

State of Arkansas
OFFICE OF STATE PROCUREMENT
1509 West Seventh Street, Room 300 72201-4222
Little Rock, Arkansas
501-683-0084

ADDENDUM #2

TO: Vendors Addressed
FROM: Paul Coulter
DATE:3/12/15
SUBJECT: **SP-14-0121 - WIC EBT Offline Module**

The following change(s) to the above-referenced Request for Proposals have been made as designated below:

- ☒ Change of specification(s)
- ☒ Additional specification(s)
- ☒ Change of proposal opening time and date
- ☐ Cancellation of RFQ

*****CHANGE OF PROPOSAL OPENING TIME AND DATE*****

Bid Opening has been changed to March 30, 2015 @ 3:30 CST

*****ADDITIONAL SPECIFICATIONS*****

Add the following to the bottom of item 1.1 INTRODUCTION:

The contractor will not be responsible for pre-existing defects in the current system, but there may be some modifications the vendor **shall** have to make in order to support EBT functionality.

Add the following to 2.1 BACKGROUND INFORMATION Item I:

1. The State does not anticipate changes to SPRIT, but it is a possibility. If there are changes during any ongoing contract period, the contractor **shall** be responsible for any changes.
2. The State will not continue to issue WIC Checks for direct issuance.

Add the following to 2.3 SYSTEM REQUIREMENTS, Item A, #11, a

- a. There is not a separate function within SPIRIT that will be used by clinic staff to diagnose smart card issues reported by the participant; this is a function that **must** be built into the Offline Module.

Add the following to 3.4 DELIVERABLES bottom of the first paragraph:

Every attempt will be made to turn around deliverable approvals as soon as possible.

Add the following to item 3.4 DELIVERABLES, Item E, #4:

4. The **initial** 25 person training session occurs before UAT, then the remainder of agency led "Train the Trainer" sessions will occur after UAT.

Add the following to item 3.4 DELIVERABLES, Item F, #3:

3. Test **scripts** are a part of Deliverable #6 and **must** be provided by the contractor. Additionally, UAT **shall** be a collaboration effort between the agency and the contractor, and the agency **shall** have the final approval of test scripts.

Delete from 1.6 TYPE OF CONTRACT and replace with the following:

The initial contract term **shall** be the date of award through June 30, 2016. Upon mutual agreement by the contractor and OSP, the contract may be renewed on a year-to-year basis for any deliverables not completed and any of the optional items or services the State may wish to purchase, and any regulation changes that require system changes. The year-to-year renewals are available for up to six (6) additional one year terms or a portion thereof. In no event shall the total contract term be more than seven (7) years.

Delete from 1.25 COST and replace with the following:

- A. All charges **must** be included on the Revised Official Proposal Price Sheet. The Project total of Table 1 **shall** be used for in the costing evaluation. To allow time to evaluate proposals prices **must** be valid for 120 days following RFP opening. Bidder(s) **must** include ALL pricing information on the Revised Official Price Proposal Sheet ONLY and **must** clearly mark said page(s) as pricing information. Table 2 **shall not** be included in price evaluation. The electronic version of the Revised Official Proposal Price Sheet **must** also be sealed separately from the electronic version of the technical proposal.
- B. For required deliverables, the State **will not** be obligated to pay any costs not identified on the Revised Official Proposal Price Sheet. Any cost not identified by the successful bidder but subsequently incurred in order to achieve successful operation **will** be borne by the bidder.
- C. Bidder(s) may expand items on the Revised Official Proposal Price Sheet to identify all proposed goods and services.
- D. All costs of meeting the requirements of this RFP **shall** be included with the cost of the related deliverable on the Revised Official Bid Price Sheet.
- E. Vendors may include commodities and services related to, but not mandatory to, the requirements of this RFP and their associated cost in Table 2 of the Revised Official Bid Price Sheet. ADH may add or delete these commodities and services throughout the life of the contract on an as needed basis. ADH **shall not** be required to purchase any services on Table 2 of the Revised Official Bid Price Sheet.

Delete from 2.2 PROJECT OBJECTIVES and replace with the following:

ADH has developed a list of project objectives that will require cooperation between several contracted groups, therefore all parties involved **shall** work and collaborate together, assisting ADH in achieving the following project objectives:

- A. Improving customer service at the Local Health Units and WIC Clinics.
- B. Enhancing information security.
- C. Maximizing newer technologies to improve functionality and services for State and local staff as well as program participants.
- D. Strengthening controls and accountability of information that enhance reporting to the United States Department of Agriculture Food and Nutrition Service, the Arkansas Legislature, and other Agencies.
- E. Improving the timeliness and quality of data for key management decisions.
- F. Minimizing potential for fraud and abuse.
- G. Ensuring that only WIC authorized food items are purchased.
- H. Enabling smoother transactions in the checkout lane at WIC authorized retailer locations.

- I. Expediting payments to WIC authorized retailers.
- J. Ensuring that the WIC Participant is able to purchase their full, prescribed WIC food package, at their discretion within the valid period of issuance, and that the WIC food transaction affords the participant dignity and convenience.
- K. Providing data on the type, brand, and cost of each food item so that the WIC State Agency can better control food costs through informed food package decisions and maximization of rebates on infant formula.
- L. Ensuring that the ongoing cost of the eWIC System is reasonable for the State Agency and all stakeholders.
- M. Providing changes to the SPIRIT source code to allow for seamless integration of Smart Card EBT functionality into the existing system.

Delete from 2.5 DELIVERY REQUIREMENTS and replace with the following:

- A. The proposed eWIC system **must** be ready for delivery no later January 18, 2016
- B. From January 18, 2016 through February 26, 2016 the State **will** be testing the system to make sure all functional requirements have been met.
 - 1. Issues **must** be tracked through an issue tracking system if the contractor has one, otherwise; these **must** be provided written and/or verbally from the PMT.
- C. The system **will** be piloted for a minimum of three (3) months in Miller County, Arkansas to evaluate eWIC in a real-world setting to determine future statewide expansion costs and benefits, and obtain USDA FNS approvals.
- D. Statewide rollout is expected, but not guaranteed, at the conclusion of the pilot testing and subsequent cost evaluation study that **will** be performed by ADH.
- E. The proposed eWIC system **must** be implemented no later than May 2, 2016 for the pilot area.
- F. Contractor **shall** assist with cutover and deployment of the proposed eWIC System during pilot implementation.
- G. Between the end of Pilot and the beginning of Rollout, the contractor **shall** be responsible for providing support to ADH helpdesk personnel should there be any problems or issues that ADH helpdesk personnel are not able to resolve or correct.
- H. During rollout the activities and responsibilities of the contractor **shall** be to execute bug fixes, to update system procedures and/or functionality to comply with regulation changes or to correct other State issues that are found.

Delete from 2.6 CONTRACTOR REQUIREMENTS AND QUALIFICATIONS, Item E and replace with the following:

- E. The Project Manager **will** be required to be available by phone and/or email, to resolve any problems with the system for a period of three (3) months after the month in which the complete EBT system is fully operational unless it is mutually agreed by all parties that a lesser time is sufficient.
 - 1. The system will be considered fully operational after roll out is completed. The estimated timeframe to complete rollout is 12-18 months. The beginning of rollout is expected to be 10/3/16.

Delete from 3.4 **DELIVERABLES**, Item E and replace with the following:

- E. **Deliverable #5, Knowledge Transfer and Training Plan:** The contractor **must** train State personnel in the use of all specialized software and automated tools proposed. The training **must** be conducted by persons possessing proven expertise with the system and are able to answer any questions that can be expected to arise during the training session.
1. Training **shall** be one (1) training session provided to 25 State personnel (i.e. WIC State Office Staff, Super Users, etc.) for both the clinic and vendor modules.
 - a. The training **shall** be onsite at a State location determined by the State Training **shall** be:
 - Train the trainer format
 - Hands on training
 - Provided by a live instructor
 - b. The initial training **shall** cover the functionality of the new offline system that includes the clinic and vendor modules.
 - c. Once the training documents (including but not limited to, curriculum, presentations and reference materials) and the initial onsite training has been approved by PMT, training **shall** be considered complete.
 - d. Bidder **must** detail all costs associated with this training program on the Revised Official Proposal Price Sheet for deliverable #5.
 2. Training **shall** be scheduled at a mutually agreed upon date between all eWIC Contractors and Arkansas WIC. The training **shall** coincide with the installation schedule. Users **must** be trained, as appropriate to their use of the system prior to the eWIC Pilot Project Implementation.
 3. All training materials are considered deliverables and **must** be submitted to Arkansas WIC with adequate time for review and approval prior to the beginning of the actual training. All training plans and materials **shall** become the property of the State.
 4. The State will provide the training location, setup training equipment such as PCs, a projector, peripheral PC equipment, etc.
 5. The State will be using both web based and hands on training for future State-led training sessions, depending on the depth of knowledge of those being trained.

Delete from 4.2 **METHOD OF PERFORMANCE**, Item C and replace with the following:

- C. Describe in detail the self-training manual, webinars, and any other related training materials that will be provided to ADH for future self-training and train the training platforms.

The specifications by virtue of this addendum become a permanent addition to the above referenced Request for Proposals.
FAILURE TO RETURN THIS SIGNED ADDENDUM MAY RESULT IN REJECTION OF YOUR PROPOSAL.

PROPOSALS WILL BE ACCEPTED UNTIL THE TIME AND DATE SPECIFIED. THE PROPOSAL ENVELOPE MUST BE SEALED AND SHOULD BE PROPERLY MARKED WITH THE RFQ NUMBER, DATE AND HOUR OF PROPOSAL OPENING AND BIDDER'S RETURN ADDRESS. IT IS NOT NECESSARY TO RETURN "NO BIDS" TO THE OFFICE OF STATE PROCUREMENT.

If you have any questions please contact Paul Coulter at paul.coulter@dfa.arkansas.gov or at 501-683-0084.

Company: _____

Signature: _____

Date: _____