

Maine NCS RFP requirements

8.2 WIC Program Overview

Please see below, key statistics on the state of the Maine

Maine MIS requirements

Current MIS- SPIRIT hosted on premises in the State of Maine. Current EBT processor is Solutran. Maine uses the Solutran system that is hosted by the Solutran in Minnesota with 2 backup data centers in Omaha and Minnesota. Batch processes are nightly with real time webservices.

Current Caseload- 16,000

Count of Clinic Environments- 61

Vendor Population-243

Breakdown of equipment type-integrated only

State of Maine is currently implementing EBT. Statewide rollout completion 9/30/20

Average number of transactions monthly- unknown

Count of cards issued over the past year-n/a

Calls to IVR-Customer Service-n/a

Multiple APL-no, Maine uses one APL

8.4.1 Project Manager

The eWIC Service Provider Project Manager shall participate, as dictated by the state, in daily Scrum Meetings.

Maine shall be assigned one full time State Project Manager for all phases of implementation and operations.

8.8.8.1 WIC Card and PIN Issuance

All cards will be issued over-the-counter at WIC Clinics only, the Contractor will not have any responsibility to mail cards to WIC participants. Card stock will be provided by the Contractor, but the card inventory process will be managed by the Maine WIC Management Information System Spirit (MIS). Proxy Cards will not be used, so there will be a maximum of one active card allowed per household account throughout the contract term.

8.15 Cardholder Customer Service

Help Desk and IVR support must be provided to Participants in the following languages at no additional cost:

- English

- Spanish

Please provide pricing in section 13.7.1 Pricing for NCS EBT – Optional Requirements.

8.15.3 Text Messaging

The Contractor shall provide automated text messages to WIC Participants who have authorized text messaging for the following events:

- When benefits have been added to the Participant's account.
- Forty-eight hours prior to expiration, benefits expiring in the Participant's account.
- Clinic appointment reminders
- Storm or other closings
- Ad hoc messages that the local agency or the state chooses to send

8.18 WIC Retailer (WIC Vendor) Management

Help Desk and IVR support must be provided to WIC Vendors in the following languages to Participants at no additional cost:

- English
- Spanish

Please provide pricing in section 13.7.1 Pricing for NCS EBT – Optional Requirements.

8.19.1 WIC Participant Training Materials

Written participant training materials (client brochures) will be provided in the following twenty-eight (28) languages at additional cost identified herein:

- Amharic, Arabic (including Sundanese), Acholi, Bengali, Cambodian, Dari, English, Farsi, French, Khmer, Kinyarwanda, Kirundi, Lingala, Maay, Mandarin, Pashto, Portugese (Brazilian, Creole and European), Rundi, Russian, Spanish, Somali, Swahili, Thai, Tigrinya, and Vietnamese.

Please provide pricing in section 13.7.1 Pricing for NCS EBT – Optional Requirements.

8.19.3 State and Clinic Training Materials

The Contractor shall conduct two (2) training sessions for approximately 90 WIC Staff, including Vendor Management Agency, State Administrative and State Trainers on pertinent aspects of the Contractor eWIC solution; including administrative functionality, navigation, reporting, and problem resolution. This training will be conducted in Portland and Bangor to groups of 40-50 trainees. All training will be conducted in English and be performed on an agreed upon schedule. Additionally, UAT training will be performed prior to UAT testing. Further details of the content are listed below

Vendor Training- Administrative terminal, POS device, Retailer vendor portal, reviewing transactions and problem resolution.

Settlement training- Reconciliation reporting.

Local Agency training- Preparing card holders IVR and other self-service solutions available to the participant for pin setting and account details, demonstration of a pos, administrative reports and problem resolution.

UAT-on site UAT support, including preparation prior to UAT.

State of Maine Office of Information Technology

- a. All IT products must be accessible to persons with disabilities and must comply with the State Accessibility Policy and the Americans with Disabilities Act.
- b. All IT applications and content delivered through web browsers must conform to WCAG 2.0 Level AA.

State of Maine Deployment Certification requirements and policies:

- i. Other deliverables:
- ii. SOC2 Type2 latest audit report must be provided for review
- iii. Architectural Diagram.
- iv. High and Medium severity vulnerabilities detected during security scanning and reviews must be remediated prior to production launch.
- v. Performance reports demonstrating high availability, performance, and uptime.
- vi. Security Plan
- vii. Disaster Plan: All redundancies, back up, disaster and recovery and business continuity methods fully elaborated and documented.
- viii. All data will be encrypted in flight and at rest.

8.18.9 Farmers Market Nutrition Program (FMNP)

- A. The EBT Contractor shall provide the above support, including the deployment of wireless POS devices, to certain WIC Vendors such as those participating in FMNP. Please see 13.12 (optional POS pricing) and 13.14 NCS WIC cost per case month pricing for FMNP.
- B. The Contractor shall process transactions from WIC Vendors authorized for the Farmers Market Nutrition Program (FMNP). For Farmers' Markets and/or FMNP, the following should be noted:
- C. FMNP benefits are issued to category 97, subcategory 000.
- D. Actual UPC/PLUs (similar to the use of PLU 4469 in category 19) are used within category 97 for the redemption of FNMP benefits.

- E. The Contractor shall support direct connection to the processor for Farmers Market app users to reduce processor costs.

The Contractor shall provide within its processing system the ability to limit the type of transaction the selected vendor type may process (e.g., Corporation, Farmers Market - CVB Only, Farmers Market - CVB and FMNP, etc.).

- F. The EBT Contractor will provide information of other FMNP transaction processing capabilities supported by using a mobile device or other technology. If available, the follow requirements must be met.
 - a. Mobile app is certified in Android and Apple IOS platforms
 - b. CVB and FMNP transaction processing is available and the transaction type can be selected prior to processing.
 - c. Card stock modifications to support mobile device processing will be included
 - d. Food items purchased will redeem items using the existing APL that supports the current CVB and FMNP program without significant modification.
 - e. Settlement and redemption data is available to the Farmer.
 - f. Customer service capabilities noted for EBT, is applicable to FMNP and CVB Farmers and Participants.