

MSC eWIC Quality Assurance Contractor RFP 16-02

Responses to Bidder Questions Part 2

General Questions

1. Is there a page limitation on the response to this RFP?

There is no page limitation in the RFP, however bidders should be concise in responses and only include information requested in the solicitation.

2. Is the Business Auto Policy required for this solicitation?

Yes.

3. What type of proof is acceptable for a self-certification as a disadvantaged business?

Bidders must submit proof federal certification such as a letter from a federal agency awarding the certification.

4. Have any of dates changed on the Implementation Milestones since the RFP has been released?

No.

5. Have any of the contracts between the States/ICTA and eWIC processors been executed, if not what is the estimated execution date for the respective states?

The estimated start dates of the eWIC processor contracts are October to December 2016 for all three states.

6. Will the MSC please clarify the review and approval timeframes by the members for project deliverables? For example, some WIC programs use a 10 day review cycle with revisions required within 5 days of receipt of comments and final review within 2 days.

The MSC requires 10 business days to review deliverables and provide comments, the contractor will have up to 5 business days for revisions and then the MSC will provide final approval within 3 business days.

7. 1.2 Background. Please clarify when QA starts. The RFP QA states the User Acceptance Test is from January – February 2017 and MSC IAPD on pages 17-19 states that “Conduct UAT” for:

- **ITCA - 06/05/2017 to 06/09/2017**
Exhibit 12 ITCA eWIC IAPD schedule
- **New Hampshire - 05/29/2017 to 06/02/2017**
Exhibit 13 NH eWIC IAPD schedule
- **Kansas 05/23/2017 to 05/25/2017**
Exhibit 14 KS eWIC IAPD schedule

The QA expected contract start date is August 22, 2016.

8. 1.2 Background. Please clarify if the Kansas rollout begin in the same month September 2017 as pilot testing ends? Which four months are included in the Holiday pause for the Kansas Rollout?

Per the estimated schedule in the RFP, the Kansas three month pilot will begin June 2017 and end August 2017, with the one month pilot evaluation period ending in September. Statewide Rollout would begin September 2017. The schedules provided in the RFP are estimates. Depending on the final

schedule and if the State Agency chooses to implement a holiday pause, it would include November, December, January and February.

9. 2. General Information for Bidders. Will the MSC please clarify when they expect retailer certifications to begin and be completed?

Until the eWIC processor contracts are executed, that is unknown.

10. Exhibit B, Deliverable 1. We will be shipping via Federal Express and a phone number is required. Please provide POC phone number for FedEx shipping label.

The ITCA phone number may be used- 602-258-4822.

Exhibit B

11. Exhibit B, Deliverable 1. Does MSC consider this Kickoff meeting as the same “MSC eWIC Processor Kickoff Meeting” on page 22 and the “QA Project Kickoff Meeting” on page 29 in the Cost Proposal Sheet – Deliverable 1?

Does MSC anticipate one QA Kickoff meeting or a separate meeting for each MSC WIC Program?

There was an error on the title of Deliverable 1 on the Cost Proposal Sheet and it has been corrected. The QA Contractor will attend each State Agency’s eWIC Processor Kickoff Meeting, there will not be separate QA Kickoff meeting.

12. Exhibit B, Deliverable 1. Will the MSC please clarify how many design sessions are anticipated for MIS? How many design sessions are anticipated for eWIC?

Design sessions will occur during the first two-three months of the project and have historically been weekly. The frequency may change once we have the Readiness Assessment document. These meetings may have an online meeting component (i.e. GoToMeeting) as well as the conference line. The MSC is not able to provide a specific number of meetings that will be needed.

13. Exhibit B, Deliverable 1. Is the Communication Management Plan included as part of the deliverable Project Management Plan? Alternatively, if the Communication Management Plan is a separate deliverable, will the MSC add this deliverable on the Cost Proposal Sheet on page 29?

The Communication Management Plan is included as part of Deliverable No. 1 – Project Monitoring Plan.

14. Exhibit B, Deliverable 1. With the project duration from August 2016 – June 2018, does MSC anticipate two annual updates to the IAPD?

Yes.

15. Exhibit B, Deliverable 1. What entity is responsible for creating the integrated project schedule and is this a separate schedule for each MSC member or does it include all MSC members?

Each state’s separate project schedule will be developed by the QA Contractor and is expected to be a compilation of information provided by the eWIC Service Provider, MIS contractor and PM.

16. Exhibit B, Deliverable 1. Is there a separate monthly QA status report for each MSC member or is it one report that includes all MCS members?

It is one report for all MSC members.

17. Exhibit B, Deliverable 1. Will there be separate eWIC design sessions for Kansas and ITCA?

The majority of the eWIC design sessions for ITCA and Kansas will be held jointly.

18. Exhibit B, Deliverable 1. Request the MSC make available Appendix A: Functional Requirements from the MSC IAPD that defines the performance standards. The MSC IAPD is available at www.itcaonline.com as a PDF file and the attachment cannot be opened.

The document has been uploaded separately from the IAPD.

19. Exhibit B, Deliverable 2. The RFP description of this deliverable focuses mostly on plans and policies. Is MSC expecting on-site clinic site visits to perform the readiness assessment?

If the bidder determines on-site visits are needed, please include that in the proposal. It is not being required by the MSC.

20. Exhibit B, Deliverable 2. Please clarify if the QA contractor is responsible for conducting any QA activities for the MIS enhancements? If yes, please explain in detail what those responsibilities include.

Specific activities for Item 2,d include reviewing the MIS requirements documents already drafted by the MSC to ensure they account for MIS changes needed for eWIC implementation, answering questions, providing suggestions and input from what other states may have done in their MIS.

21. Exhibit B, Deliverable 3. The documentation review list when compared to the Project Management (PM) RFP reveals there are some documents that are not included on page 23 of the RFP. In order to properly scope the level of effort, should we assume that these eWIC Processor documents required in the PM RFP will require a QA review and assessment? For example, Detailed Functional Design Document is not included in the documentation review list.

The list in the QA RFP is not all inclusive and review of other plans or documents may be needed.

22. Exhibit B, Deliverable 4. The RFP discusses the review of eWIC processor test plans but does not clearly detail UAT activities. Will the MSC please clarify the QA responsibilities regarding UAT testing? Is the QA Contractor expected/ required to attend on-site each WIC program's UAT?

If the bidder determines on-site visits are needed during UAT, please include that in the proposal. It is not being required by the MSC.

23. Is the QA contractor expected to provide onsite support for Interface Testing and User Acceptance Testing?

If the bidder determines on-site visits are needed during UAT, please include that in the proposal. It is not being required by the MSC.

24. Exhibit B, Deliverable 5. How many retailer certifications is the MSC expecting for each MSC WIC Program? Does MSC require the QA contractor to provide on-site support for Retailer Certification?

There is a summary of the vendor readiness study in the IAPD that is posted on the ITCA website. The data was collected during the MSC Planning Phase and provides an estimate on the number of stores that are highly likely to integrate, potential candidates for integration and those that will most likely

have a stand-beside. If the bidder determines on-site visits are needed during vendor certifications, please include that in the proposal. It is not being required by the MSC.

- 25. Exhibit B, Deliverable 5. Is the QA contractor expected to provide onsite and/or remote support for eWIC vendor certification testing? If, so how many vendor certification tests are estimated?** *There is a summary of the vendor readiness study in the IAPD that is posted on the ITCA website. The data was collected during the MSC Planning Phase and provides an estimate on the number of stores that are highly likely to integrate, potential candidates for integration and those that will most likely have a stand-beside. If the bidder determines on-site visits are needed during vendor certifications, please include that in the proposal. It is not being required by the MSC.*
- 26. Exhibit B, Deliverable 6. Does MSC require the QA contractor to prepare the Pilot Readiness Assessment Report as one document that will include ITCA, Kansas and New Hampshire or three separate documents for each MSC WIC Program?** *The MSC expects three separate Pilot Readiness reports, one for each State Agency.*
- 27. Exhibit B, Deliverable 5b. Please confirm whether the retailer certification result reports would be required for in-lab “level II” certifications or also for “level III” onsite live shopping?** *The Retailer Certification Results report is required for level I and level II certifications. If level III certifications are completed by contract staff, then a report is required.*
- 28. Exhibit B, Deliverable 6b. In order to provide a retailer certification results report, will the QA contractor be onsite for in-lab “level II certifications?** *If the bidder determines on-site visits are needed for accurate reporting, please include that in the proposal. It is not being required by the MSC.*
- 29. Exhibit B, Deliverable 6b. Please confirm that onsite pilot support will be required for all three WIC agencies.** *Yes, on-site pilot support is required by all three State Agencies.*
- 30. Exhibit B, Deliverable 6b. ITCA and NH are expected to have their pilots begin in the same month and the QA contractor is required to have a staff member at each Pilot for the first two weeks. Please clarify if the pilots will begin on the same date or if one of the pilots will begin later in the month.** *The pilots for ITCA and New Hampshire will not begin on the same date.*
- 31. Exhibit B, Deliverable 7bii. Will the MSC please clarify how many rollout areas there are for each WIC agency, there seems to be a discrepancy between the RFP and the IAPD?**
- *ITCA will have 4 rollouts*
 - *Kansas will have 6 rollouts*
 - *New Hampshire will have 3 rollouts*

EXHIBIT D

32. Exhibit D, Deliverable 4. Should deliverable 4 follow the RFP language and be titled Testing Activities?

Yes. Exhibit D has been corrected to reflect the correct Deliverable Descriptions.