



Solicitation Information
20 Feb 2102

RFP# 7449500

TITLE: WIC Online Vendor Application

Submission Deadline: 19 March 2012 @ 11:30 AM (Eastern Time)

Pre-proposal conference: No

Questions concerning this solicitation must be received by the Division of Purchases at questions@purchasing.ri.gov no later than **2 March 2102@ 12:00 Noon (ET)**. Questions should be submitted in a *Microsoft Word attachment*. Please reference the RFP# on all correspondence. Questions received, if any, will be posted on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information.

SURETY REQUIRED: No

BOND REQUIRED: No

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Assistant Director for Special Projects

Applicants must register on-line at the State Purchasing Website at www.purchasing.ri.gov

Note to Applicants:

Offers received without the entire completed three-page RIVP Generated Bidder Certification Form attached may result in disqualification.

THIS PAGE IS NOT A BIDDER CERTIFICATION FORM

1. INTRODUCTION

The Rhode Island Department of Administration/Division of Purchases, on behalf of the Rhode Island Department of Health, Special Supplemental Nutrition Program for Women, Infants and Children Program (hereinafter WIC Program) is soliciting proposals, in accordance with the terms of this solicitation and the State's General Conditions of Purchase (available at www.purchasing.ri.gov), from qualified system development services firms to establish a contract through competitive negotiations for the design and development of a technical solution for an Online Vendor Application for WIC program retailers.

Funding is available through The United States Department of Agriculture (USDA). The initial project period is expected to begin in April, 2012 continue through December 31, 2012. A total of \$99,000.00 is available to fund the project. Applicants should submit a proposed budget for all required deliverables.

INSTRUCTIONS AND NOTIFICATIONS TO OFFERORS

- Potential offerors are advised to review all sections of this Request carefully, and to follow instructions completely, as failure to make a complete submission as described elsewhere herein may result in rejection of the proposal.
- Alternative approaches and/or methodologies to accomplish the desired or intended results of this procurement are solicited. However, proposals which depart from or materially alter the terms, requirements, or scope of work defined by this Request will be rejected as being non-responsive.
- All costs associated with developing or submitting a proposal in response to this Request, or to provide oral or written clarification of its content shall be borne by the offeror. The State assumes no responsibility for these costs.
- Proposals are considered to be irrevocable for a period of not less than sixty (60) days following the opening date, and may not be withdrawn, except with the express written permission of the State Purchasing Agent.
- All pricing submitted will be considered to be firm and fixed unless otherwise indicated herein.
- Proposals misdirected to other State locations or those not present in the Division of Purchases at the time of opening for any cause will be determined to be late and will not be considered. The official time clock is located in the reception area of the Division of Purchases, Department of Administration, One Capitol Hill, Providence, RI.
- In accordance with Title 7, Chapter 1.1 of the General Laws of Rhode Island, no foreign corporation without a Rhode Island business address, shall have the right to transact business in the State until it shall have procured a Certificate of Authority to do so from the Rhode Island Secretary of State (401-222-3040). *This is a requirement only of the selected applicant(s).*
- Proposals should include the offeror's FEIN or Social Security number as evidenced by a W9, downloadable from the Division of Purchases website at www.purchasing.ri.gov.
- Bidders are advised that all materials submitted to the State for consideration in response to this Request for Proposals will be considered to be public records, as defined in RIGL Title 38, Chapter 2, and will be released for inspection immediately upon request, once an award is made.

- It is intended that an award pursuant to this Request will be made to a prime Contractor who will assume responsibility for all aspects of the work. Joint venture and cooperative proposals will not be considered, but subcontracts are permitted, provided that their use is clearly indicated in the offeror's proposal and the proposed subcontractor(s) are identified in the proposal.
- The State of Rhode Island has a goal of ten percent (10%) participation by Minority Business Enterprises in all State procurements. For further information, visit the web site at www.mbe.ri.gov or contact dorinda.keene@doa.ri.gov . To speak with an MBE officer, please call (401) 222-6523.
- The purchase of services under an award made pursuant to this Request will be contingent on the availability of funds.
- Equal Employment Opportunity (RIGH 28-5.1) Declaration of Policy – (a) Equal opportunity and affirmative action toward its achievement is the policy of all units of Rhode Island State government, including all public and quasi-public agencies, commissions, boards and authorities, and in the classified, unclassified, and non-classified services of State employment. This policy applies in all areas where the State dollar is spent: in employment, public service, grants and financial assistance, and in state licensing and regulation. For further information, contact the Rhode Island Equal Employment Opportunity Office at 401-222-3090.

DEFINITIONS

Clinic	Subunit of a Local Agency, which is a WIC Service site
CFHE	Division of Community, Family Health and Equity
CVV	Cash Value Voucher (Fruit & Vegetable Check)
DFDD	Detailed Functional Design Document
DOA	Department of Administration
FNS	Food and Nutrition Service
FI	Food Instrument Rhode Island's paper-based food benefit
FMNP	Farmers' Market Nutritional Program
HEALTH	State of Rhode Island and Providence Plantations
Local Agency (LA)	Unit that administers WIC program under contract with HEALTH
Office	Office of Women, Infants, and Children (WIC Program)
OWVAS	Online WIC Vendor application system
Project Planning Coordinator	Planning services contractor's primary contact for project planning duties
Project Manager	Will handle day to day management of project and be primary point of contact

between contractor and Rhode Island WIC Program

RFP	Request for Proposal
RIFDA	Rhode Island Food Dealers Association
RIWEBS	Rhode Island's web-enabled WIC computer system
SA	WIC State Agency / Health
USDA	United States Department of Agriculture
UAT	User Acceptance Testing
Vendor	Grocery or pharmacy under contract with HEALTH to provide WIC food benefits to participants in exchange for WIC checks
WIC Program	Special Supplemental Nutrition Program for Women, Infants and Children

SECTION 2 – PURPOSE AND BACKGROUND

PURPOSE

The purpose of this Request for Proposals (RFP) is to solicit proposals to establish a contract through competitive negotiations for system development services, for the design, development and implementation of an Online WIC Vendor application (OWVAS) system. The required services include the development of an online new vendor application, re-application and vendor training as required by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). The specific details of the goods and services outlined by this RFP are described in further detail in the Scope of Work. The work performed will be for the Rhode Island Department of Health, Division of Community, Family Health and Equity and the WIC Program.

The goal of the Rhode Island Department of Health is to eliminate manual processing of vendor applications. Vendors seeking to become authorized or reauthorized as WIC providers currently complete a paper based application and send it to the state agency for processing. The Online Vendor Application will replace this paper based document with an online application process via the DOH Online Vendor Application website. The objective will be to accept vendor applications online, allow for automated assessment of the vendor applications, download authorized vendor agreements, and provide training (audio and/or video) for new and existing vendors. (Please note that the new vendors are required to attend an interactive training prior to or at the time of their initial authorization. Existing vendors are also required to attend an interactive training at least once every 3 years after initial authorization). A major part of this Web application would be the submittal of the vendor price survey data and uploading the data in the existing RIWEBS system on a regular basis. This will allow for quicker turnaround, less manual intervention and better tracking, audit trail, and document retention for the application process.

The Rhode Island Department of Health will hire an experienced developer to design and develop an online web system that will fulfill the following components of the vendor application process:

- The Online Vendor Application will be used to apply for authorization (new vendors) and reauthorization (renewal) as a WIC authorized store in the Rhode Island WIC program to provide supplemental foods to women, infants, and children. This application will be used to apply for only one store. A separate application is required for each different store.
- The application will show the current date. All fields will have corresponding instruction. Also there will be a link to the instructions if the applicants prefer to print the instructions.
- The application will have four parts
 - Part 1 - will be used by the owner/representative to pledge the store's acceptance of all the terms and conditions of participation
 - Part 2 - will be used to identify the store
 - Part 3 - will be used to identify the ownership of the store
 - Part 4 - will be used to train the vendors
- A signature page - "Understanding and Commitment" section of the application will be used as the signature page to proceed further with the application process. There will be a check box toward the end of the page to accept or decline the terms. If applicants accept the terms, they will be able to proceed to the next page otherwise the application will terminate by displaying user friendly message. It will be retailer's responsibility to send in a signed copy of agreement and application to the state office in a timely manner.
- Once the new vendor application is filled out, a price survey is completed and submitted, the vendor would be evaluated based on the information provided along with vendor prices for that peer group.
- The applicants will be asked if they want to submit the application. After submitting the application, a confirmation number and an option to print a copy of the application will be given to the applicants. An email will be sent to the applicant stating their confirmation number and their WIC state office staff contact information. State agency staff will also receive an email with the new applicants contact information and confirmation number.
- A Pending Applications tab will be added in RIWIC. On submittal, all new applications will be stored in Pending Applications in RIWIC. The application status will be stored in Pending Application under RIWIC and can be sorted by location or by date submitted.
- Daily batch will run and send out an email with the list of all applications that have PDF or audit attached to it along with their confirmation number. The daily email will be sent to vendor staff responsible for processing WIC applications.
- Rejected applications will be stored in RIWIC under Pending Applications for 6 months. Applicants will not be allowed to reapply within 6 months. Rejected applications will be deleted from the system after 6 months.
- If the contact person changes at any time during the store's authorization as a WIC vendor, the store is responsible for notifying the state vendor staff. This will not require a new application.
- Before acceptance as new vendor, the vendor must attend interactive training provided by state staff on regular basis. The online training would be available for 6 months for applying vendors to train other managers and staff members responsible for WIC transactions. Training and materials would be available in English and Spanish. The vendor must pass the online test in order to get a complete certificate of

training.

- The request for monitoring visits for the inventory readiness would be available online as well. These requests can be made after all the terms and conditions of new vendor application are met. The vendor unit would be notified of these requests via email.
- Re-applying vendors will be able to submit the application and prices online and get re-authorization certificates. The online price survey form will be sent to state via email, fax or mail.
- Vendors would be allowed to login to their account and be able to change some information such as the change of bank information, contact person or phone number.
- An interface would be required between the newly created online vendor application website and the current WIC IS RIWEBS system.
- A link to the online vendor application webpage will be available through the current Vendor WIC page on the Department of Health website.

BACKGROUND

The WIC Program (Special Supplemental Nutrition for Women, Infants, and Children) is funded by the Food and Nutrition Service (FNS), a Federal agency of the United States Department of Agriculture. WIC provides services to low-income pregnant, breastfeeding and non-breastfeeding postpartum women, infants, and children to age five (5). WIC's primary mission, as an adjunct to good healthcare, is to provide education for optimal nutrition during critical stages of growth and development. The program provides an array of support for families including breastfeeding support and promotion; referrals to needed medical and social services in the community; and assessment of client nutritional status. WIC must comply with all Federal and State reporting mandates.

The Rhode Island Department of Health's Division of Community, Family Health and Equity (CFHE) delivers WIC services at the local level by contracting with 11 local agencies (LA), non-profit community organizations, community health centers and hospitals. The LA's run a total of 27 clinics. The program serves approximately 28,000 participants per month. Local agency caseload can range from as low as approximately 500 to as many as approximately 2500.

In Rhode Island, nutritious foods are issued to WIC participants through Food Instruments (FIs). FIs are checks which state the food items and quantities that may be purchased by participants at authorized food retail locations. WIC FIs are printed and issued to participants at local clinic locations. FIs are typically issued 3 months at a time after the completion of certification appointments, which determine participant eligibility and required nutrition education appointments. The WIC participant, parent, guardian, caretaker, or proxy then redeems the FI(s) at a WIC-authorized retail location. The retailer deposits any FIs they receive as they would a personal check. The banking contractor then reduces the State's WIC account accordingly and performs settlement with retailers.

The Rhode Island WIC program issues an average of 120,000 FIs per month which include a regular WIC check and Cash Value Vouchers (CVV) for fruits and vegetables. Additional 7,000-22,000 checks are issued during June, July and August for the Farmers' Markets.

There are approximately 260 WIC approved retailers divided into 11 peer groups. WIC retailers include pharmacies, large chain stores, medium independent stores, small neighborhood grocery/convenience

stores, and a commissary. Each of these stores are authorized to accept WIC benefits for two years and are required to submit price surveys every six months or sooner if prices change. Any updates to the pricing must be manually input into the WIC IS system (RIWEBS). More than 60% of RI WIC authorized stores are smaller stores. There are approximately 83 approved Farmers' Markets vendors in Rhode Island.

Rhode Island Health officials and the RI WIC Program Chief have already laid the groundwork to begin the assessment of Rhode Island WIC vendors' capabilities to support an Online WIC Vendor Application system (OWVAS). The RI WIC Program works closely with the Rhode Island Food Dealers Association (RIFDA) and will work closely with Rhode Island grocers to define the current systems environment of all WIC authorized vendors and to determine the OWVAS technology and business alternative that will be affordable for Rhode Island within its administration grant but also represent a positive return on investment and processing time for the majority of Rhode Island's authorized stores.

Covansys Corp (now known as Computer Sciences Corp (CSC)) developed and supports Rhode Island's web-enabled, centralized, online application using a single database computer system known as RIWEBS. This system was implemented in 2006. The RIWEBS system consists of software written for PC-based computers that reside in WIC Clinics and the State WIC Office. The web-enabled architecture operates in a real-time environment and allows participant information and transfers to occur instantaneously. Food instrument issuance information is transmitted to the contract banking agent on a nightly basis along with authorized vendor list and approved prices for each peer group. The bank pays the appropriate vendor for the FIs presented by authorized vendors through their bank.

SECTION 3 – PROJECT OVERVIEW, TIMELINES, AND SCOPE OF WORK

PROJECT OVERVIEW

The Rhode Island WIC Program requires a complete online system development that provides for an online vendor application for new and re-applying vendors, online price updates and trainings.

Business Model

- **Problem:** Currently, the vendors fill out a paper application along with price surveys and send it to the WIC program office through mail or drop it off at the state office. Some of the common problems the applicants and program face through this process are: the applicants tend to overlook mistakes and forget to fill out required fields since the form does not have any type of validation control and limitation to check the status of their application. Additionally, the program's staff productivity is affected due to incomplete and/or illegible paper applications.
- **Solution:** The purpose of this project is to automate the basic paper application with an online application. The online application will benefit both the vendors and the WIC program. The applicants will know when they make a mistake and what they need to do to correct it with the help of the validation controls. Also the vendors will receive an email as they submit their application stating their confirmation number and State office contact information. This will enable the applicants to check the status of their application faster. Additionally, this transition will improve tracking the applications through the state office process. Data consistency will increase by capturing all the required information, conducting price validations and increasing productivity of the Program by reducing processing time.

Current Process Flow

- State office mails paper applications to vendors.
- The vendors fill out paper application and send it to the WIC program.
- The WIC vendor staff review the application and enter the demographic information into the RIWEBS system.
- The WIC vendor staff review the required data, notify the vendor about the missing information and either approves or rejects the vendor.
- Prices are reviewed, and adjusted according to peer group prices in RIWEBS.
- After receiving all the information and reviewing, the vendor is required to attend training.
- The WIC staff will send an inspector to monitor the store.
- The program sends out an approval or a rejection letter to the applicant (Vendor).

Future Process Flow

- The vendors will apply online through the Online Vendor application
- Upon submittal, the applicants will be given a confirmation number and an option to print their completed form for future reference
- The applicants will receive an email stating their confirmation number and state staff contact information
- New applications will be stored in Pending Application tab in RIWIC and On-line Vendor Application website
- WIC Staff will review and schedule an interactive training session.
- State Staff will visit the store for monitoring.
- The program will either approve or reject the vendor and update the Online Vendor database.
- The vendor will receive an approval or a rejection email and a letter from the WIC program.

Requirements Definition

Overview and Approach

- The Online Vendor Application will be used to apply for authorization (new vendors) and reauthorization (renewal) as a WIC authorized store in Rhode Island WIC program to provide supplemental foods to women, infants, and children. This application will be used to apply for only one store. A separate application is required for each different store.
- The application will show the current date. Each field will have corresponding instruction. Also there will be a link to the instructions if the applicants prefer to print the instructions.
- The application will have Four parts
 - Part 1 - will be used by the owner/representative to pledge the store's acceptance of all the terms and conditions of participation
 - Part 2 - will be used to identify the store
 - Part 3 - will be used to identify the ownership of the store
 - Part 4 - will be used to perform Online training
- "Understanding and Commitment" section of the application will be used as the signature page. There will be a check box toward the end of the page to accept or decline the terms. If applicants accept the terms will precede to the next page otherwise the application will terminate by displaying user

friendly message. Applicant is responsible to send the signed application and agreement to state office in a timely manner. There will be an option to print complete application and agreement once application is complete.

- The applicants will be asked if they want to submit the application. After submitting the application, confirmation number and an option to print a copy of the application will be given to the applicants. An email will be sent to the applicant stating their confirmation number and contact information for WIC state office staff. State agency staff will also receive an email with the new applicants contact information and confirmation number.
- A Pending Applications tab will be added to RIWIC. On submittal, all new applications will be stored in Pending Applications in RIWIC. The application status will be stored in Pending Application under RIWIC and can be sorted by store location or by date submitted.
- Daily batch will run and send out an email with the list of all applications that have PDF or audit attached to it along with their confirmation number. The daily email will be sent to WIC vendor staff.
- Rejected applications will be stored in RIWIC under Pending Applications tab for 6 months. Rejected applicants will not be allowed to reapply within 6 months from the date of the application. Rejected applications will be deleted from the system after 6 months.
- If the contact person changes at any time during the store's authorization as a WIC vendor, the store is responsible for notifying the state vendor staff. This will not require a new application.

Detailed Requirements

Reauthorization:

- Reauthorization or renewal is done every 2 years and the fields will be pre-populated.
 - Vendors will login into Online Vendor Application website. There will be a link for vendors seeking reauthorization or renewal in the Vendor Application secure page under My Stores tab.
 - Applicants need to select the vendor id of the store they need to renew from the list
 - Once the vendors accept the Terms and Conditions, and acknowledge reading all the training materials, the Online Vendor Applications will be opened with pre-populated fields. The vendors will be able to verify that all the information is still correct before submitting. Vendor will send signed application and agreement to state office in a timely manner. If any vendor has not attended an interactive training within last three years, they will be required to attend interactive trainings as part of reauthorization process.
 - Vendor will submit a new Price survey. The form could be downloaded and mailed to state office or could be emailed to office with the complete price list.
 - Applicants can edit everything except vendor id.

Authorization: New Applicants:

- For authorization, the fields will not be pre-populated since they are new applicants.

Part I - Understanding and Commitment

- Add check box to Accept or Decline the terms and conditions of participation.
- Declining the terms and conditions – the application will terminate.
 - The applicant will get a friendly message that says “Good Bye. You have chosen to decline the terms and conditions. You are now leaving the Online Vendor Application. To access the page, you must start again.”
- Accepted the agreement – the applicants will proceed to Store Identification page which will be part II

Part II - Store Identification

- When the applicants complete the Store Identification section, they will have the option to go back to the previous page or proceed to Ownership Identification page, which will be part III.

Part III – Ownership/Identification

- When the applicants complete the Ownership Identification section, they will have the option to go back to the previous page or proceed to Training page, which will be part IV.
- When the applicants click the Submit button, they will be asked if they want to start the online training with Yes or No option.

Part IV – Training

- After the training is complete, the applicant is given a test to evaluate the knowledge of WIC vendor rules, policies and procedures. These training questions would change with each taking of the test to ensure vendors really understand what they are being trained on.
- Applicant could take the test multiple times.
- Application can be submitted without the training but will not be approved until the training is finished.
- After submitting the application, confirmation number and an option to print a copy of the application will be given to the applicants
- Applicant can go back to finish training and indicate store readiness for inspection.
- An email will be sent to the applicant stating their confirmation number and State staff contact information.

Vendor would need to submit Price Survey as part of application completion requirement. Owners are required to complete these trainings.

Detailed specification:

Store Identification

- Store Name:
 - Text box, required, 30 char
- Store Type:
 - Dropdown list : Grocery store, Pharmacy, Grocery & pharmacy or other
- Store Physical Location:
 - Street, city, state, & Zip – all are required

- Street – text box, max length 30
 - P. O. Box – optional, max length 5
 - Suite – optional, max length 5
 - City – text box, max length 30
 - State - dropdown list – (RI, MD, OH, NY, NJ, DE, WV), max length 2, defaulted to RI
 - Zip code – numeric, max length 5, can not verify zip code except the format
- Store County: only for Rhode Island
 - Dropdown list, max length 50
 - County Code – populated, max length 2, numeric (integer)
- Store Mailing Address:
 - Add check box – ‘Same as store location’
 - If ‘Same as store location’ checkbox is selected, don’t need to show the rest of the store mailing address field
 - Street – text box, max length 30
 - P.O. Box – text box, max length 5
 - Suite – text box, max length 5
 - City – text box, max length 30
 - State – dropdown list - (RI, MD, OH, NY, NJ, DE, WV), max length 2, default to RI
 - Zip – text box, max length 5
- Store Telephone:
 - Numeric, required, area code – max length 3; Phone number – max length 7; Ext – numeric, max length 5, optional
 - Fax – optional, area code – 3; fax no - 7
- Store Email Address:
 - Required, add email expression validation, max length 50
- Store contact person:
 - Name – text box, required , max length 40
 - Position Title: optional, textbox, max length 15
 - Contact Email Address – optional, text box, max length 50
- Store Measurement:
 - Store size: Text box, numeric, required, max length 6
 - number of cash registers, Text box, numeric, required, max length 3
 - number of cashiers, Text box, numeric, required, max length 3
- Store scanners:
 - Do you have scanners? Check box, Yes or No, max length 1 and number of cash registers with scanners, Text box, numeric, max length 3
 - Do you have EBT? Check box Y & N, max length 1 and number of cash registers with scanners, Text box, numeric, max length 3
 - Do you scan for WIC items? Check box, Yes or No, max length 1 and number of cash registers with scanners, Text box, numeric, max length 3
- Annual sales:
 - Food sales - Text box, must fill at least one of the three subsequent fields labeled “Last tax year gross food sales”, “Last quarter gross food sales”, and “Last month gross food sales”, max length 11

- Non-food sales – Text box, must fill at least one of the three subsequent fields labeled “Last tax year gross non-food sales”, “Last quarter gross non-food sales”, and “Last month gross non-food sales”,, max length 11
- Total sales - Text box, must fill at least one of the three subsequent fields labeled “Last tax year gross sales”, “Last quarter gross sales”, and “Last month gross sales”,, max length 11
- Store wholesalers:
 - Dropdown list
 - Add “Others” option with a Text box, max length 50
 - Should be one of the two (dropdown or others)
- Store Hours:
 - Add check box – Open at least 8 hours a day, 6 days a week
 - Add check box – Open 24 hours 7 days a week
 - Add text boxes for opening and closing time for each day of the week
- Food stamp Authorization:
 - Add check box if Pending Food Stamp Authorization
 - Stamp # is required, numeric, max length 7
 - Authorization date required – date/time, max length 8
 - Owner(s) name(s) Printed on the Permit - Text box , multiple line, max length 500

Ownership Identification

- Vendor Type / Type of business structure:
 - Dropdown list: Sole ownership, partnership, Public corporation, Private Corporation or other, max length - 1
 - Add two questions under it:
 - Is the store a franchise? - Check box yes & no, max length 1, if yes, give name/Address: Text box – 50 char
 - If a corporation, give the corporate ID number from the secretary of state: - Text box, max length 50 char
- Federal employer identification Number (FEIN)
 - Numeric, required, max length 9
- Rhode Island Sales Tax Permit #
 - Numeric (Alpha Numeric) , required, max length 11
- Owner’s location
 - Street – text box, max length 30
 - Apartment – optional, max length 5
 - P. O. Box – optional, max length 5
 - Suite – optional, max length 5
 - City – text box, max length 30
 - State- dropdown list with 50 states, max length 2
 - Zip – text box, numeric, required, max length 5

- Owner’s Mailing address
 - Add a check box that says “Same as Owners business location”. If not
 - Plaza or s/c – optional, text box, max length 30
 - Street – required, text box, max length 30
 - Apartment – optional, max length 5
 - P. O. Box – optional, max length 5
 - Suite – optional, max length 5
 - City – required, text box, max length 30
 - State – required, dropdown list, max length 2
 - Zip – required, numeric, max length 5

- Owner’s telephone #
 - Add telephone # - text box, required,
 - Area code: required, max length 3
 - Phone #: required, max length 7
 - Extension: optional, max length 5
 - Owners Contact Name – text box, required, max length 40
 - Add contact title: optional, max length 15

- Owners Email Address
 - Required, text box, add email expression validator, max length 50

- Total # of Stores Owned:
 - Total number of stores owned - numeric, required, max length 4

Note: The definition of any terms used in the application can be seen in help screen or by placing the mouse on the word or phrase, a box would pop-up with small definition of the term.

PROJECT MANAGEMENT

While the Department of Health/WIC Chief will have overall decision-making authority for the Online WIC Vendor application project, day to day management of the project will be performed by the project manager assigned by the Rhode Island WIC Program. The project manager will be the primary point of contact between the Contractor and the Rhode Island WIC Program.

CONTRACT TERMS AND SCHEDULE OF EVENTS

The contract term and schedule of events set out herein represent Rhode Island WIC’s process, which shall be followed.

Event
RFP Issued approx. 2/20/12
Due Date for written questions 3/2/12
Due Date for answers to questions 3/12/12
Closing date and time for public acknowledgement of receipt of proposals 3/19/12
Estimation completion of proposal evaluation and contract selection TBD
Estimated Anticipation of award announcement

TBD
Signing of contract (Please note that contractor signs and then director of health signs) TBD
Estimated when contract would become effective (April, 2012)

Below lists the major project phases, which will be complete by September 30, 2012. The starting date for the project is based on Food and Nutrition Service approvals as well as Rhode Island's purchasing approvals.

Task #	Task Name
1	Design of Online Web Application
2	Development of Application
3	UAT
4	Implementation

ACCESS TO FACILITIES

The Rhode Island WIC Program shall provide the successful contractor with reasonable access to the Program's personnel, documents and equipment during normal business hours. There will be no access after hours. The contractor must provide their own supplies. Reasonable use of the WIC office equipment (such as photocopy machines, facsimile and telephones) shall be at the discretion of the Rhode Island WIC Program.

SCOPE OF WORK

The scope of work for this project will include the following:

The selected contractor will be asked to provide step by step planning, development, testing and implementation plans.

Planning and Design Web Application: The successful contractor shall plan and design the new Vendor Web system according to the needs and requirements of RI Department of Health, WIC program, contractor and the Rhode Island Food Dealers Association vendor committee. Planning should also include any requirement to purchase software and hardware depending on any new equipment needs. The contractor would evaluate the need of security software that would allow secure access to the Vendor website and to the database. There would be an interface between current RIWEBS system and new online WIC Vendor System. This interface would perform regular price checks and updates to RIWEBS, provide vendor application status from RIWEBS to Vendor website, validate the peer groups and so on.

Development of Web Application: The successful contractor will develop the Online Vendor Web Application according to specifications provided by State office staff. The contractor will develop a Detailed Functional Design Document (DFDD) and deliver following Web application functionalities:

- New vendors applying for WIC program
- Renewals for existing vendors
- Training for old and new vendors
- Update information of all vendors
- Login for all vendors to check their accounts and status
- Fill able Price survey form for vendors

Testing and Pilot: User Acceptance Testing (UAT) and pilot of the developed Web application will be performed according to state defined procedures. UAT will be performed by state staff and some selected members of the vendor community. The contractor will provide UAT environment for state staff to test the system effectively. Once the web application is tested, major chain stores would pilot the system for two months. The manual process will continue to be used until all testing during the pilot is complete and has met all requirements.

Implementation: The successful contractor shall complete the testing and implement the system to be used statewide. The contractor will work with State program staff to complete the implementation and provide training. Any issues discovered during implementation would be handled accordingly.

All deliverables may be subject to more than one round of revisions and will not be paid for until final acceptance from the state and FNS.

CLAS Language

Cultural Competence

Cultural competence is the integration and transformation of knowledge about individuals and groups of people into specific standards, policies, practices and attitudes used in appropriate cultural settings to increase the quality of services, thereby producing better outcomes. Competence in cross-cultural functioning means learning new patterns of behavior and effectively applying them in appropriate settings.

Limited English Proficiency

Under the authority of Title VI of the Civil Rights Act of 1964, Presidential Executive Order No. 13166 requires that recipients of federal financial assistance ensure meaningful access by persons with limited English proficiency (LEP) to their programs and activities. A 2002 report from the U.S. Department of Justice, *Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*, provides guidance on uniform policies for all federal agencies to implement Executive Order No. 13166. Further, the National Standards for Culturally and Linguistically Appropriate Services in Health Care (CLAS Standards) issued by the Federal Office of Minority Health in 2004 outline mandates, guidelines, and a recommendation for the provision of language access services, culturally competent care, and organizational supports for cultural competence in health care settings. CLAS Standards 4-7 (see below) are mandates and address language access services that should be provided by every organization that receives federal funding, whether directly or indirectly.

Effective immediately, all vendors who contract with HEALTH must perform the following tasks and provide documentation of such tasks upon request of a HEALTH employee:

1. The supports and services provided by vendor shall demonstrate a commitment to linguistic and cultural competence that ensures access and meaningful participation for all people in the service area or target population. Such commitment includes acceptance and respect for cultural values, beliefs and practices of the community, as well as the ability to apply an understanding of the relationships of language and culture to the delivery of supports and services. Vendor shall have an education, training and staff development plan for assuring culturally and linguistically appropriate service delivery.
2. Vendor shall have a comprehensive cultural competency plan that addresses the following: 1) the identification and assessment of the cultural needs of potential and active clients served, 2) sufficient policies and procedures to reflect the agency's value and practice expectations, 3) a method of service assessment and monitoring, and 4) ongoing training to assure that staff are aware of and able to effectively implement policies.
3. Vendor shall have a plan to recruit, retain and promote a diverse staff and leadership team, including Board members, representative of the demographic characteristics of the populations served.

4. Vendor shall assure equal access for people with diverse cultural backgrounds and/or limited English proficiency, as outlined by the Department of Justice, *Prohibition Against National Origin Discrimination Affecting Limited English Proficient Persons*. Vendor shall provide language assistance services (i.e. interpretation and translation) and interpreters for the deaf and hard of hearing at no cost to the client.

National Standards for Culturally and Linguistically Appropriate Services in Health Care

Culturally Competent Care (Standards 1-3)

Standard 1

Health care organizations should ensure that patients/consumers receive from all staff member's effective, understandable, and respectful care that is provided in a manner compatible with their cultural health beliefs and practices and preferred language.

Standard 2

Health care organizations should implement strategies to recruit, retain, and promote at all levels of the organization a diverse staff and leadership that are representative of the demographic characteristics of the service area.

Standard 3

Health care organizations should ensure that staff at all levels and across all disciplines receive ongoing education and training in culturally and linguistically appropriate service delivery.

Language Access Services (Standards 4-7)

Standard 4*

Health care organizations must offer and provide language assistance services, including bilingual staff and interpreter services, at no cost to each patient/consumer with limited English proficiency at all points of contact, in a timely manner during all hours of operation.

Standard 5*

Health care organizations must provide to patients/consumers in their preferred language both verbal offers and written notices informing them of their right to receive language assistance services.

Standard 6*

Health care organizations must assure the competence of language assistance provided to limited English proficient patients/consumers by interpreters and bilingual staff. Family and friends should not be used to provide interpretation services (except on request by the patient/consumer).

Standard 7*

Health care organizations must make available easily understood patient-related materials and post signage in the languages of the commonly encountered groups and/or groups represented in the service area.

Organizational Supports for Cultural Competence (Standards 8-14)

Standard 8

Health care organizations should develop, implement, and promote a written strategic plan that outlines clear goals, policies, operational plans, and management accountability/oversight mechanisms to provide culturally and linguistically appropriate services.

Standard 9

Health care organizations should conduct initial and ongoing organizational self-assessments of CLAS-related activities and are encouraged to integrate cultural and linguistic competence-related measures into their internal audits, performance improvement programs, patient satisfaction assessments, and outcomes-based evaluations.

Standard 10

Health care organizations should ensure that data on the individual patient's/consumer's race, ethnicity, and spoken and written language are collected in health records, integrated into the organization's management information systems, and periodically updated.

Standard 11

Health care organizations should maintain a current demographic, cultural, and epidemiological profile of the community as well as a needs assessment to accurately plan for and implement services that respond to the cultural and linguistic characteristics of the service area.

Standard 12

Health care organizations should develop participatory, collaborative partnerships with communities and utilize a variety of formal and informal mechanisms to facilitate community and patient/consumer involvement in designing and implementing CLAS-related activities.

Standard 13

Health care organizations should ensure that conflict and grievance resolution processes are culturally and linguistically sensitive and capable of identifying, preventing, and resolving cross-cultural conflicts or complaints by patients/consumers.

Standard 14

Health care organizations are encouraged to regularly make available to the public information about their progress and successful innovations in implementing the CLAS standards and to provide public notice in their communities about the availability of this information.

*** Mandates**

11-28-11

CONTRACTOR TASKS**Deliverable Number 1:**

Planning and Design Web Application – The contractor will Design the Online WIC Vendor application according to requirements of this proposal. The planning will include state office staff, contractor and Vendor committee as established by RI Food Dealers Association.

See Scope of Work for detailed description of tasks.

Deliverable Number 2:

Development of Web Application – During the development of application, RI state staff will be available to provide any input, documents or other technical questions which the contractor might need. The contractor will provide timely updates to the project manager and WIC chief. The contractor will provide Detailed Functional Designed Document (DFDD) after completion of application.

See Scope of Work for detailed description of tasks.

Deliverable Number 3:

Testing and Pilot: User Acceptance Testing will be performed by state staff and some select member of Vendor committee. Once the Web application is tested, major chain stores would pilot the system for two months. The manual process will continue to be used until all testing during the pilot is complete and has met all requirements

Deliverable Number 4:

Implementation: Implementation of the system would be statewide. Users would be given training and tools to use the application. The contractor is responsible for fixing any issues that arrive during implementation.

See Scope of Work for detailed description of tasks.

CONTRACTOR'S PROJECT COORDINATOR

The contractor shall designate one (1) person to act as the primary point of contact for project planning duties. This person shall be known as the Project Planning Coordinator and will attend approximately 3 on-site meetings at the Rhode Island Department of Health. These visits would include a kickoff meeting, quarterly status visits and a presentation of final application. The Project Planning Coordinator's duties shall include:

- Coordinate and manage all project planning activities and timelines.
- Responsible for coordinating and leading the project kickoff meeting
- Advise the RI WIC Project Manager and others on OWVAS status on all matters related to the project's status, including weekly and monthly status reports and agendas for all meetings
- Lead reoccurring project status calls with State staff and FNS
- Will respond to inquiries from the RI WIC Project Manager and WIC Chief within 4 hours or less and be available to the OWVAS team via phone and email
- Shall provide all associated documents in electronic format and electronic version

SECTION 4: PROPOSAL SUBMISSION

Questions concerning this solicitation may be e-mailed to the Division of Purchases at questions@purchasing.ri.gov no later than the date & time listed on the cover sheet of this solicitation. **Questions should be submitted in a Microsoft Word attachment.** Please reference the RFP/LOI # on all correspondence.

Answers to questions received, if any, will be posted and answered on the Internet as an addendum to this solicitation. It is the responsibility of all interested parties to download this information. If technical assistance is required to download, call the Help Desk at (401) 574-9709.

Offerors are encouraged to submit written questions to the Division of Purchases. **No other contact with State parties will be permitted.** Interested offerors may submit proposals to provide the services covered by this Request on or before the date & time listed on the cover sheet of this solicitation. Proposals received after this time and date, as registered by the official time clock in the reception area of the Division of Purchases will not be considered.

Proposals should include the following:

1. A completed and signed three-page RIVIP generated bidder certification cover sheet downloaded from the RI Division of Purchases Internet home page at www.purchasing.ri.gov.
2. A completed and signed W-9 (taxpayer identification number and certification). Form is downloadable at www.purchasing.ri.gov.
3. A separate Technical Proposal describing the qualifications and background of the applicant and experience with similar projects, and all information described earlier in this solicitation, as well as the work plan or approach proposed for this requirement.
4. A separate, signed and sealed Cost Proposal reflecting the hourly rate, or other fee structure proposed to complete all of the requirements of this project. The fixed price amount and the Bidder's total estimated cost for the services are inclusive of any and all tax liability (including federal, state, local and other), which may be incurred by the Bidder for any activities defined in this RFP.

The State will absorb all costs associated with linking the HEALTH WIC MIS system with bidders' MIS system, such as bidder's telecommunications linkage, software installation or modification, intermediary software, etc.

Licensing fee, if any, for any recommended commercial software should be listed and cost out.

5. In addition to the multiple hard copies (7) of proposals required, respondents are requested to provide their proposal in electronic format (1 CD Rom) Microsoft Work /Excel or PDF format is preferable. Only 1 electronic copy is requested and it should be placed in the proposal marked "original".

The Technical Proposal must contain the following sections:

- **Executive Summary**

The Executive Summary is intended to highlight the contents of the proposal and to provide State evaluators with a broad understanding of the offeror's approach and ability, including prior experience with similar projects.

- **Offeror's Organization and Staffing**

Provide a description of staffing, including an organizational chart highlighting the person(s) or unit(s) responsible for this project should be demonstrated.

This section shall include identification of all staff and/or subcontractors proposed as members of the project team, and the duties, responsibilities, and concentration of effort which apply to each, as well as resumes, curricula vitae, or statements of prior experience and qualifications.

- **Financial Stability**

Rhode Island WIC Program reserves the right to require proof of an offeror's financial security. Include a description of the business background of the applicant and any subcontractor(s) proposed, including a description of their financial background, audited financial statements for the previous three years (cash flow statement or "statement of changes in financial condition"), or a current Dun and Bradstreet rating. The State may, at its option, obtain independent rating reports itself.

- **Management Plan for the Project**

Offerors must provide a comprehensive narrative statement that sets out the management plan they intend to follow and illustrates how their plan will serve to accomplish the work and meet the RI WIC Online Vendor application project schedule for the Design, Development and Implementation of OWVAS.

Offeror shall include an organizational chart specific to the personnel assigned to accomplish the work called for as listed in the RFP; illustrate the lines of authority; designate the individual(s) responsible and accountable for the completion of each component and deliverable of the RFP, and indicate the names of the personnel to be assigned to each task. If it is necessary to replace key staff during the project life cycle, Rhode Island reserves the right to review and approve replacements. The contractor will be responsible for ensuring project continuity and training staff replacements.

- **Work plan/Approach Proposed**

This section shall describe the offeror's understanding of the State's requirement, including the result(s) intended and desired, the approach and/or methodology to be employed, and how their methodology shall serve to accomplish the work and meet the Rhode Island OWVAS project schedule. This section shall include a discussion and justification of the methods proposed for each task identified in the **Scope of Work**. The work plan description shall include a detailed proposed project schedule by task, a list of tasks, activities and/or milestones that will be employed to administer the project, and the task assignments of staff members and level of effort for each linked to the Cost Proposal Summary.

- **Previous Experience and Background**

(This section shall include the following information:)

- Knowledge of current technology in web-based WIC systems
- Knowledge of WIC software and systems applications
- Knowledge of WIC Federal rules and regulations
- Understanding of WIC Program objectives and requirements, including knowledge of WIC fiscal and accountability requirements
- Understanding of WIC Program delivery
- Background and experience in Online application systems
- A list of at least three current and/or previous customers receiving services similar to those sought by the State. If previous customers, the names provided shall have been customers within the previous two years and at least one name shall have been a customer during the previous year. Information provided must include a contact name, address, and telephone number (and FAX No.).
- A description of the business background of the offeror (and all subcontractors proposed), including a description of their financial position, and
- The offeror's status as a Minority Business Enterprise (MBE), certified by the Rhode Island Department of Economic Development, and/or a subcontracting plan which addresses the State's goal of ten percent (10%) participation by MBE's in all State procurements. For further

information, call the MBE Officer at (401) 574-8670.

Responses (an original plus seven copies and one CD should be mailed or hand-delivered in a sealed envelope marked "**RFP # 7449500:WIC Online Vendor Application System**") to :

RI Department of Administration
Division of Purchases, 2nd Floor
One Capitol Hill
Providence, RI 02908-5855

NOTE: Proposals received after the due date and time listed on the cover sheet of this solicitation will not be considered. Proposals misdirected to other State locations or those not present in the Division of Purchases by the scheduled due date and time will be determined to be late and will not be considered. Proposals faxed, or emailed, to the Division of Purchases will not be considered. The official time clock is located in the reception area of the Division of Purchases.

SECTION 5: EVALUATION AND SELECTION

Proposals will be reviewed by a Technical Review Committee comprised of staff from State agencies that have experience with the requirements of this RFP. Applicants may be required to submit additional written information or be asked to make an oral presentation before the Technical Review Committee to clarify statements made in their proposal. Proposals will be reviewed and scored based upon the following criteria.

Executive Summary (up to 5 points)

Executive Summary highlights the contents of the Technical Proposal and provides State evaluators with a broad understanding of the offeror's technical approach and ability. The proposal must also contain a statement that the offeror shall comply with all of the provisions listed in this RFP.

Offeror Previous Experience and Background (up to 10 points)

The offeror shall provide documentation of the following experience and knowledge:

- Knowledge and experience with the USDA WIC functional requirements
- Knowledge skills and experience with regard to Online application systems
- Skill and experience in the dynamics of working communication and oversight of systems development contractors

Contractor's Organization and Staffing (Up to 10 points)

The offeror's personnel assigned to this project must provide a statement or proof of the following required credentials:

- Knowledge of current technology in web-based WIC systems
- Knowledge of WIC software and systems applications
- Knowledge of WIC Federal rules and regulations
- Understanding of WIC Program objectives and requirements, including knowledge of WIC fiscal and accountability requirements
- Understanding of WIC Program delivery

- Background and experience in Online Web application Project.

References (Up to 10 points)

Include a list of at least three current and/or previous customers receiving services similar to those sought by the State. If previous customers, the names provided shall have been customers within the previous two years and at least one name shall have been a customer during the previous year. Information provided must include a contact name, address, and telephone number (and FAX No.).

Financial Stability (up to 10 points)

Include a description of the business background of the applicant and any subcontractor(s) proposed, including a description of their financial background, audited financial statements for the previous three years (cash flow statement or "statement of changes in financial condition"), or a current Dun and Bradstreet rating. The State may, at its option, obtain independent rating reports itself.

Suitability of Approach / Methodology (up to 20 points)

This section should describe the offeror's understanding of the State's requirements including results intended and a work plan for accomplishing the results proposed. The work plan description should include a detailed proposed project schedule (by task), a list of tasks, activities, and/or milestones that will be employed to administer the project.

Management Plan for the Project (Up to 15 Points)

Offerors must provide a comprehensive narrative statement that sets out the management plan they intend to follow and illustrates how their plan will serve to accomplish the work and meet the RI WIC Online Vendor application project schedule for the Design, Development and Implementation.

Offeror shall include an organizational chart specific to the personnel assigned to accomplish the work called for as listed in the RFP; illustrate the lines of authority; designate the individual(s) responsible and accountable for the completion of each component and deliverable of the RFP, and indicate the names of the personnel to be assigned to each task.

Cost Proposal (up to 20 points)

Cost to Design, develop and implement all of the activities

Includes a completed ADDENDUM A. This form shall delineate all service charges by item.

Contains a payment plan and schedule, which relates to the actual services rendered.

Total Points For Required Services: 42

Points At Option of State: 70

Cost of Optional Activities: N/A

Total Points: 100

Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. ***A bidder must score a minimum of 42 points on the Technical Proposal or its Cost Proposal will be neither opened, nor reviewed, and the bidder will be disqualified from further consideration.***

Any proposal, which fails to achieve an aggregate point total of at least seventy (70%) of the maximum points available, shall be considered to be non-competitive and will not be evaluated further.

Notwithstanding the foregoing, the State reserves the right to award on the basis of best value. Proposals found to be technically or substantially non-responsive at any point in the evaluation process will be rejected and not considered further. The State also reserves the right to accept, or reject, all offers. The State may, at its sole option, elect to require presentation(s) by offerors clearly in consideration for award.

The Technical Review Committee will present written findings, including the results of all evaluations, to the State Purchasing Agent, or her designee, who will make the final selection for this requirement.

End

ADDENDUM A

The Bid Summary Form shall reflect a summary of the cost that the Bidder expects to charge. It will also include the estimated cost to the HEALTH for any additional hardware or software needed by HEALTH to implement the bidder's system. (These costs, though not part of the Bidder's Fixed Cost, shall be used in the evaluation of the proposed response). It shall also include costs for any options listed in this RFP.

Detailed Fixed Price Breakdown (Base period July 22, 2011 through September 30, 2012)

All costs are to be per Basic Cost transaction and based upon the specification stated in the RFP.

Deliverable Number 1:

Design and Planning Cost: _____

Deliverable Number 2:

Development of Web Application: Cost: _____

Deliverable Number 3:

Testing and Pilot: Cost: _____

Deliverable Number 4:

Implementation Cost: _____

Anticipated expense of travel to Rhode Island Cost: _____