**Exhibit 1-E**

**Oklahoma Department of Human Services**

## **Implementation and Conversion Services Requirements**

* + 1. Project Organization and Staffing
	1. Staffing
		1. The Supplier must have the appropriate number and mix of project staff during the period of this contract, as determined by the DHS Financial Administrator of Electronic Payment Systems to ensure the successful transition and operation of the system.
		2. Staffing shall be provided for the project in each of the following roles (Key Personnel):
			1. Project Manager
			2. Conversion Manager
			3. Operation Manager
			4. Retail Manager
			5. Provider Manager
			6. Settlement Manager
			7. Call Center Manager
			8. Chief Technical Liaison
			9. Primary Technical Staff
			10. Technical Writer
		3. The key personnel outlined in this RFP shall meet the following requirements:
			1. Minimum of thirty-six (36) months of experience in a project in similar size and scope
			2. Shall have successfully managed/participated in a conversion of EBT of similar size and scope as Oklahoma.
		4. The key personnel listed in this RFP shall start work on the project upon contract award and continue until the State’s written system acceptance or written acceptance of a successful conversion, whichever is applicable, of the current system to Supplier’s system.
		5. The Supplier shall provide a Project Manager for the life of the agreement. The Project Manager shall be responsible for the tasks in this RFP. The Supplier may choose to designate a separate Project Manager for each program (SNAP, Time & Attendance, Debit Card/Direct Deposit).
		6. During start up and through the successful conversion or systems acceptance of the current system to the Supplier's system, the Project Manager(s) shall be on-site in Oklahoma beginning each week at 8:00 am on Monday and shall remain until 5:00 pm on Friday and maintain daily contact with the State’s DHS Financial Administrator of Electronic Payment Systems and designated staff members.
		7. The Project Manager(s), Conversion Manager(s), and Primary Technical staff shall be dedicated to this project through conversion or systems acceptance, whichever is applicable, of all three programs.
		8. During the Operational phase the Project Manager(s) and/or Operations Manager(s) will be available by telephone within one (1) hour and on-site in the State within forty-eight (48) hours upon request by the State through the life of the project at no additional cost to the State.
		9. Project Phases: The State envisions the project will be completed in six(6) generally sequential phases.
			+ 1. Design
			1. The timeframes and deliverables from the Project Design Phase shall be based on tasks and deliverables identified within the Project Work Plan.
			2. The Design Phase shall commence with the awarding of the contract and shall continue for the timeframe identified within the Supplier's response and proposed work plan and mutually agreed upon the by the State and the Supplier.
			3. All deliverables identified within the project plan are subject to State and federal review and approval.
			4. The Supplier shall not commence development until it receives written approval and comments from the appropriate State and federal agencies.
			5. Functional Design Documents -

These documents shall, at a minimum, provide a functional overview and a description of the operating environment, procedures, flow charts and workflow of the EBT systems consistent with the requirements stated in this RFP.

A separate document shall be provided for each individual program and shall be updated within thirty (30) calendar days of any changes.

* + - 1. Data Conversion Plan – The Data Conversion plan shall define the scope, requirements, and responsibilities for transferring existing account and user data from the current Supplier to the new Supplier, including any historical data required by DHS.
			2. Interface Control Documents (ICD) -

The ICD documents shall describe the total system configuration, including system hardware, functionality, file layouts, message and file flows, data elements, data access, and system interfaces.

A separate document shall be provided for each individual program implemented and shall be updated within thirty (30) calendar days of any changes.

* + - 1. Design, Operations and Use Cases Document -

The Design, Operations and Use Cases document shall address the system from the perspectives of the various stakeholders – providers, retailers, third party processors, clients, and the DHS staff.

The system design, operations and use cases document shall provide a detailed design and detailed description of each function that the system(s) needs to accommodate including flow charts of all processes.

The document shall include administrative terminal and software applications, administrative terminal layouts, pre- and post- conditions of all functions, the designated actor, and the specific validations and checkpoints that the system will make to ensure it operates as designed.

The design, operations and use cases document is the primary guide for the system developers.

A separate document shall be provided for each individual program and shall be updated within thirty (30) calendar days of any changes.

The Design, Operations and Use Cases Document shall describe all the expectations of the system and shall be used for testing.

* + - 1. Life Cycle Testing Approach -

The Supplier shall provide a system Life Cycle Testing Plan.

The basic premise of the life cycle testing approach is that any changes made, whether it be the Supplier’s system or the State’s system, should be properly tested prior to being introduced into a production environment.

It is therefore required that the Supplier test system operate under the same system requirements as the production system.

The plan shall include the tests identified in this Section, as appropriate, for each of the project’s phases.

The plan shall address the nature and extent of integration testing that is to occur to ensure that all systems properly interface with each other and operate as designed.

All plans will include testing mirroring the production environment.

DHS will have sole discretion in determining if accelerated testing will be conducted.

A test plan shall be developed for each individual program.

* + - 1. Test Plan -

The Supplier shall develop system test plans during the Design Phase for SNAP and shall be approved by the State prior to testing.

The State will develop system test plans for the other programs.

Test plans shall, at a minimum, outline the test purpose, scripts, methodology, environment, and approval rating system.

Test plans shall be developed for regression testing, State and Federal system acceptance test, system and network capacity test, ARU test, call center test, system interface tests for interfaces with state eligibility systems and Federal interfaces, and field tests.

Test plan timelines shall be based on production timeframes.

* + - 1. Training Plan -

The Supplier shall prepare and submit a comprehensive Training Plan that identifies the proposed deadlines and supportive tasks for the planning, design, development, production, and distribution of all training materials to support conversion and ongoing operations.

The training plan should address the timeline for creation of the deliverables and the timeframe for training the Federal, State and local office staff, providers, clients and retailers.

The plan should outline deliverable dates of training products with sufficient time allowed for State review and approval.

The state may or may not, at its discretion, implement said training plans.

The Training Plan shall include:

* + - * 1. Staff Training

The Supplier shall be responsible for providing initial and ongoing training of state, federal and county workers. Training shall include a mix of methods and materials described below. The State shall have final approval of all training material.

The Supplier shall provide written training materials about the system to be used by state and county workers.

In addition, the Supplier shall provide a train-the-trainers session, which includes training materials, hands on training of equipment, desk aids and a PowerPoint presentation, to equip DHS trainers to train new workers.

In addition, updates and revisions of the training materials shall be provided within 30 days to the State whenever the Supplier modifies functionality of the system.

* + - * 1. Administrative Terminal

If on-site training is deemed necessary the training of State Office and Federal staff will be accomplished in two training sessions.

Training of County staff will be accomplished through (12) training sessions provided to the staff.

The sessions will focus on the administrative terminal software, card generation process, reporting available through the system, and training approaches, which can be utilized with county staff.

The Supplier shall provide training material that covers all of the functionality supported by the EBT administrative terminal for state and federal users (e.g., USDA-OIG, FNS field and regional offices), including but not limited to accessing the administrative terminal functions, security features within the system, and detailed explanation of the screens and functions supported by the administrative terminal application.

The training material shall include an administrative terminal manual.

 In addition, updates and revisions of the training materials shall be provided by email within 30 calendar days to the State whenever the Supplier modifies functionality of the Administrative terminal.

The Supplier shall provide a training module describing the detail and use of the reports generated by the EBT system.

 In addition, the Supplier shall provide on-site training for state office systems staff on field definitions and file layouts of data files transmitted to the State for reporting purposes.

* + - * 1. Data Warehouse

If on-site training is deemed necessary the training of State Office and Federal staff will be accomplished in two training sessions.

The sessions will focus on the software, queries, ad hoc reporting available through the system.

The Supplier shall provide training material that covers all of the functionality supported by the Data Warehouse for state and federal users (e.g., USDA-OIG, FNS field and regional offices), including but not limited to accessing the data warehouse functions, security features within the system, and detailed explanation of the screens and functions supported by the data warehouse application.

In addition, updates and revisions of the training materials shall be provided by email within 30 calendar days to the State whenever the Supplier modifies functionality of the Data Warehouse.

* + - * 1. Client Training

Client training for the SNAP and Time & Attendance System will be provided by the State.

Training for the use of the Debit Card will be provided with the material sent with the cards by the Supplier.

Client training for the web portals will be provide on the web portals. Assistance with the portals will be provided by the Supplier Help Desk.

* + - * 1. Provider Training

The Supplier has the sole responsibility for training of providers.

Training shall include a mix of methods and materials.

The State requires that Providers shall be trained in system operation prior to or at the time of installation of the POS. Such training shall be in person or over the phone and include the provision of appropriate written and program specific materials.

The required training must address, but is not limited to:

Provider Help Desk toll-free number;

Use of POS terminal;

All error codes and corresponding definitions;

Reports available on the POS terminal;

Quick Reference Guide;

Settlement;

Notification procedures for reporting changes in bank account numbers.

Provider web instructions

Biometric set up (if selected)

Provider Web

* + - * 1. Retailer Training

The Supplier has the sole responsibility for providing initial and ongoing training and training materials to retailers participating in the EBT program.

Training shall include a mix of methods and materials.

The State shall have final approval of all training material.

FNS Federal Regulation §274.12(e)(4)(vi) requires that retail store employees shall be trained in system operation prior to implementation. Such training shall include the provision of appropriate written and program specific materials. The Supplier shall provide training deliverables in order to meet FNS requirements. Deliverables should address, but are not limited to:

Merchant Help Desk toll-free number;

Use of ARU;

Dispute resolution;

Signage;

Adjustments;

Processing of merchant transactions, including, but not limited to, alternative back-up purchase procedures, key entered transactions, or other etc.;

Settlement;

Interoperability;

Use of POS equipment for state-supplied retailers;

Notification procedures for reporting changes in ownership or bank account numbers;

Requirements for retailers to safeguard confidential client information;

Assurances that the State and Supplier will safeguard retailer data consistent with 7 CFR 278.1(q)

Quick Reference Guide

POS Back-up/Manual Voucher Procedures and Instructions

Retailer Web

* + - * 1. Manuals

The Supplier shall provide written manuals about the system to be used by state, federal and county workers.

In addition, updates and revisions of the manuals materials shall be provided within 30 days to the State whenever the Supplier modifies functionality of the system.

Required manuals include:

Training Manuals for Administration Terminal

Training Manuals for Data Warehouses

Training Manuals for Retailers

Training Manuals for Providers

Web Portal Manuals

Reports Manuals

Settlement Manuals

Business Continuity/Disaster Recovery Plan/Manual

b. Development

1. The Development Phase shall commence following the successful completion of the Design Phase.
2. The Supplier shall notify the State in writing that all of the requirements of the Design Phase have been completed.
3. The State will respond in writing with a list of unresolved issues or a statement that the State is satisfied that the Design Phase has been successfully completed.
4. During the Development Phase of the project, the Supplier shall configure and test the Oklahoma system(s) according to the system specifications defined and agreed upon as stated in the ICD and DOUC documents consistent with federal regulations.
5. All deliverables for the development phase identified within the Project Work Plan are subject to State review and approval.
6. Many deliverables also require federal review and approval.
7. The Supplier shall allow an appropriate time for state and federal review and comment upon the deliverable prior to commencement of work.
8. The Supplier shall complete system testing, as well as provide the final training materials during the Development Phase.
9. System Testing -
	1. System testing shall be performed on all components and functional areas of the application system before delivery of the system and shall continue throughout the life of the contract by DHS EPS staff.
	2. All test systems must be kept current and be available 24 hours per day, 7 days per week, 365 days per year and shall reside on separate servers to ensure no test files affect the production system.
	3. State system testing shall not begin until after the Supplier has completed thorough internal testing, all programming is completed and approval of all documents has been received in accordance with this RFP.
10. Interface Testing-
	1. Tests shall be conducted between the State eligibility systems and the Supplier's EBT system to ensure that all files sent between the two systems are properly received, accepted, and processed.
	2. Additional Interface testing shall be performed as required by this RFP.
	3. At a minimum, acceptance of Interface testing will require that interfaces are stable and operation ready as determined by the State.
11. Transition Testing -
	1. The Supplier shall be required to demonstrate the conversion process of the EBT systems from the current Supplier.
	2. Part of the conversion test is a validation of conversion results, and the ability to perform test transactions against the converted database.
	3. Test transactions performed against the converted database shall include, at a minimum, client transactions (e.g., SNAP, Time & Attendance system and debit card cash transactions) and administrative transactions (e.g., Time & Attendance system swipes, authorizations, benefit adds, card cancellation and replacement transactions, direct deposit/debit card activities).
	4. The State will require a minimum of three “dry runs” before actual conversion for all EBT programs.
12. System Acceptance Tests -
	1. The system acceptance tests provide both state and federal representatives the opportunity to test the EBT system, ensure compliance with the system design requirements and is the final test required before systems acceptance can be approved.
	2. The State will conduct its own system acceptance test in advance of the USDA federal system acceptance test for the SNAP Program portion of the system.
	3. Tests shall consist minimally of the Design, Operations and Use Cases functional requirements, security, recovery, system controls, and "what if" testing.
	4. In addition, as part of the system acceptance testing, the Supplier must demonstrate the methods and processes for performing daily reconciliation between the State and Supplier interface and processing activities including but not limited to return of unsettled funds, federal EBT interoperability requirements, issuance balancing, provider and retailer financial settlement, and debit card settlement, expunged funds, ACH payments and escheated funds.
	5. During the formal test script portion of the acceptance test, testing representatives will follow the Design, Operations and Use Cases document developed by the Supplier and approved by the State and USDA (for the SNAP program only). 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, flat card printer and communications failure and entry of erroneous data).
	6. Accessibility testing will be done prior to or be part of system acceptance test.
	7. The ad hoc or "what if" portion of the acceptance test provides the state and federal representatives the opportunity to include various transaction sets and sequences that have not been included in the test scripts and to challenge the system's operations and design.
	8. All testing will occur at a location chosen by the State. If the State opts for systems acceptance testing at the Supplier’s lead facility, the Supplier shall be responsible for all travel costs for five (5) DHS staff that will be participating in the testing.
	9. Additionally, if the State opts for testing at its Project Office the Supplier shall have adequate staff attend testing in order to support the State.
	10. The Supplier shall support on-going testing in the same manner.
	11. At a minimum, System Acceptance requires 100% payment accuracy, 100% deposit and transaction accuracy, 100% accessibility testing and no outstanding issues that could cause hardship on clients, providers, or retailers as determined by the State.

c. Performance (Stress) Testing

* + 1. The Supplier shall perform stress testing to ensure that there is sufficient capacity within the EBT system being provided to the State to handle the expected transaction volume.
		2. As an option, the Supplier may choose to use current production data in order to develop and perform a system capacity model for modeling the anticipated transaction volumes and report the results of the modeling exercise back to the State.
		3. Test results from the stress test shall be used to formulate a system capacity model to determine the appropriate hardware and software requirements and configuration so that the Oklahoma EBT system can accommodate the anticipated transaction volumes.
		4. ARU Testing - The ARU system shall be tested to ensure that the system properly accepts, processes, and transfers both retailer and client calls consistent with the system requirements and within the specifications defined in this RFP.
		5. Call Center Testing- The Call Center shall be tested to ensure that the CSR’s respond appropriately to customer inquiries and that calls are answered within the specifications defined in this RFP.
		6. Field Testing- POS- Production cards will be made available to the Supplier to field test the system at a retailer’s POS. The State will participate in field-testing.
		7. Time & Attendance system - POS terminal requirements will be tested at DHS EPS State Office.
		8. Field Testing- Flat Card Printers - Production cards will be made on flat card printers to field test the system at the DHS EPS State Office (remote printing) and County office locations. The State will participate in field-testing.
		9. Test Reports - The Supplier shall provide documentation of its internal testing results describing the results of each test that is performed for SNAP, Child Care, Debit Cards and Direct Deposit. The documentation shall also describe the intended scope and results from the tests, and any system modifications that are identified as necessary to resolve system errors and deficiencies found during the testing. The Supplier shall submit the test reports before any State testing occurs.
		10. Updates to all Documents- The Supplier shall revise all documents to reflect any system modifications identified and made as a result of the system testing. If revisions are required, the updated design documents shall be completed within 30 calendar days of change and are subject to state approval. Federal review and approval will be required for any changes affecting SNAP.
			- 1. Development of Procedural Manuals
			1. The Supplier shall develop comprehensive procedural manuals for each program that documents the system and its operation in a form acceptable to DHS.
			2. The State shall review and approve procedural manuals.
			3. System Operations/Interface Procedures Manual
				1. The Supplier shall provide a manual on Systems Operations/Interface Procedures for State and federal interfaces for each EBT program that shall include an introduction giving the purpose, audience, organization, procedures, and documentation.
				2. This manual must include, but is not limited to:
				3. Federal and state batch files and the times of transmission;
				4. On-line file transmission;
				5. Procedures for balancing file transmissions sent/received;
				6. Administrative terminal configuration;
				7. Problem resolution and escalation procedures;
				8. Work order approval procedures;
				9. Batch maintenance record formats and conventions
			4. A Reports Manual shall be provided for each EBT program describing all standard required reports to be generated by the Supplier, the frequency they are produced, and how the state will access them.
				1. The Reports Manual shall also provide a brief description of the data files provided to the State for internal report generation, including file format and frequency.
				2. The manual shall also describe the Supplier’s capability to provide ad hoc reports within forty-eight (48) hours of request.
			5. Settlement Manual- The Supplier shall provide a Settlement/Reconciliation Manual for each EBT program that provides guidance and procedures to the State on performing a daily reconciliation of the Supplier’s EBT System.
				1. The manual should identify the specific EBT reports from the Supplier's system that are required for settlement and reconciliation of the Supplier’s system.
				2. In addition, the Manual should describe in detail any reports that the State must generate to complete reconciliation.
				3. The SNAP manual must include instructions on how to reconcile SNAP transactions that are in suspension for settlement.
			6. Administrative Terminal User’s Manual- The Supplier shall provide Call Center scripts and a procedures manual for each EBT program describing the operations of the provider, client and retailer call centers consistent with technical requirements in the RFP.
			7. Call Center Scripts and Procedures Manual- The Supplier shall provide Call Center scripts and a procedures manual for each EBT program describing the operations of the provider, client and retailer call centers consistent with technical requirements as prescribed in this RFP.
			8. Facility Security Manual- The Supplier shall provide a Facility Security Manual for each EBT program describing the Supplier's data facilities and security measures.
			9. Business Continuity Manual-The Supplier shall provide a Business Continuity Manual for each EBT program describing the practices and measures to be applied to insure the continuation of business for such issues as cross-training of critical functions including Project staff and programmers with specific knowledge of the Oklahoma systems. The manual shall also include disaster recovery for not only the Supplier's Project Office and Data Center operations but for such events as a pandemic. All Business Continuity plans and procedures must be in accordance with the approved State Plan (Appendix 1.7).

e. Transition In

* + - 1. The Transition Phase consists of the activities required to convert the EBT systems from the current Supplier to the new Supplier.
			2. The Supplier shall use the [FNS published transition guidelines for SNAP](https://fns-prod.azureedge.net/sites/default/files/FSP_EBT_Transition_guide_6-05%5B1%5D.pdf).
			3. It is anticipated that some of the Transition Phase activities, specifically the EBT-only retailer and provider software conversion, will begin prior to the end of the Development Phase. However, it is expected that none of the database conversion activities shall occur until the development activities have been completed, and specifically tested as described above.
			4. No database conversions will be conducted until written approval has been received from the State and USDA, as required.
			5. Data Conversion
				1. EBT-Only POS terminals: During the conversion of EBT-only equipment it is critical that clients not be negatively impacted in their ability to redeem their benefits due to conversion and that business operations of stores using EBT-only terminals not be negatively impacted due to the conversion to new terminals and terminal drivers. Therefore, the Supplier shall convert all existing EBT-only terminals and associated terminal software prior to the database conversion.
				2. EBT Database

Supplier shall perform database conversion (conversion from existing databases to new databases) overnight on the weekend.

The Supplier shall analyze monthly transaction volumes and select a weekend when the fewest number of retailer and clients would be impacted as determined by the State based on usage.

The State shall have final approval of the date and time selected.

The entire conversion shall be completed in ten hours or less.

During conversion no stand-in, manual vouchers, or transactions of any type will be allowed.

* + - 1. The Supplier shall retain existing PIN #’s and card encryptions to minimize any disruption to existing clients.
			2. The activities taking place during the Transition Phase shall follow the process defined within the State approved Transition Plan submitted during the Design Phase and shall include but are not limited to the following:
				1. Provide adequate notice to clients and retailers.
				2. Three (3) dry runs will be conducted
				3. Perform significant testing of the conversion process, including performing test transactions against the converted database in the test system
				4. Accept three years of transaction history to be transferred from the current EBT Supplier
				5. Provide for conversion of most recent 180 calendar days of online transaction history onto the new system
				6. Have checkpoints and reconciliation procedures built into the conversion process to ensure that no benefits or records are dropped
				7. Have a contingency fallback plan in case the conversion cannot be completed in a timely manner due to problems.
				8. Implementing agreements with a branded debit card provider, ATM networks, third-party processors, EBT only retailers, self-processed retailers, Time & Attendance system providers, Call Center and networks, including gateways and switches. A copy of the signed agreements must be provided to the State upon request
				9. Providing a cash access plan for State approval to be updated annually
				10. Ensuring that subcontractors, third-party processors, providers, retailers, state and county offices, FNS (as needed), financial institutions and recipients are adequately trained consistent with the requirements of this RFP
				11. Participating with FNS and the State in providing written notification and other materials to authorized SNAP retailers regarding the conversion and related activities
				12. Preparing for transition of Call Centers and ARU’s
				13. Certifying third party processors
				14. Establishing and implementing procedures for financial transition of settlement and reconciliation processes from current Supplier to new Supplier, including but not limited to returning unsettled funds, establishing cut-offs, required reports and documentation, transition of ASAP balance, settlement of outstanding manual vouchers, transfer of outstanding transactions affected by the back-up purchase procedures for settlement, and dispute resolution procedures
				15. Installation of EBT-only POS terminals 30 days prior to conversion
				16. EBT-only retailer conversion, including non-traditional retailers
				17. Provider conversion
				18. Debit card/Direct Deposit conversion
				19. Admin Terminal software conversion
				20. Cardholder Database Conversion, which includes but is not limited to
				21. Transaction history – 180 most current days plus a minimum of three (3) years historical data;
				22. Benefit Aging history;
				23. Expungement history;
				24. Client card and demographic data;
				25. Benefit data;
				26. Deposit data;
				27. Debit Card transactions;
				28. Time & Attendance system Provider settlements.
			3. Operational Handoff. DHS and the Supplier will conduct a handoff meeting to confirm all deliverables and milestones have been met and to discuss operational hand-off procedures.
		1. Operations
			1. The Operations Phase begins after the Debit card, Retailer, Provider, Case, and Cardholder Databases, POS terminals and AT have been converted from the previous Supplier to the new Supplier.
			2. During the Operations Phase the Supplier shall maintain ongoing communication to the State on EBT operations and immediate notification to the State of any issues or system problems or changes, including changes in what entity perform critical system functions.
			3. The Supplier shall maintain a minimum of one (1) Operations Manager for ongoing communications.
			4. The ongoing communications required from the Supplier includes:
				1. a monthly status report containing open and closed issues,
				2. monthly status meeting between the State and the Supplier, and,
				3. other state reports/meetings requested by the State.
			5. The Supplier shall be required to communicate to the State any scheduled system downtime at least seventy-two (72) hours prior to the scheduled down time for production and test systems. Routine maintenance shall be scheduled during hours that are least disruptive to the continuing operations of all EBT systems and will be determined by the State.
			6. During the Operations Phase, the Supplier shall maintain and update as required the design and operational manuals delivered during the Design and Development Phase as the JOPM, which shall include, but is not limited to, the following procedures, policies, and design documents:
				1. Interface Control Document;
				2. Design, Operations, and Use Cases Document;
				3. Back-up and Recovery Plans;
				4. System Security Plan;
				5. Business Continuity Plan consistent with Appendix 1.7;
				6. System Operations/Interface Procedures Manual;
				7. Reports Manual;
				8. Settlement/Reconciliation Manual;
				9. Administrative Terminal Manual;
				10. Call Center Scripts and Procedures Manual;
				11. Third-Party Processor Certifications;
				12. Training Manuals;
				13. Provider and Retailer Manuals;
				14. Quick Reference Guides;
				15. Debit Card Collaterals;
				16. Debit Card Client Notification Letters.
				17. All manuals, design documents, collaterals, and client notification letters shall be approved by the State prior to implementing system acceptance testing or any operational modifications into production.
		2. Disaster Recovery Plan. The Supplier shall develop a Disaster Recovery Plan that must be approved by the State prior to go-live that addresses the following:
			- 1. The Disaster Recovery Plan shall describe the Supplier’s approach that will be used to guide the preparation for and delivery of necessary disaster services in response to any disaster requiring extraordinary services response
				2. The Plan will identify resources involved in contingency operations, problem management and escalation procedures. Any changes to content must be approved by the state in advance
				3. The Disaster Recovery Plan shall include the following

An overview of the Supplier’s proposed approach to disaster services;

Areas of the system most susceptible to failure or disaster that would result in downtime;

Recommendations for system recovery processes, or steps to take in the event of a downtime event;

* + - * 1. Recommendations for comprehensively effectively mitigating the risk of a downtime event;
				2. Recommendations for maintaining the security of the system during a period of emergency operation;
				3. A test plan with metrics to assess the effectiveness of the Plan.
				4. The plan will describe the approach to the required annual SNAP EBT Systems back-up Facility testing. The test needs to include:

A test of the State’s eligibility and EBT interfaces systems from the State’s back-up site to the Supplier’s primary data center.

A test of the State’s primary eligibility and EBT interface systems to the Supplier’s back-up data center.

* + 1. Change Management Plan
			1. All identified changes to the schedule, scope, cost, direction or intent of the project will be processed through a formal change management process.
			2. DHS and Supplier shall participate in and provide analysis/input as required for a successful use of the change management process.
		2. Transition Out. While the replacement Supplier shall have the lead responsibility for a transition, the Supplier shall at a minimum cooperate in the following manner:
			1. Meeting with the new Supplier as requested for the purposes of planning and coordinating an orderly transition;
			2. Developing an agreement with the new Supplier laying out timeframes, work products, mutual expectations during transition;
			3. Maintaining staffing levels consistent with levels during the operational phase of the contract through the end of the contract;
			4. Providing test data for conversion testing;
			5. Providing for conversion of 180 calendar days of the most recent online transaction history onto the new system;
			6. Providing up-to-date agreements, design documents and procedural manuals;
			7. Coordinating with the new Supplier to minimize suspense accounting during the final settlement;
			8. Coordinating the swap of all Call Center numbers to the new Supplier;
			9. A minimum of three (3) dry runs will be conducted when transitioning to a new Supplier;
			10. Documenting the reconciliation of account balances and final settlement so that there is a clear and transparent audit trail;
			11. Management of all State owned EBT equipment including the maintenance and repair history of all equipment. .
			12. Prior to the ending of the contract or termination of the contract, the Supplier shall meet with the new Supplier and the state’s designated representative(s) to develop a written agreement that sets forth in writing how the entities will cooperate to ensure a smooth transition.  The plan will include but not be limited to: Client/Case/Authorization data transfer, most recent 180 days of history, POS terminal software installation,  PAN and PIN data, contact information for a designated point of contact for each entity, a calendar of regularly scheduled meetings, a mechanism and timeframes for transmitting documentation of the current system, a detailed list of documentation and test data that will be shared, and a clear description of the mutual needs and expectations of both entities.  The State shall review and approve this agreement prior to its execution.