**Exhibit 2**

**Oklahoma State Department of Health**

**WIC/e-WIC Solicitation Specifications**

1. Mandatory Technical and Functional Requirements:
   1. The [federal requirements for EBT processing](https://www.ecfr.gov/cgi-bin/text-idx?SID=a6828ac000f6e75ae4679d5beecb637c&mc=true&node=pt7.4.246&rgn=div5#_top) (7 CFR 246.12) shall be considered the minimum standards for the EBT system.
   2. The system shall be the Supplier’s most current platform.
   3. The solution must interface and be compatible with or exceed the OSDH current system capabilities.
   4. All programs must comply with the [Oklahoma Information Technology Accessibility Standards](https://oklahoma.gov/omes/services/information-services/accessibility-standards.html) upon implementation.
   5. Hours of Operation: All services required under the contract shall be provided 24 hours per day, 7 days per week, and 52 weeks per year unless otherwise specified.
   6. Current Systems Manuals: The Supplier shall maintain up to date documentation and procedures manuals on systems relevant to the Contract as specified in specification 30.b.
      1. Documentation and manuals shall be updated within 30 calendar days of any changes and kept up-to-date during the term of this Contract.
      2. Supplier must maintain an original of such documentation and manuals on-site at all times during the term of the Contract.
      3. An original and two (2) copies shall be provided to the State within the specified timeframe.
   7. Approved Product List
      1. Receive Cat/Sub Cat data from PHOCIS (Public Health Oklahoma Client Information System) in batch file.
      2. Universal Interface specification– update EBT tables and APL as appropriate.
      3. Receive Cat/Subcat and UPC (Universal Price Code) data from PHOCIS in batch file.
      4. Universal Interface specification– update EBT tables and APL as appropriate.
      5. Receive NTE (Not to Exceed) data from PHOCIS in batch file.
      6. Universal Interface specification– update EBT tables and APL as appropriate.
      7. Make available an APL file to all grocers that are redeeming food benefits for the State agency.
      8. Generate the retailer APL file (automated or on-demand).
         1. May require multiple versions of APL to support varying retailer needs.
         2. File conforms the X9.93 2013 specification or most current version.
      9. Make APL file available for download by grocers or third parties.
         1. Service level standards per FNS.
   8. Household EBT Account: The EBT system shall maintain an online electronic food benefit account for each WIC household (identified by the agency) and shall provide a transaction interface (e.g. WEB service) to allow for the add, update, and query functions defined in this requirements definition from inside the PHOCIS application.
      1. Create EBT Household: The EBT system shall receive a household identifier and demographics from PHOCIS (online transaction) and must:
         1. Validate uniqueness of Household ID (will not accept duplicates)
         2. Unique State wide.
         3. Validate integrity of identifying data (e.g. Name, DOB in proper format)
         4. Presence of all required fields - appropriate edits.
         5. Establish household EBT account in EBT database once data are validated.
         6. The EBT system should not receive and process an updated file if the initial/original file has not been sent by PHOCIS.
         7. The EBT system shall receive the WIC EBT card number and demographics of the primary cardholder assigned to the household by the WIC program via an online transaction from PHOCIS. The system shall:
            1. Validate required fields are present and valid
            2. Link Primary card holder and card to household account.
            3. Validate card number is known to system.
         8. The EBT system shall support cardholder selection of a private PIN (Personal Identification Number).
         9. Appropriate security standards shall be employed.
            1. PIN should never be displayed on the terminal or printed on receipts or other terminal-produced documents (“in clear”).
            2. PIN is stored (encrypted) in EBT database and is linked to cardholder.
            3. PIN initiated by user via VRU.
      2. Maintain Household Account
         1. The EBT system shall provide online functionality to allow a PHOCIS user to change household demographics and/or household ID. The system shall:
            1. Validate new demographics including presence of required fields - appropriate edits.
            2. Update EBT database.
         2. The EBT system shall provide online functionality to allow a PHOCIS user change the primary card holder including changes to:
            1. Demographics for primary card holder
            2. Primary card holder name
         3. The EBT system shall provide online functionality (PHOCIS interface) to status an EBT card assigned to a household, which includes the call center interface.
         4. Functionality to allow users to mark a card as having been reported as lost or stolen making it unusable for benefit redemption
         5. The EBT system shall provide online functionality (PHOCIS interface) to replace an EBT card assigned to a household cardholder.
            1. System shall provide search functionality to locate the card/cardholder to be replaced.
            2. System shall provide security as to the individual requesting a card be replaced.
            3. Cards shall be replaced in clinic. Clinic staff validate cardholder manually.
            4. Cardholder may only have one active EBT card.
            5. Status of any existing card assigned to the cardholder that may be in an active state shall be changed to inactive by the system.
            6. A new card number shall be assign to indicated cardholder in household.
            7. Same process as initial card issuance.
            8. The existing PIN shall be usable with the new card.
         6. The EBT system shall maintain a history of cards assigned to households for the life of the contract.
         7. The OSDH shall be able to access this data throughout the life of the contract.
         8. Upon contract termination all data shall be transferred to new Supplier.
      3. Query Household Account: Queries are generated from within the PHOCIS application as well as from a standalone interface.
         * 1. The EBT system shall provide online functionality to allow users to view current EBT household account information and display all relevant data.

The system shall provide search functionality to locate a household account

Search can be completed via - name, card number, or household id.

The system shall provide screen navigation from account screen to transaction history and card history for that account.

History of PIN changes shall be provided but never display the PIN.

* + - * 1. The EBT system shall provide online functionality to allow a user to view a history of all EBT cards that have been assigned to a household.

Online functionality shall provide search function to locate a household’s card history.

User may navigate from Account information display or locate by card number (active or de-active), or household ID.

Screen navigation from card history to transacel be provided.

* 1. Household Food Benefits
     1. The EBT system shall receive, store and manage all food benefits authorized to participants in a WIC household and shall provide a transaction interface (e.g. WEB service) to allow for the add, update, and query functions defined in these requirements from inside the PHOCIS application.
     2. A stand beside WEB based interface will also be provided.
     3. Issue food benefits to WIC Household
        1. The EBT system shall provide an online interface to receive benefit issuance data from PHOCIS.
        2. Benefits shall be aggregated at the household level and must indicate household account number, category/subcategory, quantity/size, and benefit availability dates.
        3. The EBT system shall store food benefits and link them to the household EBT account and shall:
           1. Reject all duplicate benefit issuances.
           2. Accept benefit issuances for current and future months
           3. Accept benefit issuances for no more than 3 months unless otherwise requested by the state based on federal law and regulatory changes.
           4. Allow more than one issuance to a household for a single month.
           5. Validate that benefit issuance records are correct in content and format.
           6. Validate that benefits dates are synchronized with existing household benefits.
           7. Ensure benefits are not redeemed prior to their availability date.
        4. The EBT system shall support real time functionality for the clinic to provide participants with a shopping list of available benefits.
           1. System provides currently available household benefits including category/subcategory, food description, quantity, and benefit start and end dates to PHOCIS for printing by authorized users (configurable by the State).
           2. All available benefits issued to household (current and future) are available for printing.
        5. The EBT system shall provide method for issuing and redeeming special formula by having the functionality to:
           1. Receive Special Formula Order from the clinic via PHOCIS.
           2. Notify appropriate pharmacy of pending order to fulfill mail-order formula request.
           3. Send appropriate updates on order status to PHOCIS.
           4. Reduce household benefit accordingly based on formula order.
           5. Determine settlement for completed transaction.
           6. Generate monthly Mail Order Formula report.
     4. Maintain Household Benefits
        1. The EBT system shall provide online functionality to modify currently available benefits via an interface with PHOCIS.
           1. The EBT system shall provide the benefit balance currently remaining and accept real time changes to currently available benefits (e.g. void of existing benefits followed by a new issuance).
           2. Incrementally increase or decrease current months in EBT database.
           3. No incremental updates, only void and replace (even for current month).
        2. The EBT system shall provide online functionality to modify future month’s benefits via an interface with PHOCIS.
        3. The system shall provide future month’s benefit information which is displayed in clinic and shall accept real time changes to modify and/or void future month issuances in EBT.
     5. Benefit Expiration
        1. The EBT system shall store and manage benefits based on the supplied availability dates.
           1. Benefits may not be redeemed after end date/time or before begin date/time.
           2. Benefit expiration is based on local time (host time offset to store time zone).
        2. The EBT system shall remove expired benefits from a household account.
        3. Benefits expired are reported/documented.
     6. Query Benefits: The EBT system shall provide online functionality to query benefits posted to a household account to display current benefit balances and detailed transaction histories.
  2. Benefit Redemption
     1. Real time transaction processing
        1. The EBT system shall provide online real time transaction processing and shall include:
           1. Balance inquiry (get shopping list) which includes:

Balance inquiry preparatory for redemption

WIC purchase (no partial approval)

Purchase reversal

Purchase void

Store and forward (with partial approval)

Voice authorization functionality is not required.

S&F is at store discretion – OK has no limits on what may be purchased using an SaF transaction. Must conform to FNS specifications.

* + - 1. Supplier shall ensure that the EBT system performs the following processes and/or validations when determining whether a cardholder’s transaction should be approved:
         1. All products validated against current list of WIC approved items.
         2. All products validated against household prescription.
         3. When allowed by APL, broad band sub categories may be used to purchase items issued in more specific sub categories.
         4. Only current month benefits shall be available for redemption.
         5. Transactions presented to host shall be in X9.93 v4 format or most current version.
         6. Requested payments shall be max price adjusted if necessary.
         7. The WIC Authorized Retailer has a valid vendor/merchant ID
         8. PAN (Primary Account Number) is valid.
         9. Card is present for transaction (with the exception of special formula transactions via pharmacy).
         10. Card is swiped or card number is entered manually
         11. PIN is valid. Industry standard encryption required.
         12. The number of consecutive failed PIN attempts has not been exceeded
         13. The EBT account is active
         14. The EBT account hold a sufficient balance in order to satisfy the transaction request.
      2. If any of the validations described above is not met, the EBT system shall deny the transactions and return a message to the WIC Authorized retailer’s POS terminal indicating the reason for denial.
    1. Invalid Foods –
       1. The EBT system must decline a food item for a WIC purchase if:
          1. It is not an authorized WIC category/subcategory
          2. It is not a category/subcategory or size authorized in the WIC household account
          3. It is not in the provided APL
          4. Sufficient quantities of the category/subcategory are not available in the WIC household account.
       2. If declined due to invalid food item, the EBT system must specify one of the four reasons.
    2. Transaction Types. At a minimum the EBT system must process the following transaction types through the POS:
       1. Balance Inquiry –
          1. The EBT system must support capability to inquire benefit balances on demand either at the POS terminal in the checkout lane or at a separate card acceptance device.
          2. The receipt printed from this transaction must list remaining food items still available for purchase and must include:
          3. Description of category/subcategory
          4. Balance of benefits in category/subcategory
          5. Unit of measure (quart, pound, ounce, etc.)
          6. Expiration date of current benefits
       2. Food Purchase – Once a transaction is validated, the EBT system must transmit the benefit balance to the retail POS terminal that initiated the transaction, and perform, support, or ensure the following:
          1. Each purchased product shall be scanned or key entered using UPC (except CVB (Cash Value Benefit).
          2. All products validated against current list of WIC approved items using up to date APL.
          3. All products validated against household prescription.
          4. When allowed by APL, broad band sub categories utilized to purchase items issued in more specific sub categories.
          5. Only current month benefits are being utilized for redemption.
          6. Transactions presented to host shall be in X9.93 v4 format or most current version.
          7. Requested payments shall be max price adjusted if necessary.
          8. Requested payments shall be done real time by the host during approval process.
          9. The system shall lock a card after 3 consecutive bad PIN attempts.
          10. Card shall become usable again at midnight.
          11. No capability for Clinic staff to reset PIN tries.
          12. Support for a “Commissary commission” on each item purchased. Commissary adds a commission at the end of the transaction not on each item. This is a POS issue.
          13. The “shelf price” of each item being purchased shall be provided in the redemption transaction.
          14. Approval or denial shall be provided for each transaction.
          15. Household account balances shall be debited or credited real time as transactions are approved.
          16. Appropriate reason codes shall be provided on all rejected transactions.
          17. Support for up to 50 items in a single purchase. This is an x9.93 message structure limitation.
       3. CVB (Cash Value Benefit) Purchase –
          1. Once a transaction is validated, the EBT system shall allow cardholders to use their CVB to purchase any WIC approved fruit or vegetable listed in the up to date APL.
          2. The system shall provide CVB support for mapping or full PLU (Price Look Up) list.
          3. In processing a CVB transaction the Supplier must conform to most recent [FNS Operating Rules for online EBT](https://fns-prod.azureedge.net/sites/default/files/wic/WIC-EBT-Operating-Rules-September-2014.pdf).
          4. The EBT system shall support the capability for retail POS to perform split tender processing for CVB.
          5. If a WIC cardholder does not have an alternative method of payment for the balance of the purchase, the EBT system shall allow the reversal or void of one or more CVB food items and the CVB amount must be restored to the EBT account.
       4. Mixed Basket – The EBT system must support mixed basket functionality for integrated WIC Authorized Vendors, permitting the cardholder to purchase WIC and non-WIC items without separating the items into two separate transactions prior to checkout.
       5. Coupon and Discount Application – The EBT system shall allow discounts and coupons to be applied to WIC food and CVB purchases. The system shall conform to the rules for processing EBT transactions under different types of discounts and coupon promotions as defined in the FNS Operating Rules for EBT.
       6. Reversal or Void –
          1. The EBT system must allow the cancellation of the purchase of one or more food items, a method of payment for WIC food items, or the entire transaction.
          2. A void shall not be allowed to credit the WIC EBT account if an item is returned. WIC returns and exchanges are prohibited or up to the vendor’s discretion and shall not result in an EBT transaction.
       7. The EBT system shall support commercial network connections to acquire WIC EBT transactions.
          1. Any TPP (Third Party Processor) may certify with the Supplier or its agent (a Gateway) to participate in the WIC EBT network.
          2. Industry standard network security shall be used between EBT and TPP systems consistent with the [WIC EBT implementation guidance](https://fns-prod.azureedge.net/sites/default/files/wic/WICEBTTechnicalImplementationGuide2018.pdf).
          3. All stores and/or TPPs will use the X9.93 specification or most current version for interchange with Supplier.
       8. The EBT system shall support a direct connect solution between the store and shall:
          1. Allow store to bypass third party networks.
          2. No fees shall be charged to the retailer.
          3. Utilize internet based connection using SSL (Secure Socket Layer) or dial based connection.
          4. Require key encryption.
    3. In-store WIC Transaction Processing. The EBT system shall provide a stand-beside WIC EBT POS and shall:
       1. Support both single and multi-lane usage.
       2. Support both SSL and/or dial connections.
       3. Support full transaction set in real-time or using store and forward.
       4. Download and store APL, automatic or manual.
       5. Provide optional price maintenance with price memory, load from a file.
       6. Allow entry of multiple discounts on a single transaction.
       7. POS will total multiple discounts.
       8. Use one to one mapping or UPL look up for CVB.
       9. Support split tender for CVB transactions and conform to FNS Operating Rules.
       10. Show shelf price for each item purchased.
       11. Any discounts that may apply to transaction shall be accepted.
       12. Conform to [FNS Operating Rules.](https://fns-prod.azureedge.net/sites/default/files/wic/WIC-EBT-Operating-Rules-September-2014.pdf)
       13. Fully validate purchase transaction locally before sending to host by ensuring all items are on APL and available on household prescription.
       14. Reverse transaction based on time out.
       15. Provide full set of configuration options to customize for each store: e.g. vendor name, WIC id, date & time.
       16. Provide WIC EBT friendly EBT receipt (customer and store) that includes purchased items along with remaining balance, and last date to utilize benefits.
       17. Provide lane, clerk, and store totals reporting.
       18. Reconcile transactions daily.
       19. The EBT system shall support integrated retailers for in-store processing:
           1. Utilize TPP and Gateway network options or may choose to direct connect to host.
           2. Make APL available to stores via the Gateway and any intervening TPPs or directly by Supplier.
           3. Utilize provided certification scripts.
           4. Validate all functionality that must be provided - State will review and approve.
           5. Utilize an auto-reconciliation process for all retailers/TPPS
           6. Transactions shall be compared and reconciled daily.
    4. Transaction queries
       1. The EBT system shall provide summary queries into redemption activity with ability to filter by date and time, transaction type, and result.
       2. A minimum of 12 months of data shall be available.
       3. Redemption activity shall be viewable by:
          1. Household
          2. Card number
          3. Active or inactive card
          4. Retailer.
          5. Vendor Id or name
       4. Redemption activity shall have print and export functionality.
       5. The EBT system shall provide detail queries into redemption activity.
       6. Transaction shall be identified by selecting from a summary list or by unique transaction identifier.
       7. Detailed transaction queries shall have print and export functionality.
       8. Transaction lists may be navigable:
          1. From account status query
          2. Between retailer and household queries
          3. From summary to detail and back
          4. From reconciliation and exception query result.
  1. Settlement and Reconciliation
     1. Reconcile Issuance against PHOCIS
        1. The EBT system shall verify and demonstrate that all real time benefit issuance voids sent from PHOCIS were processed and posted to household accounts in the EBT database.
        2. A daily matching of EBT transactions originating from PHOCIS against EBT transactions received by the EBT system shall be provided including a list of all benefit transactions at the end of each day.
           1. Verification will be at the category/subcategory and quantity.
           2. Verification will be for both current and future month’s benefits.
     2. Reconcile Database against Activity
        1. The EBT system shall reconcile benefits redeemed and issued or expired against the change in database value on a daily basis.
           1. The system shall verify that the quantity of each cat/sub cat held in the EBT data base at the end of the business day is equal to the values at the beginning of the business day plus the net sum of benefits issued, expired, and redeemed as contained in the transaction history detail for that business day.
           2. Summation must also reflect new issuance, expirations, voids
        2. The EBT system shall maintain a 24 hour business day processing cycle.
        3. The EBT system shall notify user of any detected anomalies in database reconciliation and provide tools to correct invalid conditions.
        4. Supplier shall comply with FNS policy for unsettled funds (may result from rejected ACH (Automated Clearing House) payments to stores)(e.g. escheatment).
     3. Daily Settlement
        1. The EBT system shall reimburse all direct connect retailers for benefits redeemed and shall:
           1. Maintain a daily system settlement cut off time at which a transaction may be approved and still paid on the next business day.
           2. Support merchant selected settlement windows.
           3. Calculate the amount due to each store based on transactions approved to that merchant within the settlement window.
        2. Settlement window takes into account the system cut off and the merchant selected business day.
        3. Store specific settlement – no roll up for chains.
        4. A merchant settlement time after the system may result in a 2 day settlement.
        5. The Supplier shall:
           1. Maintain a record of merchant banking information.
           2. Create an ACH transaction to move funds from settlement account to merchant’s account.
           3. Transmit ACH transactions to bank on daily basis in time for overnight settlement. While banks move money 5 days per week, EBT system shall have separate settlement (ACH transactions) for all 7 days.
           4. Notify OSDH of funds to be transferred that day to allow OSDH to fund settlement account.
        6. The EBT system shall settle all third party transactions to the TPP or a Gateway. It shall become the TPP/Gateway processor’s responsibility to settle with its third parties who in turn settle with stores and/or merchants in accordance with the TPP/Gateway processor’s agreement the Supplier. The Supplier shall:
           1. Notify OSDH of funds to be settled to TPP/Gateway
           2. Initiate the draw from settlement account for TPP/Gateway based on its 24 hour business day.
     4. Financial Reconciliation
        + 1. The EBT system shall verify the integrity of settlement to the direct connect retailers.

Validation that the sum of the amounts on the ACH file for direct connects is equal to the total payments calculated as due to the direct connect retailers and is equal to redemption totals from participants\ accounts shall be required.

All system business day transactions shall be reconciled against the transactions settled to each store. The business day transactions are reconciled against the change in database value and consequently are known to be accurate. In this step, it is verified that stores get paid for all approved transactions, but only once.

All store auto recon files shall be verified against transaction history. Any anomalies shall be reported to the retailer. Note that Anomalies means that an approved purchase or reversal/void transaction from the store did not match a transaction recorded by the host, either in whole or in part.

Tools to correct errors in the settlement process shall be provided.

* + - * 1. The EBT system shall verify the integrity of the settlement with the TPP/Gateway.

The Supplier shall confirm the transactions add up to the requested settlement amount and count in order to verify the integrity of the TPP/Gateway reconciliation file.

The TPP/Gateway reconciliation file shall be compared with the EBT transaction history and any anomalies shall be reported.

The Supplier shall verify that the TPP/Gateway is paid for all approved transactions, but only once.

The Supplier shall verify that the amount drawn from the settlement account is equal to the amount indicated in the reconciliation file.

The EBT system shall provide a report of ACH amounts.

The Supplier shall provide tools and processes to correct error situations.

* + 1. Reconciliation reports and queries
       1. The EBT system shall have available settlement and reconciliation information to all stores. The retailer portal shall provide this functionality including queries for current and previous settlement amounts (for direct connects) and queries for current or previous transaction histories for each store.
       2. The EBT system shall provide audit reports demonstrating the sum of activity equals payments made, by store and in total.
    2. Processing Capabilities
       1. The Supplier shall accept from retailers/third parties and process WIC redemption transactions seven days per week, twenty four hours per day.
       2. The Supplier shall accept from WIC clinics and process WIC account set up and benefit issuance/adjustments transactions seven days per week, twenty four hours per day.
       3. The Supplier shall fully reconcile all WIC EBT accounts once in every twenty four period, 365 days per year.
       4. The Supplier shall fully settle all amounts due to each retailer within 24 hours of the end of each day in which money moves through the ACH system. For clarity, this requirement applies to the Supplier seven (7) days a week.
       5. The Supplier shall process batch files as required to complete the required functionality every day, 365 days per year unless otherwise agreed upon.
  1. Vendor Management
     1. Vendor Data Maintenance
        1. The EBT system shall provide the capability for maintaining required vendor data received from PHOCIS via batch file.
        2. Vendor data and maintenance capabilities in the EBT system shall include:
           1. Vendor peer groups to ensure UPCs linked to peer groups.
           2. Vendor ID available for EBT processing.
           3. Vendor activation and de-activation.
           4. Secured banking information
           5. Contact information
     2. Vendor Support
        1. The EBT system or service will provide support for State equipped stores including:
           1. Toll free store help desk to be used exclusively for WIC Authorized Retailers
           2. Repairs or replacement of stand-beside equipment.
           3. Housing and inventory maintenance of EBT POS equipment.
        2. The EBT system will provide a web based Vendor Portal that supports the following functionalities:
           1. Recon files & help
           2. ACH history
           3. NTEs
           4. Adjustments
           5. Price entry
           6. Vendor contracts
           7. Stand beside POS support.
        3. The EBT system will provide testing and certification support through:
           1. Provision of certification scripts
           2. Maintenance of a test database that includes test accounts and cards
           3. FNS and OSDH staff shall have the ability to augment certification scripts.
           4. On site certifications
        4. Compliance. The EBT system will support compliance activities through:
           1. Establishing compliance accounts and cards
           2. Issuance and tracking of compliance benefits
           3. Maintenance of audit trails of compliance activity
           4. Creation of reports as needed.
        5. The EBT system will provide queries/reports to track and manage retailer participation, including but not limited to:
           1. Sales volume
           2. Transaction exceptions
           3. Average pricing
           4. Adjustments.
  2. Program Management
     1. Financial Reporting
        1. The EBT system shall support creation of the [WIC Participant and Financial Management](https://www.reginfo.gov/public/do/PRAViewIC?ref_nbr=201103-0584-006&icID=2936) (798) report by providing any necessary data and allow for issuance and redemption tracking by benefit month with the ability to exclude compliance buys.
        2. The EBT system shall support the creation of rebate reports by providing redemption data to PHOCIS.
        3. The EBT system shall also provide the following representative reports:
           1. Benefits to and removed from the system
           2. Benefit expungements
           3. Pending benefits
           4. Database value
           5. Purchase Transactions
           6. Daily draw and ACH details
           7. Rebate Details
           8. Shelf price and NTE details
           9. Adjustment details
           10. Dispute details
     2. Program Management Reports
        1. The EBT system shall support information needs for effective WIC program management by providing a comprehensive reporting suite of daily and monthly reports.
        2. The Supplier shall make system reports available within 24 hours of the end of the reporting window (i.e. daily, weekly, or monthly).
        3. At a minimum the suite must include all reports required by the latest version of the [USDA FNS Functional Requirements Document for a Model WIC Information System (FReD)](https://fns-prod.azureedge.net/sites/default/files/apd/FReD-v2.0-Final.pdf) and must include the reports types listed in the section below in addition to the batch transfer of redemption data.
        4. The following representative reports must be provided:
           1. New/replacement card issuance statistics
           2. Number of cards reports as lost/stolen/damaged
           3. Number of incidents in which PIN attempts were exceeded
           4. Participant Customer Service calls
           5. Monthly data regarding number of participants enrolling to receive text balances via the VRU
           6. Number of accounts with expired benefit balances
           7. Number of visits to the participant web portal
           8. POS installations/removals
           9. WIC Authorized retailer transaction activity report
           10. Including a notation indicating if a transaction was manned or unmanned
           11. WIC Authorized retailer Customer Support calls
           12. Number of visits to the WIC Authorized Retailer portal
           13. Key-entered transactions
        5. In addition to the suite of reports, the Supplier shall provide:
           1. An ad-hoc query capability
           2. Household and participant reports producible at the State, local agency, clinic, country, and zip code level
           3. Notation on all reporting indicating if data were real time or based on end of day processing
           4. Ability to filter report fields using specific start and end dates.
     3. WIC Authorized Retailer Reporting
        1. The Supplier shall provide daily and monthly WIC Authorized Retailer related reports as mutually agreed upon in planning meetings that shall reflect activity occurring at the WIC Authorized Retailer locations.
        2. Reports shall include sufficient detail to allow the State to further investigate the activity being reported.
        3. The following representative reports must be provided:
           1. POS installations/removals
           2. WIC Authorized retailer transaction activity report
           3. WIC Authorized retailer Customer Support calls
           4. Number of visits to the WIC Authorized Retailer portal
           5. Key-entered transactions
     4. UPC product utilization and food cost reports. The EBT system will support information needs for effective food benefit management including Batch transfer of data to PHOCIS.
     5. System Performance Reports
        1. The Supplier shall provide a full suite of daily and monthly system performance reports that must reflect system performance throughout the EBT system. These reports shall include sufficient detail to allow the State to further investigate the activity being reported.
        2. The following are representative reports which much be provided:
           1. Average daily system response times
           2. Average time to answer for Participant VRU and Customer Service Representative
           3. Average time to answer for Vendor VRU and Customer Service.
     6. Fraud Reports
        1. The Supplier shall provide a full suite of comprehensive daily and monthly fraud reports based on parameters designated by the State, an shall reflect activity indicative of potential fraud and misuse.
        2. The following are representative reports which must be provided:
           1. Card replacements exceeding a State-specified threshold
           2. Single, 100% benefit redemption
           3. Benefit redemption location inconsistent with participant location
     7. Card Inventory Management
        1. The OSDH has an inventory system that will be used to track cards in the clinics.
        2. The Supplier will ship cards to the OSDH upon reorder requests.
        3. Design of cards shall be at the discretion of OSDH.
  3. Participant Services
     1. Cardholder Changes Notice: The Supplier shall provide sixty (60) calendar day advance written notice to the State and to cardholders of changes in policy or procedures affecting cardholders.
     2. Participant Help Desk and Customer Service
        1. The Supplier shall provide customer service to WIC participants through a combination of Voice Response Unit (VRU), live customer service representatives (CSRs), and internet web portals or applications.
        2. All calls will be fronted by ARU (Automated Response Unit), only calls absolutely requiring assistance will transfer to CSR.
        3. Supplier shall provide an interface for the State to utilize a third-party application to provide participants cardholders with mobile device access to EBT information, including Electronic Benefits Account (EBA) balances, APL, and Authorized WIC Retailer locations.
        4. Automated Response Unit
           1. The Supplier will provide an ARU (AKA VRU, ARU, IVR) available 24 hours per day, 7 days per week, and 52 weeks per year.
           2. At a minimum, the Supplier shall have the capability to provide ARU services in English and Spanish.
           3. Do not allow or support calls from pay phones.
           4. The Supplier shall provide CSRs to resolve client issues that cannot be resolved by the ARU.
           5. The Supplier shall provide sufficient CSR capacity to meet the contractual service standards for client calls referred to a CSR and shall provide at a minimum both English and Spanish speaking CSR’s.
           6. ARU and Help Desk Functional Requirements. The Customer Service Center and ARU shall support the following functions:

Security of Account Information – Supplier will provide access controls that ensure the security of clients’ account information by verifying card number, date of birth, and zip code of primary card holder.

Card Activation – Clients shall have the option at any time to select or change their PIN.

Report a Lost/Stolen/Damaged Card – An option will be provided to select a CSR to report lost, stolen, or damaged cards. Prior to disabling the card, the caller’s identity must be confirmed. The Supplier shall also display the date and local time that the caller placed the report.

Balance Inquiry – Current, real time account balance information shall be available but shall not include future benefits.

Benefit Expiration Date – Cardholders shall be given the date current benefits will expire

Transaction History – The last ten (10) transactions shall be provided. Information for transaction shall include store, date, time, and dollar spent.

Enroll in Mobile Balance Inquiry – Callers shall have the option to enroll to receive their balance via text message after providing their preferred mobile number and completing enrollment by responding to the enrollment text message. Mobile Balance terms and conditions shall be available for participants to review.

The OSDH staff shall review and approve the call flow and content of all ARU messages, prompts, and customer service scripts. The Supplier shall not change approved ARU messages, scripts, or menu functions without the prior consent of the OSDH.

* + - * 1. ARU Availability. The Supplier’s host system shall be available 99.9% of scheduled uptime as detailed in the Service Level Agreements and Liquidated Damages contained in Attachment C-2.
        2. ARU Ongoing Maintenance

Routine maintenance of the ARU and its components shall be offered by the Supplier to the OSDH twice annually and at no additional cost.

Updates to the following shall be considered routine maintenance:

Category name

Category amount

Item name including but not limited to formula names

Item amount

Package sizes.

* + - 1. Participant portal
         1. The EBT system shall provide web based participant access to WIC information that is available 24 hours per day, 7 days per week, 52 weeks per year.
         2. This participant portal shall provide the same functionality as that of the VRU.
         3. The portal must also reflect the latest listing of where WIC benefits may be redeemed and contain links to the State’s health services websites.
         4. This site shall also provide general EBT information.
  1. System Operations
     1. System Performance.
        1. The EBT system shall provide rapid response to all requests for service consistent with industry standards including:
           1. POS Transactions in and out of host in less than 2 seconds.
           2. POS request/response (at POS) in less than 10 seconds.
           3. Simple admin query in less than 3 seconds.
           4. Complex admin query in less than 8 seconds.
        2. The EBT system shall provide a high level of availability 24 hours per day, 7 days per week, 52 weeks per year by ensuring the following:
           1. Host system and telecommunications environment available and fully operational 99.9% of time.
           2. Stand beside POS operable 99.9% of time
           3. Clinic interface available 99.99% of clinic business hours
           4. The EBT system shall reimburse authorized stores by next day, per business rules, 100% of days.
        3. The EBT system shall provide a very high level of processing accuracy by ensuring 100% reconciliation of issuance and redemption on 100% of days with all reconciliation errors shall be resolved within 24 hours of issue identification.
     2. Business Continuation
        1. The EBT system shall have provision for back up processing and telecommunications by ensuring at a minimum:
           1. A remote hot site for processing capability is maintained
           2. Fail over to hot site occurs within 45 minutes of primary site failure
           3. Fail over to back up telecommunications occurs within 5 minutes
           4. Fail over processes are tested once per calendar year and report is provided to the OSDH.
        2. The EBT system will have provision for remote system monitoring and problem correction including but not limited to:
           1. Automatic detection of potential error conditions based on triggers
           2. Automatic notification of system maintenance staff
           3. Capabilities for remote access and maintenance
        3. The EBT service shall include provisions for a high level of system maintenance and servicing including but not limited to:
           1. System inoperable conditions resolving within 20 minutes
           2. High priority bug fixed within 2 calendar days
           3. Medium priority bugs fixed with 10 calendar days
           4. Low priority bugs fixed within next planned release
           5. Settlement issues resolved within 2 calendar days.
        4. The EBT system shall support stand beside POS equipment including but not limited to:
           1. Malfunctioning terminals replaced within two business days (48 hours)
           2. Provisions for faster replacement if needed.
        5. The EBT system shall be supported by industry standard business practices including but not limited to:
           1. Implementation of configuration management plan as approved by the OSDH
           2. Implementation of change management plan as approved by the OSDH
           3. Testing and QA protocols with regression testing provisions.
     3. Security
        1. Access to system functions. The EBT system shall provide controls to limit and manage user access to specific application functionality and data including:
           1. Periodic test of current employee access rights
           2. Test of current employees R&R (Read and Review) versus current job description
           3. Access based on roles and responsibilities matric
           4. Support for security administrator(s) with responsibility for managing access.
        2. Redemption Security. The EBT system shall provide security for benefit redemption equivalent with industry standards including:
           1. PINs encrypted at point of entry, never in the clear
           2. Participant selected PIN
           3. Dynamic keys between processors.
     4. System Interfaces
        1. The EBT system shall conform to the [Universal Interface Specifications being adopted by FNS for EBT to MIS data transfers.](https://fns-prod.azureedge.net/sites/default/files/wic/WIC%20Universal%20MIS%20%20EBT%20Interface%20Specification%20March%202015.pdf)
        2. A real time interface is required including real time account and benefit transactions.
        3. A batch interface is required including a daily batch file interchange.
        4. The EBT system shall conform to:
           1. [FNS Operating Rules;](https://fns-prod.azureedge.net/sites/default/files/wic/WIC-EBT-Operating-Rules-September-2014.pdf)
           2. [X9.93 or most current specifications, part 1 and part 2 (especially the APL);](https://webstore.ansi.org/Search/Find?in=1&st=X9.93-2008+Set) and
           3. [2018 Technical Implementation Guidance.](https://fns-prod.azureedge.net/sites/default/files/wic/WICEBTTechnicalImplementationGuide2018.pdf)
     5. Data Access and Availability
        1. The EBT system shall keep data available for query and reporting for length of contract.
           1. Data available for a minimum of 12 months online
           2. Records must be maintained for seven years
           3. Archived data must be recoverable within 48 hours
        2. The EBT system shall provide online query capabilities including:
           1. Search functionality to locate required information
           2. Account status and history
           3. Card status and history
           4. Transaction history
           5. Filterable by cardholder, retailer, data range, transaction type
           6. Retailer history
           7. Including history of when activated, equipped, and contracted
           8. Settlement and reconciliation status and history
           9. Batch file submission and processing status and history.
     6. Hardware and Telecommunications
        1. The Supplier shall provide and maintain all processing hardware and environments necessary to fulfill the functional requirements of this project.
        2. The Supplier shall provide and maintain all telecommunications as necessary to fulfill the functional requirements of this project.
           1. Primary and backup capabilities shall be implemented.
           2. Telecommunications must minimally support:

Retailer interfaces for both network and direct connect

Interfaces with PHOCIS, both batch and real time.

Connections with bank, OSDH office, FNS (NUPC)

WEB connectivity for participant and retail portals

Telephonic communications for IVR / help desk.

* + - * 1. Telecommunications configuration must support reliability and availability requirements described in service level agreements.
    1. EBT Cards
       1. The Supplier shall provide embossed and numbered EBT cards, manage Supplier inventory as to assure their availability when needed, and distribute cards to the OSDH within 10 business days.
       2. Cards shall be boxed in quantities of 100 per box.
       3. The Supplier shall provide UAT test cards at no cost to the OSDH.
    2. Audit
       1. The Supplier shall maintain an archive of all transactional data for the life of the contract.
       2. Data will be available online for a minimum of 180 days.
       3. The OSDH will be able to access this data throughout the life of the contract.
       4. Upon contract termination all data will be transferred to the new Supplier.
       5. Supplier will provide archived data within 14 days of request.
  1. Retailer Enablement
     1. Integrated Retailers
        1. The Supplier shall provide specifications for integration of WIC EBT into a retailer’s payment systems. All standard business rules shall be utilized.
        2. The Supplier shall provide specifications of interfacing with the EBT host utilizing X9.93 or most current version plus 2018 Technical Implementation Guide as standard.
        3. The Supplier shall work diligently with all retailers and interested third parties to ensure a streamlined and timely capability to process WIC transactions.
        4. The Supplier shall provide technical support as needed to allow retailers and TPPs to integrate WIC.
        5. The Supplier shall provide capabilities for a retailer to either direct connect with the EBT host processor (at no cost) or to connect through TPP and/or gateway transaction networks.
     2. Direct connect retailers are those retailers/vendors not utilizing a third-party processor (TPP) such as retailers with State-deployed EBT equipment and retailers that drive their own terminals. Settlement and reconciliation services shall be provided for direct connect retailers.
     3. For both integrated and direct connect retailers, the Supplier shall provide test and certification environments and technical support to allow retailers and / or third parties to test their integration.
     4. For both integrated and direct connect retailers, the Supplier shall provide test scripts and scenarios to facilitate retailer integration.
     5. The Supplier shall certify all integrated retail solutions prior to their being permitted to process live WIC redemption transactions. OSDH and FNS will also be involved.
     6. Stand-beside Retailers
        1. The Supplier shall provide a stand-beside WIC capable POS solution (software and hardware).
        2. OSDH owns currently used POS hardware, which must be replaced by Supplier if not compatible with awarded Supplier EBT system at no additional cost to the State or to the retailers.
        3. The EBT solution shall also accommodate acquiring and routing of other non-WIC government EBT transactions.
        4. Training mode on stand-beside POS.
        5. The Supplier shall reach out to the retail community to determine a store’s needs for stand-beside POS.
        6. The Supplier shall install and verify stand-beside POS equipment in all WIC stores so requiring.
           1. Electric in the lane is the store’s responsibility.
           2. Number of lanes installed in store dependent upon store’s WIC sales volume.
        7. Service Requirements (FNS standards) Federal regulations at 7 CFR §274.12(g)(1)(ii) require that newly authorized EBT-only retailers shall have access to the EBT system within two weeks of FNS authorization. (FNS has clarified that the 14 calendar days, start after the merchant returns the signed retailer agreement.).
        8. Each POS installation shall be accompanied by a comprehensive user’s guide and a quick reference guide.
        9. The State will only support up to 4 EBT stand beside lanes in one store.
        10. The Supplier shall maintain the installed stand-beside POS equipment and shall provide a support help desk for assistance with the reconciliation, application usage, problem analysis, and repair/replace.
        11. All defective or mal-functioning equipment will be repaired or replaced within 48 hours.
        12. Supplier shall also upgrade the software load as needed for fixes and enhancements.
        13. The Supplier shall provide a no cost transaction telecommunications solution for stand-beside POS devices.
        14. The Supplier shall provide settlement and reconciliation services for all stand-beside retailers.
        15. The Supplier shall provide hands on training in the use of the POS at the time of installation.
        16. Subsequent training will be help desk or WEB portal based.
        17. Supplier must follow the following replacement POS steps:
            1. Mailed instructions;
            2. Telephonic support if mailed instructions are unsuccessful;
            3. On-site support if steps one and two are unsuccessful.
  2. Retailer support
     1. The Supplier shall provide a WEB portal and application to enable self-directed retailer help.
     2. The Supplier will provide help desk support for Stand-beside POS issues.
     3. Supplier will provide a problem tracking and resolution system.

1. Staffing and Project Management
   1. The Supplier is expected to provide a project manager to offer leadership and expertise as necessary during on-going operations and operational handoff as needed.
   2. The Supplier shall provide project management staff and resources as necessary to fulfill the demands and intent of this initiative throughout the life of the project.
   3. Project manager shall be available as needed by the project and will be on site in Oklahoma as requested or pre-scheduled.
   4. Status Reporting
      1. The Supplier shall provide monthly status reports throughout the transition which shall detail current progress against the work plans. All issues and risks to achieving transition schedules shall be reported.
      2. The Supplier shall schedule and arrange regular transition project status calls to discuss on-going issues and progress. Frequency shall depend on the needs of the project. Project manager shall capture comprehensive notes and disseminate to pertinent State staff and team members. The Supplier shall record, manage, track and disseminate all action items and issues that are identified.
2. Work Plan
   1. The Supplier shall keep the approved work plan current using an approved change management process. All changes to the work plan shall be approved by the OSDH Contract Monitor.
   2. The Supplier shall plan, manage, and staff the project so as to maintain the schedule and milestones defined in the work plan.
   3. The State envisions the WIC EBT project to consist of the following generally sequential phases.
   4. Design – The design phase shall commence with the awarding of the contract and shall continue for the timeframe identified within the Supplier's response and work plan and mutually agreed upon by the State and the Supplier.
      1. All deliverables identified within the project plan are subject to State and Federal review and approval.
      2. The Supplier shall not commence development until it receives written approval and comments from the appropriate State and Federal agencies.
      3. Functional Design Documents – These documents shall, at a minimum, provide a functional overview and a description of the operating environment, procedures, flow charts, and work flow of the eWIC System.
      4. 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 OSDH.
      5. Interface Control Documents (ICD) –
         1. The ICD shall describe the total system configurations, including system hardware, functionality, file layouts, message and file flows, data elements, data access, and system interfaces.
         2. The ICD shall also fully describe how to implement, operate, and maintain each interface.
      6. Design, Operations, Use Cases Document (DOUC) –
         1. This document shall address the system from the perspectives of the various stakeholders – providers, retailers, third party processors, clients, and WIC staff.
         2. The DOUC document shall provide a detailed design and detailed description of each function that the systems needs to accommodate including flow charts of all the processes.
         3. Further, the document shall include administrative terminal and software application, 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 if operates as designed.
         4. The DOUC document shall describe all expectations of the system, shall be used for testing, and is the primary guide for the system developers.
      7. Life Cycle Testing Approach –
         1. The Supplier shall provide a system Life Cycle Testing Plan which serves to ensure that any changes made, be it the Supplier system or the State’s system, are properly tested prior to being introduced into a production environment.
         2. The Supplier’s test system, therefore, must operate under the same system requirements as the productions system.
         3. The plan shall include, at a minimum, the test identified in this Section, as appropriate, for each of the project’s phases.
         4. 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 design.
         5. All plans will include testing mirroring the production environment.
         6. OK WIC will have sole discretion in determining if accelerated testing will be conducted.
      8. Test Plan –
         1. The Supplier shall develop system test plans during the Design Phase and shall, at a minimum, outline the test purpose, scripts, methodology, environment, and approval rating system.
         2. Test plans shall be developed for regression testing, State and Federal system acceptance test, system and network capacity test, VRU test, call center test, system interface test for interfaces with the state eligibility system and Federal Interfaces, and field tests.
         3. Test plan timelines shall be based on production timeframes.
      9. Training Plan – The Supplier shall prepare and submit a comprehensive Training Plan that identifies the deadlines and supportive tasks for the planning, design, development, production, and distribution of all training materials to support conversion and ongoing operations.
      10. Retailer Enablement Plan – The Supplier shall provide a retailer enablement plan for integrated and stand beside retailers. For integrated retailers the enablement plan shall outline specifications for integration of WIC EBT into a retailer’s payment systems, specifications for interfacing with the EBT host, technical support as needed to allow retailers and TPPs to integrate WIC, settlement and reconciliation services, certification of all integrated retail solutions. For stand-beside retailers the enablement plan shall outline Suppliers provision of a stand-beside WIC capable POS solution, installations and verification of all stand beside POS, maintenance for installed stand-beside POS equipment, settlement and reconciliation services, hands on training for use of stand-beside POS.
      11. Security Plan: The Supplier shall prepare and submit a comprehensive Security Plan that meets applicable State and Federal requirements to protect the integrity and confidentiality of program data and must address the following: location and description of the controls at each of the physical facilities where Contract-related activities occur to protect data from unauthorized use and access; controls over unissued card stock to safeguard against loss, theft and/or abuse; controls over the hosting environment hardware and software to protect data from unauthorized use and access; virus and malware controls to protect data from unauthorized use, access, contamination or corruption; the results of any recent Service Organization Control (SOC) 1 or SOC 2 audits of the hosting/data center and/or plans to conduct such audits.
   5. 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.
      5. The Supplier shall ensure that all software and environmental implementation or modifications have been fully tested and validated prior to submission to the OSDH for approval.
      6. The Supplier shall develop, validate, and provide a full set of test plans and test scripts that test and validate every function and processing capability of the EBT product being provided to the OSDH.
      7. The Supplier shall provide test environments and technical resources as listed below to support all required testing.
      8. Specific testing plans shall include but may not be limited to the following:
         1. 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 the OSDH/WIC 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 have been received.
         2. Interface Testing –
            1. Tests shall be conducted between PHOCIS 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 needed.
            3. At a minimum acceptance of Interface testing will require that interfaces are stable and operation ready as determined by the State.
         3. Transition Testing –
            1. The Supplier shall be required to demonstrate the conversion process of the EBT system 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 performs against the converted database shall include, at a minimum, client transactions and administrative transactions.
            4. The State will require a minimum of three “dry runs” before actual conversion to the EBT system.
         4. System Acceptance Tests –
            1. The system acceptance tests provide both Federal and State representatives the opportunity to test the EBT system, ensure compliance with the system design requirements.
            2. This is the final test required before systems acceptance can be approved.
            3. The State will conduct its own system acceptance test in advance of the USDA federal system acceptance test.
            4. Tests shall consist minimally of the DOUC functional requirements, security, recovery, system controls, and “what if” testing.
            5. 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, ACH payments, and escheated funds.
            6. Stand beside retailers and regression testing shall also be conducted.
            7. During the formal test script portion of the acceptance test, testing representatives will follow the DOUC developed by the Supplier and approved by the State and USDA as needed.
            8. The test scripts should cover all facets of the system’s operations and test all of the system processing options and environmental conditions.
            9. The ad hoc “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.
            10. All testing will occur at a location chosen by the State. If the State opts for system acceptance testing at the Supplier’s lead facility, the Supplier shall be responsible for all travel costs for five (5) ODSH/WIC staff that will be participating in the testing. 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.
            11. Supplier shall support on-going testing in the same manner as initial testing.
            12. At a minimum, System Acceptance requires 100% payment accuracy, 100% accessibility testing and no outstanding issues that could cause hardship on clients, providers, or retailers as determined by the State.
   6. Performance (Stress) Testing –
      1. In order to ensure there is sufficient capacity within the eWIC system being provided to the State to handle the expected transaction volume, performance stress testing shall be completed.
      2. 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 eWIC system can accommodate the anticipated transaction volumes.
      3. VRU Testing – The VRU 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 defines in this RFP.
      4. Call Center Testing – The Call Center shall be tested to ensure that CSRs respond appropriately to customer inquiries and that calls are answered within the specification defined in this RFP.
      5. Field Testing – POS Production Cards will be made available to field test the system at a retailers POS. The State will participate in field testing.
      6. Test Reports – The Supplier shall be required to provide documentation of its internal testing results describing the results of each test that is performed for eWIC.
      7. The documentation shall also describe the intended scope and results from the tests, and any system modification that are identified as necessary to resolve system errors and deficiencies found during the testing.
      8. The Supplier shall submit the test reports before any State testing occurs.
      9. Updates to all documents –
         1. The Supplier shall revise all documents to reflect and system modification identified as a result of the system testing.
         2. If revisions are required, the updated design documents shall be completed within 30 calendar days of change and are subject to State approval.
         3. Federal review and approval may also be required.
   7. Development of Procedural Manuals –
      1. The Supplier shall develop comprehensive procedural manuals that documents the system and its operation in a form acceptable to the OSDH.
      2. The Supplier will develop the following manuals:
         1. System Operations/Interface Procedures Manual –
            1. Manual shall include an introduction giving the purpose, audience, organization, procedures, and documentation.
            2. The manual shall include but is not limited to:

EBT to MIS Interface specifications

Federal and State batch files and times of transmission

On-line file transmission

Procedure for balancing file transmissions sent/received

Administrative Terminal configuration

Problem resolution and escalation procedures

Work order approval procedures

Batch maintenance record formats and conventions

* + - 1. Settlement and Reconciliation Manual –
         1. Manual shall provide guidance and procedures to the State on performing daily reconciliation of the Supplier's EBT system.
         2. The manual should identify the specific EBT reports from the Supplier’s system that are required for settlement and reconciliation to the Supplier’s system.
         3. In addition, the manual should describe in detail any reports that the State must generate to complete reconciliation.
      2. Administrative Terminal User’s Manual – Manual shall provide guidance and procedures for State and County office staff on the functionality of the Administrative Terminal including all available reports.
      3. Call Center Scripts and Procedures Manual – Manual shall provide call center scripts and procedures describing the operation of the client, state, and retailer call centers consistent with technical requirements as detailed in this contract.
      4. Business Continuation Design and Specification Manual –
         1. Manual shall describe the practices and measures to be applied to ensure 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.
         2. 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.
      5. Security Manual – The Supplier shall provide a Facility Security Manual for the WIC Program describing the Supplier’s data facilities and security measures.
  1. Transition In – The Transition Phase shall consist of the activities requires to convert the EBT system from the current Supplier to the new Supplier.
     1. The Supplier shall use any available FNS published guidelines for WIC EBT implementation and transition.
     2. It is anticipated that some of the Transition Phase activities will begin prior to the end of the Development Phase.
     3. 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 conversion will be conducted until written approval has been received from the State and USDA, as required.
     5. Data Conversion
        1. POS terminals: During the conversion of EBT 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 terminals not be negatively impacted due to the conversion to new terminals and terminal drivers. Therefore, the Supplier shall convert all existing EBT terminals and associated terminal software prior to the database conversion.
        2. EBT Database
           1. Supplier shall perform database conversion (conversion from existing databases to new databases) overnight on the weekend.
           2. 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.
           3. The State shall have final approval of the date and time selected.
           4. The entire conversion shall be completed in ten hours or less.
        3. During conversion no stand-in, manual vouchers, or transactions of any type will be allowed.
     6. The activities within the Transition Phase shall include but are not limited to the following:
        1. Completion of three dry runs
        2. Implemented agreements with call centers and networks including gateways and switches. A copy of signed agreement must be provided to the State upon request
        3. Assurance that subcontractors, TTPs, retailers, and State and County (and FNS as needed) staff are adequately trained as outlined below:
        4. The Supplier shall provide a comprehensive training plan for OSDH staff describing who will be trained, the content and intent of the training, the materials, processes, work plans, and outcomes. Plans shall be approved by the OSDH.
        5. The Supplier shall provide hands-on WIC EBT training to OSDH staff include OSDH Helpdesk, administrators, vendor management, and program support. Supplier shall train OSDH trainers who shall in term train clinic staff.
        6. The Supplier shall provide necessary training materials and user’s guides for OSDH staff and clinic system users.
        7. Participation with FNS and State in providing written notification and other materials to authorized WIC retailers regarding the conversion and related activities.
        8. Preparation for transition of Call Centers and VRUs.
        9. Certification of TPPs
        10. Establishment and implementation of 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, and required reports and documentation.
        11. WIC-only retailer conversion, including non-traditional retailers
        12. Conversion of Admin Terminal
        13. Conversion of Cardholder Database including but not limited to transaction history, benefit aging history, expungement history, client card and demographic data, and benefit data.
     7. Operation Handoff. The OSDH and the Supplier will conduct a handoff meeting to confirm all deliverables and milestones have been met and to discuss operational hand-off procedures.
  2. Operations Phase **-**
     1. The Operations Phase begins after WIC EBT has 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 performs critical system function.
     3. The Supplier shall maintain a minimum of one Operation Manager for ongoing communications.
     4. The ongoing communications required from the Supplier includes a monthly status report containing open and closed issues, monthly status meeting between the State and the Supplier, and other state reports/meetings requested by the State.
     5. The OSDH reserves the right to change the frequency of status reports as the contract progresses.
     6. The Supplier shall be required to communicate to the State any scheduled downtime at least 72 hours prior to the scheduled down time for production and test systems.
     7. Routine maintenance shall be scheduled during hours that are least disruptive to the continuing operations of WIC EBT systems and will be determined by the State.
     8. During the Operations Phase, the Supplier shall maintain and update as required the design and operational manuals delivered during the Design and Development Phases 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. System Operations/Interface Procedures Manual
        6. Settlement/Reconciliation Manual
        7. Administrative Terminal Manual
        8. Call Center Scripts and Procedures Manual
        9. Third Party Processor Certifications
        10. Training Manuals
        11. Retailer Manuals
        12. Quick Reference Guides
  3. End-of-Contract Transition Out. Planning for the end-of-contract transition out is as critical to the success of the Supplier as the beginning-of-the contract transition in. While the replacement Supplier shall have the lead responsibility, the incumbent 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 selected 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. Provide 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 and/or Supplier owned EBT equipment including the maintenance and repair history of all equipment.
     12. Supplier will complete all transition requirements, including but not limited to, transferring project documentation that accurately describes the EBT systems on the date of award.