- Training methodologies
- Training session content
- Intended audience
- Planned Training Events

Retailer Training Plan

The WIC EBT Contractor shall create a Retailer Training Plan for this engagement. The plan includes the following:

- Training methodologies
- Training session content
- Intended audience
- Planned Training Events

Invoice Schedule

The WIC EBT Contractor shall create an Invoice Schedule for this engagement. All invoices shall be linked with a deliverable. The schedule will show the deliverable, expected invoice date, item amount, and totals.

Task 1.3 - Develop and submit the Project Work Plan

The Project Work Plan will incorporate all WIC EBT Contractor requirements (deliverables and milestones) and the State's requirements such as review periods for deliverables, schedule of staff participation in system review/design confirmation sessions, user acceptance testing, training sessions, piloting, rollout, transition to on-going operations and implementation closure. Planned on-site meetings should be denoted on the schedule.

Note: The PSC requires 10 working days to review and approve each implementation deliverable. The Project Work Plan shall be created in Microsoft Project 2010 format.

Task 1.4 - Create eWIC Interface to USDA FNS Universal EBT MIS Interface Specification Gap Analysis

Two weeks prior to the Requirements Validation Session, the WIC EBT Contractor shall prepare a preliminary eWIC Interface to USDA FNS Universal EBT MIS Interface Specification Gap Analysis Document identifying areas where the eWIC system may not be compliant. Include any plans to remedy the out of compliance areas (if any) prior to Delaware eWIC implementation.

Task 1.5 - Create eWIC Interface to WOW Interface Gap Analysis

Two weeks prior to the Requirements Validation Session, the WIC EBT Contractor shall prepare a preliminary eWIC Interface to WOW Interface Gap Analysis Document identifying areas where the eWIC system may not interface as expected to WOW interfaces referenced in *Table I.A.3 – WUMEI WOW eWIC System Compliance Chart*. Include any plans to remedy the out of compliance areas (if any) prior to Delaware eWIC implementation.

Task 2 - Design and Development

Task 2.1 - Conduct Requirements Validation Session

The WIC EBT Contractor shall conduct an on-site Requirements Validation Session to:

- Demonstrate the eWIC system functionality in detail
- Review all reports and settlement processes
- Demonstrate the Retailer stand-beside system
- Share implementation experiences, best practices, and lessons learned with other WIC programs
- Review/identify all client requirements
- Review the eWIC-WOW interface functionality in accordance with the WUMEI

Two weeks prior to the Requirements Validation Session the WIC EBT Contractor shall:

- Post all relevant eWIC system documentation, user manuals, card reader user guides, stand-beside system documentation etc. on the existing project SharePoint site for attendee review
- Post the eWIC Interface to USDA FNS Universal EBT MIS Interface Specification Gap Analysis
- Post the eWIC Interface to WOW Interface Gap Analysis
- Identify the desired audience to the State PM
- Distribute a meeting agenda

During the meeting, the WIC EBT Contractor shall provide a dedicated scribe, independent of the meeting presenter, to record all agreements, understandings, and contingencies arising from the meeting which clarify any revisions to the project objectives, eWIC system, timeline, etc.

Following the meeting, the WIC EBT Contractor shall:

- Post Meeting Minutes documenting all agreements, understandings, and contingencies arising from the meeting which clarify any revisions to the project objectives, eWIC system, timeline, etc.
- Create an eWIC Detail Design Document

Task 2.2 - Create eWIC Detail Design Document

The WIC EBT Contractor shall create the eWIC Detail Design Document (DDD) describing the functional requirements of the system, including clinic, state agency and central processing functionality. This document must contain detailed descriptions of all of the following: user interfaces, screen edits, database edits, reports, report definitions, any other system-

produced outputs, and system interfaces. The document(s) must also describe functional specifications for all inputs, processing, outputs to and include:

- System design overview
- System technical overview
- System security and user access
- System audits and controls
- Transaction processing, including switched, online, and manual
- EBT system functions and operations including the following areas:
 - Authorized Product List
 - Household EBT Account
 - Household Food Benefits
 - Benefit Redemption
 - Settlement and Reconciliation
 - Vendor Management
 - Program Management
 - Cardholder Services
 - System Operations
 - Security
- General Requirements
- Automated Response Unit (ARU) and Customer Services Response (CSR)
- Card issuance and card replacement
- PIN selection process
- Card activation process
- Reporting lost and stolen cards
- Account aging, claims, repayments, representations, and adjustments
- Retailer settlement
- End –to–end system reconciliation/balancing
- Interoperability
- End-of-day processing
- EBT to MIS Interface management
- Funds settlement
- Daily, monthly, and ad hoc reporting
- Transaction adjustments
- Dispute tracking and resolution
- Standard reports generated by the eWIC system

Functions shall be numbered and organized under high-level functional areas so that they can be referenced in other documents, such as test scripts.

This deliverable is to be presented in the form of an Initial Draft and Final Version. The draft version submission must be accompanied by a formal review of the document with designated staff and an appropriate review period (i.e., ten working days for the initial draft and ten for the final draft).

The walk through of the updated eWIC Detail Design Document will be conducted to validate that the requirements are all included in the updated eWIC Detail Design Document and that the updated document incorporates all change requirements made during the Requirements Validation Session.

The updated eWIC Detail Design Document forms part of the overall system documentation and must be kept current and maintained in accordance with configuration management standards throughout the life of the contract. Approval of the eWIC Detail Design Document will be required before interface development activities may begin.

Following user acceptance testing, if there have been any modifications to the system that affect the accepted final eWIC Detail Design Document, the WIC EBT Contractor will update the document and submit a final version to Delaware.

Task 2.3 - Conduct eWIC to WOW Interface Design Document Review

The WIC EBT Contractor shall create the eWIC to WOW Interface Design Document. This document will define and document the messages and files that are exchanged between the eWIC system and WOW. It is required that the WIC EBT Contractor and the MIS Contractor develop a solution in accordance with the WUMEI specification, version June 2012 or above. If the EBT provider subsequently identifies elements of the interface that require enhancements, Delaware and the MIS Contractor will consider each on a case-by-case basis.

This review session may be combined with the eWIC Detail Design Document Review session.

Task 2.4 - Conduct EBT Card Design Session and Prototype

The WIC EBT Contractor shall work with the WIC Program to develop a WIC EBT card design specific to Delaware. The DE WIC EBT card shall comply with specifications including the latest version of the Operating Rules for WIC EBT (WIC EBT Card appearance and requirements), and the International Standards Organization (ISO) and ANSI specifications and standards relating to cards used for financial transactions. DE WIC EBT cards shall comply with ISO/IEC 7810:2003, Identification cards – Physical

characteristics and ISO 7811, 7812 and 7813 for magnetic stripe financial cards.

The WIC EBT Contractor shall conduct an EBT card design session. This session will include:

- Overview of the card design process
- Samples of card designs used by other WIC programs
- Gather client design requirements

Following the EBT Card Design Session, the WIC EBT Contractor shall propose several card designs implementing client requirements for a final graphic decision.

The WIC EBT Contractor will provide a final card sample prior to card production.

Task 2.5 - Develop Authorized Product List (APL)

The WIC EBT Contractor shall work closely with the State staff and MIS Contractor to define, collect, and refine the authorized product list.

DE requests that the WIC EBT Contractor collect UPCs from the vendors as an additional service. The Bidder shall provide a separate optional cost estimate (Appendix A) for the UPC collection process. If the State elects not to exercise the option, the WIC EBT Contractor shall assist the State with the collection of required data. If the Bidder cannot provide this optional service, state this in the proposal.

Delaware WIC anticipates the following UPC collection procedure:

- The State provides the food list of approved foods by store (or chain) to the EBT Collector
- The EBT Collector saves UPCs in EAN-13 format and provides the State with the database
- The State reviews the database and identifies areas of concern
- The EBT Collector refines and updates the database (may require an additional visit to store/stores)
- The State reviews and finalizes the database
- The State sends the list of all authorized UPCs to corporate offices for feedback and updates if necessary
- The EBT Collector makes final updates if necessary
- The EBT Collector uploads the UPC database to WOW
- The EBT Collector tests the database
- The EBT Collector uploads the UPC database to the NUPC, if requested

Note: The EBT Collector may be the WIC EBT Contractor if selected, a third party contractor, or State staff.

Task 2.6 - Modify, Test, Revise eWIC

Following approval of the eWIC Detail Design Document and the eWIC to WOW Interface Design Document, the WIC EBT Contractor shall commence with modification, testing, and revisions (as necessary) to the eWIC system.

The WIC EBT Contractor shall provide system life cycle testing services for the duration of the contract. The life cycle system test approach requires that the eWIC system, including any changes made to the eWIC system during the contract period, shall be properly tested prior to being introduced into the production environment. The WIC EBT Contractor shall be required to meet the FNS system testing requirements, including the User Acceptance Testing (UAT) requirements.

System testing shall be performed on all components and functional areas of the eWIC system and interfaces. Any deficiencies identified during system testing must be corrected and re-tested. Both the State and FNS must formally accept and approve the eWIC system before the system is introduced into production and operations can begin. Refer to Section 13.1 of the FNS Operating Rules for WIC EBT.

Connectivity testing shall be conducted between eWIC and WOW systems. This includes testing of all interfaces between the WIC EBT Contractor's primary and back-up systems and the State's primary and back-up systems. The WIC EBT Contractor shall be required to provide all necessary hardware and software to ensure connectivity.

Interface testing is conducted to ensure that all files and messages sent between the WOW and eWIC systems are properly received, accepted, and are accurately processed. Interface testing shall demonstrate rejection of duplicate files or records and correction of transmission errors.

Stress testing is conducted to ensure that there is sufficient capacity within the WIC EBT system to handle the expected transaction volume. The WIC EBT Contractor shall use results from the stress test to formulate a system capacity model to determine the appropriate hardware and software requirements and configuration so that the WIC EBT system can accommodate the anticipated transaction volumes.

Contingency planning and testing ensures that essential (mission-critical) WIC EBT operations will continue if normal operations are disrupted at

either the WIC EBT Contractor's or the State's primary site. The WIC Program requires that the WIC EBT Contractor establish a "hot back-up" site with full computer systems and complete or near-complete back-ups of user data, for continued operations in case of failure at the primary operations site. The WIC EBT Contractor shall specify the amount of time (length of outage) expected for the transition from the primary to the back-up system. The WIC EBT Contractor shall also specify the amount of time (length of outage) expected to move operations back to the primary system from the back-up. The State also requires an escalation process that includes notification of State WIC EBT managers. Post-incident recovery procedures and responsibilities should also be required to facilitate the rapid restoration of normal operations at the primary site or, if necessary, at an alternate facility, following destruction, major damage or other significant interruptions of the primary site. During the operations phase, contingency testing should be conducted annually to ensure that back-up operation plans are adequate.

The functional demonstration shall provide State and FNS representatives the opportunity to review and observe planned WIC EBT system operations. The WIC EBT Contractor shall prepare a report of the demonstration results including any system modifications that were identified. The Functional Demonstration is conducted to ensure the design is proceeding according to the expectations of the State and WIC EBT Contractor.

During the modification and testing phase, the WIC EBT Contractor must schedule periodic reviews for the State. The purpose of these reviews is to measure overall progress and status of the system modification activities. These reviews will be conducted at the State's option and may be conducted by the State QA.

Once the WIC EBT Contractor, MIS Contractor, and State QA are satisfied that the system meets the functional requirements and technical specifications, the contractors will provide the State with written certification that the system is ready for User Acceptance Testing. In order to demonstrate the system readiness for UAT, the EBT Contractors must perform a function demonstration with State staff and the QA Contractor.

Test Schedule

The WIC EBT Contractor shall conduct required system tests and demonstrations with participation by the State QA and/or FNS designate. The WIC EBT Contractor shall build the following schedule into the work plan. The testing requirements and schedule include:

II.D.2.6.1: Test Descriptions and Expected Due Dates Table

| System Test Requirement | Schedule of Test Activities |
|---------------------------------|--|
| Connectivity Testing | At a minimum of 2 weeks prior to Interface Testing |
| Interface Testing | At a minimum of 1 month prior to the UAT |
| Functional Demonstration | At a minimum of 6 weeks prior to UAT |
| UAT Test Scripts | At a minimum of 4 weeks prior to the UAT |
| UAT | At a minimum of 2 months prior to Pilot |
| Performance Testing | In conjunction with UAT |
| ARU and Web Testing | In conjunction with UAT |
| Test Reports | Within two weeks of completing tests |
| Revised System Design Documents | Within one month of completing UAT |
| Contingency Testing | Conducted annually |

Task 3 - System Testing

Task 3.1 - Develop Test Scripts

Testing will be a joint effort between the WIC EBT Contractor, MIS Contractor, State QA, and FNS. During the system testing phase, all interfaces between eWIC, WOW, and internal stand-beside systems should be tested and the test results documented.

The WIC EBT Contractor shall develop test scripts to confirm that the system/installation is functional and FNS can be assured that all functions of the system are working properly as designed. The test scripts should cover all facets of the system's operations and test all of the system processing options and environmental conditions (e.g., POS hardware and communications failure and entry of erroneous data) and must test both positive and negative results.

The test scripts shall be developed by the WIC EBT Contractor with input from the State, MIS Contractor, and FNS. Test scripts shall be reviewed and approved by the State and FNS. The scripts shall detail step-by-step instructions on the actual test and system functions to be demonstrated. Test scripts shall describe the desired system outcomes and test results and shall demonstrate both anticipated optimistic and pessimistic situations. The WIC EBT Contractor and the State shall jointly develop test data.

Task 3.2 - Build Test Environment

The WIC EBT Contractor shall have a fully functional and validated test environment available for use during the System Test phase. The test environment should mirror the production environment as closely as possible and shall be available and accessible during normal working hours (8:00AM-5:00PM Eastern Monday-Friday) except during builds and other planned maintenance periods.

The WIC EBT Contractor shall ensure that adequate and quality test data is loaded one week prior to UAT.

Task 3.3 - Conduct User Acceptance Training

The WIC EBT Contractor shall conduct training for all staff involved in the user acceptance test.

Task 3.4 - Conduct User Acceptance Testing

The User Acceptance Test (UAT) provides both State and FNS representatives the opportunity to test the WIC EBT system functionality and ensure compliance with the system design requirements. This test shall consist minimally of functional requirements, security, recovery, system controls, and "what if" testing. In addition, as part of the system acceptance testing, the WIC EBT Contractor must demonstrate the methods and processes for performing daily reconciliation between the State and WIC EBT Contractor interface and processing activities including financial settlement. During the formal test script portion of the acceptance test, testing representatives will follow detailed test scripts developed by the WIC EBT Contractor with input from the State. The test scripts should cover all facets of the system's operations and test all of the system processing options and environmental conditions (e.g., POS hardware and communications failure and entry of erroneous data). The UAT shall also include unapplied benefit testing.

The ad hoc or "what if" portion of the acceptance test provides the State and FNS representatives and/or designated State or FNS technical assistance contractors with the opportunity to include various transaction sets and sequences that have not been included in the test scripts and to challenge the system's operation and design. The UAT shall be conducted at a State-designated location.

The WIC EBT Contractor shall conduct UAT during a one week period. Following the first week of UAT, the WIC EBT Contractor will prepare a User Acceptance Testing Report. The User Acceptance Testing Report will describe the scope, expected results from the tests, actual results from the

tests, and any system modifications that are identified as necessary to resolve system errors and deficiencies found during the testing. The WIC EBT Contractor will submit interim test reports prior to the completion of UAT.

UAT should be completed in two rounds—one to uncover any errors and a second to verify that any errors identified have been fixed by the WIC EBT Contractor and that no new errors have been introduced. The WIC EBT Contractor shall make all required corrections and revisions to the system resulting from the acceptance testing process. System retesting will be conducted as required to achieve the pre-determined performance criteria until the system is accepted. If the UAT exhibits any failures in the pre-determined performance criteria, the system will be returned to the WIC EBT Contractor for revisions. The State will also include performance testing as part of UAT. The State will access the central host from selected locations to ensure that user access and performance are acceptable. If performance is an issue, the WIC EBT Contractor will work with the State to resolve the issue as appropriate.

The UAT will not be considered complete until the system is capable of successfully processing the operations of all the UAT test procedures without significant error as defined in the performance criteria that will be established prior to initiating UAT activities.

During UAT, the user manuals and online help will also be evaluated. The UAT procedures will instruct the testers to reference the user manuals or online help for directions regarding how to perform the required actions. Any inadequacies in the manuals must be corrected prior to final acceptance of those documents by the State.

After successful completion of the user acceptance test, the WIC EBT Contractor will provide the State with a formal assessment of the system's readiness for pilot implementation. The State QA will confirm the system's readiness.

The UAT is completed with the State's formal acceptance of the system for piloting.

Task 4 - Vendor Readiness

Task 4.1 - Develop Vendor Management Plan

Vendor readiness efforts will begin shortly after project initiation and will run through the completion of the implementation phase (i.e. through statewide rollout).

The Vendor Management Plan will include:

- Stand-beside deployment plan, procedures and schedule
- Integrated retailer deployment plan, procedures and schedule
- Certifications of third party processors plan and procedures by the WIC EBT Contractor

Task 4.2 - Create Vendor/Third Party Processor (TPP) Agreements

The WIC EBT Contractor shall enter into agreements to deploy and drive stand-beside POS equipment pursuant to this RFP and to act as TPPs to all WIC vendors who accept WIC EBT Contractor-deployed POS terminal services.

For those WIC vendors who choose to use or modify their existing equipment and either acquire the services of a TPP or serve as their own acquirer (including direct connect vendors), the agreement shall be to provide access to the WIC EBT system by the TPP, WIC vendors that self-process, or any other acquirer. TPPs are responsible for training their WIC EBT WIC vendors and for providing required WIC EBT signage.

TPP and WIC vendor agreements will be between the WIC EBT Contractor and the WIC vendor or TPPs directly; the WIC Program will not be a party to WIC vendor/TPP agreements. The agreements will describe the terms and conditions regarding the arrangements for use of the POS equipment and the operating procedures and rules.

At a minimum, the agreements must include language that requires:

- Compliance with WIC Program regulations;
- Compliance with FNS Operating Rules for WIC EBT;
- Compliance with ANSI X9.93-2007, ISO 8583 and ISO 9510;
- That there will be no charging for transaction authorization and settlement processing by the WIC Contractor for WIC EBT transactions;
- That only State-authorized WIC vendors may perform WIC transactions; and
- That TPPs must provide a list of WIC vendors under contract to them that accept the WIC EBT card within the State and that the list must be updated on a periodic basis.

WIC vendor and TPP agreement language shall be reviewed and approved by the WIC Program and FNS.

Task 4.3 - Conduct Vendor Outreach and Technical Meetings

The Delaware Vendor Unit plans to conduct a vendor EBT introductory meeting after project kickoff to inform vendors of the State EBT plans. This meeting may be combined with other vendor training. The WIC EBT Contractor will be required to attend and present an overview of how WIC EBT will work.

Task 4.4 - Develop Integrated Retailer Interface Specification Document

As soon after contract start and in coordination with the State Vendor Manager, the WIC EBT Contractor shall provide applicable commercial WIC vendors and TPPs (acquirers) with an Integrated Retailer Interface Specification Document. This specification will be aligned with the FNS Operating Rules and Technical Implementation Guide.

The Integrated Retailer Interface Specification Document provides retailers, retail system developers, and third party processors the detailed information needed for them to integrate EBT as a type of tender in their electronic cash register systems and/or payment networks.

Task 4.5 – Establish Vendor Test Environment

The WIC EBT Contractor shall establish a functional vendor test environment to enable retailers to test their POS systems and WIC transactions. The test environment shall consist of a test database and a functioning communications hub with test files (APL, ARF) for retailers and their systems providers to test against. The WIC EBT contractor shall provide technical staff to assist and monitor and provide reports on progress with each system provider or vendor.

Task 4.6 – Develop Vendor Customer Service Web Portal

The WIC EBT Contractor shall provide a customer service web portal for WIC vendors. For stand-beside WIC vendors, the web portal shall provide a transaction history and daily settlement information, training materials, and other information useful for vendors. Client WIC EBT card numbers shall be truncated in the transaction history. The Vendor Customer Service Web Portal shall comply with the State of Delaware's strong password and other security standards.

The Bidder's response shall describe fully the functions that will be available through the WIC vendor web portal. The Bidder is encouraged to recommend for consideration any other transactions and/or uses of the WIC vendor web portal which would represent an effective and economical application of this technology.

The WIC Program shall review and approve the web portal before the WIC EBT Contractor allows WIC vendor access.

Task 5 - Training Readiness

Task 5.1 - Develop Training Plan (State, Participant, Vendor)

The overall goal of training is to ensure that all WIC staff members, vendors, and participants are capable of effectively utilizing the e-WIC functionality and system. To accomplish this goal, the following objectives specific to e-WIC have been established:

- The training will relate directly to the state and clinic policies and procedures as they relate to EBT.
- The training must be presented in a user friendly and positive manner
- Training materials will support and enhance the training experience
- The training must be completed prior to implementation of the new system in the trainee's WIC agency or area of their state office
- Participants will be trained at the clinic (by personnel who have received train-the-trainer training) when they pick up their initial EBT card
- Vendors using state-provided stand-beside equipment will receive training when the equipment is installed.

The WIC EBT Contractor shall train the technical staff which will interface with the EBT system and have EBT/WOW technical responsibility. The training will be of sufficient technical detail to allow trainees to assume responsibility for all eWIC-related system functions in WOW once the system is in production.

All training (except participant training) will be conducted by the WIC EBT Contractor personnel. Participant training is anticipated to be provided by clinic personnel who have completed "train-the-trainer" training provided by the WIC EBT Contractor.

All of the training media discussed herein will be evaluated by assessing the competence of the attendees following the training.

State Training

The WIC EBT Contractor will provide EBT-related training to State program personnel. In addition to the fundamentals & elements of the system, training will also cover types/purposes of the report suite, settlement and reconciliation procedures, card and PIN management, and how EBT interacts with WOW. It is anticipated that the State's MIS Contractor will

also be involved in a portion of this training. Any changes to State Agency policies and procedures resulting from EBT will be incorporated into the training and addressed by the appropriate state personnel.

The WIC EBT Contractor will provide detailed eWIC user manuals covering State vendor operations, banking procedures, financial reconciliation, and other State functions.

Clinic Training

Both the WIC EBT Contractor and Project Coordinator will be involved in training the clinic staffs as well. The WIC EBT Contractor will provide training on how the EBT system works, the various reports that are available, how cards/PINs can be issued and statused, etc. The Project Coordinator will address how the MIS (WOW) interfaces with the eWIC system and how WOW can be utilized for EBT support. Both companies will pay particular attention to card and PIN issuance procedures.

The WIC EBT Contractor will provide training to clinic personnel who in-turn will train the participants in the use of EBT. Written materials, DVD's etc. will be provided for the clinic-trainers to use when instructing the participants. These training sessions will take place approximately one month prior to the rollout date for each region (including pilot).

Participant Training

Clinic staff will provide participant training at the time of card issuance. Clinic staff will provide a verbal overview of the training topics as well as provide a training brochure and wallet card. Cardholder training topics will include:

- Cardholder rights and responsibilities
- How to use the eWIC card
- How to request a replacement card
- PIN selection and changes
- Where to use the eWIC card
- Proper care of the eWIC card
- How to obtain the current balance of the eWIC account
- How to obtain assistance with the eWIC card or troubleshoot transaction problems (customer service).
- Access to and navigation on the participant web portal

Training materials will be developed and provided by the WIC EBT Contractor and will include:

- A training brochure which will provide information on all of the training topics listed above

- A wallet card which will focus on how to use the eWIC card and where to get assistance. The wallet card folds into the size of a credit card and can be kept in a wallet with the eWIC card.
- A training video which will be shown at the clinic for training new cardholders.

All participant training materials will be provided by the WIC EBT Contractor, and will be available in English and Spanish.

Vendor Training

Vendor training will be a joint effort between Delaware WIC and the WIC EBT Contractor. To the extent that EBT results in WIC policy and/or procedure changes, training will be the responsibility of DE WIC; training on the EBT system for vendors utilizing state-provided stand-beside equipment will be provided by the e-WIC service provider.

Prior to Pilot and Rollout, stand-beside WIC vendor store employees shall be trained in-person in system operations after installation of stand-beside equipment. Delaware anticipates 3 regional vendor training sessions, one in each county corresponding with the pilot and rollout schedule.

The WIC EBT Contractor will provide a Vendor Handbook that provides step by step instructions on the use of the equipment to all users of the stand-beside equipment. The Vendor Handbook shall include:

- How to install the stand-beside terminal
- How to setup security and logging into the device
- Instruction on all transaction types
- Participant balance inquiries
- How to print and read reports
- How to reconcile transactions and payments
- How to troubleshooting problems
- WIC vendor Customer Service operations and functions including a toll free number for vendor disputes and a toll free number for technical issues with the stand-beside equipment
- How to use of the WIC EBT Contractor vendor web portal, URL and website functions including toll free number to call if the WIC vendor is having a problem accessing the website
- Use of the ARU
- Downloading the APL
- Providing the WIC Program with new UPCs/PLUs

In addition to the Vendor Handbook, the WIC EBT Contractor shall provide:

- Quick reference pamphlets and/or laminated cards

- A DVD clerk training video showing a typical WIC EBT lane transaction (integrated and stand-beside)

These materials shall be provided in hard copy and at the request of the WIC vendor in electronic format in MS Office 2010 or PDF format on CD or DVD. Vendor training materials will be provided in English only. Vendors will also have access to the WIC EBT Contractor web-portal for additional information, and to a separate help line to receive assistance at any time.

Vendors who integrate eWIC into their cash register systems will be responsible for training their own staff on the use of their equipment.

If requested, the WIC EBT Contractor shall provide a copy of its WIC vendor training materials to commercial WIC vendors and to TPPs to support TPP training of their WIC vendor clients.

Task 6 - Customer Service Readiness

Task 6.1 - Develop Participant Customer Service Web Portal

The WIC EBT Contractor shall provide a participant web portal. Functions include:

- Report a Lost/Stolen/Damaged Card, Unauthorized Use of a Card or the Non-Receipt of a Card: The client's identity must be confirmed prior to disabling the card. Prior to replacing a card, the participant's address must be confirmed unless otherwise designated by the State. Procedures for changing the status of a proxy card may differ.
- Current Balance Inquiry: "Current Balance" shall provide real-time account balance information.
- Transaction History: "Transaction History" shall provide the last two (2) transactions by benefit type, i.e., transaction number, category/subcategory, size, quantity, and date.
- Benefit Access/Service Points: Participants shall be given up to date information about WIC vendor locations where benefits may be accessed.
- Benefit Expiration Date: Participants selecting this option shall be given the date current benefits will expire.

The State shall review and approve the web portal before the WIC EBT Contractor allows public access. The client web portal shall contain links to the State's health services web sites.

The Client Web Portal shall comply with the State of Delaware's strong password and other security standards.

The Bidder is encouraged to recommend for consideration any other transactions and/or uses of the client web portal which would represent an effective and economical application of this technology. The Bidder's response shall fully describe the functions that will be available through the client web portal.

Task 6.2 - Develop Participant Automated Response Unit (ARU)

The WIC EBT Contractor shall provide an Automated Response Unit (ARU) available 24 hours per day/7 days per week. The ARU shall support the following customer service functions in English and Spanish. At a minimum, client ARU functions shall include:

- Report a Lost/Stolen/Damaged Card: The caller's identity must be confirmed prior to disabling the card. Prior to replacing a card, the client's address must be confirmed unless otherwise designated by the State. Procedures for changing the status of a proxy card may differ.
- Current Balance Inquiry: "Current Balance" shall provide real-time account balance information.
- Benefit Expiration Date: Callers selecting this option shall be given the date current benefits will expire.
- PIN Selection or PIN Change: Clients shall have the option of selecting or changing their PIN via a single call to the ARU. PIN security must meet the guidelines set forth in the most recent version of the USDA- FNS Operating Rules for WIC EBT.
- Exceeding PIN Attempts: The invalid PIN block shall reset within 30 minutes.
- Transaction History: Provide the dates of the last ten transactions, either issuance or purchase.

Task 6.3 - Develop Automated Response Unit (ARU) Scripts

The WIC EBT Contractor shall develop ARU scripts for the functions listed above in coordination with Delaware WIC. The WIC Program shall review and approve the transaction flow and content of all ARU messages, prompts, and customer service scripts. The WIC EBT Contractor shall provide documentation and scripts to the State a minimum of 30 calendar days prior to their implementation. The WIC EBT Contractor shall not change approved ARU messages, scripts or menu functions without prior written approval of the State.

Bidders are encouraged to recommend for consideration any other transactions and/or uses of the ARU which would represent an effective and economical application of this technology. The WIC EBT Contractor shall describe the ARU's access control to ensure the security of client account information.

Task 6.4 - Develop and Test ARU Functionality

The ARU system shall be tested to ensure the system properly accepts, processes, and transfers both WIC vendor and client calls per the system requirements defined in Task 6.2 - Develop Participant Automated Response Unit (ARU).

Task 6.5 - Develop Customer Service Representative (CSR) Frequently Asked Question Lists and Other Aids

In preparation for the Customer Service Center (CSC) operation, the WIC EBT Contractor shall compile a list of frequently asked questions and proposed responses. The WIC EBT Contractor should rely upon experience with other WIC EBT States in production tailoring the responses for the proposed Delaware eWIC system.

The WIC Program shall review and approve the frequently asked questions and proposed responses prior to training the CSC staff.

Task 6.6 - Conduct WIC EBT Contractor Customer Service Representatives Training

The WIC EBT Contractor shall provide WIC vendor Customer Service Center (CSC) staff training and ensure that the CSC staff is knowledgeable of the Delaware eWIC system operation ready to assume production duties prior to the pilot phase.

The WIC EBT Contractor shall provide a training course for its customer service representatives (CSRs) to ensure access to cardholder data is secure, cardholder and WIC vendor questions or requests are answered, and cardholders and WIC vendors are treated with respect.

Task 7 - Approved Product List Readiness

Task 7.1 - Finalize APL Collection and Pricing

The WIC EBT Contractor shall work closely with the State staff and MIS Contractor to validate and finalize the authorized product list. The WIC EBT Contractor will test the import in eWIC and verify that pricing data is correct. Test APLs will be generated and verified by the WIC EBT Contractor and State.

Task 7.2 - APL Processing

The eWIC system shall receive not-to-exceed (NTE) data from WOW. The NTE data will be at vendor level by UPC and/or subcategory.

The eWIC system shall make available for download the Delaware WIC APL, including the current UPCs and/or PLUs, to authorized WIC vendors and TPPs. The WIC vendor APL shall not contain not-to-exceed information. The WIC EBT system shall allow WIC vendors and TPPs to automate the download of the APL or to request the APL on-demand if the capability exists in the eWIC system.

The eWIC system shall provide authorized users with viewing access to the APL source data. During the design sessions, the WIC Program and the WIC EBT Contractor shall agree upon the time that the new APL for that business day will be made available to WIC vendors. Following agreement on the file availability time, the WIC EBT system will be held to this performance standard throughout the contract period.

The APL file must conform to the current TIG specifications and provide backward compatible file formats for any vendors already conducting WIC EBT business in other states.

Task 8 - Pilot

Task 8.1 - Conduct State Staff Training

The WIC EBT Contractor shall train State staff prior to implementing the pilot program. Areas of training will include, but not be limited to:

- EBT host system log on/log off (if applicable)
- Card control/card audit procedures
- Card issuance for primary cardholder and proxies
- PIN selection
- Card statusing
- Benefit issuance
- Benefit voids
- Reports
- Access to transaction data
- Participant use of the WIC EBT card
- Settlement and reconciliation (State staff only)

Task 8.2 - Conduct Clinic Training

The WIC EBT Contractor shall provide training on clinic operations to clinic staff. Training will be provided prior to the pilot and statewide rollout and will include specified training materials.

Clinic training will be conducted centrally at the training facility located in Dover, DE.

Task 8.3 - Execute Vendor/TPP Agreements

The WIC EBT Contractor shall ensure that vendors within the Pilot area have signed Vendor/TPP Agreements prior to Pilot initiation. Any vendors not signing the agreement within a reasonable timeframe shall be reported to the WIC Vendor Manager immediately for resolution.

The WIC EBT Contractor will produce a periodic Vendor Readiness Report showing each store’s level of readiness within the pilot area, and subsequent rollout areas. The frequency and metrics will be defined during the requirements validation sessions.

Task 8.4 - Procure Equipment (Pilot Clinics/Vendors)

The WIC EBT Contractor shall provide stand-beside POS equipment to those WIC vendors who are not integrated or whose systems are not certified for WIC EBT when eWIC is implemented in their area.

Following the Supplemental Nutrition Assistance Program (SNAP) and proposed WIC EBT regulation #13549, the WIC EBT Contractor shall equip stand-beside vendors on the following basis:

II.D.8.4.1: Stand-Beside Lane Equipage Schedule

| Superstores and Supermarkets | Small, Independent, Commissary | Number of Lanes |
|------------------------------|--------------------------------|-----------------|
| Annual WIC Sales | | |
| \$1 - 11,000 | \$1 - 8,000 | 1 |
| \$11,001 - 22,000 | \$8,001 - 16,000 | 2 |
| \$22,001 - 33,000 | \$16,001 - 24,000 | 3 |
| \$33,001+ | \$24,001+ | 4 |

These quantities are subject to change based on FNS guidelines for WIC vendor enablement support. If FNS guidelines measure eligibility by WIC sales or some other means, then the WIC EBT contractor shall determine changes in sales or other applicable means of measurement and adjust terminals accordingly. Minimally required quantities of stand-beside terminals shall be supplied at no cost to the vendors.

The WIC EBT Contractor is encouraged to provide additional POS equipment to WIC vendors at the request of the WIC vendor. The WIC EBT

Contractor is free to charge the WIC vendor for providing and supporting this additional equipment. Any agreement covering a terminal lease/purchase arrangement shall be between the WIC EBT Contractor and the WIC vendor; the WIC Program will not be party to any such agreements.

Note: Delaware's current SNAP EBT provider (JP Morgan) has deployed stand-beside POS equipment at retailer locations throughout the State. Since JP Morgan is exiting the EBT business the winning Bidder is expected to work with both agencies (SNAP and WIC) to minimize the need for separate stand-beside equipment where possible. It is the State's preference that these WIC vendors do not need two separate stand-beside terminals to conduct SNAP and WIC transactions.

Task 8.5 - Install Stand-Beside Equipment/Conduct Vendor Training

The WIC EBT Contractor shall ensure that stand-beside terminals are installed and functionally tested one week prior to Pilot in the designated areas. Stand-beside equipment shall be installed at no additional cost to Delaware WIC or affected vendors.

The WIC EBT Contractor shall train WIC vendors that are provided with stand-beside POS equipment. WIC vendor training will occur upon completion of terminal installation and will cover areas such as log on/log off, using the terminal for all types of WIC EBT transactions, and the settlement and reconciliation process. WIC vendors will also be provided with a user guide for managers, a tip sheet to provide managers and cashiers with an easy reference during transactions, and the toll free number for equipment support. If it is determined during rollout that WIC vendors have minimal training needs, the WIC Program will consider allowing mailed terminal deployment and training by phone or WebEx.

Those WIC vendors that use TPPs to acquire WIC EBT transactions will be trained by their TPPs on how to conduct a WIC EBT transaction and on the settlement and reconciliation process. Upon request, the WIC EBT Contractor shall provide TPPs with WIC vendor operations information to support TPP training.

Task 8.6 - Perform TPP/Integrated Certifications

The WIC EBT Contractor shall provide support for testing, certifying and decertifying TPPs and WIC vendor integrated ECR/POS systems and POS terminals, including developing and implementing test and certification requirements and procedures. The WIC EBT Contractor shall support WIC vendors and TPPs with testing and certification by providing certification

scripts. The State has final authority on certification test scripts and will provide approval on the test scripts used for vendor and TPP certification.

The WIC Program, its representatives and/or FNS will participate in testing WIC vendors. The State may review the WIC EBT Contractor's certification requirements and procedures at any time, and may require the WIC EBT Contractor to modify such requirements and procedures whenever the State deems it necessary. If a TPP or WIC vendor engages in clear violation of Federal or State programs rules, the WIC EBT Contractor shall be required to obtain concurrence with the State prior to decertifying or taking adverse action against the TPP or WIC vendor.

The WIC EBT Contractor is responsible for certifying and de-certifying ECR/POS systems, TPPs/networks, including level 1, 2 and 3 certifications.

Level 1 certifies an electronic cash register system (ECR) software provider to transact with the eWIC system.

Level 2 certifies a store-specific system to transact with the eWIC system.

Level 3 certification is performed in-store to test the vendor's POS system to verify that all transactions go through the eWIC system. This includes testing balance inquiry, regular transaction, and transaction with coupons.

- Only one store per chain will be visited for certification
- Every independent store that needs a level 3 certification will be visited during pilot/rollout
- Large-chain stores in the pilot area have the option to designate a store location for testing
- Stores going through level 3 certification will need to schedule an appointment with the WIC EBT Contractor at least a week in advance of pilot/rollout.
- During certification, each store will need to close off a checkout lane and dedicate a manager or cashier to perform system testing.

Task 8.7 - Distribute EBT Card Stock

The WIC EBT Contractor shall ensure that sufficient EBT card stock is received at least one week prior to Pilot in the designated clinics.

Task 8.8 - Conduct 3-Month System Pilot Test

The WIC EBT Contractor shall conduct a three month pilot test in the region designated by Delaware WIC. The pilot is the "hands-on" test of the system and eWIC operations in production. During this phase, the State Agency will learn from the experience of the pilot clinics and vendors, and

determine if any modifications need to be made to the system or to the implementation approach.

The three month period includes fixes to any problems that are discovered during pilot. The WIC EBT Contractor is required to oversee the pilot and provide consultation and assistance as needed. The WIC EBT Contractor is responsible for all retail vendor issues, eWIC to WOW messages/files, and eWIC settlement issues. The MIS Contractor is responsible for clinic card - reader/writer issues and messages/files to eWIC.

If any issues are discovered during Pilot, the WIC EBT Contractor is expected correct them promptly and with urgency. The WIC EBT Contractor will keep a log of all system modifications, if any, and use this log as part of the Pilot Evaluation Report.

Upon completion of the Pilot, the WIC EBT Contractor must update all system documentation, functional, technical, and operational, and user manuals, to reflect any revisions made to the system. The WIC EBT Contractors must provide a complete set of updated documentation to the State in electronic and hard copy.

Task 8.9 - Evaluate Pilot Results (Interface and System Modification/Regression Testing As Needed)

Directly following the end of the pilot, FNS, Delaware WIC, the MIS Contractor, the WIC EBT Contractor, and Local Agency staff will convene for a post-pilot conference call or on-site meeting to evaluate the system pilot. The evaluation will address the following factors:

- System stability
- Meeting functional requirements
- User satisfaction
- Impact on client flow and convenience
- Impact on clinic operations
- Adequacy of help messages and user documentation
- Security and system integrity
- Suggested future system modifications
- Availability and accuracy of state level data

Task 8.10 - Prepare Pilot Evaluation Report

Following Pilot, the WIC EBT Contractor will document the results of the evaluation in a Pilot Evaluation Report. The report will be reviewed by Delaware WIC and FNS and will initiate the Statewide Go/No Go discussion and decision. Delaware WIC will then inform the WIC EBT

Contractor if the project is approved to proceed to statewide rollout or if further testing is required.

Task 9 - Statewide Rollout (2 Rollout Phases)

Task 9.1 - Procure Equipment (Statewide)

The WIC EBT Contractor shall procure equipment for each rollout region as specified in Task 8.4 - Procure Equipment.

Task 9.2 - Conduct Clinic Training

The WIC EBT Contractor shall conduct clinic training for each rollout region as specified in Task 8.2 - Conduct Clinic Training.

Task 9.3 - Execute Vendor/TPP Agreements

The WIC EBT Contractor shall execute Vendor/TPP Agreements for each rollout region as specified in Task 8.3 - Execute Vendor/TPP Agreements.

Task 9.4 - Procure Equipment (Rollout Clinics/Vendors)

The WIC EBT Contractor shall procure equipment for each rollout region as specified in Task 8.4 - Procure Equipment.

Task 9.5 - Install Stand-Beside Equipment/Conduct Vendor Training

The WIC EBT Contractor shall install stand-beside equipment and conduct vendor training for each rollout region as specified in Task 8.5 - Install Stand-Beside Equipment/Conduct Vendor Training.

Task 9.6 - Perform TPP/Integrated Certifications

The WIC EBT Contractor shall perform TPP/Integrated Certifications for each rollout region as specified in Task 8.6 - Perform TPP/Integrated Certifications.

Task 9.7 - Distribute EBT Card Stock

The WIC EBT Contractor shall distribute EBT card stock for each rollout region as specified in Task 8.7 - Distribute EBT Card Stock.

Task 9.8 - Conduct System Rollout

System rollout will occur in two phases following Pilot. The WIC EBT Contractor shall conduct system rollout for each rollout region as specified by Delaware WIC.

Task 9.9 - Update System Documentation

Upon completion of Rollout, the WIC EBT Contractor must update all system documentation, functional, technical, and operational, and user

manuals, to reflect any revisions made to the system. The WIC EBT Contractors must provide a complete set of updated documentation to the State in electronic and hard copy.

Task 10 - On-going Operations

Following Rollout, the WIC EBT Contractor will transition from implementation activities to on-going operations.

Task 10.1 - 24/7 operation of EBT online benefit delivery system

The WIC EBT Contractor shall ensure the eWIC system is available for DHSS clinics, WIC participants, and WIC authorized vendors twenty-four (24) hours per day, and seven (7) days per week.

To ensure that the WIC EBT Contractor provides uninterrupted services to cardholders and meets performance standards necessary to support DHSS clinics, WIC participants and WIC authorized vendors, the WIC Program has established a set of EBT system and service performance standards. It is the intent of DHSS to remedy the WIC EBT Contractor non-performance through specific remedies and a payment “hold-back” protocol. DHSS may apply performance remedies, as described in Section 10.1.2 Financial Remedies for Non-Compliance.

10.1.1 Contract Performance Requirements

The WIC EBT Contractor shall ensure that the eWIC system and services comply with the performance and technical standards as set forth herein. The following Table II.C.10.1: DHSS eWIC Performance Standards defines performance standards, which are aligned with the USDA FNS Operating Rules for WIC EBT (12-21-2010), Section 6.1 Card Issuer Processing Standards, and other implementation and operational performance standards as identified by DHSS.

The WIC EBT Contractor agrees to meet the standards set out in Table II.C.10.1 below. Performance deficiencies may trigger the invocation of payment hold-backs or other remedies (refer to Section 10.1.2: Financial Remedies for Non-Compliance). Any objections, exceptions, or proposed changes to the performance standards in this section shall be addressed in the Bidder’s RFP response and will be subject to negotiation if the Bidder is selected.

Table II.D.10.1: DHSS eWIC Performance Standards

| # | Operating Performance Standard | Performance Deficiency | Financial Remedy for Performance Deficiency |
|----|--|---|---|
| 1. | <p>FNS WIC EBT Op Rules 6.1.b: The eWIC system shall initiate a response to a request to transmit or retrieve a file within two (2) seconds from the time such request is received by the eWIC system.</p> | Failure to meet 99.95 % response time, excluding scheduled downtime, when measured on a monthly basis. | See 10.1.2.1 Service Performance |
| 2. | <p>FNS WIC EBT Op Rules 6.1.c: No more than two (2) in every 10,000 transactions processed by the eWIC system shall lead to an adjustment resulting from an eWIC system error.</p> | Failure to meet service level when measured over a 2-month period. | See 10.1.2.3 Inaccurate Transactions |
| 3. | <p>FNS WIC EBT Op Rules 6.1.d: The eWIC system shall ensure that WIC transactions are originated from an authorized WIC Vendor only by validating the WIC Vendor identification information in all agreements and according to technical processing standards.</p> | Failure to meet service level 99.9% when measured on a monthly basis. | See 10.1.2.3 Inaccurate Transactions |
| 4. | <p>FNS WIC EBT Op Rules 6.1.e: The eWIC system shall be available twenty-four (24) hours per day, and seven (7) days per week.</p> <p>Scheduled uptime shall mean the time the database is available and accessible for transaction process and excludes schedule downtime for routine maintenance.</p> | Failure to meet 99.9% system uptime availability, excluding scheduled downtime, when measured on a monthly basis. | See 10.1.2.1 Service Performance |

| # | Operating Performance Standard | Performance Deficiency | Financial Remedy for Performance Deficiency |
|----|---|---|---|
| 5. | <p>FNS WIC EBT Op Rules 6.1.f: The eWIC system shall initiate a response to a transaction request within two (2) seconds from the time such request is received by the Card Issuer's system.</p> <p>These calculations do not include data transmission time between the Card Issuer and the Acquirer. Scheduled downtime of the Card Issuer will be excluded provided a minimum of two weeks' notice is provided to all network participants prior to the scheduled outage. Outages shall be scheduled during early morning hours to minimize impact to WIC Cardholder benefit access, e.g., 1:00 a.m. to 5:00 a.m.</p> | Failure to initiate a response to a transaction request within two (2) seconds from the time such request is received, 98% of the time, excluding scheduled downtime, when measured on a monthly average basis. | See 10.1.2.1 Service Performance |
| 6. | <p>FNS WIC EBT Op Rules 6.1.g: The eWIC system shall have an uptime of 99.9% on an monthly basis, excluding maintenance.</p> | Failure to meet 99.9% system uptime availability, excluding scheduled downtime, when measured on a monthly basis. | See 10.1.2.1 Service Performance |
| 7. | A card replacement mailed no later than the next business day after receipt of a card replacement request. | Failure to mail cards in accordance with contractual requirements 98% of the time measured on a monthly basis,. | See 10.1.2.2 Benefit Availability |
| 8. | Automated Clearing House (ACH) settlement shall occur accurately and on schedule. | Failure to meet to meet timeframe for ACH settlement window 99% of the time measured within a 30-day rolling window. | See 10.1.2.1 Service Performance |
| 9. | 100% of required stand-beside POS terminals shall be installed and operational within 14 calendar days after the WIC EBT Contractor receives a signed agreement from the retailer. Retailer-initiated delays are not included. | Failure to meet this requirement at least 95% of the time measured on a monthly basis. | See 10.1.2.1 Service Performance |

| # | Operating Performance Standard | Performance Deficiency | Financial Remedy for Performance Deficiency |
|-----|---|--|---|
| 10. | The WIC EBT Contractor shall ship, via overnight express, replacement POS equipment within 48 hours of a request for a replacement. | Failure to meet this requirement at least 95% of the time measured on a monthly basis. | See 10.1.2.1 Service Performance |
| 11. | WIC retailers shall be paid for approved, cleared transactions within 2 processing days of the settlement of the transaction. | Failure to pay retailers for approved, cleared transactions within 2 processing days of the settlement of the transaction 99% of the time measured within a 30-day rolling window. | See 10.1.2.1 Service Performance |
| 12. | The WIC EBT Contractor shall investigate and respond to WIC Program or WIC vendor initiated cardholder adjustments within 10 business days of the date the adjustment request is initiated. | Failure to investigate and respond to an adjustment within 10 business days 98% of the time measured on a monthly basis. | See 10.1.2.1 Service Performance |
| 13. | The WIC EBT Contractor shall advise the State of settlement, reconciliation discrepancies, or service outages within 12 hours of occurrence. | Failure to provide notice of discrepancy within 12 hours more than once within a 30 day period. | See 10.1.2.1 Service Performance |

10.1.2 Financial Remedies for Non-Compliance

This section contains financial remedies in the form of financial penalties for non-compliance with performance standards which DHSS may enforce at its option. Any delay or failure by the WIC EBT Contractor in the timely execution of its obligations in accordance with milestone dates defined in DHSS's approved State of Delaware WIC EBT Work Plan or in accordance with the specified performance standards shall interfere with the proper and timely implementation of the EBT system and services, to the loss and damage to DHSS. Further, DHSS will incur significant costs to maintain the functions that would have otherwise been performed by the WIC EBT Contractor.

The following sections describe the financial penalties DHSS may impose at its discretion as a result of delay or failure of the WIC EBT Contractor to perform its obligations. For the amount of any such damages, DHSS shall have the right to reduce the amount of payment to the WIC EBT Contractor for monthly payments or require direct payment from the WIC EBT Contractor to DHSS or both. Damages are difficult to establish;

therefore, the below stated damages are a reasonable approximation of the damages.

The following represent circumstances under which financial penalties may be imposed on the WIC EBT Contractor by DHSS.

10.1.2.1 Service Performance

For any performance deficiency identified (see Table II.C.10.1: DHSS eWIC Performance Standards) the WIC EBT Contractor shall submit a corrective action plan. The corrective action plan shall be submitted to DHSS within 15 days following the end of the measuring period identified in Table II.C.10.1: DHSS e-WIC Performance Standards (i.e. one month.). The WIC EBT Contractor shall achieve full compliance with this Performance Standard within 15 days of the submission of the corrective action plan.

If the WIC EBT Contractor does not meet this Performance Standard within 15 days of submission of the plan, DHSS may assess a penalty of \$1,000 for the month the performance error occurred.

If the WIC EBT Contractor is still not meeting this Performance Standard after 45 days from submission of the action plan, DHSS may withhold and retain as financial penalties any subsequent payments due by DHSS to WIC EBT Contractor until such time as WIC EBT Contractor shall meet the applicable Performance Standard. At the option and in the sole discretion of DHSS, the failure of WIC EBT Contractor to not meet the applicable Performance Standard after 45 days from submission of the action plan may be considered by DHSS as a material breach of this Contract.

10.1.2.2 Benefit Availability

Financial remedies for the following failures are subject to a \$500 penalty for each occurrence during normal scheduled uptime measured on a monthly basis:

- Begin processing a batch file within one hour of receipt;
- Confirm receipt of a valid batch file within one hour of successfully processing the file;
- Request a replacement batch file if unable to process a file and confirm receipt of subsequent transmissions within 30 minutes until successful transmission has been completed;
- Provide benefits to households according to the benefit availability dates provided by DHSS;
- For each failure to process online and host-to-host transmissions immediately and post benefits within 15 minutes of receipt of a valid transmission.

10.1.2.3 Inaccurate Transactions

The WIC EBT Contractor shall be liable to DHSS for any errors in processing benefits or reimbursements, including without limitation any overpayments or duplicate payments, except to the extent such errors arise from the actions of DHSS or Federal agencies. Such liabilities may, at DHSS's discretion, be offset from the WIC EBT Contractor payments. This liability of the WIC EBT Contractor shall be in addition to any other liability for processing errors established by operation of law.

10.1.2.4 Late Deliveries

In the event the WIC EBT Contractor fails to deliver an agreed upon milestone within the Work Plan by the due date specified in DHSS's approved Work Plan due to the WIC EBT Contractor's fault, DHSS may impose financial remedies of \$1,000 per day each day beyond the scheduled due date for the milestone.

10.1.2.5 Performance Reporting

The WIC EBT Contractor shall provide a summary report of measurable items identified in Table II.C.10.1: DHSS eWIC Performance Standards. DHSS will assist the eWIC Contractor in defining the report contents, distribution, and frequency.

10.1.2.6 Maximum Financial Penalties

The maximum financial penalty assessable in one calendar month will be \$7,500.

10.1.2.7 Deduction of Financial Remedies from Payments

Amounts imposed by DHSS as financial remedies may be offset by DHSS from any money payable to the WIC EBT Contractor, or DHSS may bill the WIC EBT Contractor as a separate item. The WIC EBT Contractor shall in all cases, within thirty (30) days of receipt of such bill, make full payment. DHSS shall make its claims against the WIC EBT Contractor for financial remedies in a reasonable time after discovery of an instance of non-conformance with performance standards.

Task 10.2 - Delivery of EBT reports

The WIC EBT Contractor shall accommodate the informational needs of the WIC Program and USDA- FNS in its reporting package. The WIC EBT Contractor is therefore required to provide a comprehensive reporting package. The WIC Program is interested in a cost effective combination of administrative functionality, electronic data files, standard reports, and ad hoc reporting capabilities.

To support the WIC reporting requirements, the WIC EBT Contractor shall be required to meet, as a minimum, the reporting requirements outlined in the WIC Functional Requirements Document for a Model WIC Information System with WIC EBT (FRED-E), Version 2008 2.0, Appendix E, January 2009, or the most recent version of this document. WIC reports shall include data on benefit issuance, redemptions and expirations by category, subcategory, UPC, unit of measure (ounces, pounds, etc.) quantity, cost, discounts, and NTE adjustments. The reporting system shall produce WIC information at the State and clinic levels.

10.2.1 Ad Hoc Reporting Capability

The WIC EBT Contractor shall be required to provide the WIC Program with a robust ad-hoc reporting capability. The WIC EBT Contractor may propose either a web based reporting application or an online reporting application and may propose a commercial off the shelf (COTS) reporting package such as Crystal Reports.

The Bidder's response shall fully describe their approach for providing ad hoc reporting capability and ad hoc training to the WIC Program. The proposed ad hoc reporting capability must provide access to three rolling years of transaction history data. The WIC EBT Contractor shall provide parameter driven access to permit, at a minimum, data inquiry, sorting and extraction capability as follows:

- By account, summary credit, debit, and current balance information
- By account, detail information on all category/subcategory transactions for a specified period of time, listing information such as date, time, location, category/subcategory, size, quantity and amount
- By account, detail information on all transactions for a specific WIC vendor or POS terminal
- By account, WIC EBT card status, card issuance, and card replacement history including account balances at time of replacement and summary statistics on card replacements over specified time periods
- By WIC vendor, detail information on all category/subcategory transactions for a specified period of time, listing such information as: account numbers, dates, times, locations, terminals, and amounts
- By WIC vendor, detail information on all transactions for a particular account
- By transaction sequence number

The Bidder's response shall indicate their capability to meet or exceed these data inquiry, sorting and extraction requirements.

Due to changing and evolving business needs, the report formats and data requirements of the WIC Program and the Federal Program agencies are subject to change. A comprehensive Ad-hoc Reporting Tool will accommodate evolving reporting requirements. Nevertheless, the WIC EBT Contractor shall be required to support these changing reporting needs. The Bidder's approach to supporting State or FNS-driven changes in reporting requirements shall be specified in the proposal.

Task 10.3 - eWIC Card Supplies and Replacements

Delaware WIC will issue initial cards to participants in the clinic. Proxy cards will not be issued in Delaware.

Lost/stolen/replacement cards will be mailed to clients from the WIC EBT Contractor after notification via the WOW system, Contractor's ARU or CSC. Prior to allowing a replacement card to be issued, the WIC EBT system shall validate that the status of the previous card has been deactivated in the eWIC database. Cards shall be mailed within one business day of request. At the State agency discretion, a replacement EBT card will be express mailed to a participant. If a replacement card is issued, the cardholder's existing PIN must be useable with the replacement card.

The WIC EBT Contractor shall:

- Provide a clinic card ordering method or interface to WOW card order requests
- Deliver WIC EBT cards to designated clinics upon request in blocks of sequentially numbered cards. Card boxes are to be shipped with an accompanying inventory list in hard copy that will indicate card numbering sequences. The WIC EBT Contractor shall track cards and link them to their distribution point via the card numbers.
- Replace and distribute/deliver cards to participants by mail after notification via the WOW system, WIC EBT Contractor's ARU system or CSC
- Notify the WOW system of card shipments and participant card replacements
- Maintain a centralized WIC EBT card issuance management database with predefined clinic inventory thresholds for automatic reordering. The State will be allowed to modify threshold levels via a web interface.

10.3.1 WIC Test Cards

The eWIC system shall support the issuance of test cards (and therefore the set-up and maintenance of associated accounts) from WOW to test WIC vendor systems, train WIC vendor staff and for the WIC Program or its designees to conduct compliance buys at WIC vendor locations. The eWIC system shall identify cards issued for training, testing or compliance buys. When cards are used for testing or compliance buys, any change in card account balances or any settlement to WIC vendors or acquirers must be identified as a test or compliance transaction in system reports and must also be included in daily reconciliation reports. Compliance buy transactions will not be exposed to vendors. Test cards may have limited food items and/or funds issued to the card account.

Delaware WIC understands that test transactions require prior WIC EBT Contractor coordination and testing will be limited in scope.

Task 10.4 - Financial reconciliations

The WIC EBT Contractor shall be responsible for the execution of WIC EBT settlement and reconciliation activities. WIC EBT settlement and reconciliation shall be conducted in accordance with current and future Federal regulations as updated throughout the life of the contract and the most recent version of the FNS Operating Rules for WIC EBT.

The WIC EBT Contractor's host system shall operate on a 24 hour processing cycle. At a designated cutoff time each day, the WIC EBT Contractor shall close out the current processing day and commence the next processing day. To support the settlement function, the WIC EBT Contractor or its designated financial agent must have an originating and receiving membership in the national automated clearing house (ACH) network.

The WIC EBT Contractor shall be required to develop procedures and reports that will enable the WIC Program to streamline its reconciliation and settlement verification process.

The Bidder's response must indicate processes and methods for meeting the WIC EBT reconciliation and settlement functions specified in this RFP.

10.4.1 Reconciliation

The WIC EBT Contractor shall designate a standard daily cutoff time for WIC EBT transaction processing. The 24-hour period between the cutoff time on day one and day two constitutes the WIC EBT processing day. The specified cutoff time must allow the WIC EBT Contractor sufficient time to originate ACH payments for next day settlement.

The WIC EBT Contractor shall maintain ledger accounts at the household, category/subcategory and project/clinic levels. Subsequent to cutoff, the WIC EBT system must be balanced and reconciled. The WIC EBT Contractor shall compute the end of day net position or balance for each category/subcategory.

For each account, the end of day net position is equal to:

- Opening balance + credits - debits = End of day balance

The WIC EBT Contractor shall also balance the WIC EBT system as a whole to ensure that the change in the net position in the sum of household accounts.

At a minimum, Bidders shall provide their procedures for reconciling:

- Household account daily beginning balance of category/subcategory to ending balance after net decrements from benefits redeemed and increments for benefits issued
- Household net redemptions in dollar value versus acquirer settlement values
- Total funds entering, exiting, and remaining in the system each day
- The net settlement value of all transactions to the sum of the net settlement values for all program types
- The net settlement value of cardholder account adjustments to the sum of the net settlement value of adjustments settled to WIC vendors and acquirers
- Net redemptions in dollar value versus the daily suspense transactions in dollar value that overlap daily ACH cut-off times plus the current daily activity in dollar value

As part of system balancing and reconciliation, the WIC EBT Contractor shall determine the total amount of funds by program type necessary to reimburse its accounts for the total credits due to WIC EBT acquirers. The information generated during system cutoff and balance processing shall be used by the WIC EBT Contractor to prepare the daily settlement files.

The WIC EBT Contractor shall specify procedures for maintaining audit trails throughout the reconciliation and settlement processes.

Prior to making any change in reconciliation reports, processes or data displays, etc., the WIC EBT Contractor shall provide 90 calendar day advance notice to the State.

10.4.2 Reconciliation Training

The WIC EBT Contractor shall provide initial reconciliation training to designated State staff as part of State training prior to pilot operations. Thereafter, the WIC EBT Contractor shall provide a full-day, on-site refresher training class to designated State staff annually or as requested by the State. The training shall be updated as needed during the course of the contract to reflect changes to the reconciliation reports, processes or data displays.

10.4.3 Settlement

The WIC EBT Contractor shall be responsible for initiating next business day settlement of funds to WIC vendors and TPPs, directly or through financial networks, financial institutions or other payment intermediaries.

10.4.3.1 Benefit Settlement

The WIC EBT Contractor shall own and reconcile a clearing account used for daily settlement. In the case of food benefits, the WIC vendor shall be reimbursed for the sale of an approved food item purchase at either the requested food item price or the NTE price, whichever is lower. The WIC EBT Contractor shall notify the State of Delaware of funds to be transferred that day. The WIC EBT Contractor shall create an ACH transaction to move funds from the State's bank to facilitate settlement to applicable WIC vendor, acquirer and TPP accounts.

Funds should be deposited into a zero balance clearing account maintained by the WIC EBT Contractor for the settlement of WIC EBT transactions. At a minimum, WIC vendors and TPPs shall receive payment for approved, cleared transactions within two processing days of the settlement date of the transaction. If an acquirer or TPP exists between the WIC EBT system and the WIC vendor, then the WIC EBT Contractor shall settle to the first entity downstream. Payments transmitted to the WIC vendor's settlement bank shall be reconciled to the settlement bank's report of payments submitted to the Federal Reserve for the WIC Program.

10.4.3.2 Rejected Acquirer, TPP, or WIC Vendor ACH Settlement

ACH transactions that are rejected due to inaccurate account information or closed accounts, shall be researched by the WIC EBT Contractor and, when possible, corrected and re-sent to the WIC vendor, TPP or acquirer account. The WIC EBT Contractor must return to the State any funds that could not be settled to the WIC vendor, acquirer or TPP within 90 calendar days of the initial ACH. If the responsibility for stand-beside POS terminal acquiring is subcontracted, the subcontractor must also return any rejected settlement funds to the State within 90 days.

At a minimum, the WIC EBT Contractor shall provide the following information for each unsettled payment returned to the State:

- Transfer type
- Total amount
- Attempted settlement date(s)
- WIC vendor/acquirer/TPP name
- WIC vendor number
- Bank account number (including the ABA bank number)

Additional data elements may be required when FNS issues written procedures to address unsettled funds.

10.4.4 Account Adjustments

If the State so directs, the WIC EBT Contractor shall make adjustments to a household's account. These adjustments are non-settling adjustments (e.g., money is not moved) that only impact the liability maintained on the WIC EBT system. The WIC EBT Contractor must be able to accept and process these adjustment transactions initiated by the WIC Program through the administrative terminal application (online, real-time) without impacting the daily settlement.

The second type of adjustment is one that may be initiated by the WIC EBT Contractor is to resolve system errors and out-of-balances. Adjustments made by the WIC EBT Contractor must be in compliance with current and future Federal regulations. Adjustments to correct system errors may result in debits (adverse action) or credits to cardholder benefits and may impact the daily settlement. WIC vendor initiated adjustments must be acted upon no later than 10 business days from the original date of error. The time apportionment is allotted as six (6) business days for the WIC vendor/acquirer and four (4) business days for the WIC EBT Contractor to report, approve and/or deny and process a correction request.

After investigation of system error incidents, adjustments that result in a credit to a cardholder account may be conducted by the WIC EBT Contractor without prior notice to the State or the cardholder.

The WIC EBT Contractor shall be required to work with the WIC Program to develop appropriate adjustment system solutions and procedures. The Bidder's response must demonstrate capability to provide the necessary systems and administrative capability to support both settling and non-settling adjustments.

10.4.5 Financial Audits

The WIC EBT Contractor shall cooperate with the WIC Program and Federal personnel conducting investigations or audits and provide requested information within a mutually agreed upon time.

The books, records, documents, and accounting practices of the WIC EBT Contractor relevant to the contract shall be subject to audit at any reasonable time and upon reasonable notice by the State, USDA, or their duly appointed representatives. These requirements include the records and facilities of any subcontractors. In the event of any audit, claim, negotiation, litigation or other action, records shall be retained for the duration of the event.

Financial and accounting records pertaining to the contract shall be maintained for the duration of the State's contract and for three (3) years following the end of the Federal fiscal year during which the contract is terminated or until State and Federal audits of the contract have been completed, whichever is longer.

The WIC Program and USDA-FNS shall have the right to inspect, review, investigate or audit all parts of the WIC EBT Contractor's or any subcontractor's facilities engaged in performing WIC EBT services. In such capacity, the WIC Program, or its representative(s), shall have access to facilities, records, reports, personnel and other appropriate aspects of the WIC EBT system.

Task 10.5 - Operation of Retail Vendor Helpdesk

The WIC EBT Contractor shall provide WIC Customer Service Center (CSC) support and program information via a toll-free number, 24 hours a day, 7 days per week. WIC vendor CSC support shall include support for all authorized WIC vendors.

The Contractor shall provide a WIC vendor CSC that is:

- Toll-free and without charge or fee to the WIC vendors
- Accessible to all WIC vendors
- Used exclusively for WIC vendor support
- Operated and staffed in a financial industry standard manner
- Not limited for the number of calls a WIC vendor makes
- Complies with the State requirement that there will be no offshore outsourcing

The WIC EBT Contractor shall provide, via the WIC vendor CSC, the following services for stand-beside WIC vendors:

- Support, training and problem resolution on stand-beside POS equipment
- Settlement information, disputes and reconciliation procedures
- Support on system adjustments and resolution of out-of-balance conditions

Task 10.6 - Operation of Participant Helpdesk

The WIC EBT Contractor shall provide WIC Customer Service Center (CSC) support and program information via a toll-free number, 24 hours a day, 7 days per week. WIC vendor CSC support shall include support for all authorized WIC participants.

Core languages for live customer service will be English and Spanish. Live customer service is intended to resolve cardholder issues that cannot be resolved by the ARU, including requests for adjustments. The WIC EBT Contractor shall provide sufficient CSR capacity to meet the contractual service standards for cardholder calls referred to a CSR. CSRs providing the full range of client customer service functions shall be available during days and time of day specified by the State. Functions include:

- Report a Lost/Stolen/Damaged Card, Unauthorized Use of a Card or the Non-Receipt of a Card: The client's identity must be confirmed prior to disabling the card. Prior to replacing a card, the client's address must be confirmed unless otherwise designated by the State. Procedures for changing the status of a proxy card may differ.
- Current Balance Inquiry: "Current Balance" shall provide real-time account balance information
- Transaction History: "Transaction History" shall provide the last ten (10) transactions by benefit type, i.e., transaction number, category/subcategory, size, quantity, and date
- Benefit Access/Service Points: Clients shall be given up to date information about WIC vendor locations where benefits may be accessed
- Benefit Expiration Date: Clients selecting this option shall be given the date current benefits will expire
- Support for Client Web Portal: Support shall be provided for clients having trouble accessing or using the client web portal

Task 11 - Warranty Period

Task 11.1 - Initial 1 Year Warranty

With the successful completion of the rollout and receipt of final documentation and materials, the WIC EBT Contractor shall begin

responsibly for the support, maintenance and operations of the local agency/clinic, state office and retail vendor WIC EBT applications.

The WIC EBT Contractor shall provide a one-year warranty period for eWIC after implementation.

Any updates made on the Delaware infrastructure must be coordinated with Delaware WIC and their MIS Contractor.

When changes are made to the eWIC system, the WIC EBT Contractor shall make updates to system documentation based on these changes and provide the State with updated documentation.

Task 11.2 - Resolution of identified Defects

During the one-year warranty period after implementation, the WIC EBT Contractor shall provide the State with a written response to any reported system problem addressing the technical nature of the problem and the proposed plan to resolve the issue.

All approved change orders by the State shall be tracked separately.

E. Project Functional and Technical Deliverables

The WIC EBT Contractor shall be required to provide project deliverables and documentation for the WIC Program and FNS; all documentation and deliverables are subject to State and Federal review and approval.

Electronic copies of the draft and final documentation and deliverables must be supplied to the State and to FNS through the use of a secure electronic document depository, e.g., SharePoint. Electronic copies shall be provided in MS Office 2010 format unless otherwise specified within this solicitation or by the State. Document deliverables shall be submitted free of typographical, grammatical and spelling errors and follow the conventions of Microsoft Manual of Style for Technical Publications (3rd edition or higher). If electronic copies are provided on CD or DVD, a minimum of four CD/DVD copies shall be provided. Unless otherwise specified, two hard copies of the final, approved deliverable shall be provided to the State within 10 business days of approval. At the State's discretion, the State may request up to four draft and four additional final hard copies of all documentation and deliverables to the State.

Unless otherwise specified, State comments will be provided to the WIC EBT Contractor within ten business days of the receipt of the draft. Within five business days of receipt of State and Federal comments, and after

incorporating State and Federal agency comments, the final draft of the documentation shall be delivered to the State. Final Deliverables are subject to State review and approval.

The WIC EBT Contractor shall be required to update and maintain project deliverables and documentation for the duration of the contract. The approved deliverables and documentation shall be updated to reflect changes in system design or operations or as requested by the State. Updates to the deliverables and documentation should be completed within one month of any system change.

The following table lists eWIC project deliverables.

II.E.1 Delaware eWIC Project Deliverable Table

| Del# | Deliverable Description |
|-------------|--|
| D.1 | Initiation |
| D.1.1 | Project Kickoff Meeting Minutes |
| D.1.2 | Project Management Plan |
| D.1.3 | Project Work Plan |
| D.1.4 | eWIC Interface to USDA FNS Universal EBT MIS Interface Specification Gap Analysis Document |
| D.1.5 | eWIC Interface to WOW Interface Gap Analysis Document |
| D.2 | Design and Development |
| D.2.1 | JAD/Requirements Validation Session Minutes |
| D.2.2 | eWIC Detail Design Document |
| D.2.3 | eWIC to WOW Interface Design Document |
| D.2.4 | EBT Card Design |
| D.2.5 | Initial Authorized Product List (APL) |
| D.2.6 | eWIC Functional Demonstration I |
| D.2.7 | eWIC Functional Demonstration II (if required) |
| D.3 | System Testing (eWIC – WOW) |
| D.3.1 | UAT Test Plan |
| D.3.2 | UAT Test Scripts |
| D.3.3 | UAT Training |
| D.3.4 | User Acceptance Testing Report |
| D.4 | Vendor Readiness |
| D.4.1 | Vendor Management Plan |
| D.4.2 | Vendor/Third Party Processor (TPP) Agreements |
| D.4.3 | Vendor Technical Specification Document |
| D.5 | Training Readiness |
| D.5.1 | Training Plan (State, Participant, Vendor) |
| D.6 | Customer Service Readiness |
| D.6.1 | Automated Response Unit (ARU) Scripts |

| Del# | Deliverable Description |
|-------------|--|
| D.6.2 | Automate Response Unit (ARU) System |
| D.6.3 | Customer Service Representative (CSR) FAQ Document |
| D.7 | Approved Product List Readiness |
| D.7.1 | Final Authorized Product List (APL) |
| D.8 | Pilot |
| D.8.1 | Pilot State Staff Training |
| D.8.2 | Pilot Clinic Training |
| D.8.3 | Execute Vendor/TPP Agreements |
| D.8.4 | Procure Equipment (Pilot Clinics/Vendors) |
| D.8.5 | Install Stand-Beside Equipment/Conduct Vendor Training |
| D.8.6 | TPP/Integrated Certifications |
| D.8.7 | Distribute EBT Card Stock |
| D.8.8 | Pilot Evaluation Report |
| D.9 | Statewide Rollout (2 Rollout Phases) |
| D.9.1 | Procure Equipment (Statewide) |
| D.9.2 | Rollout Clinic Training |
| D.9.3 | Vendor/TPP Agreements |
| D.9.4 | Procure Equipment (Rollout Clinics/Vendors) |
| D.9.5 | Install Stand-Beside Equipment/Conduct Vendor Training |
| D.9.6 | TPP/Integrated Certifications |
| D.9.7 | Distribute EBT Card Stock |
| D.9.8 | Rollout I |
| D.9.9 | Rollout II |
| D.9.10 | Update System Documentation |

F. Project Milestones

Milestones have been established for all of the major efforts and decision points leading to statewide implementation. Bidders may add milestones to the work plan. The following table lists eWIC project milestones.

II.F.1 Delaware eWIC Project Milestone Table

| MS# | Milestone Description |
|------------|---|
| M.1 | Initiation |
| M.1.1 | State Approval of Project Management Plan |
| M.1.2 | State Approval of Project Work Plan |
| M.1.3 | Project Initialization Phase Complete |
| M.2 | Design and Development |
| M.2.1 | State Approval of JAD/Requirements Validation Session Minutes |
| M.2.2 | State Approval of eWIC Detail Design Document |
| M.2.3 | State Approval of eWIC to WOW Interface Design Document |
| M.2.4 | State Approval of EBT Card Design |

| MS# | Milestone Description |
|------------|--|
| M.2.5 | Design and Development Phase Complete |
| M.3 | System Testing (eWIC – WOW) |
| M.3.1 | State Approval of UAT Test Plan |
| M.3.2 | State Approval of UAT Test Scripts |
| M.3.3 | FNS Approval of UAT Test Scripts |
| M.3.4 | UAT Training Complete |
| M.3.5 | State Approval of User Acceptance Testing Report |
| M.3.6 | State Approval to Start Pilot |
| M.3.7 | FNS Approval to Start Pilot |
| M.3.8 | System Testing Phase Complete |
| M.4 | Vendor Readiness |
| M.4.1 | State Approval of Vendor Management Plan |
| M.4.2 | State Approval of Vendor/Third Party Processor (TPP) Agreements |
| M.4.3 | State Approval of Vendor Technical Specification Document |
| M.5 | Training Readiness |
| M.5.1 | State Approval of Training Plan |
| M.6 | Customer Service Readiness |
| M.6.1 | State Approval of Automate Response Unit (ARU) System |
| M.7 | Approved Product List Readiness |
| M.7.1 | State Approval of Final Authorized Product List (APL) |
| M.8 | Pilot |
| M.8.1 | Pilot State Staff Training Complete |
| M.8.2 | Pilot Clinic Training Complete |
| M.8.3 | Vendor/TPP Agreements Executed (Pilot) |
| M.8.4 | Clinic Equipment Installed (Pilot) |
| M.8.5 | Vendor Stand-Beside Equipment Installed/Vendor Training Complete (Pilot) |
| M.8.6 | TPP/Integrated Certifications Complete (Pilot) |
| M.8.7 | State Approval of Pilot Evaluation Report |
| M.8.8 | FNS and State Approval to Proceed to Rollout I |
| M.8.9 | Pilot Phase Complete |
| M.9 | Statewide Rollout (2 Rollout Phases) |
| M.9.1 | Procure Equipment (Statewide) |
| M.9.2 | Rollout I Clinic Training Complete |
| M.9.3 | Vendor/TPP Agreements Executed (Rollout I) |
| M.9.4 | Clinic Equipment Installed (Rollout I Clinics/Vendors) |
| M.9.5 | Vendor Stand-Beside Equipment Installed/Vendor Training Complete (Rollout I) |
| M.9.6 | TPP/Integrated Certifications Complete (Rollout I) |
| M.9.7 | Statewide Rollout I Complete |
| M.9.8 | FNS Approval to Proceed to Rollout II |
| M.9.9 | Rollout II Clinic Training Complete |

| MS# | Milestone Description |
|------------|---|
| M.9.10 | Vendor/TPP Agreements Executed (Rollout II) |
| M.9.11 | Clinic Equipment Installed (Rollout II Clinics/Vendors) |
| M.9.12 | Vendor Stand-Beside Equipment Installed/Vendor Training Complete (Rollout II) |
| M.9.13 | TPP/Integrated Certifications Complete (Rollout II) |
| M.9.14 | Statewide Rollout II Complete |
| M.9.15 | Statewide Rollout Complete |
| M.9.16 | eWIC Implementation Complete |

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III. SPECIAL TERMS AND CONDITIONS

A. Length of Contract

Contract term is three (3) years. Contract renewal is possible for up to two (2) additional one-year periods contingent on funding availability and task performance.

B. Subcontractors

The use of subcontractors will be permitted for this project.

If a subcontractor is going to be used, this needs to be specified in the proposal, with an identification of the proposed subcontractor, the service(s) to be provided, and its qualifications to provide such service(s).

Subcontractors will be held to the same requirements as the primary contractor. The contract with the primary contractor will bind sub or co-contractors to the primary contractor by the terms, specifications, and standards of the RFP. All such terms, specifications, and standards shall preserve and protect the rights of the agency under the RFP and any subsequent proposals and contracts with respect to the services performed by the sub or co-contractor, so that the sub or co-contractor will not prejudice such rights. Nothing in the RFP shall create any contractual relation between any sub or co-contractor and the agency.

The proposed subcontractors must be approved by the Division of Public Health.

C. Funding Disclaimer Clause

Delaware Health and Social Services reserves the right to reject or accept any bid or portion thereof, as may be necessary to meet the Department's funding limitations and processing constraints. The Department reserves the right to terminate any contractual agreement upon fifteen (15) calendar days written notice in the event the state determines that state or federal funds are no longer available to continue said contractual agreement.

D. Reserved Rights

Notwithstanding anything to the contrary, the Department reserves the right to:

- Reject any and all proposals received in response to this RFP;
- Select a proposal other than the one with the lowest cost;

- Waive or seek clarification on any information, irregularities, or inconsistencies in proposals received;
- Negotiate as to any aspect of the proposal with the bidder and negotiate with more than one bidder at a time;
- If negotiations fail to result in an agreement within two (2) weeks, the Department may terminate negotiations and select the next most responsive bidder, prepare and release a new RFP, or take such other action as the Department may deem appropriate.

E. Termination Conditions

The Department may terminate the contract resulting from this RFP at any time that the vendor fails to carry out its provisions or to make substantial progress under the terms specified in this RFP and the resulting proposal.

Prior to taking the appropriate action as described in the contract, the Department will provide the vendor with thirty (30) days notice of conditions endangering performance. If after such notice the vendor fails to remedy the conditions contained in the notice, the Department shall issue the vendor an order to stop work immediately and deliver all work and work in progress to the State. The Department shall be obligated only for those services rendered and accepted prior to the date of notice of termination.

The Contract may be terminated in whole or part:

- a) by the Department upon five (5) calendar days written notice for cause or documented unsatisfactory performance,
- b) by the Department upon fifteen (15) calendar days written notice of the loss of funding or reduction of funding for the stated Contractor services,
- c) by either party without cause upon thirty (30) calendar days written notice to the other Party, unless a longer period is specified.

F. Contractor Monitoring/Evaluation

The contractor may be monitored/evaluated on-site on a prearranged regular basis. Failure of the contractor to cooperate with the monitoring/evaluation process or to resolve any problem(s) identified in the monitoring/evaluation may be cause for termination of the contract.

G. Payment:

The agencies involved will authorize and process for payment each invoice within thirty (30) days after the date of receipt. The contractor or vendor must accept full payment by procurement (credit) card and or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions.

H. W-9 Information Submission

Awarded vendors will be required to submit their Form W-9 by accessing this website, <http://accounting.delaware.gov/>. The vendor will complete the secure form, read the affirmation, and submit the form by clicking the "Submit" button. Delaware Division of Accounting staff will review the submitted form for accuracy, completeness, and standardization. Once all the requirements are met, the form will be uploaded to the vendor file and approved. The vendor is then able to be paid for services provided.

For those vendors that do not have internet access, a printable version of the Delaware Substitute Form W-9 can be faxed or mailed to the vendor. Upon completion, the vendor will then fax or mail the form directly to the vendor staff at the Delaware Division of Accounting. All vendor requests, additions and changes, will come directly from the vendor. Questions for vendors who do not have internet access, contact vendor staff at (302) 734-6827.

This applies only to the successful bidder and should be done when successful contract negotiations are completed. It is not required to be done as part of the submission of the bidder's proposal.

I. Required Reporting

One of the primary goals in administering the contract resulting from this RFP is to keep accurate records regarding its actual value/usage. This information is essential in order to update the contents of the contract and to establish proper bonding levels if they are required. The integrity of future contracts revolves around our ability to convey accurate and realistic information to all interested Vendors.

A complete and accurate Monthly Usage Report (Appendix G) shall be furnished on the 15th (or next business day after the 15th day) of each month by the successful Vendor **Electronically in Excel format** detailing the purchasing of all items on this contract. The reports (Appendix G) shall be submitted electronically in EXCEL and sent as an attachment to the State Project Coordinator. It shall contain accurate descriptions of the products,

goods or services procured, purchasing agency information, including the six-digit department and organization code, quantities procured and prices paid. Any exception to this mandatory requirement or failure to submit complete reports, or in the format required, may result in corrective action, up to and including the possible cancellation of the award. Failure to provide the report with the minimum required information may also negate any contract extension clauses. Additionally, Vendors who are determined to be in default of this mandatory report requirement may have such conduct considered against them, in assessment of responsibility, in the evaluation of future proposals.

In accordance with Executive Order 44, the State of Delaware is committed to supporting its diverse business industry and population. The successful Vendor will be required to accurately report on the participation by Diversity Suppliers which includes: minority (MBE), woman (WBE), veteran owned business (VOBE), or service disabled veteran owned business (SDVOBE) under this awarded contract. The reported data elements shall include but not be limited to; name of state contract/project, the name of the Diversity Supplier, Diversity Supplier contact information (phone, email), type of product or service provided by the Diversity Supplier and any minority, women, veteran, or service disabled veteran certifications for the subcontractor (State OSD certification, Minority Supplier Development Council, Women's Business Enterprise Council, VetBiz.gov). The format used for Subcontracting 2nd Tier report is shown as in Appendix G.

Accurate 2nd tier reports shall be submitted to the contracting Agency's Office of Supplier Diversity at vendorusage@state.de.us on the 15th (or next business day) of the month following each quarterly period. For consistency quarters shall be considered to end the last day of March, June, September and December of each calendar year.

J. Mandatory State Standards

J.1 Cloud/Remote Hosting Requirements

The State has explicit requirements around data and systems that are on the cloud or are hosted remotely. These requirements are specified in the State of Delaware Cloud and Offsite Hosting Specific Terms and Conditions at

<http://dti.delaware.gov/pdfs/pp/CloudandOffsiteHostingTemplate.pdf>

In the proposal, Bidder will acknowledge each of the clauses (1-23) with either "Accept", "Accept - Conditional" along with an explanation or "Reject" along with an explanation. Clauses 1-9 are mandatory and a

“Reject” response for any of these clauses may be cause to reject the proposed solution. Please respond to clauses 10-23 as instructed. Depending on the solution proposed, the State will make the final determination on the applicability of specific clauses in this section.

For this solution, the State requires a Recovery Time Objective (RTO) of one (1) hour. The Bidder is required to respond to clause 20 with this RTO requirement.

Any clause(s) with an explanation must be reviewed by DTI prior to contract signature. If this is the case, DTI’s approval of this must be attached to the final contract. If Bidder responds with “Accept” to all clauses with no explanation, DTI review is not required.

The final version of this signed document will be attached to the contract.

J.1.1 Standard Practices

The contractor(s) shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished to the State. The contractor(s) shall follow practices consistent with generally accepted professional and technical policies and standards.

J.1.2 Mandatory Inclusions for Cloud/Remote Hosting

J.1.2.1 Network Diagram

The Service Provider must include a network diagram of the user’s interaction with the solution and any interfaces between the solution and the State needs to be clearly documented (ports, protocols, direction of communication). The network diagram does not need to contain the inner workings of the solution or proprietary information.

J.1.2.2 List of Software

The Service Provider must include a list of software that the State needs to utilize the solution. For example, a certain web browser (IE) or web service technology for an interface. The Service Provider will include a list of browsers and versions that are officially supported. The software list will be formatted as follows:

| Product Name | Version | Vendor Name |
|---------------------|----------------|--------------------|
| | | |
| | | |
| | | |

J.1.2.3 3rd Party Authentication

The Service Provider must include a list of any 3rd party authentication solutions or protocols that they support.

J.1.2.4 Shared Infrastructure

The Service Provider must describe any shared infrastructure that is a part of the solution. For example, will the State's data reside in the same database as another customer?

J.1.2.5 Operational Health/3rd Party Providers

The Service Provider must describe their approach to conveying the 'operational health' of the solution to the State of Delaware. Also, the Service Provider must list any 3rd party cloud management providers that they integrate with.

J.1.2.6 Password Hashing

The Service Provider must describe the method used by the solution for hashing user passwords. Include items like hash algorithm, salt generation and storage and number of iterations.

J.1.2.7 Data Encryption

The Service Provider must describe the solution's ability to encrypt non-public State data at rest. Include encryption algorithm(s) and the approach to key management

J.1.2.8 Data Center Tier Rating

The Service Provider must meet or exceed a Tier 3 rating (as defined in the Uptime Institute Guidelines for 2012 or the latest version – Data Center Site Infrastructure Tier Standard – Topology and Data Center Site Infrastructure Tier Standard – Operational Sustainability) for the data center hosting the proposed solution.

K. Contract Transition

In the event the Department awards the contract to another Contractor, through contract expiration or termination of this contract, the Contractor will develop a plan to facilitate a smooth transition of contracted functions either back to the Department or to another Contractor designated by the State. This close out plan must be approved by the Department.

IV. FORMAT AND CONTENT OF RESPONSE

Proposals shall contain the following information, adhering to the order as shown:

A. Bidder's Signature Form

This form, found in the Appendix B, must be completed and signed by the bidder's authorized representative.

B. Title Page

The Title page shall include: 1) the RFP subject; 2) the name of the applicant; 3) the applicant's full address; 4) the applicant's telephone number; 5) the name and title of the designated contact person; and 6) bid opening date (**due date: October 22, 2014 at 11:30am**).

C. Table of Contents

The Table of Contents shall include a clear and complete identification of information presented by section and page number.

D. Confidential Information

The following items, if required in response to this RFP, are to be included in a separate section of your proposal and marked as confidential. These items are: 1) any financial information relating to the company or organization (not the RFP pricing or budget); 2) Organization Charts.

E. Qualifications and Experience

This section shall contain sufficient information to demonstrate experience and staff expertise to carry out the project. A statement must be included that the vendor either has or certifies he/she will secure a Delaware Business License prior to initiation of the project. Attach articles of incorporation and IRS certification of tax exempt status if applicable.

The specific individuals who will work on this project must be identified, along with the nature and extent of their involvement. The qualifications of these individuals shall be presented (in resumes or other formats). If conducting this project will require hiring of one or more individuals who are not currently employed by the bidding organization, applications shall provide detailed job descriptions, including required qualifications and experience.

If subcontractors are to be used, the proposal shall also contain similar information regarding each subcontractor.

F. Bidder References

The names and phone numbers of at least three (3) organizations/agencies for whom the vendor carried out a similar project must be included. If no similar project has been conducted, others requiring comparable skills can be used.

Bidder shall list all contracts awarded to it or its predecessor firm(s) by the State of Delaware; during the last three years, by State Department, Division, Contact Person (with address/phone number), period of performance and amount. The Evaluation/Selection Review Committee will consider these as additional references and may contact each of these sources. Information regarding bidder performance gathered from these sources may be included in the Committee's deliberations and factored in the final scoring of the bid. Failure to list any contract as required by this paragraph may be grounds for immediate rejection of the bid. Non-DE contractors are not disadvantaged by this requirement.

G. Proposed Methodology and Work Plan

This section shall describe in detail the approach that will be taken to carry out the activities described in the Scope of Services section of this RFP. Specific completion dates for the various tasks must be shown. The workplan shall outline specific objectives, activities and strategies, and resources.

H. Certification and Statement of Compliance

The bidder must include statements that the applicant agency complies with all Federal and Delaware laws and regulations pertaining to equal opportunity and affirmative action. In addition, compliance must be assured in regard to Federal and Delaware laws and regulations relating to confidentiality and individual and family privacy in health care delivery and in the collection and reporting of data. (See Appendices C & D)

I. Standard Contract

Appendix E is a copy of the standard boilerplate contract for the State of Delaware, Delaware of Health and Social Services, Division of Public Health. This boilerplate will be the one used for any contract resulting from this Request for Proposal. If a bidder has an objection to any contract provisions or the RFP and its procurement provisions, objections shall be

stated in the Transmittal Letter of the bidder's proposal. Execution of the contract is NOT required with proposal submission. The contract is provided as a courtesy for review by an interested bidder's legal group.

V. BUDGET

The Bidder shall complete the pricing schedules using the format specified in Appendix A. Modifications to the budget after the award must be approved by the Division of Public Health.

Applicants shall also describe any factors that may have an impact on the cost and should suggest a payment schedule contingent upon completion of the various deliverables.

Cost Response and Pricing Schedules

Cost information must be submitted on the Pricing Schedules (see Appendix A) attached to this RFP and in a separate, sealed package or envelope. Cost information must bear an original signature in ink from an authorized individual of the Bidder. Cost information shall not be included in the Administrative or Technical Responses.

Cost Responses shall include the following sections:

- Section 1: Cost Narrative
- Section 2: Cost Assumptions
- Section 3: Cost Proposal

Section 1: Cost Narrative

The Bidder shall provide a cost narrative that describes its pricing approach, including any optional services, new or innovative technologies, or implementation or operational approaches that may provide cost savings. The cost narrative should include the brand and type of any hardware or software proposed for the Delaware eWIC system.

Section 2: Cost Assumptions

The Bidder shall make explicit any assumptions that were made to reach the costs provided in the Pricing Schedules.

Section 3: Cost Proposal

Cost proposals shall include a completed set of Pricing Schedules (included in Appendix A). The State of Delaware reserves the right to

review all aspects of each Cost Response for reasonableness and to request clarification of any Response where detailed cost information is required but appears to be incomplete or missing.

Although cost is a primary consideration in awarding a Contract under this RFP, the intent of the RFP is for Bidders to provide Delaware WIC with clear information concerning their qualifications, performance history, expertise, knowledge, and skills related to the required performance of the WIC EBT services as reflected in the RFP. The Response with the lowest cost may not necessarily be selected for the Contract.

VI. GENERAL INSTRUCTIONS FOR SUBMISSION OF PROPOSALS

A. Number of Copies Required

Two (2) original **CDs** (Each Labeled as "Original") and six (6) **CD** copies (Each labeled as "Copy"). In addition, any required confidential financial or audit information relating to the company and not specifically to the proposal may be copied separately to one set of up to three (3) additional CDs (Each labeled "Corporate Confidential Information"). All CD files shall be in PDF and Microsoft Word 2010 formats. Additional file formats (i.e. .xls, .mpp) may be required as requested.

It is the responsibility of the bidder to ensure all submitted CDs are machine readable, virus free and are otherwise error-free. CDs (or their component files) not in this condition may be cause for the vendor to be disqualified from bidding.

Bidders will no longer be required to make hard copies of their proposals with the following exception that one copy of a Cover Letter along with one copy each of the completed and signed Bidders Signature Form (Appendix B), Certification Sheet (Appendix C), and Statements of Compliance Form (Appendix D) be submitted in hardcopy with original signature with their CDs. Please also include PDF versions of these forms on your CDs. The Cost Proposal shall also be submitted separately in hardcopy as specified in section V. BUDGET.

The cover letter should include: bidder recognition of all addenda posted on the RFP website (<http://bids.delaware.gov>.) relative to this RFP, a statement confirming the proposal remains effective through the date shown in **(D)** below, a statement the bidder has or agrees to obtain a Delaware business license if awarded a contract, a statement confirming pricing was arrived at without collusion.

The responses to this RFP shall be submitted to:

**Procurement Administrator
Division of Management Services
Delaware Health and Social Services
Main Administration Building, Sullivan Street
Second Floor, Room 257
1901 North DuPont Highway
New Castle, DE 19720**

B. Closing Date

All responses must be received no later than **October 22, 2014 at 11:30am**. Later submission will be cause for disqualification.

C. Opening of Proposals

The State of Delaware will receive proposals until the date and time shown in this RFP. Proposals will be opened only in the presence of the State of Delaware personnel. Any unopened proposals will be returned to Vendor.

There will be no public opening of proposals but a public log will be kept of the names of all vendor organizations that submitted proposals. The contents of any proposal shall not be disclosed to competing vendors prior to contract award.

D. Proposal Expiration Date

Prices quoted in the proposal shall remain fixed and binding on the bidder at least through October 20, 2017. The State of Delaware reserves the right to ask for an extension of time if needed.

E. Acknowledgement of Understanding of Terms

By submitting a bid, each vendor shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and exhibits hereto, and has fully informed itself as to all existing conditions and limitations.

F. Realistic Proposals

It is the expectation of the State of Delaware that vendors can fully satisfy the obligations of the proposal in the manner and timeframe defined within the proposal. Proposals must be realistic and must represent the best estimate of time, materials and other costs including the impact of

inflation and any economic or other factors that are reasonably predictable.

The State of Delaware shall bear no responsibility or increase obligation for a vendor's failure to accurately estimate the costs or resources required to meet the obligations defined in the proposal.

G. Non-Conforming Proposals

Non-conforming proposals will not be considered. Non-conforming proposals are defined as those that do not meet the requirements of this RFP. The determination of whether an RFP requirement is substantive or a mere formality shall reside solely within the State of Delaware

H. Notification of Acceptance

Notification of the Department's intent to enter into contract negotiations will be made in writing to all bidders.

I. Questions

All questions concerning this Request for Proposal must reference the pertinent RFP section(s) and page number(s). Questions must be in writing and can be either mailed, faxed, or emailed to:

**Carolyn Sudler, Management Analyst
Delaware WIC Program
carolyn.sudler@state.de.us
(Phone) 302-741-2900
(Fax) 302-741-2901**

Deadline for submission of all questions is September 3, 2014. All questions and answers will be posted on the RFP website at <http://bids.delaware.gov> no later than September 17, 2014. Please include your fax number and/or your email address with your request.

J. Amendments to Proposals

Amendments to proposals will not be accepted after the deadline for proposal submission has passed. The State reserves the right at any time to request clarification and/or further technical information from any or all applicants submitting proposals.

K. Proposals Become State Property

All proposals become the property of the State of Delaware and will not be returned to the bidders. The State will not divulge any information identified as confidential at the time of proposal submission provided the information resides solely on the CD (s) marked confidential.

L. Non-Interference Clause

The awarding of this contract and all aspects of the awarded bidders contractual obligations, projects, literature, books, manuals, and any other relevant materials and work will automatically become property of the State of Delaware. The awarded bidder will not in any manner interfere or retain any information in relationship to the contractual obligations of said contract, at the time of the award or in the future tense.

M. Investigation of Bidder's Qualifications

Delaware Health and Social Services may make such investigation as it deems necessary to determine the ability of the bidder to furnish the required services, and the bidder shall furnish such data as the Department may request for this purpose.

N. RFP and Final Contract

The contents of the RFP will be incorporated into the final contract and will become binding upon the successful bidder. If the bidder is unwilling to comply with any of the requirements, terms and conditions of the RFP, objections must be clearly stated in the proposal. Objections will be considered and may be subject to negotiation at the discretion of the state.

O. Proposal and Final Contract

The contents of each proposal will be considered binding on the bidder and subject to subsequent contract confirmation if selected. The contents of the successful proposal will be included by reference in the resulting contract.

All terms, and conditions contained in the proposal will remain fixed and valid for three (3) year(s) after proposal due date.

P. Cost of Proposal Preparation

All costs for proposal preparation will be borne by the bidder.

Q. Proposed Timetable

The Department’s proposed schedule for reviewing proposals is outlined as follows:

| Activity | Date |
|------------------------------|-----------------------------|
| RFP Advertisement | August 22, 2014 |
| Questions Due | September 3, 2014 |
| Pre-bid Meeting | No Pre-bid meeting |
| Answers to Questions | September 17, 2014 |
| Bid Opening | October 22, 2014 11:30am |
| Selection Process Begins | October 23, 2014 |
| Vendor Selection (tentative) | November 13, 2014 |
| Project Begins | January 28, 2015 |

R. Confidentiality and Debriefing

The Procurement Administrator shall examine the proposal to determine the validity of any written requests for nondisclosure of trade secrets and other proprietary data identified in conjunction with the Attorney General's Office. After award of the contract, all responses, documents, and materials submitted by the offeror pertaining to this RFP will be considered public information and will be made available for inspection, unless otherwise determined by the Director of Purchasing, under the laws of the State of Delaware. All data, documentation, and innovations developed as a result of these contractual services shall become the property of the State of Delaware. Based upon the public nature of these Professional Services (RFP) Proposals a bidder must inform the state in writing, of the exact materials in the offer which CANNOT be made a part of the public record in accordance with Delaware’s Freedom of Information Act, Title 29, Chapter 100 of the Delaware Code.

If a bidder wishes to request a debriefing, he must submit a formal letter to the Procurement Administrator, Herman M. Holloway Campus, Delaware Health and Social Services Main Building, 2nd Floor, Room 257, 1901 N. DuPont Highway, New Castle, Delaware 19720 within 10 days after receipt of Notice of Award. The letter must specify reasons for the request.

VII. SELECTION PROCESS

All proposals submitted in response to this RFP will be reviewed by an evaluation team composed of representatives of the Division of Public Health, Delaware Health and Social Services, and others as may be deemed appropriate by the Department. Each proposal will be independently reviewed and rated against review criteria. Selection will be based upon the recommendations of the review committee.

Bidders may be required to demonstrate their proposed solutions. The demonstrations may be used in the Evaluation Team’s final deliberations.

A. Proposal Evaluation Criteria

The vendor will be selected through open competition and based on the review of proposals submitted in response to this request for proposals. A technical review panel will review all proposals utilizing the following criteria. A maximum of 100 points is possible.

| Category | Weight |
|--|------------------|
| Meets mandatory RFP provisions, CD’s properly submitted, Forms properly submitted | Pass/Fail |
| Corporate Qualifications <ul style="list-style-type: none"> • Administrative Oversight • Corporate EBT experience or past experience in successfully operating quality programs of a similar type and with a similar population • WIC experienced personnel with EBT implementation experience on proposed team • Quality Assurance Program details • Available resources • The degree to which the bidder demonstrates the potential ability to recruit, hire, and train qualified applicants | 25 |
| Technical <ul style="list-style-type: none"> • Services proposed fulfill needs as expressed in Scope of Services, Section II • Proposed activities follow a logical sequence • Adequacy of workplan & timeline schedules • Builds on existing work of the Division’s planning efforts • Adherence to State Technical and Security Standards • Demonstration of proposed solution (If required) | 35 |

| | |
|--|------------|
| Costs as they relate to the scope of work requirements | 40 |
| Total | 100 |

Upon selection of a vendor, a Division of Public Health representative will enter into negotiations with the bidder to establish a contract.

B. Consultants and Legal Counsel

The State of Delaware may retain consultants or legal counsel to assist in the review and evaluation of this RFP and the vendors' responses. Bidders shall not contact Delaware consultants or legal counsel on any matter related to the RFP.

C. Exclusions

The Proposal Evaluation Team reserves the right to refuse to consider any proposal from a vendor who:

- Has been convicted for commission of a criminal offense as an incident to obtaining or attempting to obtain a public or private contract or subcontract, or in the performance of the contract or subcontract;
- Has been convicted under State or Federal statutes of embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, or other offense indicating a lack of business integrity or business honesty that currently and seriously affects responsibility as a State contractor;
- Has been convicted or has had a civil judgment entered for a violation under State or Federal antitrust statutes;
- Has violated contract provisions such as:
 - Knowing failure without good cause to perform in accordance with the specifications or within the time limit provided in the contract; or
 - Failure to perform or unsatisfactory performance in accordance with terms of one or more contracts;
 - Has violated ethical standards set out in law or regulation; and
 - Any other cause listed in regulations of the State of Delaware determined to be serious and compelling as to affect responsibility as a State contractor, including suspension or

debarment by another governmental entity for a cause listed in the regulations.

D. Project Costs and Proposed Scope of Service

The Department reserves the right to award this project to a bidder other than the one with the lowest cost or to decide not to fund this project at all. Cost will be balanced against the score received by each bidder in the rating process. The State of Delaware reserves the right to reject, as technically unqualified, proposals that are unrealistically low if, in the judgment of the evaluation team, a lack of sufficient budgeted resources would jeopardize project success.

APPENDIX A: PRICING SCHEDULES

Pricing Schedules

Pricing Schedule 1

Bidders are instructed to provide multiple price points for the project startup costs (Implementation Phase) and for the monthly cost per case month (CPCM) for on-going operations. For example: \$1M for implementation, \$0.90 CPCM. The project startup costs in Pricing Schedule 1 are provided as examples. Bidders may substitute alternate project startup costs.

The Implementation Phase begins at contract inception and ends with completion of statewide rollout.

The CPCM is inclusive of costs associated with the Bidder's operation of the eWIC system and the performance of core services which includes all defined requirements in this RFP. The CPCM fee is a fixed amount, in effect for the duration of the contract.

A case month will be billable only in a month during which benefits become active (available for redemption) in a household account. Only one billing per household per month is allowable. A household that has benefits available for redemption during a month but that had no new benefits added to the account does not represent a billable case month. Bidders should assume a stable 20,000 participant caseload for purposes of estimating.

Pricing Schedule 1: Implementation/CPCM

| Project Startup Cost | Cost Per Case Month (CPCM) |
|-----------------------------|-----------------------------------|
| \$0 | |
| \$500,000 | |
| \$1,000,000 | |

Pricing Schedule 2 – Project Startup Costs

Bidders are instructed to provide a breakdown of the project startup costs associated with RFP tasks and services in Pricing Schedule 2. Costs contained in the Other column should be identified in the cost proposal narrative. Bidders may modify the format of Pricing Schedule 2 as needed. Planned invoice points should be identified. Invoice points shall be associated with deliverables.

Pricing Schedule 2: Project Startup Cost Schedule

| Phase/Task/Deliverable/ Service Description | Labor | Travel | Other | Total | Inv. |
|--|-------|--------|-------|-------|------|
| | \$ | \$ | \$ | \$ | \$ |
| | \$ | \$ | \$ | \$ | \$ |
| | \$ | \$ | \$ | \$ | \$ |
| | \$ | \$ | \$ | \$ | \$ |
| <i>[add lines as necessary]</i> | \$ | \$ | \$ | \$ | \$ |
| Totals | \$ | \$ | \$ | \$ | \$ |

Pricing Schedule 3 – UPC Collection

Bidders are instructed to provide the following **optional** price for the UPC collection functions listed in Task 2.5 - Develop Authorized Product List (APL). Travel cost shall be identified.

Pricing Schedule 3: UPC Collection

| UPC Collection Task/ Service Description | Labor | Travel | Other | Total |
|--|-------|--------|-------|-------|
| | \$ | \$ | \$ | \$ |
| | \$ | \$ | \$ | \$ |
| | \$ | \$ | \$ | \$ |
| | \$ | \$ | \$ | \$ |
| | \$ | \$ | \$ | \$ |
| Totals | \$ | \$ | \$ | \$ |

Note: Optional services or pricing approaches may be exercised or purchased at the option of the State; there is no guarantee of the State exercising any option. Optional service pricing is not included in proposal scoring.

APPENDIX B: BIDDERS SIGNATURE FORM



**DELAWARE HEALTH AND SOCIAL SERVICES
REQUEST FOR PROPOSAL**

BIDDERS SIGNATURE FORM

NAME OF BIDDER: _____
SIGNATURE OF AUTHORIZED PERSON: _____
TYPE IN NAME OF AUTHORIZED PERSON: _____
TITLE OF AUTHORIZED PERSON: _____
STREET NAME AND NUMBER: _____
CITY, STATE, & ZIP CODE: _____
CONTACT PERSON: _____
TELEPHONE NUMBER: _____
FAX NUMBER: _____
DATE: _____
BIDDER'S FEDERAL EMPLOYERS IDENTIFICATION NUMBER: _____

THE FOLLOWING MUST BE COMPLETED BY THE VENDOR:

AS CONSIDERATION FOR THE AWARD AND EXECUTION BY THE DEPARTMENT OF HEALTH AND SOCIAL SERVICES OF THIS CONTRACT, THE (COMPANY NAME) _____
HEREBY GRANTS, CONVEYS, SELLS, ASSIGNS, AND TRANSFERS TO THE STATE OF DELAWARE ALL OF ITS RIGHTS, TITLE AND INTEREST IN AND TO ALL KNOWN OR UNKNOWN CAUSES OF ACTION IT PRESENTLY HAS OR MAY NOW HEREAFTER ACQUIRE UNDER THE ANTITRUST LAWS OF THE UNITED STATES AND THE STATE OF DELAWARE, RELATING THE PARTICULAR GOODS OR SERVICES PURCHASED OR ACQUIRED BY THE DELAWARE HEALTH AND SOCIAL SERVICES DEPARTMENT, PURSUANT TO THIS CONTRACT.

APPENDIX C: CERTIFICATION SHEET



**DELAWARE HEALTH AND SOCIAL SERVICES
REQUEST FOR PROPOSAL**

CERTIFICATION SHEET

As the official representative for the proposer, I certify on behalf of the agency that:

- a. They are a regular dealer in the services being procured.
- b. They have the ability to fulfill all requirements specified for development within this RFP.
- c. They have independently determined their prices.
- d. They are accurately representing their type of business and affiliations.
- e. They will secure a Delaware Business License.
- f. They have acknowledged that no contingency fees have been paid to obtain award of this contract.
- g. The Prices in this offer have been arrived at independently, without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other contractor or with any competitor;
- h. Unless otherwise required by Law, the prices which have been quoted in this offer have not been knowingly disclosed by the contractor and prior to the award in the case of a negotiated procurement, directly or indirectly to any other contractor or to any competitor; and
- i. No attempt has been made or will be made by the contractor in part to other persons or firm to submit or not to submit an offer for the purpose of restricting competition.
- j. They have not employed or retained any company or person (other than a full-time bona fide employee working solely for the contractor) to solicit or

secure this contract, and they have not paid or agreed to pay any company or person (other than a full-time bona fide employee working solely for the contractor) any fee, commission percentage or brokerage fee contingent upon or resulting from the award of this contract.

- k. They (check one) operate ___an individual; ____a Partnership ___a non-profit (501 C-3) organization; ____a not-for-profit organization; or ____for profit corporation, incorporated under the laws of the State of _____.
- l. The referenced offerer has neither directly or indirectly entered into any agreement, participated in any collusion or otherwise taken any action in restraint of free competitive bidding in connection with this bid submitted this date to Delaware Health and Social Services.
- m. The referenced bidder agrees that the signed delivery of this bid represents the bidder's acceptance of the terms and conditions of this invitation to bid including all Specifications and special provisions.
- n. They (check one): _____are; _____are not owned or controlled by a parent company. If owned or controlled by a parent company, enter name and address of parent company:

Violations and Penalties:

Each contract entered into by an agency for professional services shall contain a prohibition against contingency fees as follows:

- 1. The firm offering professional services swears that it has not employed or retained any company or person working primarily for the firm offering professional services, to solicit or secure this agreement by improperly influencing the agency or any of its employees in the professional service procurement process.
- 2. The firm offering the professional services has not paid or agreed to pay any person, company, corporation, individual or firm other than a bona fide employee working primarily for the firm offering professional services, any fee, commission, percentage, gift, or any other consideration contingent upon or resulting from the award or making of this agreement; and

3. For the violation of this provision, the agency shall have the right to terminate the agreement without liability and at its discretion, to deduct from the contract price, or otherwise recover the full amount of such fee, commission, percentage, gift or consideration.

The following conditions are understood and agreed to:

- a. No charges, other than those specified in the cost proposal, are to be levied upon the State as a result of a contract.
- b. The State will have exclusive ownership of all products of this contract unless mutually agreed to in writing at the time a binding contract is executed.

Date

Signature & Title of Official Representative

Type Name of Official Representative

APPENDIX D: STATEMENTS OF COMPLIANCE FORM



**DELAWARE HEALTH AND SOCIAL SERVICES
REQUEST FOR PROPOSAL**

STATEMENTS OF COMPLIANCE FORM

As the official representative for the contractor, I certify on behalf of the agency that _____ (Company Name) will comply with all Federal and Delaware laws and regulations pertaining to equal employment opportunity and affirmative action. In addition, compliance will be assured in regard to Federal and Delaware laws and regulations relating to confidentiality and individual and family privacy in the collection and reporting of data.

Authorized Signature: _____

Title: _____

Date: _____

APPENDIX E: CONTRACT BOILERPLATE



**DELAWARE HEALTH
AND SOCIAL SERVICES**

**DPH CONTRACT # _____
BETWEEN
THE DIVISION OF PUBLIC HEALTH,
DELAWARE DEPARTMENT OF HEALTH & SOCIAL SERVICES,
AND
[Contractor]
FOR
[TYPE OF SERVICE]**

A. Introduction

1. This contract is entered into between the Delaware Department of Health and Social Services (the Department), Division of _____ (Division) and _____ (the Contractor).
2. The Contract shall commence on _____ and terminate on _____ unless specifically extended by an amendment, signed by all parties to the Contract. Time is of the essence. (Effective contract start date is subject to the provisions of Paragraph C. 1. of this Agreement.)

B. Administrative Requirements

1. Contractor recognizes that it is operating as an independent Contractor and that it is liable for any and all losses, penalties, damages, expenses, attorney's fees, judgments, and/or settlements incurred by reason of injury to or death of any and all persons, or injury to any and all property, of any nature, arising out of the Contractor's negligent performance under this Contract, and particularly without limiting the foregoing, caused by, resulting from, or arising out of any act of omission on the part of the Contractor in their negligent performance under this Contract.
2. The Contractor shall maintain such insurance as will protect against claims under Worker's Compensation Act and from any other claims for damages for personal injury, including death, which may arise from operations under this Contract. The Contractor is an independent contractor and is not an employee of the State.
3. During the term of this Contract, the Contractor shall, at its own expense, carry insurance with minimum coverage limits as follows:

a) Comprehensive General Liability \$1,000,000

and

- | | | |
|----|-----------------------------------|--------------------------|
| | b) Medical/Professional Liability | \$1,000,000/ \$3,000,000 |
| or | c) Misc. Errors and Omissions | \$1,000,000/\$3,000,000 |
| or | d) Product Liability | \$1,000,000/\$3,000,000 |

All contractors must carry (a) and at least one of (b), (c), or (d), depending on the type of service or product being delivered.

If the contractual service requires the transportation of Departmental clients or staff, the contractor shall, in addition to the above coverage, secure at its own expense the following coverage:

- | | |
|---|---------------------|
| e) Automotive Liability (Bodily Injury) | \$100,000/\$300,000 |
| f) Automotive Property Damage (to others) | \$ 25,000 |

Contractor shall be responsible for providing liability insurance for its personnel.

4. The policies required under Paragraph B3 must be written to include Comprehensive General Liability coverage, including Bodily Injury and Property damage insurance to protect against claims arising from the performance of the Contractor and the contractor's subcontractors under this Contract and Medical/Professional Liability coverage when applicable.
5. The Contractor shall provide a Certificate of Insurance as proof that the Contractor has the required insurance. The certificate shall identify the Department and the Division as the "Certificate Holder" and shall be valid for the contract's period of performance as detailed in Paragraph A. 2.
6. Contractor shall indemnify and hold harmless the State, its agents and employees, from any and all liability, suits, actions or claims, together with all reasonable costs and expenses (including attorneys' fees) directly arising out of:
 - a. The negligence or other wrongful conduct of the Contractor, its agents or employees, or
 - b. Contractor's breach of any material provision of this Agreement not cured after due notice and opportunity to cure, provided that
 - i. Contractor shall have been notified promptly in writing by Delaware of any notice of such claim; and

- ii. Contractor shall have the sole control of the defense of any action on such claim and all negotiations for its settlement or compromise.

If Delaware promptly notifies Contractor in writing of a third party claim against Delaware that any Deliverable infringes a copyright or a trade secret of any third party, Contractor will defend such claim at its expense and will pay any costs or damages that may be finally awarded against Delaware. Contractor will not indemnify Delaware, however, if the claim of infringement is caused by:

- a. Delaware's misuse or modification of the Deliverable;
 - b. Delaware's failure to use corrections or enhancements made available by Contractor;
 - c. Delaware's use of the Deliverable in combination with any product or information not owned or developed by Contractor;
 - d. Delaware's distribution, marketing or use for the benefit of third parties of the Deliverable or
 - e. Information, direction, specification, or materials provided by Client or any third party. If any Deliverable is, or in Contractor's opinion is likely to be, held to be infringing, Contractor shall at its expense and option either
 - i. Procure the right for Delaware to continue using it,
 - ii. Replace it with a non-infringing equivalent,
 - iii. Modify it to make it non-infringing.
7. The Contractor acknowledges and accepts full responsibility for securing and maintaining all licenses and permits, including the Delaware business license, as applicable and required by law, to engage in business and provide the goods and/or services to be acquired under the terms of this Contract. The Contractor acknowledges and is aware that Delaware law provides for significant penalties associated with the conduct of business without the appropriate license.
8. The Contractor agrees to comply with all State and Federal licensing standards and all other applicable standards as required to provide service(s) under this Contract, to assure the quality of services provided under this Contract. The Contractor shall immediately notify the Department in writing of any change in the status of any accreditations, licenses or certifications in any jurisdiction in which they provide service(s) or conduct business. If

this change in status regards the fact that its accreditation, licensure, or certification is suspended, revoked, or otherwise impaired in any jurisdiction, the Contractor understands that such action may be grounds for termination of the Contract.

- a) If a contractor is under the regulation of any Department entity and has been assessed Civil Money Penalties (CMPs), or a court has entered a civil judgment against a Contractor or vendor in a case in which DHSS or its agencies was a party, the Contractor or vendor is excluded from other DHSS contractual opportunities or is at risk of contract termination in whole, or in part, until penalties are paid in full or the entity is participating in a corrective action plan approved by the Department.

A corrective action plan must be submitted in writing and must respond to findings of non-compliance with Federal, State, and Department requirements. Corrective action plans must include timeframes for correcting deficiencies and must be approved, in writing, by the Department.

The Contractor will be afforded a thirty (30) day period to cure non-compliance with Section 8(a). If, in the sole judgment of the Department, the Contractor has not made satisfactory progress in curing the infraction(s) within the aforementioned thirty (30) days, then the Department may immediately terminate any and/or all active contracts.

9. Contractor, including its parent company and its subsidiaries, and any subcontractor, including its parent company and subsidiaries, agree to comply with all the terms, requirements and provisions of the Civil Rights Act of 1964, the Rehabilitation Act of 1973 and any other federal, state, local or any other anti discriminatory act, law, statute, regulation or policy along with all amendments and revision of these laws, in the performance of this Contract and will not discriminate against any applicant or employee or service recipient because of race, creed, religion, age, sex, color, national or ethnic origin, disability, status as a person in a marriage versus a person in a civil union, veteran's status, or any other unlawful discriminatory basis or criteria. Contractor agrees to honor the conflict of interest provisions of the Delaware Code of Ethics, 29 *Del. C.* Ch.58.
10. Contractor has or will retain such employees, as it may need to perform the services required by this Agreement. Such employees shall not be employed by Delaware or any other political subdivision of Delaware.
11. Contractor will not use Delaware's name, either express or implied, in any of its advertising or sales materials without Delaware's express written consent.
12. Contractor warrants that its services will be performed in a good and workmanlike manner. Contractor agrees to re-perform any work not in compliance with this warranty brought to its attention within a reasonable time after that work is performed.

Third-party products within the scope of this Agreement are warranted solely under the terms and conditions of the licenses or other agreements by which such products are

governed. With respect to all third-party products and services purchased by Contractor for Delaware in connection with the provision of the Services, Contractor shall pass through or assign to Delaware the rights Contractor obtains from the manufacturers and/or vendors of such products and services (including warranty and indemnification rights), all to the extent that such rights are assignable.

13. This Contract may be terminated in whole or in part by the Department upon five (5) calendar days written notice for cause or documented unsatisfactory performance, provided that, in its sole discretion, the Department may impose sanctions in lieu of termination as set forth in Appendix A attached to and incorporated into this Contract.

This Contract may be terminated in whole or in part by either party in the event of substantial failure of the other party to fulfill its obligations under this Contract through no fault of the terminating party; but only after the other party is given:

- a. Not less than 30 calendar days written notice of intent to terminate; and
- b. An opportunity for consultation with the terminating party prior to termination.

This Contract may be terminated in whole or in part by the Department for its convenience, but only after Contractor is given:

- a. Not less than 30 calendar days written notice of intent to terminate; and
- b. An opportunity for consultation with the Department prior to termination.

If termination for default is effected by the Department, the Department will pay Contractor that portion of the compensation which has been earned as of the effective date of termination but:

- a. No amount shall be allowed for anticipated profit on performed or unperformed services or other work, and
- b. Any payment due to Contractor at the time of termination may be adjusted to the extent of any additional costs occasioned to Department by reason of Contractor's default.
- c. Upon termination for default, the Department may take over the work and prosecute the same to completion by agreement with another party or otherwise. In the event Contractor shall cease conducting business, the Department shall have the right to make an unsolicited offer of employment to any employees of Contractor assigned to the performance of the Contract, notwithstanding any provisions in this document to the contrary.

If after termination for failure of Contractor to fulfill contractual obligations it is determined that Contractor has not so failed, the termination shall be deemed to have been effected for the convenience of the Department.

The rights and remedies of the Department and Contractor provided in this section are in addition to any other rights and remedies provided by law or under this Contract.

In the event of termination, all finished or unfinished documents, data, studies, surveys, drawings, models, maps, photographs, and reports or other material prepared by Contractor under this contract shall, at the option of the Department, become the property of the Department.

In the event of termination, the Contractor, upon receiving the termination notice, shall immediately cease work and refrain from purchasing contract related items unless otherwise instructed by the Department.

The Contractor shall be entitled to receive reasonable compensation as determined by the Department in its sole discretion for any satisfactory work completed on such documents and other materials that are usable to the Department. Whether such work is satisfactory and usable is determined by the Department in its sole discretion.

Should the Contractor cease conducting business, become insolvent, make a general assignment for the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets, or shall avail itself of, or become subject to any proceeding under the Federal Bankruptcy Act or any other statute of any state relating to insolvency or protection of the rights of creditors, then at the option of the Department, this Contract shall terminate and be of no further force and effect. Contractor shall notify the Department immediately of such events.

14. The Department may suspend performance by Contractor under this Contract for such period of time as the Department, at its sole discretion, may prescribe by providing written notice to Contractor at least 30 working days prior to the date on which the Department wishes to suspend. Upon such suspension, the Department shall pay Contractor its compensation, based on the percentage of the project completed and earned until the effective date of suspension, less all previous payments. Contractor shall not perform further work under this Contract after the effective date of suspension. Contractor shall not perform further work under this Contract after the effective date of suspension until receipt of written notice from the Department to resume performance.

In the event the Department suspends performance by Contractor for any cause other than the error or omission of the Contractor, for an aggregate period in excess of 30 days, Contractor shall be entitled to an equitable adjustment of the compensation payable to Contractor under this Contract to reimburse for additional costs occasioned as a result of such suspension of performance by the Department based on appropriated funds and approval by the Department.

15. Any notice required or permitted under this Contract shall be effective upon receipt and may be hand delivered with receipt requested or by registered or certified mail with return receipt requested to the addresses listed below. Either Party may change its address for notices and official formal correspondence upon five (5) days written notice to the other.

To the Division at:

Division of Public Health
417 Federal Street
Dover, DE 19901
Attn: Support Services Section

To the Contractor at:

16. In the event of amendments to current Federal or State laws which nullify any term(s) or provision(s) of this Contract, the remainder of the Contract will remain unaffected.

If any term or provision of this Contract is found by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, the same shall not affect the other terms or provisions hereof or the whole of this Contract, but such term or provision shall be deemed modified to the extent necessary in the court's opinion to render such term or provision enforceable, and the rights and obligations of the parties shall be construed and enforced accordingly, preserving to the fullest permissible extent the intent and agreements of the parties herein set forth.

17. This Contract shall not be altered, changed, modified or amended except by written consent of all Parties to the Contract.

18. The Contractor shall not enter into any subcontract for any portion of the services covered by this Contract without obtaining prior written approval of the Department. Approval by the Department of Contractor's request to subcontract or acceptance of or payment for subcontracted work by the Department shall not in any way relieve Contractor of responsibility for the professional and technical accuracy and adequacy of the work. All subcontractors shall adhere to all applicable provisions of this Agreement.

Any such subcontract shall be subject to all the conditions and provisions of this Contract. The approval requirements of this paragraph do not extend to the purchase of articles,

supplies, equipment, rentals, leases and other day-to-day operational expenses in support of staff or facilities providing the services covered by this Contract.

19. This entire Contract between the Contractor and the Department is composed of these several pages and the attached:

Appendix A– Divisional Requirements

Appendix B – Services and Budget Description

Appendix C- Name of Appendix or DHSS Request for Proposal (RFP)

HSS-XX-XXX *(if applicable)*

Appendix D – Name of Appendix or Vendor’s Proposal in response to RFP

#HSS-XX-XXX *(if applicable)*

This contract and its Appendices shall constitute the entire agreement between The Department and Contractor with respect to the subject matter of this Contract and shall not be modified or changed without the express written consent of the parties. The provisions of this contract supersede all prior oral and written quotations, communications, agreements, and understandings of the parties with respect to the subject matter of this Contract.

Should a conflict arise in the language found among the above-named documents, the documents shall govern in the following order:

- 1) This DHSS Contract (pages 1 to 14)
- 2) DHSS Request for Proposal (RFP)# HSS-XX-XXX *(if applicable)*
- 3) Vendor’s Proposal in response to RFP # HSS- XX-XXX *(if applicable)*
- 4) Appendix A- Divisional Requirements
- 5) Appendix B- Services and Budget Description *(use only if #2 and #3 above are not necessary or do not contain a budget)*

If the scope of any provision of this Contract is too broad in any respect whatsoever to permit enforcement to its full extent, then such provision shall be enforced to the maximum extent permitted by law, and the parties hereto consent and agree that such scope may be judicially modified accordingly and that the whole of such provisions of the Contract shall not thereby fail, but the scope of such provision shall be curtailed only to the extent necessary to conform to the law.

Contractor may not order any product requiring a purchase order prior to The Department's issuance of such order. Each Appendix, except as its terms otherwise expressly provide, shall be a complete statement of its subject matter and shall supplement and modify the terms and conditions of this Contract for the purposes of that engagement only. No other agreements, representations, warranties or other matters, whether oral or written, shall be deemed to bind the parties hereto with respect to the subject matter hereof.

20. This Contract shall be governed by and construed in accordance with the Laws of the State of Delaware, except where Federal Law has precedence. Contractor consents to jurisdiction and venue in the State of Delaware.

Except as may be otherwise provided in this contract, all claims, counterclaims, disputes and other matters in question between the Department and Contractor arising out of or relating to this Contract or the breach thereof will be decided by arbitration if the parties hereto mutually agree, or in a court of competent jurisdiction within the State of Delaware.

21. In the event Contractor is successful in an action under the antitrust laws of the United States and/or the State of Delaware against a vendor, supplier, subcontractor, or other party who

provides particular goods or services to the Contractor that impact the budget for this Contract, Contractor agrees to reimburse the State of Delaware, Department of Health and Social Services for the pro-rata portion of the damages awarded that are attributable to the goods or services used by the Contractor to fulfill the requirements of this Contract. In the event Contractor refuses or neglects after reasonable written notice by the Department to bring such antitrust action, Contractor shall be deemed to have assigned such action to the Department.

22. Contractor covenants that it presently has no interest and shall not acquire any interests, direct or indirect, that would conflict in any manner or degree with the performance of this Contract. Contractor further covenants that in the performance of this contract, it shall not employ any person having such interest.

23. Contractor covenants that it has not employed or retained any company or person who is working primarily for the Contractor, to solicit or secure this Contract, by improperly influencing the Department or any of its employees in any professional procurement process;
and, the Contractor has not paid or agreed to pay any person, company, corporation, individual or firm, other than a bona fide employee working primarily for the Contractor, any fee, commission, percentage, gift or any other consideration contingent upon or resulting from the award or making of this agreement. For the violation of this provision, the Department shall have the right to terminate the Contract without liability and, at its discretion, to deduct from the contract price, or otherwise recover, the full amount of such fee, commission, percentage, gift or consideration.

24. The Department shall have the unrestricted authority to publish, disclose, distribute and otherwise use, in whole or in part, any reports, data, or other materials prepared under this Contract. Contractor shall have no right to copyright any material produced in whole or in part under this Contract. Upon the request of the Department, the Contractor shall execute

additional documents as are required to assure the transfer of such copyrights to the Department.

Contractor retains all title and interest to the data it furnished and/or generated pursuant to this Agreement. Retention of such title and interest does not conflict with Delaware's rights to the materials, information, and documents developed in performing the project. Upon final payment, Delaware shall have a perpetual, nontransferable, non-exclusive paid-up right and license to use, copy, modify, and prepare derivative works of all materials in which Contractor retains title, whether individually by Contractor or jointly with Delaware. Any and all source code developed in connection with the services provided will be provided to Delaware, and the aforementioned right and license shall apply to source code. The parties will cooperate with each other and execute such other documents as may be reasonably deemed necessary to achieve the objectives of this Section.

If the use of any services or deliverables is prohibited by court action based on a U.S. patent or copyright infringement claim, Contractor shall, at its own expense, buy for the Department the right to continue using the services or deliverables or modify or replace the product with no material loss in use, at the option of the Department.

25. Contractor agrees that no information obtained pursuant to this Contract may be released in any form except in compliance with applicable laws and policies on the confidentiality of information and except as necessary for the proper discharge of the Contractor's obligations under this Contract.
26. Waiver of any default shall not be deemed to be a waiver of any subsequent default. Waiver or breach of any provision of this Contract shall not be deemed to be a waiver of any other or subsequent breach and shall not be construed to be a modification of the terms of the Contract unless stated to be such in writing, signed by authorized representatives of all parties and attached to the original Contract.
27. If the amount of this contract listed in Paragraph C2 is over \$25,000, the Contractor, by their signature in Section E, is representing that the Firm and/or its Principals, along with its subcontractors and assignees under this Contract, are not currently subject to either suspension or debarment from Procurement and Non-Procurement activities by the Federal Government.

C. Financial Requirements

1. The rights and obligations of each Party to this Contract are not effective and no Party is bound by the terms of this contract unless, and until, a validly executed Purchase Order is approved by the Secretary of Finance and received by Contractor, *if required by the State of Delaware Budget and Accounting Manual*, and all policies and procedures of the Department of Finance have been met. The obligations of the Department under this Contract are expressly limited to the amount of any approved Purchase Order. The State

will not be liable for expenditures made or services delivered prior to Contractor's receipt of the Purchase Order.

2. Total payments under this Contract shall not exceed \$ _____ in accordance with the budget presented in Appendix _____. Payment will be made upon receipt of an itemized invoice from the Contractor in accordance with the payment schedule, if any. The contractor or vendor must accept full payment by procurement (credit) card and or conventional check and/or other electronic means at the State's option, without imposing any additional fees, costs or conditions. Contractor is responsible for costs incurred in excess of the total cost of this Contract and the Department is not responsible for such costs.

Contractor shall submit monthly invoices to Delaware in sufficient detail to support the services provided during the previous month. Delaware agrees to pay those invoices within thirty (30) days of receipt. In the event Delaware disputes a portion of an invoice, Delaware agrees to pay the undisputed portion of the invoice within thirty (30) days of receipt and to provide Contractor a detailed statement of Delaware's position on the disputed portion of the invoice within thirty (30) days of receipt.

3. Validity and enforcement of this Contract is subject to appropriations by the General Assembly of the specific funds necessary for contract performance. Should such funds not be so appropriated the Department may immediately terminate this Contract, and absent such action this Contract shall be terminated as to any obligation of the State requiring the expenditure of money for which no specific appropriation is available, at the end of the last fiscal year for which no appropriation is available or upon the exhaustion of funds.

Notwithstanding any other provisions of this Contract, this Contract shall terminate and the Department's obligations under it shall be extinguished at the end of the fiscal year in which the state of Delaware fails to appropriate monies for the ensuing fiscal year sufficient for the payment of all amounts, which will then become due.

4. Delaware is a sovereign entity, and shall not be liable for the payment of federal, state and local sales, use and excise taxes, including any interest and penalties from any related deficiency, which may become due and payable as a consequence of this Agreement.
5. The Contractor is solely responsible for the payment of all amounts due to all subcontractors and suppliers of goods, materials or services which may have been acquired by or provided to the Contractor in the performance of this contract. The Department is not responsible for the payment of such subcontractors or suppliers.

Unless provided otherwise in an Appendix, all expenses incurred in the performance of the services are to be paid by Contractor. If an Appendix specifically provides for expense reimbursement, Contractor shall be reimbursed only for reasonable expenses incurred by Contractor in the performance of the services, including, but not necessarily limited to, travel and lodging expenses, communications charges, and computer time and supplies.

6. The Contractor shall not assign the Contract or any portion thereof without prior written approval of the Department and subject to such conditions and revisions as the Department may deem necessary. No such approval by the Department of any assignment shall be deemed to provide for the incurrence of any obligations of the Department in addition to the total agreed upon price of the Contract.
7. Contractor shall maintain books, records, documents and other evidence directly pertinent to performance under this Contract in accordance with generally accepted accounting principles and practices. Contractor shall also maintain the financial information and data used by Contractor in the preparation of support of its bid or proposal. Contractor shall retain this information for a period of five (5) years from the date services were rendered by the Contractor. Records involving matters in litigation shall be retained for one (1) year following the termination of such litigation. The Department shall have access to such books, records, documents, and other evidence for the purpose of inspection, auditing, and copying during normal business hours of the Contractor after giving reasonable notice. Contractor will provide facilities for such access and inspection.
8. The Contractor agrees that any submission by or on behalf of the Contractor of any claim for payment by the Department shall constitute certification by the Contractor that the services or items for which payment is claimed were actually rendered by the Contractor or its agents, and that all information submitted in support of the claims is true, accurate, and complete.

All invoices, reports, documents provided in response to an audit, and any documentation provided to the Department pursuant to any contractual obligation as set forth herein, including any chart or compilation of data, report, or other document produced by the Contractor for presentment to the Department shall contain, in a prominently displayed location, the following written certification:

“I hereby certify that the information reported herein is true, accurate, and complete. I understand that these reports are made in support of claims for government funds.”

Any certification related to information and documents produced to the Department shall be certified only by the Contractor’s Contract Manager

9. The cost of any Contract audit disallowances resulting from the examination of the Contractor's financial records will be borne by the Contractor. Reimbursement to the Department for disallowances shall be drawn from the Contractor's own resources and not charged to Contract costs or cost pools indirectly charging Contract costs.
10. When the Department desires any addition or deletion to the deliverables or a change in the services to be provided under this Contract, it shall so notify the Contractor. The Department will develop a Contract Amendment authorizing said change. The Amendment

shall state whether the change shall cause an alteration in the price or time required by the Contractor for any aspect of its performance under the Contract. Pricing of changes shall be consistent with those prices or costs established within this Contract. Such amendment shall not be effective until executed by all Parties.

D. Miscellaneous Requirements

1. *If applicable*, the Contractor agrees to adhere to the requirements of DHSS Policy Memorandum # 46, (PM # 46, effective 3/11/05), and divisional procedures regarding the reporting and investigation of suspected abuse, neglect, mistreatment, misappropriation of property and significant injury of residents/clients receiving services, including providing testimony at any administrative proceedings arising from such investigations. The policy and procedures are included as Appendix ___ to this Contract. It is understood that adherence to this policy includes the development of appropriate procedures to implement the policy and ensuring staff receive appropriate training on the policy requirements. The Contractor's procedures must include the position(s) responsible for the PM46 process in the provider agency. Documentation of staff training on PM46 must be maintained by the Contractor.
2. *When required by Law*, Contractor shall conduct child abuse and adult abuse registry checks and obtain service letters in accordance with 19 Del. Code Section 708; and 11 Del. Code, Sections 8563 and 8564. Contractor shall not employ individuals with adverse registry findings in the performance of this contract.
3. *If applicable*, the Contractor agrees to adhere to the requirements of DHSS Policy Memorandum # 40 (PM #40, effective 3/10/2008), and divisional procedures regarding conducting criminal background checks and handling adverse findings of the criminal background checks. This policy and procedure are included as Appendix ___ to this Contract. It is understood that adherence to this policy includes the development of appropriate procedures to implement the policy and ensuring staff receive appropriate training on the policy requirements. The Contractor's procedures must include the title of the position(s) responsible for the PM40 process in the contractor's agency.
4. *If applicable*, the Contractor agrees to adhere to the requirements of DHSS Policy Memorandum # 36 (PM #36, effective 9/24/2008), and divisional procedures regarding minimal requirements of contractors who are engaging in a contractual agreement to develop community based residential arrangements for those individuals served by Divisions within DHSS. This policy and procedure are included as Appendix ___ to this Contract. It is understood that adherence to this policy includes individuals/entities that enter into a contractual arrangement (*contractors*) with the DHSS/Division to develop a community based residential home(s) and apartment(s). Contractors shall be responsible for their subcontractors' adherence with this policy and related protocol(s) established by the applicable Division.

5. All Department campuses are tobacco-free. Contractors, their employees and sub-contractors are prohibited from using any tobacco products while on Department property. This prohibition extends to personal vehicles parked in Department parking lots.

Remainder of this page intentionally left blank.

E. Authorized Signatures:

IN WITNESS THEREOF, the Parties hereto have caused this Contract to be duly executed as of the date and year first above written.

For the Contractor:

Signature

Name (please print)

Title

Date

For the Department:

Rita M. Landgraf
Secretary

Date

For the Division:

Karyl T. Rattay, MD, MS
Director

Date

APPENDIX A

DIVISION OF PUBLIC HEALTH REQUIREMENTS

Sanctions

1. In the event that Contractor fails to complete the project or any phase thereof within the time specified in the Contract, or with such additional time as may be granted in writing by Delaware, or fails to prosecute the work, or any separable part thereof, with such diligence as will insure its completion within the time specified in this Agreement or any extensions thereof, Delaware may suspend the scheduled payments.
2. The Division reserves the right to reduce the number of people a Contractor currently serves, restrict the number of referrals a Contractor may receive, or rescind authorization to operate one or more service sites (e.g., neighborhood home, apartment) or any combination of such measures as sanctions for documented unsatisfactory contract performance as determined by the Division. The Division may impose such sanctions for a period of between 30 to 365 days, with the right to renew the sanctions at the Division's sole discretion.

Vendor Responsibilities *(This clause may be most useful in IT and IT-related contracts and not as useful in other types of contracts.)*

1. Contractor shall be responsible for the professional quality, technical accuracy, timely completion, and coordination of all services furnished by Contractor, its subcontractors, and its and their principals, officers, employees and agents under this Agreement. In performing the specified services, Contractor shall follow practices consistent with generally accepted professional and technical standards. Contractor shall be responsible for ensuring that all services, products and deliverables furnished pursuant to this Agreement comply with the applicable standards promulgated by the Department of Technology and Information ("DTI") published at <http://dti.delaware.gov/>, and as modified from time to time by DTI during the term of this Agreement. If any service, product or deliverable furnished pursuant to this Agreement does not conform to DTI standards, Contractor shall, at its expense and option either (1) replace it with a conforming equivalent or (2) modify it to conform to DTI standards. Contractor shall be and remain liable in accordance with the terms of this Agreement and applicable law for all damages to Delaware caused by Contractor's failure to ensure compliance with DTI standards.
 - a. It shall be the duty of the Contractor to assure that all products of its effort are technically sound and in conformance with all pertinent Federal, State and Local statutes, codes, ordinances, resolutions and other regulations. Contractor will not produce a work product that violates or infringes on any copyright or patent rights.

Contractor shall, without additional compensation, correct or revise any errors or omissions in its work products.

- b. Permitted or required approval by Delaware of any products or services furnished by Contractor shall not in any way relieve Contractor of responsibility for the professional and technical accuracy and adequacy of its work. Delaware's review, approval,

acceptance, or payment for any of Contractor's services herein shall not be construed to operate as a waiver of any rights under this Agreement or of any cause of action arising out of the performance of this Agreement, and Contractor shall be and remain liable in accordance with the terms of this Agreement and applicable law for all damages to Delaware caused by Contractor's performance or failure to perform under this Agreement.

- c. Contractor shall appoint a Project Manager who will manage the performance of services. All of the services specified by this Agreement shall be performed by the Project Manager, or by Contractor's associates and employees under the personal supervision of the Project Manager. The positions anticipated include:

Project Name:

Team Title:

% of Project Involvement:

(add additional information as needed)

Designation of persons for each position is subject to review and approval by Delaware. Should the staff need to be diverted off the project for what are now unforeseeable circumstances, Contractor will notify Delaware immediately and work out a transition plan that is acceptable to both parties, as well as agree to an acceptable replacement plan to fill or complete the work assigned to this project staff position. Replacement staff persons are subject to review and approval by Delaware. If Contractor fails to make a required replacement within 30 days, Delaware may terminate this Agreement for default. Upon receipt of written notice from Delaware that an employee of Contractor is unsuitable to Delaware for good cause, Contractor shall remove such employee from the performance of services and substitute in his/her place a suitable employee.

Other Requirements

1. Funds received and expended under the contract must be recorded so as to permit the Division to audit and account for all contract expenditures in conformity with the terms, conditions, and provisions of this contract, and with all pertinent federal and state laws and regulations. The Division retains the right to approve this accounting system.

2. The Contractor shall recognize that no extra contractual services are approved unless specifically authorized in writing by the Division. Further, the Contractor shall recognize that any and all services performed outside the scope covered by this Contract and attached budgets will be deemed by the Division to be gratuitous and not subject to any financial reimbursement.
3. All products are expected to be free of misspellings and typos, as well as punctuation, grammatical and design errors. Acronyms should be avoided; when used, they should be spelled out on first reference with the acronym in parentheses after that reference. For example, 'Division of Public Health (DPH)' on first reference.
4. No part of any funds under this contract shall be used to pay the salary or expenses of any contractor or agent acting for the contractor, to engage in any activity (lobbying) designed to influence legislation or appropriations pending before the State Legislature and/or Congress.
5. The contractor agrees that, if defunding occurs, all equipment purchased with Division funds for \$1,000.00 or more and a useful life expectancy of one (1) year, will be returned to the Division within thirty (30) days.
6. Contractors receiving Federal funds must comply with all the requirements of the Federal Office of Management and Budget (OMB) Circular A-133, Audits of State, Local Governments, and Non-profit Organizations.

APPENDIX B

SERVICE AND BUDGET DESCRIPTION

1. Contractor: _____

Address: _____

Phone _____

Email: _____

Contact Persons name: _____

E.I. No.: _____

2. Division: _____

3. Service: _____

4. Total Payment shall not exceed _____.

5. Payment(s) will be made upon presentation of invoice(s) with supporting documentation that verifies the completed, acceptable deliverable(s). Invoice must contain period of service, Vendor Invoice Number, Vendor EI Number, Contract Number, DPH Purchase Order Number and itemized description of the services provided to coincide with the contract deliverables. (See also Paragraph C.2. of the contract)

6. Source of Contract Funding:

_____ Federal Funds (CFDA# _____)

_____ State Funds

_____ Other Funds

_____ Combination of Funds

APPENDIX F: GLOSSARY OF TERMS

Table F.1 Glossary of Terms, Acronyms, Abbreviations and Definitions

| Acronym/Name | Definition |
|---------------------|--|
| ACH | Automated Clearing House |
| Acquirer | An acquirer is a processing entity that electronically acquires transaction information from the WIC vendor and sends them to a third party processor (TPP) or directly to the e-WIC System. A TPP may also be an acquirer. |
| ANSI | American National Standards Institute |
| APL | Authorized Product List |
| ARU | Automated Response Unit |
| Banking Agent | The entity that provides banking services |
| BPHI | Bureau of Public Health Informatics |
| Cat/Sub Cat | Refers to the category/subcategory of WIC authorized food items |
| Client | Refers to e-WIC client. May be a WIC participant, WIC head of household, WIC primary cardholder or WIC proxy cardholder. |
| CPCM | Cost per Case Month |
| CSC | eWIC Customer Service Center |
| CSR | Customer Service Representative |
| CVB | Cash Value Benefit |
| DDD | Detailed Design Document |
| DE | State of Delaware |
| DES | Data Encryption Standard |
| DHSS | Department of Health and Social Services |
| DTI | Department of Technology and Information |
| EBT | Electronic Benefits Transfer |
| ECR | Electronic Cash Register System |
| EFT | Electronic Funds Transfer |
| eWIC | The WIC EBT system solicited by this RFP |
| FI | Food Instrument |
| FReD | WIC Functional Requirements Document |
| IRM | Information Resource Management |
| ISO | International Standards Organization |
| JAD | Joint Application Design |
| MIS | Management Information System |
| NTE | Not-to-Exceed |
| NUPC | National Universal Product Code database |
| PAN | Primary Account Number |
| Participant | Any pregnant woman, breastfeeding woman, post-partum woman, infant, or child who receives authorized foods for food instruments or CVBs under the WIC program, the exclusively breastfed infant of any participating breastfeeding woman, and any partially breastfeeding woman after six (6) months post-partum |

| Acronym/Name | Definition |
|---------------------|--|
| PIN | Personal Identification Number |
| PLU | Price Look Up |
| POS | Point-of-Sale |
| Processing Day | The WIC EBT Contractor designates a standard daily cutoff time for EBT transaction processing. The 24-hour period between the cutoff times on day one and the cut off time on day two constitutes the EBT processing day |
| Proposal | The Proposer's written offer submitted in response to this RFP, including all necessary attachments |
| Proposer | The person or organization that submits a Proposal in response to this RFP |
| PSC | Project Steering Committee |
| Recipient | An individual receiving WIC benefits |
| RFP | Request for Proposal |
| SNAP | Supplemental Nutrition Assistance Program (Formerly Food Stamp Program) |
| State | State of Delaware |
| State Agency | Every board, commission, department or agency of the State of Delaware, whose costs are paid, in whole or in part, from funds held in the State Treasury |
| TIG | USDA-FNS Technical Implementation Guide |
| TPP | A third party processor (TPP) provides transaction processing services on behalf of the WIC vendor or acquirer. For purposes of this RFP, TPPs shall include any processing service or acquirer that accepts the commercial WIC vendors' transactions and forwards the transaction to the eWIC system or gateway/switch. |
| UAT | User Acceptance Test |
| UPC | Universal Product Code |
| USDA-FNS | United States Department of Agriculture, Food and Nutrition Service, the agency under which Federal WIC activities are administered |
| Vendor | A grocer or pharmacy authorized by the Delaware WIC Program to sell WIC eligible items to WIC recipients |
| VPN | Virtual Private Network |
| WIC | Special Supplemental Nutrition Program for Women, Infants and Children |
| WIC EBT Contractor | A person or entity who is the successful Proposer of this Request for Proposal and with whom DHSS enters into a Contract for the provision of EBT Services for the Delaware WIC Program |
| WOW | WIC on the Web (MIS system) |
| WUMEI | USDA-FNS WIC Universal MIS-EBT Interface |

APPENDIX G: MONTHLY USAGE REPORT

