

## **ADDENDA 6 - TRAINING**

### **STAFF TRAINING**

The Contractor 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 Contractor shall provide written training materials about the system to be used by state and county workers. In addition, the Contractor 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 Contractor modifies functionality of the system.

#### 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 Contractor 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). The material shall cover 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 Contractor modifies functionality of the Administrative terminal. The Contractor shall provide a training module describing the detail and use of the reports generated by the EBT system. In addition, the Contractor 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.

The administrative terminal query functions shall be designed in accordance with requirements set forth by the State in the Design, Operations and Use Cases document. Response times on queries will be agreed upon and set forth in the Design, Operations and Use Cases document but shall not exceed 15 seconds.

#### 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 Contractor 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). The material shall cover 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 Contractor modifies functionality of the Data Warehouse.

The Data Warehouse query functions shall be designed in accordance with requirements set forth by the State in the Design, Operations and Use Cases document. Response times on queries will be agreed upon and set forth in the Design, Operations and Use Cases document.

## **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 contractor.

### **Client Web Portals**

Client training for the web portals will be provide on the web portals, assistance with the portals will be provided by the Contractor Help Desk.

## **PROVIDER TRAINING**

The Contractor 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 should 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

## **RETAILER TRAINING**

The Contractor has the sole responsibility for training of retailers. Training shall include a mix of methods and materials. The State shall have final approval of all training material. The Contractor shall provide initial and ongoing training and training material to retailers participating in the EBT program.

### Printed 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 Bidder shall propose 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 Contractor will safeguard retailer data consistent with 7 CFR 278.1(q)
- Quick Reference Guide
- POS Back-up/Manual Voucher Procedures and Instructions
- Retailer Web

## **MANUALS**

The Contractor 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 Contractor modifies functionality of the system.

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