

Attachment A

to

RFP No. 4534

Mississippi State Department of
Health

WIC MIS Maintenance and
Operations

ITS Project No. 44596

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I. GENERAL

A. How to Respond

1. Beginning with Item 29, label and respond to each outline point in this section as it is labeled in the RFP.
2. The State is under the impression that Vendors have read and agree to all items in this RFP. Vendors should take exception to items to which they disagree.
3. The Vendor must respond with “WILL COMPLY” or “EXCEPTION” to each point in this section. In addition, many items in this RFP require detailed and specific responses to provide the requested information. Failure to provide the information requested will result in the Vendor receiving a lower score for that item, or, at the State’s sole discretion, being subject to disqualification.
4. “WILL COMPLY” indicates that the Vendor can and will adhere to the requirement. This response specifies that a Vendor or Vendor’s proposed solution must comply with a specific item or must perform a certain task.
5. If the Vendor cannot respond with “WILL COMPLY”, then the Vendor must respond with “EXCEPTION”. (See Section V of RFP No. 4534, for additional instructions regarding Vendor exceptions.)
6. Where an outline point asks a question or requests information, the Vendor must respond with the specific answer or information requested.
7. In addition to the above, Vendor must provide explicit details as to the manner and degree to which the proposal meets or exceeds each specification.

B. Mandatory Provision in Technical Requirements for this RFP

8. Certain items in the technical specifications of this RFP are MANDATORY. Vendors are specifically disallowed from taking exception to these mandatory requirements, and proposals that do not meet a mandatory requirement are subject to immediate disqualification.
9. Mandatory requirements are those features classified as “MANDATORY” in this Attachment A. Meeting a mandatory requirement means the Vendor meets the qualifications and experience required and/or requested functionality exists in the base solution. All Mandatory requirements must be available at the time of proposal submission.

C. Overview and Background

10. The Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) provides nutritious foods to eligible pregnant, postpartum, and breastfeeding mothers, infants, and children to five years of age at or below 185% of the Federal Poverty Level who are at nutritional risk. The United States Department of Agriculture (USDA) and Food and Nutrition Services (FNS) provides grants to the Mississippi State Department of Health (MSDH) WIC Program, which enters into agreements with local entities to offer eligibility determination, nutrition counseling, and related administrative services to WIC participants.
11. WIC services are delivered through three Regional Agencies and 12 Non-Profit Agencies, totaling 18 local agencies. The MSDH WIC Program serves approximately 65,195 participants per month through approximately 204 clinics statewide.

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12. The MSDH WIC Program manages and authorizes WIC benefits for eligible participants through the management information system known as *Successful Partners in Reaching Innovative Technology* (SPIRIT). SPIRIT was the first State Agency Model (SAM) developed after an initiative by FNS to plan, develop and deploy model management information systems to support State agencies. Since its inception, the program has grown significantly and has evolved to 23 State Agencies. The SPIRIT system currently supports 2,700 users and more than 417,000 participants throughout the nation.
13. MSDH SPIRIT is supported by Maintenance & Operation (M&O) and Maintenance & Enhancement (M&E) Contractors. Through an interface with SPIRIT, the current WIC Electronic Benefit Transfer processor, WIC Connect, receives accurate, updated retailer information and participant benefits. WIC participants apply their specific benefits toward approved products via EBT at authorized grocery retailers (WIC authorized vendors). The EBT Processor provides transaction data and real-time benefit balances and changes to SPIRIT.
14. Below are statistics that characterize typical MSDH WIC activity, even though the numbers and volumes fluctuate:
 - a. 20 MSDH State Office authorized users and administrators;
 - b. 900 local agency/clinic level users;
 - c. 205 individual WIC clinics;
 - d. Approximately 294 WIC authorized vendors;
 - e. Average monthly enrollment of approximately 72,363 participants;
 - f. Total participant record count on the current SPIRIT application is approximately 65,195 participants; and
 - g. The size of the current SPIRIT database is approximately 345 gigabytes.
15. Gainwell Technologies (formerly DXC Technologies and CSC Covansys Corporation) has performed the maintenance and operations (M&O) support functions for the SPIRIT MIS for the State of Mississippi since 2014.

D. Procurement Goals and Objectives

16. MSDH seeks an M&O Contractor to provide best practice maintenance, operations, and database support of the SPIRIT MIS.
17. MSDH seeks highly capable and fully competent M&O key personnel to provide the services sought by this RFP.

E. Statement of Understanding

18. Attendance at the Vendor Web Conference on Tuesday, July 2, 2024 at 11:00 a.m. Central Time is optional for any Vendor who intends to submit an RFP response.
 - a. To access the conference, Vendors must contact Solicitations Team via e-mail no later than Monday, July 1, 2024 at 12:00 p.m. to receive dial-in instructions.
19. The Mississippi State Department of Health (MSDH) seeks responses from vendors experienced in providing system maintenance and operations (M&O) for Management Information Systems (MIS) to support the provision of the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). Through this RFP, the State of Mississippi is accepting proposals for operations, maintenance,

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and support as required and approved by the State for the State-hosted WIC MIS known as SPIRIT.

20. An effort is currently underway to re-engineer the existing SPIRIT system to a browser-based interface, to be known as SPIRIT Web. The established backend database structure will remain relatively unchanged, but the client-based user interface will be replaced with a browser-based interface. The transition from SPIRIT Legacy to SPIRIT Web is expected to be completed by September 2024.
21. The awarded contractor will be required to provide M&O services for SPIRIT Legacy and SPIRIT WEB and assist in the transition to SPIRIT WEB, as defined further in this RFP.
22. The SPIRIT system is currently hosted by the Mississippi Department of Information Technology Services (ITS) private cloud environment.
23. When this RFP refers to M&O responsibilities related to the SPIRIT system, Contractor should assume that like responsibilities will apply to SPIRIT Web. Likewise, the functional and technical requirements and database functions of the SPIRIT system will apply to SPIRIT Web.
24. Below are links to websites that provide current WIC EBT policies, practices, and standards as they relate to WIC information system requirements. By providing a response to this RFP, Contractor acknowledges that the State expects the Contractor to know, understand, and comply with all such policies, practices, and standards applicable to the services sought by this RFP.
 - a. WIC EBT Operating Rules & Technical Implementation Guide: <https://www.fns.usda.gov/wic/wic-electronic-benefits-transfer-ebt-guidance>
 - b. FNS Handbook 901
 - c. USDA's Functional Requirements Document for a Model WIC System (FReD) including a comprehensive description of functions that can be automated to support the WIC Program, including:
 1. Certification;
 2. Nutrition Education, Health Surveillance and Referrals;
 3. Food Benefit Issuance;
 4. Food Benefit Redemption, Settlement, and Reconciliation;
 5. Financial Management;
 6. Caseload Management;
 7. Operations Management;
 8. Vendor Management;
 9. Scheduling;
 10. System Administration; and
 11. Reporting.Website: <https://www.fns.usda.gov/sso/wic-document-library>
 - d. USDA's APD website: [APD Statutes and Regulations | Food and Nutrition Service \(usda.gov\)](#)

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25. Additional resources may be found on the USDA/FNS website at FNS WIC Technology Partner (WTP) website: <https://www.fns.usda.gov/wic/partner>.

F. Current Environment

26. SPIRIT is an on-line, real-time, web-based system using Microsoft Smart Client technology. The SPIRIT application consists of the following high-level components: Web Server(s), Central Database Server(s), Client workstations, and Peripherals. Refer to Appendix 2 for the current server specifications.

27. The SPIRIT system supports about 900 users who provide services in about 205 clinics statewide. WIC services are provided in these clinics Monday through Friday. The end-users are equipped with MSDH standard desktop or laptop computers running Microsoft Windows. SPIRIT also supports clinic workflow through peripheral equipment attached to user computers—signature pads, scanners, and EBT card readers. The M&O Contractor does not maintain peripheral equipment.

28. Benefits are currently redeemed through a network of approximately 296 eWIC authorized vendors throughout the state. These processes run in the SPIRIT Production and User Acceptance Testing (UAT) environments. The Production, Training, and UAT environments are housed, maintained, and supported by the Mississippi Department of Information Technology Services (ITS) and MSDH. Each night, SPIRIT conducts backend processing, including:

- a. End of Day; and
- b. Transfer of benefit, EBT card, vendor, and food data to and from the current EBT contractor's system.

29. All SPIRIT servers are located at the ITS Data Center in Jackson, MS. MSDH does not expect the awarded vendor to provide any hardware or server upgrades during the life of this contract. Refer to Appendix 2 for information about current server specifications.

II. M&O CONTRACTOR/KEY PERSONNEL

A. Contractor Experience

30. **MANDATORY – Comparable Government Systems:** The Respondent must have provided maintenance and operations services for a WIC MIS of equivalent size and complexity to Mississippi's MIS (SPIRIT) within the last three years. At least two of the references submitted in Section IX of this RFP must substantiate this experience. Preference will be given to respondents whose experience includes M&O services for a WIC MIS.

B. Key Personnel

31. Contractor must demonstrate that all team members have the necessary qualifications and experience to fulfill the requirements of this RFP and to meet the service level requirements as specified in Table 3 of this document.

32. Preliminary Staffing Plan: The Contractor must provide and maintain a staffing plan that identifies the persons fulfilling the services required by this RFP. Contractor must submit a preliminary staffing plan (or sample plan of similar scope) with the proposal. At a minimum, key personnel must fulfill the roles and qualifications specified in Table 1 below. Staffing plans must address the following:

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- a. Job title, qualifications, and descriptions for each staff position;
- b. Disclosure of subcontractor roles and substantiation of M&O experience relative to this RFP;
- c. Plans for the replacement of departing temporary and permanent staff; and
- d. An updated organizational chart that shows the reporting structure and responsibilities of the Contractor’s staff and any Subcontractor staff.

Table 1 – Key Personnel Roles, Responsibilities, Qualifications

Role	Responsibilities	Preferred Qualifications
Project/Operations/Systems Manager	<ol style="list-style-type: none"> 1. Responsible for coordinating the overall project tasks. 2. Serves as the single point of contact between the Contractor and the State for all communications on all system-related issues. 3. Ensures performance is sustained, and deliverables are submitted on a timely basis. 4. Remains available during the entire contract term. 	<ol style="list-style-type: none"> 1. At least five (5) years of experience managing the maintenance and operations of systems similar in size and complexity to Mississippi’s SPIRIT. 2. At least three (3) years of experience with WIC MIS systems or state-level WIC programs. 3. Project management experience. 4. Strong written and communication skills.
Reporting Manager/Systems Development	<ol style="list-style-type: none"> 1. Responsible for design, development, and implementation of reports; 2. Responsible for the development of technical procedures and documentation. 	<ol style="list-style-type: none"> 1. A minimum of three (3) years of WIC MIS system experience. 2. A minimum of three (3) years of working experience in design and developing web applications.
Quality Assurance Specialist	<ol style="list-style-type: none"> 1. Responsible for assisting with the end-user requirements and reported defects to ensure the quality of the system and its performance 2. Involved in assistance of quality oversight and coordination of all QA activities 	<ol style="list-style-type: none"> 1. Possess at least three (3) years of experience supporting end-users on a similar project of this scope and size 2. Possess at least three (3) years of experience testing on projects of this scope and size

33. The Contractor will not make any temporary or permanent changes to Key Personnel, including any subcontractors, without at least three weeks prior notice and the State’s written approval.
34. MSDH reserves the right to require Contractor to replace any employee or subcontractor found unacceptable to the State. Reasons include but are not limited

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to the inability of the individual to carry out work assignments or unsatisfactory job performance as determined by the State.

- The individual must be removed within two weeks of the request for removal and be replaced within thirty (30) calendar days after the position is vacant; and
- The Contractor shall submit the resume and references for a proposed replacement with equal or greater qualifications no later than fifteen business days from notification of resignation or request for removal. MSDH must approve any such proposed replacement, including subcontractors.

C. General

35. Contractor must specify the location of the organization's principal office and the number of executive and professional personnel employed at this office.
36. Contractor must specify the organization's size in terms of the number of full-time employees, the number of contract personnel used at any one time, the number of offices and their locations, and structure (for example, state, national, or international organization).
37. Contractor must disclose any company restructurings, mergers, and acquisitions over the past three years.
38. Contractor headquarters must be located in the United States and must provide U.S. based customer support.
39. Contractor must ensure that each team member assigned to this project can communicate clearly in the English language both verbally and in written form.

D. Civil Rights

40. The M&O Contractor must comply with the U.S. Department of Agriculture Food and Nutrition Service Federal-State Supplemental Nutrition Programs Agreement – Assurance of Civil Rights Compliance (FNS 339) as stated.
41. The Contractor hereby agrees that it will comply with Title VI of the Civil Rights Act of 1964 (42 U.S.C. 2000d et seq.), Title IX of the Education Amendments of 1972 (20 U.S.C. 1681 et seq.), Section 504 of the Rehabilitation Act of 1973 (29 U.S.C. 794), Age Discrimination Act of 1975 (42 U.S.C. 6101 et seq.); Title II and Title III of the Americans with Disabilities Act (ADA) of 1990 as amended by the ADA Amendment Act of 2008 (42 U.S.C. 12131-12189) as implemented by Department of Justice regulations at (28 CFR Parts 35 and 36); Executive Order 13166, "Improving Access to Services for Persons with Limited English Proficiency." (August 11, 2000), all provisions required by the implementing regulations of the U.S. Department of Agriculture (7 CFR Part 15 et seq); and FNS directives and guidelines to the effect that no person shall, on the ground of race, color, national origin, age, sex, or disability, be excluded from participation in, be denied the benefits of, or otherwise be subjected to discrimination under any program or activity for which the Agency receives Federal financial assistance from FNS; and hereby gives assurance that it will immediately take measures necessary to effectuate this agreement.
42. By providing this assurance, the Contractor agrees to compile data, maintain records and submit records and reports as required to permit effective enforcement of the nondiscrimination laws, and to permit Department personnel during normal working

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hours to review and copy such records, books and accounts, access such facilities, and interview such personnel as needed to ascertain compliance with the non-discrimination laws. If there are any violations of this assurance, the Department of Agriculture shall have the right to seek judicial enforcement of this assurance.

43. This assurance is given in consideration of and for the purpose of obtaining any and all Federal financial assistance, grants, and loans of Federal funds, reimbursable expenditures, grant, or donation of Federal property and interest in property, the detail of Federal personnel, the sale and lease of, and the permission to use Federal property or interest in such property or the furnishing of services without consideration or at a nominal consideration, or at a consideration that is reduced for the purpose of assisting the recipient, or in recognition of the public interest to be served by such sale, lease, or furnishing of services to the recipient, or any improvements made with Federal financial assistance extended to the Program applicant by USDA. This includes any Federal agreement, arrangement, or other contract that has as one of its purposes the provision of cash assistance for the purchase of food, and cash assistance for purchase or rental of food service equipment or any other financial assistance extended in reliance on the representations and agreements made in this assurance.
44. This assurance is binding on the Contractor, its successors, transferees, and assignees as long as it receives assistance or retains possession of any assistance from the Department. The WIC Program is operated in accordance with USDA policy which prohibits discrimination based on race, color, sex, gender identity, age, disability or national origin. Any person who believes he or she has been discriminated against should write to: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue SW, Washington, DC 20250-9410, Fax: (202) 690-7442; or email: program.intake@usda.gov. This institution is an equal opportunity provider.

E. Additional United States Department of Agriculture and Labor Required Federal Provisions

45. The Successful Responder must certify and warrant that it shall comply with Federal statutes, consistent with the following provisions:
 1. Equal Employment Opportunity: Except as otherwise provided under 41 CFR Part 60, all contracts that meet the definition of federally assisted construction contract in 41 CFR Part 60-1.3 must include the equal opportunity clause provided under 41 CFR 60- 1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 CFR part 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." (2 CFR 200, Subpart F, Appendix II)
 2. Clean Air and Federal Water Pollution Control Act: Clean Air Act (42 U.S.C. 7401-7671q.) and the Federal Water Pollution Control Act (33 U.S.C. 1251-1387), as amended. Contracts and subgrants of amounts in excess of \$150,000 must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders or regulations issued

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pursuant to the Clean Air Act (42 U.S.C. 7401-7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). (2 CFR 200, Subpart F, Appendix II)

3. Anti-Lobbying Act: This Act prohibits the recipients of Federal contracts, grants, and loans from using appropriated funds for lobbying the Executive or Legislative branches of the Federal government in connection with a specific contract, grant, or loan. As required by Section 1352, Title 31 of the U.S. Code and implemented at 2 CFR 200, Subpart F, Appendix II, for persons entering into a grant or cooperative agreement over \$100,000, as defined at 31 U.S.C. 1352, the applicant certifies that:
 - a. No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with the making of any federal grant, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any federal grant or cooperative agreement;
 - b. If any funds other than federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress, or an employee of a member of Congress in connection with this federal grant or cooperative agreement, the undersigned shall complete and submit Standard Form – LLL, “Disclosure Form to Report Lobbying,” in accordance with its instructions;
 - c. The undersigned shall require that the language of this certification be include in the award documents for all sub-awards at all tiers (including sub-grants, contracts under grants and cooperative agreements, and subcontracts) and that all sub-recipients shall certify and disclose accordingly.
4. Americans with Disabilities Act: This Act (28 CFR Part 35, Title II, Subtitle A) prohibits discrimination on the basis of disability in all services, programs, and activities provided to the public and State and local governments, except public transportation services.
5. Drug-Free Workplace Statement: The Federal government implemented 41 U.S. Code § 8103, Drug-free workplace requirements for Federal grant recipients in an attempt to address the problems of drug abuse on the job. It is a fact that employees who use drugs have less productivity, a lower quality of work, and a higher absenteeism, and are more likely to misappropriate funds or services. From this perspective, the drug abuser may endanger other employees, the public at large, or themselves. Damage to property, whether owned by this entity or not, could result from drug abuse on the job. All these actions might undermine public confidence in the services this entity provides. Therefore, in order to remain a

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responsible source for government contracts, the following guidelines have been adopted:

- i. The unlawful manufacture, distribution, dispensation, possession or use of a controlled substance is prohibited in the workplace.
 - ii. Violators may be terminated or requested to seek counseling from an approved rehabilitation service.
 - iii. Employees must notify their employer of any conviction of a criminal drug statute no later than five days after such conviction.
 - iv. Contractors of federal agencies are required to certify that they will provide drug-free workplaces for their employees.
 - v. Transactions subject to the suspension/debarment rules (covered transactions) include grants, subgrants, cooperative agreements, and prime contracts under such awards. Subcontracts are not included.
6. Royalty Free Rights to Use Software or Documentation Developed: 2 CFR 200.315 Intangible property.
- a. Title to intangible property (see §200.59 Intangible property) acquired under a Federal award vests upon acquisition in the non-Federal entity. The non-Federal entity must use that property for the originally-authorized purpose, and must not encumber the property without approval of the Federal awarding agency. When no longer needed for the originally authorized purpose, disposition of the intangible property must occur in accordance with the provisions in §200.313 Equipment paragraph (e).
 - b. The non-Federal entity may copyright any work that is subject to copyright and was developed, or for which ownership was acquired, under a Federal award. The Federal awarding agency reserves a royalty-free, nonexclusive and irrevocable right to reproduce, publish, or otherwise use the work for Federal purposes, and to authorize others to do so.
 - c. The non-Federal entity is subject to applicable regulations governing patents and inventions, including government wide regulations issued by the Department of Commerce at 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Awards, Contracts and Cooperative Agreements."
 - d. The Federal Government has the right to:
 - i. Obtain, reproduce, publish, or otherwise use the data produced under a Federal award; and
 - ii. Authorize others to receive, reproduce, publish, or otherwise use such data for Federal purposes.
7. Debarment and Suspension: Debarment and Suspension (Executive Orders 12549 and 12689)—A contract award (see 2 CFR 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR part 1986 Comp., p. 189) and 12689 (3 CFR part 1989 Comp., p. 235), "Debarment and Suspension." SAM Exclusions contains the

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names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. (2 CFR 200, Subpart F, Appendix II) States to include in RFP and Contract a statement of certification by the vendor, such as “By signing this contract, the vendor certifies it is not suspended or debarred as specified by these rules.

III. PROJECT/RESOURCE MANAGEMENT

A. Project Initiation

46. Kick-Off Meeting: The awarded Contractor and key personnel shall conduct a kick-off meeting with appropriate WIC staff to be held at the MSDH WIC Central office in Ridgeland, Mississippi or in a virtual environment depending on the mutually agreed upon conditions at the time. During the kick-off meeting, the Contractor shall elaborate on the general approach, plan, and methods for providing the services sought by this RFP.

B. Resource Management Plan

47. The Contractor must be capable of and must agree to be responsible for providing all duties and meeting all service levels required by this RFP.

48. So that MSDH can assess Contractor’s project and resource management capabilities, Contractor must submit with the proposal a preliminary Resource Management Plan for review and approval by MSDH. The plan must describe Contractor’s methods for managing the Contractor’s project team. At a minimum, the plan must demonstrate Contractor’s abilities to define, monitor, and control:

- a. Resource loading and leveraging/ capacity management;
- b. Organizational structure and decision-making authority;
- c. Roles and responsibilities;
- d. Project team orientation and training;
- e. Service management;
- f. Problem and incident management;
- g. Job Scheduling;
- h. User Support;
- i. Pre-deployment testing; and
- j. Knowledge transfer and turnover.

49. In the Resource Management Plan, Contractor must submit a preliminary plan and schedule for assuming the M&O responsibilities as specified herein. MSDH will work with the awarded Contractor to amend and update the plan as appropriate. At a minimum, the preliminary plan should:

- a. Prove readiness to assist with transition from SPIRIT Legacy to SPIRIT Web if necessary;
- b. Identify any state dependencies and state resources necessary to meet known deliverables; and
- c. Reveal Contractor’s experience in assuming M&O responsibilities from an incumbent in contracts of similar size and scope.

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50. At a minimum, the Resource Management plan should address:

- a. How many M&O customers for which Contractor is currently responsible and the number of support people assigned per engagement;
- b. Whether Contractor will provide dedicated support resources to MSDH or resources that are shared with other clients;
- c. How Contractor acclimates/trains staff to the new systems/environments; and
- d. What Contractor expects from the incumbent M&O Contractor to ensure a smooth transition.

IV. MAINTENANCE & OPERATIONS SPIRIT SERVICES

A. SPIRIT Maintenance and Operations Support

51. At a minimum, the MSDH expects the M&O contractor to:

- a. Support the maintenance and operations of the system, including all application software components and their updates/upgrades;
- b. Correct system operational errors (unrelated to code);
- c. Provide the State with the ability to run standard reports on demand outside of the MIS as further described in Section IV.F. of this RFP. At a minimum, all reports must be available in Excel and PDF format.
- d. Perform ad-hoc SQL reporting upon request, such as various unplanned queries for information required by State agencies to respond to requests from FNS and others in a timely manner. The state expects Contractor's acknowledgement of requests within 24 hours and fulfillment within the time frames agreed upon by the State and the Contractor at the time of the request; and
- e. Support and/or assist with testing to ensure proper basic functionalities with any system related issues.

52. The Contractor must complete assigned follow-up items, analyses, reports, meeting notes, or other relevant tasks as directed by the MSDH WIC Program.

53. The Contractor will be responsible for working with MSDH to ensure operational integrity through maintenance and operations activities throughout the term of the contract. These services include but are not limited to the following stipulations:

- a. All M&E development will be performed in MSDH's testing environment with MSDH staff assuming responsibility for migrating the software from the testing environment into the production environment. M&O Contractor will be responsible for operational and reporting changes that result from M&E actions.
- b. For routine, unscheduled maintenance, Contractor must submit a request for approval to MSDH two working days before the change is to be implemented.
- c. For emergency maintenance during normal business hours, Contractor must immediately notify the MSDH designated contact person.
- d. All emergency maintenance must be documented within 48 hours after the emergency.
- e. Contractor must plan and implement all non-emergency system changes with the appropriate MSDH contact.

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- f. MSDH will be responsible for application software upgrades and patches. M&O Contractor may be required to work with MSDH to resolve any resulting issues.
 - g. Contractor must coordinate SPIRIT software problem resolution with the M&E Contractor to ensure continuity of service and comprehensive functionality as required by this contract.
 - h. MSDH staff will be responsible for maintaining the technical environments, e.g. designing, modifying, and loading databases, updating the application, loading test data, and refreshing as needed, etc. M&O Contractor may be responsible for working with MSDH staff to resolve any resulting operational or reporting issues.
54. Issue Tracking and Management: If issues or problems arise in the production environment, the Contractor must work with MSDH to resolve WIC problems promptly. The Contractor shall have a clear escalation procedure through the appropriate chain of command to ensure that production issues get the proper attention to meet the level of urgency. To prove readiness, Contractor should describe current issue management and escalation procedures. At a minimum, procedures should:
- a. Describe how operational trouble issues are submitted, prioritized, tracked, and resolved;
 - b. Describe how user support issues are requested, prioritized, tracked, and resolved;
 - c. Detail escalation procedures for responding to software performance and/or user support issues.
55. The Contractor must be available to provide technical consultation to WIC, which may include attending technical meetings with MSDH staff, USDA/FNS, EBT processor, M&E Contractor, and others as required by MSDH.

B. SPIRIT Database Support

56. At a minimum, the MSDH expects the M&O contractor to:
- a. Provide rapid resolution of issues affecting the performance of software;
 - b. Provide effective troubleshooting and resolution of software-related issues from end-users within four hours of receipt of the issue escalation;
 - c. Support MSDH WIC staff performing monthly reconciliation and work with Mississippi Department of Technology Services (ITS) as necessary to resolve residual issues;
 - d. Support the execution of End-of-Day and End-of-Month processes;
 - e. Respond to M&E Contractor requests which may require modification in support of software releases; and
 - f. Provide SQL scripts as requested.

C. SPIRIT MODULES

57. The SPIRIT Legacy application consists of eight frequently used modules that are described below. For each module, Contractor must be capable of and agree to provide related M&O services as requested by MSDH. Please note the SPIRIT Vendor module will continue to be used after implementation of SPIRIT Web.

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- a. The *Clinic Module* provides WIC staff with the ability to schedule appointments, pre-certify and certify participants, perform demographic intake, document income, assess nutrition risk and record medical data, assign a food prescription, issue electronic benefit transfer (EBT) benefits, and generate numerous reports. The Clinic module interfaces with the current contractor's system for EBT card assignment, benefit issuance, and benefit inquiries.
 - b. The *Management Console Module* is used by MSDH System Administrators and Subject Matter Experts to manage users who access the application and their specific roles and locations, to manage the machines or clinics that are capable of performing data synchronization (remote machines or clinics), and to manage e-mail and fax configuration settings.
 - c. The *Vendor Module* enables WIC staff to create and maintain vendor information and track and monitor compliance, training, and correspondence.
 - d. The *Reference Utility Module* enables state WIC staff to create and maintain food groups, food packages, formula information, the approved products list file, UPC information, etc.
 - e. The *State Office Module* is primarily used to search for and access client records. It provides access to the participant folder, reports, and other functions such as changing passwords and default printers.
 - f. The *Systems Administration Module* is used to select which System Administration functions to perform. These functions allow authorized MSDH users to modify the database settings for the application and its users. These functions also allow authorized users to manage the modules that support the application. The database settings and modules are critical to the support of the application.
 - g. The *Central Administrative Site Module* is used to primarily build clinic calendars.
 - h. The *WIC Configuration Editor* is used to toggle between the training, testing, and production environments.
58. The SPIRIT Web application consists of five frequently used Modules that are described below:
- a. The *Clinic Module* provides WIC staff with the ability to schedule appointments, pre-certify and certify participants, perform demographic intake, document income, assess nutrition risk and record medical data, assign a food prescription, issue electronic benefit transfer (EBT) benefits, and generate numerous reports. The Clinic module interfaces with the current contractor's system for EBT card assignment, benefit issuance, and benefit inquiries.
 - b. The *Financial Management Module* provides the user with the ability to manage rebate suppliers, generate FNS-798 Statements, and generate Supplier Rebate outputs.
 - c. The *Reference Utility Module* enables state WIC staff to create and maintain food groups, food packages, formula information, the approved products list file, UPC information, etc.

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- d. The *Systems Administration Module* provides users with the ability to manage users, roles, agency settings, and other data that impacts essential behavior of the system.
- e. The *Agency Administration Module* provides users with the ability to manage local agency settings, community resources, and other local agency-specific data.

D. SPIRIT Service Providers – Responsible Parties

59. SPIRIT is currently hosted by ITS. Table 2 describes current SPIRIT services and names the responsible parties. The term *Primary* indicates the primary responsible party. The terms *Consulting* and *Shared* indicate the potential for collaboration and shared responsibilities among the parties. Contractor must agree to observe the division of duties and to provide services such as required by MSDH.

Table 2 - Service Provider Roles

	Description of Services	Responsible Party		
		ITS	MSDH	M & O Contractor
1	Procuring, installing, configuring, operating, and maintaining all hardware, hosting software, connectivity services, and other services that may be required to host SPIRIT LEGACY.	Primary	Consulting	Consulting
2	Acquiring additional hardware and other hosting resources that may be required due to program growth over the life of the Contract. It is expected that there may be a potential growth of up to 5% per year.	Primary	Consulting	Consulting
3	Providing a production, testing, and training environment.	Shared	Shared	Consulting
4	Providing database management to assure maximum system performance.	N/A	Primary	Consulting
5	Scheduling routine maintenance activities, such as the end of day processing, data backup services, etc., that may be required to properly maintain the hosting environment and data during non-clinic use times. The production environment must be available for clinic use from 7:00 am CST to 8:30 pm CST Monday through Saturday.	Shared	Primary	Consulting
6	Providing appropriate security to meet applicable State and Federal requirements to protect the integrity and confidentiality of program data.	Shared	Shared	Shared
7	Providing a Disaster Recovery Plan and services that minimize production system downtime.	Shared	Shared	Consulting
8	Provide the minimum hardware configurations, including operating systems, required for any enhancements to the software applications to run at the State Office level and the clinic level, so that the State can verify that existing hardware/software is sufficient or whether an	N/A	Primary	Consulting

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Table 2 - Service Provider Roles

	Description of Services	Responsible Party		
		ITS	MSDH	M & O Contractor
	update is needed prior to enhancement implementation.			
9	Monitoring system operations daily and making necessary adjustments to maintain peak operating efficiency so that system users are not adversely affected.	N/A	Primary	Consulting
10	Performing timely database tuning as needed in order to keep the database running as efficiently and effectively as possible.	N/A	Primary	Consulting
11	Completing daily system backups for state-hosted system environments.	Primary	N/A	N/A
12	Updating reference database tables as needed or as requested by the State through the change order process.	N/A	Primary	Consulting
13	Providing timely planning, coordination, and implementation of all software releases, reference table updates, defect fixes, and other system changes.	N/A	Primary	Consulting
14	Support the running of standard financial, vendor, and clinic operations type reports on-demand and providing ad hoc reports as requested.	N/A	Consulting	Primary

60. Contractor agrees to collaborate and provide support as requested for SPIRIT Legacy services provided by other contracted providers. Other active contractors and services are:

- a. The M&E Contractor, Custom Data Processing (CDP), provides SPIRIT software (code) development.
- b. Conduent, LLC provides processing services for the Electronic Benefits Transfer (EBT).

61. SPIRIT System Requirements - Client-Side Software (Desktop/Laptop and Peripherals). Currently, Gainwell provides software support for SPIRIT Legacy software applications (laptops, personal computers (PCs), etc. The awarded contractor will provide support to Client-side SPIRIT Legacy software and other services.

SPIRIT Legacy Client Workstation Specifications
Dell Optiplex 5080 SFF <ul style="list-style-type: none"> • Intel Core i7 processor (Gen 10) • 16 GB RAM (2x8) • 512 GB M.2 SSD (Class 35) • AMD graphics card (2 GB)
SPIRIT Legacy (version 2.30 or higher) is compatible with Windows 2010
Adobe Reader DC
Microsoft Office 365 or higher

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SPIRIT Web Client Workstation Recommended Configuration	
Operating System	Microsoft Windows 10
Web Browser	Google Chrome or Microsoft Edge
CPU	2.25 GHz (x64)
RAM	8 GB
STORAGE	30 GB Free Space

E. SPIRIT Test Environment Management

62. M&E Contractor and MSDH regularly implement software fixes and enhancements. Because existing IT services are vital to the day-to-day productivity of SPIRIT users, it is essential that applying these changes does not disrupt normal SPIRIT operations. Therefore, all modifications to the SPIRIT application must be thoroughly tested by MSDH and appropriate precautions must be taken to mitigate any disruptions. The M&O Contractor will maintain the ability to test the performance of all new applications changes to ensure a smooth transition into the SPIRIT production environment.
63. For the test environment, the M&O Contractor will provide the following minimum services:
- a. Maintain an active test environment that mirrors the production environment; and
 - b. Other services as requested by MSDH.

F. SPIRIT Reports

64. MSDH produces numerous standard reports on a recurring basis. Contractor must be capable of working with MSDH to design and produce the known, standard reports contained in Appendix 1 and must remain available for assisting with ad hoc reporting.
65. Contractor must detail its proposed methods and time frames for designing, producing, and testing the reports described in Appendix 1.
66. Costs to design the known reports described in Appendix 1 and to train MSDH staff to produce them should be included in Cost Information Submission in the RFP. Section VIII Cost Information Submission can present an aggregate cost for all the reports, but Contractor must also submit supporting detail that includes proposed timelines, estimated hours, and costs per report.
67. Contractor must describe methodologies for providing ad hoc reporting services to MSDH and for training users to produce such reports. Costs for unlimited ad hoc reporting should be included in the Contractor's monthly service fee.

G. SPIRIT Legacy to SPIRIT Web Transition

68. If the transition from SPIRIT Legacy to SPIRIT Web has not been completed by the time this procurement is awarded, Contractor will be required to provide support for all SPIRIT Legacy Modules before, during, and after services related to the transition.
69. Transition services include but may not be limited to the following:
- a. Support two versions of SPIRIT (the database will remain the same) while MSDH transitions from the SPIRIT system to SPIRIT Web.

V. CUSTOMER SUPPORT - GENERAL

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A. SPIRIT Service/Support

70. For non-urgent incidents, the Contractor may respond during regular business hours which are 8:00 AM to 5:00 PM Central time Monday through Friday. These services must originate within the United States and all support staff must be able to communicate clearly in the English language.
71. Contractor must provide a toll-free telephone number for MSDH staff to call 24/7/365. All telephone customer support must originate in the United States and all support staff must be able to communicate clearly in the English language. In addition to live, telephone support, other acceptable formats for technical support are web-based live chat and email.
72. The Contractor shall adequately plan and conduct services to minimize the occurrence of incidents or problems with the system software components. Contractor shall assign qualified technical staff as necessary to respond to service issues.

B. Service Level Agreements

73. Contractor will be held to the service levels prescribed in Table 3 for M&O responsibilities required and awarded by this RFP.

Table 3 - Service Level Requirements

Severity Level	Description	Example	Resolution Time
Level 1	Urgent System Failure/Outages - No further processing is possible	Provide M&O support deemed to be critical to problem resolution either on-site or through off-site diagnostic capabilities.	Acknowledge within one business hour of trouble ID. Resolution must not exceed two business days unless approved by the State.
Level 2	Critical - Unable to proceed with a selected function	Critical component unavailable or functionally incorrect (workaround is not available, possibly endangering the environment).	Acknowledge within one business hour of trouble ID. Resolution must not exceed three business days unless approved by the State.
Level 3	Restricted function capability but processing can continue	Non-critical component unavailable or functionally incorrect; incorrect calculation results in functionally critical key fields/dates (workaround usually is available)	Acknowledge within two business hours of Trouble ID. Resolution must not exceed five business days unless approved by State.
Level 4	Minor cosmetic change needed	Usability errors: screen or report errors that do not materially affect the quality and correctness of function, intended use, or results	Acknowledge within four business hours of Trouble ID. Resolution must not exceed ten business days unless approved by State

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Severity Level	Description	Example	Resolution Time
Service Requests/ Other	Provide effective troubleshooting and resolution of software-related issues from end-users		Within four hours of receipt of the issue escalation.
	Perform ad-hoc SQL reporting upon request		Acknowledge within 24 hours and fulfill within agreed upon time frames.
	Emergency Maintenance Documentation		Within 48 hours after resolution of emergency.

C. Remedies for Failure to Meet Service Levels

74. Contractor agrees that service credits will accrue for Contractor's failure to meet M&O responsibilities or response time requirements for fulfilling requests or curing known problems and issues. Such failures will be considered deficiencies.
75. For purposes of assessing service credits, response timeframes will be measured from the time the Contractor is properly notified until the State determines that the deficiency has been resolved.
76. For purposes of assessing service credits, Contractor agrees that credits will be measured in monthly cumulative hours/minutes for unresolved deficiencies and unscheduled downtime.
77. The contractor agrees that Severity Levels 1 and 2 deficiencies will entitle the State to service credits in accordance with Table 4, Service Credit Assessments.
78. Without limiting any other rights and remedies available to State, Contractor agrees to issue service credits in accordance with the measures prescribed by Table 4, Service Credit Assessments.
79. The contractor agrees that service credits will be calculated separately for each applicable deficiency and will be assessed at the end of each month of system maintenance.
80. The contractor agrees that after 30 days of continued, deficit response relative to the SLA, the State will consider the conditions to be deficient and the service credits in the Table 4 will go into full force and effect.
81. The contractor agrees that service credits are not penalties and, when assessed, will be deducted from the State's payment due to the Contractor.

Table 4 – Service Credit Assessments

Length of Continuous Deficiency	Service Credits
1 to 4 hours	One day of Service Credits equal to 1/30th of Monthly Fees.
5 to 48 hours	Two days of Service Credits equal to 1/15th of Monthly Fees

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Table 4 – Service Credit Assessments

49 to 96 hours	Five days of Service Credits equal to 1/6th of Monthly Fees
Each additional block of 96 hours thereafter	Additional Five days of Service Credits equal to 1/6th of Monthly Fees

VI. PERFORMANCE MANAGEMENT

A. Corrective Action Plan

- 82. The State shall hold the Contractor accountable for performance under the resulting Contract. In addition to all remedies available at law or in equity, the State explicitly reserves the right to enforce the terms of the awarded contract through Corrective Action Plans (CAP) and credit assessments as detailed in Table 4 in this document.
- 83. CAPs provided by the Contractor must provide enough data to enable the State’s verification of the performance criteria and must contain adequate detail to allow the State to investigate further the activity being reported.
- 84. MSDH may issue a deficiency notice and may require a CAP to be filed within ten calendar days following the date of the notice. A CAP shall delineate the time and manner in which each deficiency is to be corrected. The corrective action plan shall be subject to approval by MSDH, which may accept it as submitted, accept it with specified modifications, or reject it. MSDH may extend or reduce the time frame for corrective action depending on the nature of the deficiency and shall be entitled to exercise any other right or remedy available to it, whether or not it issues a deficiency notice or provides Contractor with the opportunity to take corrective action.
- 85. At a minimum, the CAP must address the causes of the deficiency, the impacts, and the measures being taken and/or recommended to remedy the defect and indicate whether the solution is permanent or temporary. It must also include a schedule showing when the deficiency will be corrected, and for when the permanent solution will be implemented, if appropriate (as determined by the State).
- 86. The CAP must be submitted under the signature of the Contractor’s Project Manager and must be approved by MSDH and the WIC Program Director. If the recommendations in the CAP are not acceptable to the State, the State may provide suggestions and direction to bring the Contractor into compliance.

B. Encryption

- a. The Vendor shall encrypt all non-public data in transit regardless of the transit mechanism.
- b. For engagements where the Vendor stores non-public data, the data shall be encrypted at rest. The key location and other key management details will be discussed and negotiated by both parties.

C. Breach Notification and Recovery

- a. Unauthorized access or disclosure of non-public data is considered to be a security breach. The Vendor will provide immediate notification and all communication shall

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be coordinated with the State. When the Vendor or their sub-contractors are liable for the loss, the Vendor shall bear all costs associated with the investigation, response and recovery from the breach including but not limited to credit monitoring services with a term of at least 3 years, mailing costs, website, and toll free telephone call center services. The State shall not agree to any limitation on liability that relieves a Vendor from its own negligence or to the extent that it creates an obligation on the part of the State to hold a Vendor harmless.

87. Notification of Legal Requests - The Vendor shall contact the State upon receipt of any electronic discovery, litigation holds, discovery searches, and expert testimonies related to, or which in any way might reasonably require access to the data of the State. The Vendor shall not respond to subpoenas, service of process, and other legal requests related to the State without first notifying the State unless prohibited by law from providing such notice.
88. Termination and Suspension of Service - In the event of termination of the contract, the Vendor shall implement an orderly return of State data in CSV or XML or another mutually agreeable format. The Vendor shall guarantee the subsequent secure disposal of State data.
89. Suspension of services: During any period of suspension of this Agreement, for whatever reason, the Vendor shall not take any action to intentionally erase any State data.
90. Termination of any services or agreement in entirety: In the event of termination of any services or of the agreement in its entirety, the Vendor shall not take any action to intentionally erase any State data for a period of 90 days after the effective date of the termination. After such 90 day period, the Vendor shall have no obligation to maintain or provide any State data and shall thereafter, unless legally prohibited, dispose of all State data in its systems or otherwise in its possession or under its control as specified in Item 89. Within this 90 day timeframe, Vendor will continue to secure and back up State data covered under the contract.
91. Post-Termination Assistance: The State shall be entitled to any post-termination assistance generally made available with respect to the Services unless a unique data retrieval arrangement has been established as part of the Service Level Agreement.
92. Secure Data Disposal: When requested by the State, the provider shall destroy all requested data in all of its forms, for example: disk, CD/DVD, backup tape, and paper. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST) approved methods. Certificates of destruction shall be provided to the State.
93. Background Checks - The Vendor warrants that it will not utilize any staff members, including sub-contractors, to fulfill the obligations of the contract who have been convicted of any crime of dishonesty. The Vendor shall promote and maintain an awareness of the importance of securing the State's information among the Vendor's employees and agents.
94. Security Logs and Reports - The Vendor shall allow the State access to system security logs that affect this engagement, its data, and/or processes. This includes the ability to request a report of the activities that a specific user or administrator

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accessed over a specified period of time as well as the ability for an agency customer to request reports of activities of a specific user associated with that agency. These mechanisms should be defined up front and be available for the entire length of the agreement with the Vendor.

95. Contract Audit - The Vendor shall allow the State to audit conformance including contract terms, system security and data centers as appropriate. The State may perform this audit or contract with a third party at its discretion at the State's expense.
96. Sub-contractor Disclosure - The Vendor shall identify all of its strategic business partners related to services provided under this contract, including but not limited to, all subcontractors or other entities or individuals who may be a party to a joint venture or similar agreement with the Vendor, who will be involved in any application development and/or operations.
97. Sub-contractor Compliance - The Vendor must ensure that any agent, including a Vendor or subcontractor, to whom the Vendor provides access agrees to the same restrictions and conditions that apply through this Agreement.
98. Processes and Procedures - The Vendor shall disclose its non-proprietary security processes and technical limitations to the State so that the State can determine if and how adequate protection and flexibility can be attained between the State and the Vendor. For example: virus checking and port sniffing — the State and the Vendor shall understand each other's roles and responsibilities.
99. Operational Metrics - The Vendor and the State shall reach agreement on operational metrics and document said metrics in the Service Level Agreement. At a minimum the SLA shall include:
 - a. Advance notice and change control for major upgrades and system changes
 - b. System availability/uptime guarantee/agreed-upon maintenance downtime
 - c. Recovery Time Objective/Recovery Point Objective
 - d. Security Vulnerability Scanning

VII. OTHER

A. End of Contract Provisions

The State seeks to ensure that program stakeholders experience no adverse impact from the transfer of scope to either the State or to a successor contractor when the Contract is completed or terminated early. Therefore, turnover requirements apply at the end of the contract.

100. The Contractor is responsible for ensuring that upon termination or expiration of the Agreement in place at the time, the transition from the incumbent M&O to a successor M&O will be accomplished at no expense to MSDH.
101. Six months before the end of the base Contract period, the Contractor must develop and implement a State-approved Turnover Plan covering the possible turnover of M&O activities to either the State or a successor contractor. The Turnover Plan must be a comprehensive document detailing the proposed schedule and activities associated with the turnover tasks. The plan shall describe the Contractor's approach, and schedule for transfer of all SDLC and operational artifacts and documentation created, maintained, and updated throughout the Contract term. The

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information must be supplied on media specified by the State and according to the schedule approved by the State.

102. Four (4) months before the end of the base Contract period, or any extension thereof, the Contractor must transfer the following information to the State or its agent on a medium acceptable to the State:
 - a. A copy of non-proprietary solution components or database(s) used.
 - b. All other SDLC and operational artifacts and documentation.
103. Four (4) months before the end of their Contract or any extension thereof, the Contractor must begin training State staff or its designated agent's staff, in the M&O activities performed by Contractor staff. Such training must be completed at least two (2) months before the end of the Contract. The State's turnover of services to the new contractor is to take place two (2) months before the end of the contract. The Contractor shall be available for the last two (2) months of the Contract to provide support as requested by the State.
104. The Contractor shall appoint, with State approval, a Turnover Manager who is to manage and coordinate all Turnover activities. The Contractor shall submit their manager's qualifications as part of their Turnover Plan. The Contractor shall not reduce operational staffing levels during the turnover period without prior approval by the State. The State is to work with the Contractor and successor contractor on the timing of any transition of Contractor staff. The Contractor shall provide to the State, or its agent, within fifteen (15) business days of request all updated data and reference files, scripts, and all other documentation and records as required by the State or its agent. All turnover costs shall be covered by the M&O fees.

B. Change Order Rate

105. Contractor should submit role-based change order rates for M&O related ad-hoc services. Contractor should specify the role-based change order rates in the Cost Information Submission of this RFP.

VIII. DELIVERABLES

106. Contractor must agree to provide the deliverables described in Table 5 below. So that the State can evaluate Contractor capabilities, proposing Contractor must submit preliminary deliverables as specified with the proposal. Preliminary deliverables should contain as much detail as possible to show compliance with the specific RFP requirements. Post award and prior to implementation, Contractor and MSDH will amend deliverables as appropriate. MSDH approval is required for all deliverables prior to implementation.

Table 5 - Deliverables

Deliverable	Due/Update
Key Personnel - Preliminary Staffing Plan – Item II B	Due with proposal; update as necessary;
Resource Management Plan – Item III B	Preliminary plan due with proposal; update as necessary;

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Table 5 - Deliverables

Deliverable	Due/Update
Corrective Action Plan – Item VI A	Due upon request to cure deficits;
Monthly Maintenance and Operations Services	Preliminary plan due with proposal; update as necessary;
Standard Reports Defined in Item X - Appendix 1	Due as agreed upon post award;
Ad-hoc Reporting	Due upon request

107. The Contractor shall provide electronic copies of draft and final documentation and deliverables. Electronic copies shall be provided in MS Office format unless otherwise specified or approved by the State.

108. Approval and Rejection of Deliverables: The awarded Contractor must submit each deliverable to the State for review, comment, and approval. The State’s review period varies with the type, complexity, and volume of the deliverable. The Contractor must include adequate estimates for State review, comment, and any Contractor re-work time in the Project Schedule. For the Contractor’s estimation purposes, the State’s default review period shall be ten (10) business days, unless an alternative review period length is requested in writing.

109. In the event the State finds a deliverable to be unsatisfactory, the State shall notify the awarded Contractor of the reason(s) for deliverable rejection in writing. The State shall meet and confer with the Contractor to provide clarifications as requested or needed. The Contractor must then correct and resubmit the deliverable within agreed timeframes that vary with the type, complexity, and volume of the deliverable. Rejection of a deliverable by the State does not provide permission for delays in delivering subsequent deliverables unless approved by the State.

IX. GLOSSARY OF TERMS

Abbreviation	Definition/Formal Name
Agency	The State Agency(s) that use the SPIRIT-WIC system in support of the provision of services to program participants in a designated geographical area. Each Agency directs and supports the WIC services provided through its clinics, the frontline facilities in which applicants are certified to participate in WIC.
CFR	Code of Federal Regulations
Contractor	The organization to which a contract is awarded based on responses to this RFP.
CST	Central Standard Time
EBT	Electronic Benefits Transfer
End-User	Any State agency, Partner Agency, or clinic staff member using the SPIRIT system.
FNS	Food and Nutritional Service of the USDA
Food Instrument (FI)	The food benefit that is provided to certified WIC participants for use at a grocer or pharmacy to purchase food. The food instrument is also used to associate participant benefits with EBT benefit identification numbers.

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Abbreviation	Definition/Formal Name
Incident	An incident is defined as an unplanned interruption to an IT service or a reduction in the quality of an IT service. Failure of a configuration item that has not yet affected service is also an incident, for example, one of two mirrored disks failing.
ITS	Mississippi Department of Information Technology Services
M&E	Maintenance and Enhancement
M&O	Maintenance and Operations
MIS	Management information system
MSDH	Mississippi State Department of Health
Participant	Pregnant, postpartum, and breastfeeding women, infants, and children up to five years of age who are certified to receive benefits from the WIC Program, including food benefits, referrals, nutrition education, and breastfeeding support.
Personal Computer (PC)	“Personal Computer (PC)” refers to the industry standard terminology for laptops and desktops and similar devices and not to equipment owned personally by Consortium employees for their use. In other words, the PCs referred to in this section are provided by either the Contractor or by the Consortium for work purposes, not to PCs purchased for home use by Consortium users which may remotely access the SPIRIT system.
PM	Project Manager
RFP	Request for Proposal
SA	State agency
SAM	USDA State Agency Model or WIC, Information System, of which the SPIRIT System is one in support of Consortium WIC program activities.
SDLC	Software Development Life Cycle
SPIRIT System	Successful Partners in Reaching Innovative Technology (SPIRIT) system is a SAM system, developed by USDA, transferred developed and implemented by the Consortium to support the WIC program activities of its member partners.
SUG	Organizational entity supported by the USDA WIC program and SAM system, one of which is the SPIRIT-WIC Consortium (Inter-Tribal Organization of 17 tribal units).
USDA	United States Department of Agriculture
Vendor	Retail outlets such as grocery stores, farmers, or pharmacies authorized by the WIC program to sell WIC foods to program participants and redeem WIC food benefits. Also referred to as ‘retailer’.
WIC	USDA/FNS Special Supplemental Nutrition Program for Women, Infants, and Children; http://www.fns.usda.gov/wic/
VM	Vendor Management

X. APPENDIX 1

Standard Reports from SPIRIT Legacy

Report ID	Data Elements	Report Title	Report Type	Description
Daily Recurring				

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Report ID	Data Elements	Report Title	Report Type	Description
CLN020		Upcoming Appointments List	Caseload	The report allows the user to print a report of the upcoming appointments during a specified date range.
Weekly Recurring				
CLD019		Kept vs. Missed Appointments Summary Report	Caseload	The report is a summary of records that fall within the Fiscal year selected from the Caseload-Count-Unduplicated Federal table.
CLN008	WIC ID, HH ID, Participant Name, Address, TP#, Actual DD, Breastfeeding Duration, Amt of Formula, Age introduced, LDTU last set of benefits	Peer Counselor Contact Pending - Breastfeeding	Breastfeeding Reports	The report includes all Breastfeeding participants who have not been contacted by a breastfeeding peer counselor and their actual delivery date falls within the given date range.
CLN009	WIC ID, HH ID, Participant Name, Address, TP#, Expected DD, LDTU last set of benefits, Date of last Peer Counselor contact, Peer Counselor, Date of Last Referral	Peer Counselor Contact Pending - Prenatal	Clinic Report	The report includes all pregnant participants who have not been contacted by a breastfeeding peer counselor and their expected delivery date falls within the given date range.
Monthly Recurring				
CAS001	Agency, County Name, State CD, Municipality, Count	Enrollees by County/Municipality (Actual Enrollment vs Caseload Assigned)	Caseload	The report shows a monthly count of unduplicated enrollment for each county and municipality.
CAS006	Grantee ID, Grantee Name, Agency ID, Agency Name, Clinic ID, Clinic Name, Prescription End Date, Participant Name, State WIC ID, LDTU of Medical RX, Name and Type of Formula, Physician, Reason	Special Formula Prescription Expiration Date (Medical Prescription Expiration Date - Formula Report)	Caseload	The report shows the total infants issued formula in a specific month by age and formula type.

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Report ID	Data Elements	Report Title	Report Type	Description
CLD005	Month of, Clinic / Agency / State Total, Total Enrollment (Monthly Count), Category Total (Monthly Count), Priority Total (Monthly Count), Percent (Monthly), C/O Avg,	Enrollment Monthly Report	Caseload	The report shows a month-by-month count of people who are eligible to receive WIC benefits.
CLD007	The month of, Agency, Clinic, Percentage	Reported Participation Monthly	Caseload	The report shows a month-by-month count of people who receive at least one food instrument.
CLD021	Run Date/Time, Page, Staff Member, Appt sched, Demo Update, Income Record, Ht/Wt Blood, Health Info, Nutrition Assessment, Food RX, Nut Ed Record, Ref Count, Certs, Mid-certs, Checks Issued, Total	Staff Activity	Caseload	The report is a summary of clinic staff activity for the selected month.
CLD022	The month of, Agency, Clinic, Percentage	WIC Reported Participation (Per 798)	Caseload	The report is a month-by-month count of participants who were issued at least one food instrument.
CLD029	Run Date/Time, Page, Agency, Clinic, Participation, Enrollment, % of Participation, Closeout Month, Totals for Women, Pregnant, Breastfeeding, Women PBF, Non-breastfeeding, Child, Infant, Infant PBF, Infant FFF	Participation vs. Enrollment Monthly	Caseload	The report displays the total number of participants participating, total number of participants enrolled, and the percentage of enrolled who are participating for all WIC categories and then again for each WIC category (i.e. infant, child, pregnant, breastfeeding, non-breastfeeding).
CLN005	Run Date/Time, Agency, Clinic, RX End date, Participant name, State WIC ID, LTDU of Medical Rx, Name and Formula type, Physician	Special Formula Prescription Expiration Date	Operation Report	The report lists the special formula prescriptions that are expiring within a specified time range.
OPR025		Special Formula Prescription Expiration Date	Operations Report	The report lists the special formula prescriptions that are

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Report ID	Data Elements	Report Title	Report Type	Description
				expiring within a specified time range.
OPR028	Run Date/Time, Page, agency, clinic, Category, FI, Formula, Number, Participants, Redeemed, Average, Percentage	Formula Usage	Operations Report	The report is generated to show how formula is being used throughout the state.
OPR30	Run Date/Time, Page, Agency, Clinic, Enrolled Infants based on Birthdates, Total Infants, Initiating Breastfeeding, Not Init BF, Infant w/Mothers on WIC >=3 months, <3 mos, not on WIC, FBF Infants, Not BF 1 st MO after	Breastfeeding Initiation		The report displays infants born within a date range who were breastfed and certified once.
CAS016	Report Title, Agency, Clinic, Total No. of Infants,	Breastfeeding Summary		The report displays infant totals and percentage of infants breastfeeding during a specified period.

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Standard Reports Requested for Vendor Activities

Data Elements	Report Title	Report Type	Description
Authorization	List of Authorized Vendors	Vendor Management Reports	List of authorized vendors based on time for statewide, district, county, or city.
Authorization	List of Pending Vendors	Vendor Management Reports	List of pending vendors based on time for statewide, district, county, or city.
Authorization	List of Terminated Vendors	Vendor Management Reports	List of terminated vendors based on timeframe for statewide, district, county, or city. Includes agreement start date and agreement termination date.
Authorization	List of Corporately Owned Stores	Vendor Management Reports	List of stores owned by a corporation statewide for specified time. To include a total number of stores for each corporation and list of stores.
Authorization	Vendors by Peer Group	Vendor Management Reports	List of vendors by peer group for specified time. To include total number of stores in each peer group and list of stores.
Authorization	Peer Group Report	Vendor Management Reports	List of vendors with their assigned peer groups for specified time. To be generated for statewide, district, county, or city.
Authorization	Vendor Store Information Spreadsheet	Vendor Management Reports	For each vendor list the following: vendor id, name, store number, address, county, peer group, number of cash registers, store square footage. Specified time.
Authorization	Authorization Information	Vendor Management Reports	For each vendor list the following: initial authorization date, agreement start date, agreement end date, agreement termination date, reason for termination (if applicable). Specified timeframe.
Complaints	Complaints	Vendor Management Reports	List of complaints by vendor for specified timeframe. Available for statewide, district, county, and city.
High Risk Analysis	High-cost vendor summary	Vendor Management Reports	Report listing the top 5% of vendors with highest redemption by peer group for specified time.
High Risk Analysis	High risk report	Vendor Management Reports	List of vendors considered high risk and reason codes. Specified time.
High Risk Analysis	Low variance	Vendor Management Reports	List of vendors with low variance for specified time.

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Data Elements	Report Title	Report Type	Description
High Risk Analysis	High mean	Vendor Management Reports	List of vendors with high mean for specified time.
High Risk Analysis	Random vendor list	Vendor Management Reports	List of randomly selected authorized vendors. MSDH will enter the number needed. Reports can be generated statewide or district with the ability to select multiple districts.
Monitoring	Routine Monitoring Schedule	Vendor Management Reports	List of vendors selected for routine monitoring visit
Monitoring	Routine Monitoring Vendor Selection	Vendor Management Reports	List of vendors selected for routine monitoring visit. MSDH will enter percentage. Specified time.
Monitoring	Vendor Activity	Vendor Management Reports	List of vendor activity in a specified time.
Monitoring	All Monitoring	Vendor Management Reports	List of vendors and all monitoring activities for specified time.
Monitoring	Routine Monitoring	Vendor Management Reports	List of vendors and all routine monitoring visits. To include total number for each vendor; and list with dates and findings (if any). Specified time.
Monitoring	No Routine Monitoring Visit	Vendor Management Reports	List of vendors with no routine monitoring visit in a specified time
Compliance Buy	Compliance buy report	Vendor Management Reports	List of vendors who had compliance buy and results. Include total number of buys, date, status, and outcome. Specified timeframe.
Compliance Buy	No compliance investigation	Vendor Management Reports	List of vendors with no compliance investigation in specified timeframe.
Inventory Audit	Inventory audit report	Vendor Management Reports	List of vendors who had inventory audit and results. Specified timeframe.
Inventory Audit	No Inventory Audit	Vendor Management Reports	List of vendors with no inventory audit in a specified timeframe. Specified timeframe.
Vendor sanctions	Civil Money Penalty Report	Vendor Management Reports	List of vendors and the amount of civil money penalties (CMP) assessed, amount paid to date, and remaining balance. Specified timeframe.

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Data Elements	Report Title	Report Type	Description
Vendor sanctions	Violations Report	Vendor Management Reports	List of vendors with a violation. All violations listed for specified timeframe.
Vendor sanctions	Sanction Report	Vendor Management Reports	List of vendors with sanction points and associated points for specified timeframe.
Vendor sanctions	Vendor Claims	Vendor Management Reports	List of vendors and the claims for specified timeframe. Include amount assessed, payment date, and amount paid.
Vendor Training	Training report	Vendor Management Reports	List of vendors and all training for specified timeframe. Include training date, type, and format.
Administrative Review	Administrative review	Vendor Management Reports	List of vendors and administrative reviews by timeframe.
Maximum Allowable Reimbursement Level (MARL)	MAR Report	Vendor Management Reports	Report listing the MAR for each category and sub-category by peer group by specified timeframe.
Price Survey	No Price Survey	Vendor Management Reports	Vendors with no price survey for a specified timeframe
Price Survey	Price Survey Report	Vendor Management Reports	List of vendors and the price survey for each category and sub-category for specified timeframe.
Redemption	Corporate redemptions	Vendor Management Reports	List of authorized stores owned by corporation with total redemptions for each store and the corporation. This should be generated by timeframes.
Redemption	Change in Redemption Report	Vendor Management Reports	Report listing the percent increase and/ or decrease in redemption data for the previous 3 months for each vendor. Specified timeframe.
Redemption	Vendor Redemptions	Vendor Management Reports	List of vendors and redemption amount. To be selected for statewide, district, county, or city for specified timeframe.
Redemption	Redemption Ranking Report	Vendor Management Reports	List of vendors by redemption data for a specified timeframe.
Redemption	No Redemption Activity	Vendor Management Reports	List of vendors with no redemption activity for a specified timeframe
Redemption	Non-CVB Redemptions	Vendor Management Reports	List of vendors and total value of all non-Cash Value Benefit (CVB) redemptions in specified timeframe.

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Data Elements	Report Title	Report Type	Description
Redemption	CVB Redemptions	Vendor Management Reports	List of vendors and total value of all CVB redemptions in specified timeframe.

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XI. APPENDIX 2 – CURRENT SERVER SPECIFICATIONS

Application Server Configuration													
Operating System	Microsoft Windows Server 2016 or higher												
Internet Information Server (IIS)	10.0 (built-into Operating System)												
Dot Net	.NET 5 Hosting Bundle needs to be installed on Windows Server .NET 3.5 needs to be installed on the machine running Apache CouchDB												
CPU	x64 8-cores												
RAM	64 GB												
STORAGE	<p>Components can be spread across multiple servers. Storage needs are broken out by component.</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Component</th> <th style="text-align: center;">Approx. Size</th> </tr> </thead> <tbody> <tr> <td>Web Application / API</td> <td style="text-align: center;">1000 MB</td> </tr> <tr> <td>Setup Wizard</td> <td style="text-align: center;">300 MB</td> </tr> <tr> <td>Identity Services</td> <td style="text-align: center;">400 MB</td> </tr> <tr> <td>Batch Processing and Batch Processing Hosted Service</td> <td style="text-align: center;">800 MB</td> </tr> <tr> <td>CouchDB</td> <td style="text-align: center;">30,000 MB</td> </tr> </tbody> </table>	Component	Approx. Size	Web Application / API	1000 MB	Setup Wizard	300 MB	Identity Services	400 MB	Batch Processing and Batch Processing Hosted Service	800 MB	CouchDB	30,000 MB
Component	Approx. Size												
Web Application / API	1000 MB												
Setup Wizard	300 MB												
Identity Services	400 MB												
Batch Processing and Batch Processing Hosted Service	800 MB												
CouchDB	30,000 MB												

Database Server Configuration	
Operating System	Microsoft Windows Server 2016 Standard
CPU	x64 8-cores, per database on the server
RAM	32 GB, per database on the server
STORAGE	1 TB, per database on the server