

## New York State WIC Appendix E-3

### 8.2 WIC Program Overview

Please see below, key statistics on the state of the NYS WIC program.

<b>Current MIS used</b>	NYS currently uses the Three Sigma- WOW system. The system is hosted by the NYS Office for Information Technology Services, with a primary data center in Albany, NY and backup data center location in Utica, NY. Current EBT contractor is using a hybrid WIC Universal Interface version 2012 with 2015 version void logic. Web service connectivity to the current EBT contractor is routed over VPN tunnel. Batch processes send and receive nightly files to and from the current EBT contractor over the Internet via SFTP.
<b>Current caseload</b>	As of June 2019, 366,859 active participants
<b>Count of clinic environments</b>	208 permanent clinic sites and 182 temp sites
<b>Vendor population</b>	As of August 2019, 2,580 authorized vendors
<b>Breakdown of equipment type</b>	As of August 2019, 1,110 stand-beside vs 1470 integrated vendors.
<b>Average number of transactions monthly</b>	Approximately 1.52M transaction monthly.
<b>Count of cards issued over past year</b>	From August 2018-August 2019 269,173 initial issuances and 26,505 replacement cards issued for lost/stolen/damaged
<b>Calls to IVR/live Customer Service</b>	Approximately 5,000 calls monthly.
<b>Multiple APLs Required</b>	Yes

Figure 1 Key Statistics on NYS WIC Program

#### 8.4.1 Project Manager

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

The New York WIC program shall be assigned one full time State Project Manager for all phases of implementation and operations.

#### 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 New York State WIC Management Information System (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. During Pilot and Statewide implementation, the Contractor shall ship cards to the Local Agencies at least thirty (30) days prior to their respective scheduled implementation dates. Also, during this time period, the Contractor shall maintain a minimum card stock inventory of 50,000 cards. After Statewide

implementation, the Contractor shall maintain an on-going minimum card stock inventory equal to 10% of the active WIC EBT cases.

### **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

Helpdesk and IVR support may be provided to Participants in the following languages at additional cost identified herein:

- Chinese (Mandarin)
- Russian
- Italian
- Korean
- French (Haitian) Creole
- Polish
- Arabic
- Bengali
- Yiddish

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

### **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.

### **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

Helpdesk and IVR support may be provided to WIC Vendors in the following languages at additional cost identified herein:

- Chinese (Mandarin)
- Russian
- Italian
- Korean
- French (Haitian) Creole
- Polish
- Arabic
- Bengali
- Yiddish

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 eleven (11) languages at additional cost identified herein:

- English
- Spanish
- Chinese (Mandarin)
- Russian
- Italian
- Korean
- French (Haitian) Creole
- Arabic
- Polish
- Bengali
- Yiddish

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 seven (7) training sessions for approximately 150 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 Albany to groups of 25-30 trainees. All training will be conducted in English and be performed on an agreed upon schedule aligned with pilot and statewide rollout dates. Additionally, UAT training will be performed prior to UAT testing. Further details of the content are outline in the table below:

Vendor Management Agency Training	Two (2) sessions in Albany, 25-30 staff, state will provide facility Content: <ul style="list-style-type: none"> <li>• Administrative Terminal</li> <li>• POS device</li> <li>• Retailer Vender Portal</li> <li>• Reviewing transactions/NTEs</li> <li>• Problem resolution</li> </ul>
Settlement Group Training	One (1) session in Albany, 15-20 staff, state will provide facility Content: <ul style="list-style-type: none"> <li>• EPPIC Reports</li> </ul>
Train-the-Trainer for state staff to prepare state staff to: <ul style="list-style-type: none"> <li>• handle EBT questions that arise during the T&amp;I contractor's face-to-face training for LA staff, and</li> <li>• to provide on-site support during roll-out</li> </ul>	Four (4) sessions in Albany, 25 staff, state will provide training facility Content: <ul style="list-style-type: none"> <li>• Preparing card holders (participants)</li> <li>• IVR for PIN setting</li> <li>• Demonstration of POS</li> <li>• Admin Manual Reports</li> <li>• Problem resolution</li> </ul>
UAT	On-site training for UAT, completed prior to UAT

Figure 2 WIC Staff Training Details