



Mississippi Department of
Information Technology Services



RFP No. 4534

Mississippi State Department of Health WIC M&O

Agenda

AGENDA	
WELCOME	ITS
PROJECT OVERVIEW	Jameshya Ballard, PhD, RDN, CLC MSDH WIC Program/State WIC Director
PROCUREMENT GUIDELINES	ITS
ADDITIONAL INFORMATION	ITS
QUESTION AND ANSWERS	Answers to vendor questions during this conference are not official unless and until submitted to ITS in writing.
CONCLUSION	ITS

Project Overview

- 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.
- 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. 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

Project Overview

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.

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

Evaluation Overview

Scoring is covered in Section VII Technical Specifications, Item 4 of the RFP.

- Each requirement is given a score between 0-10, with 9 points for meeting the requirement. Vendors should provide detail as to how their proposed solution meets or exceeds each specification.
- Vendors must respond with “Will Comply” or “Exception” on every requirement listed in Attachment A beginning with Section II, Item 30. Non-Cost = 65 points; Cost = 35 points.
- **Mandatory** requirements must meet the requirement and have a meaningful response. Vendors taking exceptions to Mandatory requirements will face elimination.
The combination of the best technical solution and the lowest cost is the key to being the selected vendor.

Technical Evaluation

Category	Possible Points
Non-Cost Categories:	
M&O Contractor/Key Personnel; Project/Resource Management	20
Maintenance & Operations SPIRIT Services;	30
Customer Support – General; Performance Management	15
Total Non-Cost Points	65
Cost Categories:	
Lifecycle Costs	30
Change Order Rates	5
Total Cost Points	35
Maximum Possible Points	100

Section VIII, Cost Information Submission

- The Vendor must complete the template in Section VIII – Cost Information Submission and submit it as part of the proposal. Instructions for completing the Cost Information Submission can be found in Section VIII – Cost Information Submission.
- Any cost not listed, even if asked for in the RFP technical requirements but not included in the Cost Information Submission, may result in the Vendor providing those products or services at no charge to the State or face disqualification.
- The Vendor is to propose a firm, fixed price that includes all costs for performing the tasks, including staff costs, software, licensing, hosting, and any other non-labor expenses necessary to accomplish the tasks and to produce the services and deliverables under this RFP.

Section VIII, Cost Information Submission

- **Change Order Rates Cost Information Submission**
- The Vendor must propose all possible personnel/subject matter experts (SME's) that may be needed for future enhancements in the table below with their fully loaded hourly rates. Along with the fully loaded hourly rates, the Vendor must propose a fully loaded blended rate. The table in the RFP lists possible roles but is not all inclusive and the Vendor may add additional roles. If the Vendor does not foresee a particular role being proposed, the Vendor must mark the hourly rate as N/A. Vendor must completely fill in the matrix listed in the RFP. The fully loaded fixed hourly rate will remain the same for the entire duration of the contract. These rates shall be used in pricing of any subsequent change orders. Fully loaded rates include hourly rate plus travel, per diem, and lodging
- All Vendors must submit a comprehensive and complete Cost Proposal that meets all the requirements specified within this RFP.
- Cost must be submitted using the format provided.

Section VIII, Cost Information Submission

- Vendors can add to or break out items in their cost submission to fit their solution; however, a total implementation cost and a total annual cost must be provided.
- Vendors cannot change costs after the proposals have been submitted.

RFP Response

- Proposal: 1 USB flash drive. Vendor's documents must be submitted in Microsoft Office 2010 or higher format and/or PDF format, as appropriate. If PDF format is submitted, the file must be searchable.
- Submission Cover Sheet (Section I)
- Performance Bond (Section IV)
- Proposal Exceptions (Section V)
- Response to RFP Questionnaire (Section VI)
- Point-by-Point Response (Attachment A, Technical Specifications, if applicable)
- Cost Information Submission (Section VIII)
- References (Section IX)

Standard Contract

- Exhibit A – Standard Contract
- Vendors must review this document and take exception, if necessary. If Vendor takes no exception to Exhibit A, the state assumes that these terms are agreeable and cannot be negotiated after award.
- If additional terms and conditions beyond what is included are required, Vendor should submit them with their RFP response for consideration.

Upcoming Dates

- Deadline for Vendor's Written Questions
Tuesday, July 9, 2024, at 3:00 p.m. Central Time
- Responses to Vendor Questions
Posted to the ITS Website by COB Wednesday, July 24, 2024
- Proposal Due Date
Thursday, August 15, 2024, at 3:00 p.m. Central Time
- Proposal Evaluations
Begin Thursday, August 15, 2024
- ITS Board
September 19, 2024
- Contract Negotiation
September - October 2024
- FNS Contract Review
October – December 2024
- Proposed Project Implementation Start-Up
January 2, 2025

Additional Information

- Vendor communication with the State
 - ❑ See Section II Proposal Submission Requirements, Item 14
- Answers to questions asked during this Vendor Conference are not official until and unless submitted in writing.
- Vendors may continue to check the ITS website for updates related to this RFP No. 4534.
 - ❑ www.its.ms.gov

Questions and Answers

- **Open to the floor** - Answers to questions posed during the vendor conference are not official unless and until questions are submitted in writing.

Conclusion

Thank you for your participation!