

## Questions and Answers - AR WIC EBT Offline Module

Question #	Item #	Page #	Question	Answers
1.	1.1	7	Can the state confirm that the modifications developed for the SPIRIT MIS are only regarding the SMART Card interface to support EBT and that the selected contractor is not liable for correcting any pre-existing software defects that exist within the SPIRIT code to date?	See Addendum 2 for item 1.1 (Additional Specifications).
2.	1.6	9	The contract may be renewed on a year-to-year basis, for up to 6 one-year terms. Apart from attendance at quarterly status meetings, please describe the activities and responsibilities of the contractor during the optional one-year renewal period.	See Addendum 2 for item 1.6 (Changes of Specifications).
3.	1.6, 3.0	9, 25	Section 1.6 indicates that the contract will be one year, but specific dates under Section 3.0 "Schedule of Events" start in May of 2015 and end in October 2016, approximately seventeen months. Please explain this discrepancy.	See addendum 2 item 1.6 (Change of Specifications).  Item 3.0 dates assume contract renewal to complete the deliverables.
4.	1.25 and Cost Sheet	14	Please indicate where to include pricing for the optional renewal years.	There will be no additional monies paid to the vendor for optional renewal years for the completion of the required deliverables.  Optional services in Table 2 will be paid if/when they are utilized.
5.	2.1.D	17	Does the state have any intentions of rejoining the SPIRIT Users Group at any point in the future?	No
6.	2.1.I	18	Will Arkansas continue to issue WIC Checks for direct issuance? If not, what changes does Arkansas anticipate	See Addendum 2 for item 2.1.I (Additional Specifications).

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			to SPIRIT? Will Arkansas make the appropriate changes (if any) for direct issuance or does Arkansas expect the contractor to make such changes?	
7.	2.2	19	The RFP states that "the contractor will assist" in achieving the objectives listed below. Please clarify the scope of "assistance" required and what level of responsibility is expected of the contractor. Based upon the specific requirements listed in 2.3, it appears that the contractor is only directly responsible for M.	See Addendum 2 for item 2.2 (Change of Specifications).
8.	2.3.A	20	Related to Item #13 - Does Arkansas currently use ACM?	No
9.	2.3.A	20	Item #20 - Please clarify SPIRIT's role in Food Benefit Redemption, Settlement, and Reconciliation. We understand that Solutran is processing redemptions and providing settlement services.	SPIRIT's role is to accept this data from the contracted vendor.
10.	2.3 A 11	20	Is this a separate function within SPIRIT that will be used by clinic staff to diagnose smart card issues reported by the participant? e.g., pin verification, card lock status, read account balance.	See Addendum 2 for item 2.3.A.11 (Additional Specifications).
11.	2.3 A 12	20	Please describe the quality assurance processes of the Smart Card EBT Claims Processor Contractor.	The contract is currently under development.
12.	2.3 A 13	20	Is this an MIS requirement and not specific to offline EBT? e.g. SPIRIT offline capability	Yes
13.	2.3.B	21	Items #1 - Please clarify SPIRIT's role in handling claim files, acknowledgement files and/or error files. We understand this to be a service provided by Solutran.	SPIRIT's role is to accept this data from the contracted vendor.

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14.	2.3 and 2.4	19-22	<p>Should the activities/cost for JAD be described and included in Deliverable #3 Finalize System Requirements? If not, please indicate where to include this information in the response/cost sheet.</p> <p>Should the development activities/cost for System and Functional Requirements be described and included in Deliverable #6 Product Delivery/User Acceptance Testing (UAT)? If not, please indicate where to include this information in the response/cost sheet.</p>	<p>Yes.</p> <p>No, this should be included in Deliverable 3.</p>
15.	2.5 B	22	During UAT how will issues be tracked and reported to the contractor for resolution?	See Addendum 2 for item 2.5 (Change of Specifications).
16.	2.6 E	24	<p>Please provide the following with respect to the 3-month onsite requirement for the Project Manager:</p> <ul style="list-style-type: none"> <li>What specific responsibilities are expected of the Project Manager during this timeframe?</li> </ul> <p>Please define when the system is considered fully operational. Is this after Rollout? If it is after Rollout, what is the Rollout Period/ Timeframe? Is 10/31/2016 the beginning of Rollout?</p>	See Addendum 2 for item 2.6.E (Change of Specifications).
17.	3.0 and 3.4 A	25 and 27	<p>Pilot Period is estimated to be 5/2/2016 to 7/26/2016 [sic]. Deliverable #1 Project Planning and Management is a requirement for project planning to occur thru completion of Pilot.</p> <p>Pilot activities are scheduled to occur after the initial 1 year contract period which is estimated to be between 5/4/2015 to 5/3/2016. Will the initial contract period be amended [sic] to accommodate the deliverable requirement?</p>	<p>See Addendum 2 for item 1.6 (Change of Specifications).</p> <p>Item 3.0 dates assume contract renewal to complete the deliverables.</p>

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18.	3.0	25	Rollout is estimated to be 10/31/2016 [sic]. Please describe the activities and responsibilities of the contractor (such as assistance with transfers between EBT and Check clinics) between the end of Pilot and the beginning of Rollout. Please describe the activities and responsibilities (such as training, cutover, etc.) of the contractor during Rollout.	See Addendum 2 for item 2.5 (Change of Specifications).
19.	3.0	25	Please indicate if there is a standard turnaround time for the approval of deliverables to be used for planning and scheduling purposes.	See Addendum 2 for item 3.4 (Additional Specifications).
20.	3.4 A	27	Deliverable #1 Project Planning and Management number 6 - 9 refers to Pre-Implementation Test Plan, Implementation Plan, Implementation Testing and Post-Implementation Test Plan. Are the Implementation Activities related to initial delivery for UAT? Please describe the activities and responsibilities of the contractor for Implementation Testing and Post-Implementation Test Plan (assuming Implementation is UAT)?	The project planning activities in Deliverable #1 are not related to the actual UAT. These are simply the plans for testing during implementation.
21.	3.4 Deliverables: E-1	28	The State mentions both a training that covers the functionality of the new offline system and train-the-trainer training. Does the State envision two separate training sessions or two separate parts to training? For example, the first part as a traditional training session teaching functionality and the second focused on the aspects of developing and preparing for the delivery of that type of training session? If so, will all 25 State Office staff and Super Users	See Addendum 2 for item 3.4.E and 4.2.C (Change of Specifications).

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			attend both sessions or will the train-the-trainer session consist of a smaller number of participants?	
22.	3.4 Deliverables: E-1 and 2	28 and 29	Section E #1 indicates 25 state office staff and super users to be trained. Section E #2 indicates, "Users must be trained as appropriate to their use of the system prior to the eWIC Pilot Project Implementation." Is #2 simply a continued clarification of #1 and the previously mentioned 25 users? Can the State clarify again how many users total the Contractor is expected to train for the entire project?	See Addendum 2 for item 3.4.E (Change of Specifications).
23.	3.4 Deliverables: E-1	28	If the Contractor is only expected to train 25 users, has the State decided how it plans to train all system users? Will training be conducted via onsite, hands-on training, live or recorded webinars, or some other method? What environment does the State plan to use to conduct State-led training sessions? Understanding the State's method will help estimate the depth and length of the train-the-trainer portion of the training session.	See Addendum 2 for item 3.4.E (Change of Specifications).  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.
24.	3.4 Deliverables: E-2	29	The State indicates that "Users must be trained as appropriate to their use of the system..." However, traditionally speaking, State office staff does not use the Clinic module in their role to issue cards, issue benefits, change food packages, etc. Could the State clarify what it means by this statement? Is the intent for the Contractor to highlight and teach Clinic and Vendor module functionality that is changing based upon the transition from paper to offline EBT regardless of each trainee's day-to-day role?	See Addendum 2 for item 3.4.E (Change of Specifications).
25.	3.4	29	Which party is responsible for the cost of the	See Addendum 2 for item 3.4.E (Change of Specifications).

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	Deliverables: E-2		training location?	
26.	3.4 Deliverables: E-2	29	Which party is responsible to provide and setup training equipment such as PCs, a projector, peripheral PC equipment, etc?	See Addendum 2 for item 3.4.E (Change of Specifications).
27.	3.4 Deliverables: E-2	29	<ul style="list-style-type: none"> <li>(If the Contractor is only expected to facilitate one session consisting of 25 users) Can the State clarify when it expects the training to occur? Is the intent for the session to occur prior to User Acceptance Testing?</li> </ul>	See Addendum 2 for item 3.4.E.4 (Additional Specifications).
28.	3.4 F 1.	29	Deliverable #6 Product delivery/UAT. Please confirm that the contractor is not responsible for creating test scripts for UAT or conducting UAT.	See Addendum 2 for item 3.4.F.3 (Additional Specifications):
29.	3.4 H	30	<p>Deliverable #8 Warranty Period a 1 year warranty that can begin upon approval of UAT (estimated completion of UAT 2/26/2016).</p> <p>The warranty period, if it begins upon approval of UAT, is estimated to occur 2/29/2016 to 2/28/2017. This is longer the initial 1 year contract period which is estimated to be between 5/4/2015 to 5/3/2016. Will the initial contract period be amended to accommodate the deliverable requirement?</p>	See Addendum 2 for item 1.6 (Change of Specifications).
30.	4.1 General Information	31	Section 4.1 defines “Bidder(s) should address each item listed in this RFP to be guaranteed a complete evaluation.” Additionally, Section 1.5 indicates “... and failure by the bidder(s) to satisfy that intent will cause the proposal to be rejected.”	See item 1.5 of RFP.

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			Is it the States intent to receive a response on each section of the RFP or only Section 4 of the RFP that Section 5.3 defines as evaluation portions of the RFP?	
31.	4.2.A	31	This section asks for a considerable amount of information that is not specifically germane to the contractor's task of providing an interface between Arkansas' SPIRIT system, the smart card, and Solutran. For example, #8 asks how the contractor's solution will assist ADH in "enabling smoother transactions in the checkout lane at WIC authorized retailer locations". We can certainly write a great deal about how WIC EBT will achieve this objective. However, there is nothing specific about our solution that achieves this objective. What is the intent of seeking such information from bidders?	To ensure bidders understand Offline WIC EBT processes and objectives.