

**APPENDIX A**  
**EWIC FUNCTION AND SERVICE REQUIREMENTS**

Each Offeror shall provide complete Appendix A and includes as part of its technical proposal. See Section 3.4 of the RFP for further information.

**Name of Offeror:** \_\_\_\_\_

**Table of Contents**

1	Mandatory Requirements.....	2
2	Interfaces .....	4
3	Food Maintenance.....	8
4	Account Set Up/Maintenance.....	11
5	Benefit Issuance/Maintenance .....	13
6	Card Production and Management.....	16
7	Card and Pin Issuance .....	18
8	Transaction Processing .....	24
9	Settlement and Reconciliation.....	28
10	Administrative System Functionality .....	38
11	Vendor Management.....	43
12	Cardholder, Vendor and Agency Support Services .....	62
13	System Reporting.....	70
14	System Security Functionality.....	75
15	Contract Transition and System Conversion.....	80
16	Testing.....	86
17	Documentation .....	91
18	Service Level Requirements .....	108
19	Remedies / Change Requests .....	115

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Offeror Complies: Y/N/Will Develop	Comment
<b>1 Mandatory Requirements</b>				
<b>1.1</b>	<b>eWIC Standards</b>			
1.1.1	The eWIC system shall meet all applicable federal and state regulations, including WIC Regulations 7 CFR Part 246.	R		
1.1.2	The eWIC system shall conform to the current version of the MD-USVI MIS-EBT interface specification based on the FNS WIC Universal MIS-EBT Interface (WUMEI) 2015 specification.	R		
1.1.3	The eWIC system shall conform to the FNS Operating Rules for WIC EBT dated September 2014 or the most recent version at the time development is initiated.	R		
1.1.4	The eWIC system shall conform to the FNS WIC EBT TIG dated September 2018 or the most recent version at the time development is initiated.	R		
1.1.5	The eWIC system shall conform to the most recent version of the American National Standards Institute (ANSI) X9.93 - 2014 standards and future updates as described in the Technical Implementation Guide (TIG) 2018 and future updates.	R		
1.1.6	At the request of Maryland WIC and USVI WIC, to assist in fraud investigations, the contractor shall provide vendor banking information.	R		
1.1.7	In the following order of precedence, the eWIC system shall process transactions in compliance with: <ul style="list-style-type: none"> <li>• 7 CFR Part 246 and FNS WIC memos and guidance</li> <li>• FNS Operating Rules for WIC EBT</li> <li>• Prevailing industry technical and performance standards</li> </ul>	R		
1.1.8	The eWIC Processor shall provide, at no cost to Maryland WIC and USVI WIC, any eWIC system software enhancements or upgrades developed on behalf of other WIC Agencies. Maryland WIC may at their option elect to implement these enhancements for Maryland WIC and USVI WIC. The eWIC Processor may charge for any additional services; such as implementation, configuration, and materials beyond the provision of software.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Offeror Complies: Y/N/Will Develop	Comment
<b>1 Mandatory Requirements</b>				
<b>1.2</b>	<b>Coordination with the MIS Maintenance and Enhancement (M &amp; E) Contractor</b>			
1.2.1	The eWIC Processor shall coordinate interface related design, development, testing, and implementation tasks as needed with the M & E contractor.	R		
1.2.2	The eWIC Processor shall schedule and conduct remote meetings with the M & E Contractor. This shall include preparation of meeting agenda and provision of meeting summaries.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Offeror Complies: Y/N/Will Develop	Comment
<b>2 Interfaces</b>				
<b>2.1</b>	<b>Interface with the MIS</b>			
2.1.1	The eWIC Processor shall establish secure, high performance connectivity between the eWIC system and the MIS to accommodate available and reliable message-based and file-based system interfaces.	R		
2.1.2	The eWIC Processor is expected to use the MD-USVI MIS-EBT interface specification. It is anticipated that there will be no changes made to the MD-USVI MIS to support the interface. Information regarding the current MD-USVI MIS-EBT Interface has been provided in Exhibit 8: <i>Maryland and USVI eWIC Interface Document</i> .	R		
2.1.2.1	The eWIC Processor shall establish secure, high-performance connectivity between the eWIC production and eWIC fail over systems and the MIS production system.	R		
2.1.2.2	The eWIC Processor shall establish secure, high performance connectivity between the eWIC production and fail over system and the MIS disaster recovery system.	R		
2.1.2.3	In the event of a difference in interpretation in the interface specification, the M & E contractor will make the final determination with the consultation with Maryland WIC.	R		
2.1.3	The eWIC system shall accept and transmit data to and from the MIS in message based interface and in batch system interface (batch files). The eWIC system shall be able to accept batch files 24 x 7 x 365, with the exception of scheduled down time.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Offeror Complies: Y/N/Will Develop	Comment
<b>2 Interfaces</b>				
2.1.3.1	<p>The following message based functions shall be supported:</p> <ul style="list-style-type: none"> <li>• Add EBA</li> <li>• Update EBA</li> <li>• Get EBA Details</li> <li>• Add or Update Benefits</li> <li>• Get Benefit Balance</li> <li>• Get Benefit Maintenance History</li> <li>• Get Benefit Redemption History</li> <li>• Add Cardholder/Card function</li> <li>• Add or Update PIN function</li> <li>• Update Cardholder/Card</li> <li>• Get Cardholders/Cards function</li> <li>• Get Card History</li> </ul>	R		
2.1.3.2	<p>The following batch file based functions shall be supported:</p> <ul style="list-style-type: none"> <li>• Report Card Updates</li> <li>• Add or Update Vendor</li> <li>• Update WIC Vendor Operational Status</li> <li>• Add or Update Category /Subcategory Information</li> <li>• Add or Update UPC/PLU Information</li> <li>• Report WIC Benefit Redemptions</li> <li>• Report WIC Benefit Changes</li> <li>• Report Benefits Purged</li> <li>• Request ACH Payment</li> <li>• Report ACH Payments</li> <li>• Batch File Confirmation</li> <li>• Add Clinic</li> <li>• Updated Clinic</li> </ul>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Offeror Complies: Y/N/Will Develop	Comment
<b>2 Interfaces</b>				
2.1.3.3	<p>There is potential during the life of this contract, that the WIC on the Web (WOW) system will undergo a technology refresh which would include updating the MIS-EBT interface to the version of the WUMEI current at that time. It is expected that the eWIC Processor would update their portion of the MIS-EBT interface in conjunction with the WOW updates.</p> <p>To the extent possible, any work already performed for another WIC Agency to update the MIS-EBT interface to be in compliance to the current version of the WUMEI will be made available to Maryland WIC and USVI WIC at no additional cost. Maryland WIC shall work with the eWIC Processor using a change request process to address any additional development costs for the interface update.</p>	R		
2.1.4	The eWIC system shall be available 24 hours per day; seven (7) days per week for batch file and message transfer with the MIS and retail systems, except during scheduled maintenance.	R		
2.1.4.1	Scheduled maintenance of the eWIC system shall not exceed two (2) hours per month, unless other timeframes are agreed upon by Maryland WIC and USVI WIC.	R		
2.1.4.2	The eWIC Processor shall provide Maryland WIC and USVI WIC with a schedule developed with Maryland WIC and USVI WIC's input and coordination, for routine maintenance with a minimum of six (6) months' notice for scheduled downtime. Any scheduled outages require six (6) months advance notice unless a shorter notice period is approved by Maryland WIC due to the urgency of the maintenance activity.	R		
2.1.4.3	<p>Scheduled downtime shall be during periods of low transactions (e.g. between 1 AM and 5 AM WIC Agency local time).</p> <p>Eastern Standard (EST) for Maryland</p> <p>Atlantic Standard (AST) for USVI</p>	R		
2.1.4.4	The eWIC Processor shall provide detailed information on the maintenance tasks included in each scheduled outage.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Offeror Complies: Y/N/Will Develop	Comment
<b>2 Interfaces</b>				
<b>2.2</b>	<b>Batch Files</b>			
2.2.1	When the eWIC system receives a batch file it shall transmit a confirmation to the sending party (MIS, vendor system, etc.) that a batch file was received.	R		
2.2.2	The eWIC system shall accept a confirmation from the sending party that a batch file was received.	R		
2.2.3	The eWIC system shall accept batch level error reports from the sending party.	R		
2.2.4	Batch level errors (e.g. wrong sequence, wrong record count, etc.) shall be reported by the eWIC system to the sending party.	R		
2.2.5	Detail record errors (e.g. provide specific record identifier and indication of specific error) shall be reported by the eWIC system to the sending party.	R		
2.2.6	The eWIC system shall accept detail record error reports from the sending party.	R		
2.2.7	If a batch file is transmitted with no records this indicates that no action is to be taken by the receiving system.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>3 Food Maintenance</b>				
<b>3.1</b>	<b>Category/Subcategory Information</b>			
3.1.1	The eWIC system shall accept the initial WIC Category Sub-Category file generated by the MIS.	R		
3.1.2	The eWIC system shall accept WIC Category Sub-Category files containing changes and/or additions to Maryland WIC and USVI WIC Category Sub-Category file from the MIS.	R		
3.1.2.1	The WIC Category Sub-category file will be a changes only file.	R		
3.1.2.2	If no Begin Date for the begin sub-category is supplied, any changes requested will take effect immediately.	R		
3.1.2.3	Future effective changes with respect to the subcategory begin date will become effective at the beginning of the day based on the local date and time (i.e. 12:01 a.m.).	R		
3.1.2.4	Future effective changes with respect to the subcategory end date will take effect at the end of the day based on the local date and time (i.e. 11:59 p.m.).	R		
3.1.2.5	If a Category/Sub-Category is end dated, a check is made to see if any benefits exist for that Category/Sub-Category and if they do an error is returned.	R		
<b>3.2</b>	<b>WIC UPC/PLU Data</b>			
3.2.1	The eWIC system shall accept the initial Add or Update WIC UPC/Price Look-Up (PLU) Information files from the MIS that includes peer group pricing for each item following WUMEI standards.	R		
3.2.2	The eWIC system shall accept the Add or Update WIC UPC/PLU Information as a full replacement file or a changes only file.	R		
3.2.2.1	Upon receipt of the Add or Update UPC/PLU Information file, the eWIC system shall validate whether the UPC/PLU record already exists for Maryland WIC and USVI WIC.	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>3 Food Maintenance</b>				
3.2.2.2	Future effective changes with respect to the UPC/PLU begin date will become effective at the beginning of the day based on the local date and time (i.e. 12:01 a.m.).	R		
3.2.2.3	Future effective changes with respect to the UPC/PLU end date will take effect at the end of the day based on the local date and time (i.e. 11:59 p.m.).	R		
3.2.2.4	Upon validation, the eWIC system shall completely replace the existing UPC/PLU record with the data in the most recent UPC/PLU file.	R		
3.2.2.5	Maryland WIC currently has three APLs and USVI WIC has one eWIC APL. Maryland WIC's three APL types are Pharmacy, Farmers/Market, and eWIC (Primary). In support of creating multiple APLs, the Add or Update UPC/PLU Information file shall include indicators for the specific APL type for which the product shall be included. The eWIC system shall process this data and apply the UPCs/PLUs to the appropriate APL.	R		
3.2.2.6	All UPC/PLUs shall contain check digits.	R		
<b>3.3</b>	<b>APL File Creation and Access</b>			
3.3.1	The eWIC system shall create an APL file in X9.93 format, on a daily basis, based on data contained in the Category/Subcategory file and UPC/PLU file received from the MIS. The eWIC system shall provide users, WIC vendors and third party processors with access to the APL.	R		
3.3.1.1	At a minimum, the eWIC system shall generate the APL on a daily basis.	R		
3.3.1.2	The eWIC system shall support the V4 format of the APL	R		
3.3.1.3	The eWIC system shall have the infrastructure to support future versions of the APL if an update is mandated by FNS.	R		
3.3.1.4	The eWIC system shall generate the APL file on-demand as requested by Maryland WIC and USVI WIC.	R		
3.3.1.5	The APL shall not display nor contain not-to-exceed (NTE) data.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>3 Food Maintenance</b>				
3.3.1.6	The eWIC system shall make the APL file available on a secure data retrieval site for download by WIC Vendors and third party processors (TPPs).	R		
3.3.1.7	The eWIC system shall provide Maryland WIC and USVI WIC with user view of APL data (current and previous), including the ability to view APLs by specific dates.	R		
3.3.1.8	The eWIC system shall be able to limit vendor access to specific APLs. For example, if there is a full APL and a limited APL for pharmacies, pharmacy vendors shall only be able to access the pharmacy APL.	R		
3.3.1.9	The eWIC Processor shall provide reporting and query functionality that shall identify when a vendor last downloaded the APL.	R		
3.3.1.10	The eWIC Processor shall provide reporting and query functionality that shall identify vendors who have not downloaded the APL within a designated period of time (i.e., have not downloaded the APL in 5 days or more).	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>4 Account Set Up/Maintenance</b>				
<b>4.1</b>	<b>Create Electronic Benefit Account (EBA)</b>			
4.1.1	The eWIC system shall process account set-up (Add EBA) messages from the MIS. The Add EBA function is used by the MIS system to establish an account on the eWIC system prior to issuing benefits or cards.	R		
4.1.1.1	The eWIC system shall establish an EBA for each unique MIS Family ID received through the Add EBA message.	R		
4.1.1.2	The MIS will not pass the family demographic information to the eWIC system as part of the Add EBA message.	R		
4.1.1.3	The eWIC system shall validate that the MIS Family ID does not already exist	R		
4.1.1.4	At a minimum, the eWIC system shall accept the type of account (e.g., household, venter education/training, compliance, and educational) and the Family ID number.	R		
4.1.1.5	The eWIC system shall be able to limit access or view of EBA information for user profiles based on account type. For example, a clinic user would not be able to view training or compliance accounts based on their user profile.	R		
4.1.1.6	The eWIC system shall support segregation of reporting by account type. For example, training and compliance accounts may be excluded from certain reports or reports may only include data for a specific account type.	R		
4.1.1.7	When an EBA is added, the status shall be set to Active.	R		
4.1.1.8	The Local Agency and Clinic ID assigned to the EBA is based on the data provided in the message header.	R		
<b>4.2</b>	<b>Maintain EBA</b>			
4.2.1	The eWIC system shall accept messages from the MIS to update the EBA. The Update EBA function is used by the MIS system to update account information on the eWIC system.	R		
4.2.1.1	The eWIC system shall validate the Family ID exists.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>4 Account Set Up/Maintenance</b>				
4.2.1.2	If the EBA is placed on hold, any cardholder's associated with the EBA may not use their card for POS transactions. However, Benefit Adds/Updates may still be applied to the EBA.	R		
4.2.1.3	The account type cannot be changed.	R		
4.2.1.4	No EBA level family demographic information is maintained on the eWIC system from MIS; therefore, the only expected actions for the Update EBA function are Deactivate, Reactivate, and Hold.	R		
4.2.1.5	If the EBA is deactivated or placed on hold, the eWIC system will still expunge any remaining benefits when they expire as part of the Benefit Expungement process.	R		
<b>4.3</b>	<b>Get EBA Details</b>			
4.3.1	The Get EBA Details message shall be used by the MIS system to get real time account information from the eWIC system.	R		
4.3.1.1	The eWIC system will validate the Type code in the request matches the Type code for the WIC MIS Account ID requested.	R		
4.3.1.2	WIC MIS Account information will be returned if it exists on the eWIC system for the filter criteria requested, regardless of the status of the Account.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>5 Benefit Issuance/Maintenance</b>				
<b>5.1</b>	<b>Add/Update Benefits to the EBA</b>			
5.1.1	The eWIC system shall receive and process benefit add/update real-time message from the MIS. The Add or Update Benefits function is used by the MIS system to issue new benefits or adjust existing benefits associated with a Family ID/EBA on the eWIC system.	R		
5.1.1.1	The eWIC system shall validate that the EBA is Active or on hold.	R		
5.1.1.2	The MIS will transmit an Add/Update Benefits message to issue (credit) or void (debit) benefits.	R		
5.1.1.3	The eWIC system shall validate the Category and Sub-category combination.	R		
5.1.1.4	If the transaction is a subtraction (void), then the eWIC system shall only perform the subtraction if there is sufficient balance to post the entire transaction.	R		
5.1.1.5	If the transaction is an addition (issue), then the eWIC system shall validate that the total benefit units available for the Category code (sum of all Sub-category units) on a given date shall not exceed the maximum balance of 999.99.	R		
5.1.1.6	Each Benefit Add should be assigned a unique Benefit Issuance ID and will have a Benefit Issuance ID sequence number of 1.	R		
5.1.1.7	Each Benefit Void should include the unique Benefit Issuance ID used at Issuance as well as a unique Benefit Issuance ID sequence number.	R		
5.1.1.8	The eWIC system shall validate that Benefit Periods do not overlap.	R		
5.1.1.9	The Local Agency and Clinic ID assigned at issuance based on the data provided in the message header will be the Local Agency and Clinic ID used for benefit reporting.	R		
<b>5.2</b>	<b>Maintain EBA Benefits and Benefit Availability</b>			
5.2.1	The eWIC system shall maintain the WIC benefit account structure, to include benefit beginning and end dates.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>5 Benefit Issuance/Maintenance</b>				
5.2.1.1	The eWIC system shall accurately maintain EBA account balances by category/sub-category.	R		
5.2.1.2	The eWIC system shall ensure that benefits being purchased are drawn from the appropriate category/sub-category.	R		
5.2.1.3	The eWIC system shall ensure that benefit accounts are not overdrawn.	R		
5.2.2	The eWIC system shall store and manage benefits based on the start and end dates received from the MIS.	R		
5.2.2.1	The eWIC system shall ensure benefits are made available on their start date and time (midnight).	R		
5.2.2.2	The eWIC system shall ensure that unused benefits are expired on their expiration date and time. Expiration time shall be 11:59 PM local time of Maryland WIC and USVI WIC.	R		
5.2.2.3	The IVR system (the automated customer service line) and cardholder portal must reflect accurate benefit availability based on local time of the participant based on the zip code associated with their account.	R		
5.2.3	Upon request from the MIS, the eWIC system shall provide to the MIS via real-time message the benefit balance information for a specific EBA.	R		
5.2.3.1	Validate that the Family ID and EBA exists.	R		
5.2.3.2	If a requested begin date and end date are not provided, then the eWIC system shall only return records where the current date is between the benefit begin and end dates (meaning the currently available benefit balance is returned).	R		
5.2.3.3	The information returned by the eWIC system will be broken out by each Benefit Issuance ID and Begin and End date combination that meets the filter criteria specified.	R		
<b>5.3</b>	<b>Benefit History</b>			
5.3.1	Upon request from the MIS, the eWIC system shall provide to the MIS via real-time message the benefit maintenance history for a specific EBA.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>5 Benefit Issuance/Maintenance</b>				
5.3.1.1	The eWIC system shall validate that the Family ID and the EBA exist.	R		
5.3.1.2	If the Family ID is sent, then the eWIC system shall return the benefit maintenance history for the EBA. If a PAN is sent, then the eWIC system shall return the benefit maintenance history for the PAN.	R		
5.3.2	Upon request from the MIS, the eWIC system shall provide to the MIS via real-time message the benefit redemption history for a specific EBA.	R		
5.3.2.1	The eWIC system shall validate that the Family ID and EBA exist.	R		
5.3.2.2	If the Family ID is sent, then the eWIC system shall return the benefit redemption history for the EBA. If a PAN is sent, then the eWIC system shall return the benefit redemption history for the card.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>6 Card Production and Management</b>				
<b>6.1</b>	<b>Produce Magnetic Stripe Cards</b>			
6.1.1	The eWIC Processor shall provide the eWIC card.	R		
6.1.1.1	The eWIC card shall be compliant with International Organization for Standardization (ISO) 7810:2003, Identification cards - Physical characteristics.	R		
6.1.1.2	As an option, the eWIC Processor shall support a card design change. Maryland WIC and USVI WIC will provide the card design separately.	RPS		
6.1.1.3	The eWIC Processor shall support updates to card language requirements as directed by FNS at no additional cost to Maryland WIC and USVI WIC.	R		
6.1.1.4	The obverse graphics of the eWIC card shall be produced using a four (4) color printing process.	R		
6.1.1.5	The eWIC card shall contain a mark, brand or wording that identifies it as being associated with Maryland WIC and USVI WIC. Such identification is to be agreed upon with Maryland WIC and USVI WIC separately.	R		
6.1.1.6	The eWIC card shall not contain the mark or brand of any debit/credit network.	R		
6.1.1.7	The reverse of the eWIC card shall have a high coercivity magnetic stripe.	R		
6.1.1.8	The reverse of the eWIC card shall have printed information as specified by Maryland WIC and USVI WIC. It may also include the short version of the USDA FNS non-discrimination statement at Maryland WIC and USVI WIC's discretion.	R		
6.1.1.9	Track two of the magnetic stripe shall be encoded according to ISO standard for financial cards: ISO 7811, 7812 and 7813.	R		
6.1.2	The eWIC card shall contain a 16 digit Primary Account Number (PAN) to identify the cardholder.	R		
6.1.2.1	The PAN printed on obverse of the card shall be in a contrasting color.	R		
6.1.2.2	The PAN shall be printed in flat, non-embossed printing.	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>6 Card Production and Management</b>				
6.1.2.3	The PAN of the eWIC card shall use Maryland WIC and USVI WIC's Issuer Identification Number (IIN). The IIN for both agencies is six (6) digits.	R		
6.1.2.4	The PANs for new cards shall not duplicate any eWIC Processor's card numbers already in use.	R		
6.1.2.5	The PAN layout shall be as follows: <ul style="list-style-type: none"> <li>Position 1-6: IIN</li> <li>Position 7-9: Discretionary</li> <li>Position 10-15: Cardholder ID</li> <li>Position 16: Check Digit</li> </ul>	R		
<b>6.2</b>	<b>Provision of eWIC Cards</b>			
6.2.1	The eWIC Processor shall maintain card inventory controls for printed card stock prior to delivery to Maryland WIC and USVI WIC.	R		
6.2.2	The eWIC Processor shall deliver eWIC cards to both Maryland WIC and USVI WIC. Maryland WIC and USVI WIC shall distribute cards as requested by the local agencies.	R		
6.2.2.1	eWIC cards shall be shipped with logical numbering and inventory lists.	R		
6.2.2.2	eWIC cards shall be packed in sealed boxes, not to exceed 500 cards/boxes.	R		
6.2.2.3	eWIC cards shall be packed in numeric sequence from lowest to highest.	R		
6.2.2.4	eWIC card boxes shall be shipped in cartons, not to exceed six (6) boxes/carton. As few as one (1) box may be included in a shipment.	R		
6.2.2.5	A log of all shipments and shipping tracking information shall be maintained by the eWIC Processor.	R		
6.2.3	The eWIC Processor shall fulfill card orders made by Maryland WIC and USVI WIC in no less than 60 calendar days.	R		
6.2.4	Maryland WIC and USVI WIC shall retain ownership of all Maryland WIC and USVI WIC eWIC cards produced and not issued at the end of the contract term.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>7 Card and Pin Issuance</b>				
<b>7.1</b>	<b>Add Card/Cardholder</b>			
7.1.1	The eWIC system shall receive and process card issuance real-time message from the MIS.	R		
7.1.1.1	The eWIC system shall validate that the WIC MIS Account ID exists and is Active or on Hold.	R		
7.1.1.2	The eWIC system shall validate that there is not already an Active primary cardholder associated with the given Household.	R		
7.1.1.3	If all validations are passed, then the eWIC system will create the cardholder and set the Card status to active.	R		
7.1.1.4	The eWIC system shall validate that the Card Number is valid and has not already been issued.	R		
7.1.1.5	The eWIC system shall accept demographic data for a cardholder.	R		
7.1.1.5.1	Demographic data may include personally identifiable information (PII) such as name, address, date of birth (DOB) and phone number.	R		
7.1.1.5.2	All PII shall be secured by the eWIC Processor.	R		
7.1.1.6	The eWIC system shall create a new cardholder record and associate the cardholder with the given card and the household EBA.	R		
<b>7.2</b>	<b>Update Card/Cardholder</b>			
7.2.1	The eWIC system shall receive and process eWIC updated card message data from the MIS to change card status (active/deactivated), update cardholder demographics, and replace a card.	R		
7.2.1.1	The eWIC system shall validate that the WIC MIS Account ID exists and is Active or on Hold.	R		
7.2.1.2	The eWIC system shall update demographics to the new value(s).	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>7 Card and Pin Issuance</b>				
7.2.1.3	If a Card Number replacement is provided, then the existing Card Number for the Cardholder is deactivated if it is not already deactivated. The deactivated status is determined and set based on the reason code used in the request (.e. Lost, Stolen, etc.). The Card status for the Card Number replacement is set to Active.	R		
7.2.1.4	The eWIC system shall change the card status to the new value based on the Action Code and Reason code provided in the request.	R		
7.2.1.5	If a card is being replaced, the eWIC system shall validate that the replacement card number is valid and has not already been issued.	R		
7.2.1.5.1	If the cardholder currently has an active card, then the eWIC system shall change the existing active card status to deactivated.	R		
7.2.1.5.2	On a Card Replacement Request, the existing PIN information will be carried forward to the new card such that the cardholder's existing PIN is useable with the replacement card.	R		
7.2.2	The eWIC Processor and system shall support card replacement.	R		
7.2.2.1	Replaced cards shall be able to be used immediately once issued and shall not require additional action by the cardholder to activate.	R		
7.2.2.2	The PIN from the card being replaced shall be carried forward and applied to the replacement card.	R		
7.2.2.3	The eWIC Processor and system shall support the replacement of cards at clinic locations (this is the primary replacement method used by USVI WIC).	R		
7.2.2.4	The eWIC Processor and system shall support the replacement of cards by mail (this is the primary replacement method used by Maryland WIC).	R		
7.2.2.4.1	Mailed replacement cards shall be sent via U.S. Postal System first class mail.	R		
7.2.2.4.2	Mailed cards shall be received by the requesting cardholder within seven (7) calendar days from the date the card was requested.	R		
7.2.2.4.3	Mailed cards shall be affixed to a card mailer that includes information about the use of the card.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>7 Card and Pin Issuance</b>				
<b>7.3</b>	<b>24x7 Card Deactivation</b>			
7.3.1	To support the ability for a cardholder to deactivate their card 24x7, the eWIC Processor or eWIC system shall allow a cardholder to deactivate a card through a live CSA as well as through self-service functionality in either the IVR or cardholder portal or both.	R		
7.3.2	Whether the deactivation occurs through a self-service function or by a CSA, the following shall occur:	R		
7.3.2.1	The eWIC system/CSA shall validate that the card is active and assigned.	R		
7.3.2.2	The eWIC system/CSA shall validate the identity of the individual requesting a card status change.	R		
7.3.2.3	A cardholder may deactivate their card and provide a reason such as lost, stolen, or damaged. No cardholder may re-activate a card in a deactivated status.	R		
7.3.2.4	The eWIC system/CSA shall change the card status to the deactivated with a reason associated.	R		
7.3.2.5	If the cardholder currently has an active card, then the eWIC system/CSA shall change the existing active card status to deactivated.	R		
7.3.2.6	The eWIC system shall allow the cardholder's existing PIN to be usable with the replacement card.	R		
7.3.2.7	The eWIC system shall utilize real time messaging to view a card's status prior to receiving the batch file.	R		
<b>7.4</b>	<b>Card Hold</b>			
7.4.1	Maryland WIC and USVI WIC are interested in enhanced functionality that would allow a cardholder to place a hold on their card in the event the card is misplaced, but they do not know yet if it is missing or stolen.	P		
7.4.1.1	The hold function would be available as a self-service function through the IVR, or cardholder portal.	P		
7.4.1.2	When initiated, the eWIC system places the card in a hold status.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>7 Card and Pin Issuance</b>				
7.4.1.3	While in the hold status, any attempts to process transactions using the card will be rejected.	P		
7.4.1.4	The hold status is maintained by the eWIC system until the cardholder removes the hold via the IVR or cardholder portal, or the card is replaced at which time the card that had been on hold is deactivated.	P		
7.4.1.5	This feature shall be turned on or off at the discretion of Maryland WIC and USVI WIC.	P		
<b>7.5</b>	<b>Maintain Card History</b>			
7.5.1	The eWIC system shall maintain a history of cards assigned to households and cardholders in accordance with section 18.15 eWIC Data Retention.	R		
7.5.2	The eWIC system shall provide real-time message in response to a request from the MIS for a history of all eWIC cards that have been assigned to a household.	R		
7.5.2.1	The eWIC system shall remit card history real-time message to the MIS (e.g., card activation date, card status changes, cardholder changes, card deactivation date).	R		
7.5.3	On a daily basis, the eWIC system shall transmit a file of all card updates initiated through the eWIC system that have occurred in the previous 24 hours (i.e., card deactivation and replacements). This file will be used to update card status information in the MIS.	R		
<b>7.6</b>	<b>PIN Selection</b>			
7.6.1	The eWIC system shall receive and process PIN selection or change (update) real-time message from the MIS.	R		
7.6.2	The eWIC system shall provide functionality for a cardholder to select or change (update) a PIN remotely by phone call to the eWIC cardholder IVR system and through a cardholder portal. The functionality can additionally be provided through a mobile app.	R		
7.6.3	For all PIN selections and changes:	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>7 Card and Pin Issuance</b>				
7.6.3.1	The eWIC system shall validate that the card number is active and associated with a valid EBA.	R		
7.6.3.2	The eWIC system shall validate that the identity of the person requesting the PIN change by requesting DOB and zip code.	R		
7.6.3.3	The eWIC system will require that the cardholder enter their PIN twice to ensure accuracy.	R		
7.6.3.4	No entry point (IVR or portal) nor the eWIC host system will limit the number of times a PIN can be changed by a cardholder.	R		
7.6.4	The eWIC Processor shall support the transfer of PINs associated with existing eWIC cards to the incoming eWIC Processor at the conclusion of its contract.	R		
<b>7.7</b>	<b>PIN Lock and Unlock</b>			
7.7.1	The eWIC system shall lock an EBA from access if a cardholder has exceeded the Maryland WIC and the USVI WIC-specified number of consecutive invalid PIN attempts.	R		
7.7.2	Using the eWIC system, Maryland WIC and USVI WIC shall be able to configure the number of consecutive invalid PIN attempts allowed and view the number of invalid PIN attempts for a given card with active or locked status.	R		
7.7.3	The eWIC system shall provide functionality to unlock on demand from the MIS an EBA that has been locked for exceeding invalid PIN attempts.	R		
7.7.4	The eWIC system shall provide functionality to unlock the PIN lock after a successful PIN change.	R		
7.7.5	The eWIC system shall automatically unlock an EBA at 11:59 PM in the local time zone on any day that an EBA has been locked for exceeding the allowed number of invalid PIN attempts. When there are multiple time zones, participants shall be able to use their card after 12:00 AM in the local time zone of the vendor at which they are attempting to complete a transaction.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>7 Card and Pin Issuance</b>				
<b>7.8</b>	<b>PIN Equipment</b>			
7.8.1	The eWIC Processor shall provide replacement PIN Pad equipment to Maryland WIC and USVI WIC to be used in local agency sites to support PIN selection and changes. Maryland WIC and USVI WIC owns the PIN pads currently (Verifone 1000 SE) in use at Local Agencies but will need the ability to obtain replacements when the current inventory has been depleted.	RPS		
7.8.2	The PIN pads shall be delivered to Maryland WIC and USVI WIC for distribution to local agencies.	RPS		
7.8.3	The PIN pads shall have the software capabilities to interface with the MIS for PIN selection.	RPS		
7.8.4	The eWIC Processor shall maintain a supply of PIN pads. Replacement PIN pads shall be shipped within two (2) business day of request.	RPS		
7.8.5	PIN security and management shall conform to ISO 9564.	RPS		
7.8.6	The PIN pads shall accept and securely encrypt four (4) up to 12 digit PINs. Maryland WIC and USVI WIC anticipates using a four (4) digit PIN.	RPS		
7.8.7	The PIN pads shall not display the PIN in text, print, or electronically record or write out the PIN.	RPS		
7.8.8	The PIN shall be encoded using 3DES or using end-to-end encryption.	RPS		
7.8.9	The PIN pads shall be provided with a one (1) year warranty for maintenance.	RPS		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>8 Transaction Processing</b>				
<b>8.1</b>	<b>Processing Day</b>			
8.1.1	The eWIC system shall maintain a 24-hour business day processing cycle.	R		
8.1.2	The eWIC Processor shall operate on a standard daily cutoff time for transaction processing. Maryland WIC and USVI WIC currently cutoff at 6:00 pm ET. A specific time will be established as part of project initiation.	R		
8.1.3	The standard daily cutoff time shall occur at a time of day that shall allow the origination of wire transfer payments for next day settlement.	R		
<b>8.2</b>	<b>Transaction Processing</b>			
8.2.1	The eWIC system shall provide real-time transaction processing of real-time message or file transmissions received from WIC Retailers, WIC Retailer's corporate representatives (agents) (for aggregated data/file transfer) or their third party processors (TPP).	R		
8.2.1.1	The eWIC system shall support online, commercial network and direct connect communication with WIC Retailers.	R		
8.2.1.2	The eWIC Processor shall establish a direct (direct connection between a store and the eWIC host processing system) or indirect (store connection to the WIC host through the use of a TPP) telecommunications connection for the routing of transactions and retrieval from and delivery of files to WIC Retailers, their agents, or TPPs.	R		
8.2.1.3	Transactions accepted by the eWIC system from the WIC Retailer or its TPP shall be in the ANS X9.93-2:2014 Financial Transaction Message - EBT - Part 1:Messages (and future updates) for messages.	R		
8.2.1.4	The eWIC system shall accept the following minimum transaction set: <ul style="list-style-type: none"> <li>• Balance Inquiry</li> <li>• WIC Purchase</li> <li>• WIC Void/Reversal</li> </ul>	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>8 Transaction Processing</b>				
<b>8.3</b>	<b>Online Transaction Processing</b>	R		
8.3.1	The eWIC system shall conduct checks and processes to determine if a transaction is approved.	R		
8.3.1.1	The eWIC system shall ensure the transaction originates from an approved WIC Retailer by validating the WIC Retailer's identification number.	R		
8.3.1.2	The eWIC system shall verify the EBA is active.	R		
8.3.1.3	The eWIC system shall validate that the card is active.	R		
8.3.1.4	The eWIC system shall verify the PIN associated with the PAN.	R		
8.3.1.5	The eWIC system shall verify that the number of consecutive failed PIN tries has not been exceeded.	R		
8.3.1.6	The eWIC system shall verify that the UPC or PLU code presented for each purchased product is an authorized UPC or PLU for Maryland WIC and USVI WIC through comparison to the APL.	R		
8.3.1.7	To the extent possible, produce should be identified by its specific PLU. However, the eWIC system shall allow the fresh fruit or vegetables to be mapped to a single generic PLU (i.e., 4469 for fresh fruits and vegetables).	R		
8.3.1.8	The eWIC system shall validate the Categories and Sub-Categories of the food items presented against the current list of WIC approved Categories and Sub-Categories.	R		
8.3.1.9	The eWIC system shall validate the products and units are available within the EBA benefit balance.	R		
8.3.1.10	The eWIC system shall validate the products for appropriate availability dates in the EBA benefit record.	R		
8.3.1.11	For void transactions, the eWIC system shall verify an existing benefit record so that the transaction can be properly posted.	R		
8.3.2	The eWIC system shall process transactions in real time as transactions occur.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>8 Transaction Processing</b>				
8.3.2.1	The eWIC Processor shall not charge fees to WIC vendors for WIC transactions and must comply with Section 750 of the Consolidated Appropriations Act of 2018 - Implementing Memorandum for Supplemental Nutrition Assistance Program, Supplemental Nutrition, and Safety Programs, and Child Nutrition Programs which prohibits State Electronic Benefit Transfer (EBT) processors, their contractors, subcontractors, or Affiliates from charging routing and switching fees for intra- or interstate transactions.	R		
8.3.2.2	Interchange fees may not be applied to eWIC transactions.	R		
8.3.2.3	The eWIC transaction date and time shall be the date and time the purchase is approved by the eWIC system. It shall be able to be displayed and reported as to the local date and time of the WIC Retailer location.	R		
8.3.2.4	The eWIC system shall ensure the purchase quantity redeemed from the EBA benefits shall be obtained from the benefit quantity associated with the UPC in the APL.	R		
8.3.2.5	The eWIC system shall provide an approval or a denial for each transaction.	R		
8.3.2.6	The eWIC system shall provide an appropriate reason code as set by X9.93: Part 1 (2014) for all rejected transactions.	R		
8.3.2.7	The eWIC system shall compare the product price against the NTE for the UPC. (NTEs will be established by each Maryland WIC and USVI WIC MIS).	R		
8.3.2.8	If the product price is equal to or less than the NTE for the WIC Retailer's peer group, the eWIC system shall approve the purchase of the product at the WIC Retailer's product price.	R		
8.3.2.9	If the product price is greater than the allowable price for the WIC Retailer's peer group, the eWIC system shall approve the purchase of the product at the NTE price.	R		
8.3.2.10	The eWIC system shall provide a return message to the WIC Retailer electronic cash register (ECR) system or POS, or the TPP, that contains the amount paid for the product.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>8 Transaction Processing</b>				
8.3.3	The eWIC system shall deduct benefits from Specific Sub-Categories with values greater than "000" before deducting benefits from the Broadband Food Sub-Categories for food item UPCs/PLUs that can be redeemed from Broadband and Specific Sub-Categories.	R		
8.3.4	If a food item UPC/PLU is allowed to use a Broadband Food Sub-Category, then the eWIC system shall allow the food item to be redeemed with the units remaining in the Broadband Food Subcategory once all units in the Specific Food Sub-Category have been decremented.	R		
8.3.5	The eWIC system shall allow the redemption of a single food item in part from a Specific Food Sub-Category and in part from the Broadband Food Sub-Category.	R		
8.3.6	The eWIC system shall have the capability to process up to 50 unique UPCs and PLUs in a single purchase transaction.	R		
8.3.7	The eWIC system shall provide the data required for the WIC Retailer to print receipts according to the requirements of Section 12.1 of the TIG and Section 5.5 of the Operating Rules. This includes the opening and/or ending EBA benefit balance, and benefit balance end date, as applicable, to support receipts printed by the WIC Retailer system or POS. (Note - Opening benefit balance applies to balance inquiry transactions, ending benefit balance applies to the balance after the purchase transactions.)	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
<b>9.1</b>	<b>Account Reconciliation</b>			
9.1.1	The eWIC system shall reconcile each EBA and all eWIC data on a daily basis.	R		
9.1.1.1	For each EBA, the eWIC system shall verify that the quantity of each Category/Sub-Category end of the processing day net position is equal to the benefits (units) at the beginning of the processing day plus the net sum of benefits credited and debited as contained in the transaction history detail for that processing day.	R		
9.1.1.2	For all Maryland WIC and USVI WICeWIC data, the eWIC system shall verify that the quantity of each Category/Sub-Category end of the processing day net position is equal to the quantity at the beginning of the processing day plus the net sum of benefits credited and debited as contained in the transaction history detail for that processing day.	R		
9.1.2	The eWIC system shall reconcile the value of the business day transactions against the funds settled to each WIC Vendor, its designated agent and TPPs, as applicable.	R		
9.1.2.1	The eWIC system shall validate that the sum of the amounts paid to WIC Vendors, agents, and TPPs, as applicable, is equal to the total payments calculated as due to these entities.	R		
9.1.2.2	The eWIC Processor shall verify that the amount drawn from the settlement account is equal to the amount indicated in the reconciliation file.	R		
9.1.2.3	The eWIC system shall provide audit reports, automated and on-demand, demonstrating the sum of activity equals payments made to the WIC vendor, its agent and TPPs, as applicable, and in total.	R		
9.1.3	The eWIC system shall notify the appropriate Maryland and USVI WIC users of any detected anomalies in daily reconciliation.	R		
9.1.3.1	The eWIC system or Processor shall provide an alert or a report within one hour of when an anomaly is detected.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
9.1.3.2	The eWIC Processor shall provide Maryland WIC and USVI WIC with the corrective action to be taken.	R		
9.1.3.3	The eWIC system shall provide appropriate tools to correct errors in the settlement process.	R		
<b>9.2</b>	<b>Issuance Reconciliation</b>			
9.2.1	The eWIC system shall verify that all message based benefit issuance/voids sent from the MIS are processed and posted to EBAs in the eWIC database.	R		
9.2.1.1	The eWIC system shall verify issuance by Category, Sub-Category and Benefit Quantity.	R		
9.2.1.2	The eWIC system shall verify issuance for both current and future months' benefits.	R		
9.2.2	The eWIC system shall return data or response to the MIS providing notification of any detected anomalies in issuance reconciliation via alert and/or report.	R		
<b>9.3</b>	<b>Daily Reconciliation Data Files</b>			
9.3.1	WIC Benefit Redemption File	R		
9.3.1.1	The eWIC system shall transmit a daily file that provides a detailed record of all benefit redemption activity.	R		
9.3.1.2	The eWIC system, at a minimum, shall include all WIC Vendor transactions in the daily file.	R		
9.3.1.3	The information transmitted shall be based on the eWIC system processing day or a time frame specified by Maryland WIC and USVI WIC during system design.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
9.3.1.4	The information transmitted shall be a full historical, clearly labeled account (audit trail) of the transaction and the information (e.g., date, time, Category, Sub-Category, benefit quantity, item description, benefit begin date, benefit end date, WIC Vendor number, WIC Vendor terminal, WIC Vendor peer group, originating clinic ID) that was current and used at the time of the transaction.	R		
9.3.1.5	The eWIC system shall report reversals as two (2) separate transactions, the original transaction, and the subsequent reversal.	R		
9.3.1.6	Adjustments to benefits requested by the MIS and completed by the eWIC system shall be included in the daily benefit changes file.	R		
9.3.1.7	The eWIC system shall report transactions with discounts and coupons as specified in the TIG and WOW MIS-EBT interface specification in compliance with the WUMEI.	R		
9.3.1.8	The eWIC system shall report details on transactions using multiple benefit IDs or where redemption straddles the sub-category code and broadband category code for each item redeemed.	R		
9.3.2	WIC Daily Interface Reconciliation file	R		
9.3.2.1	The eWIC system shall transmit a daily file that provides a detailed record of WIC benefit changes.	R		
9.3.2.2	The eWIC system shall report the MIS -initiated Add or Update Benefit transactions (issuances, updates, and voids) that were accepted and approved by the eWIC system.	R		
9.3.2.3	The information transmitted shall be based on the eWIC system processing day or a time frame specified by Maryland WIC and USVI WIC during system design.	R		
9.3.3	WIC Benefits Purged File	R		
9.3.3.1	The eWIC system shall transmit a daily file that provides a detailed record of all benefits purged.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
9.3.3.2	A benefit is eligible to be purged or expunged when the benefit expiration date is reached. A WIC MIS may receive this information for reporting, reconciliation, and program management.	R		
9.3.3.3	After a period designated by Maryland WIC and USVI WIC, the eWIC system shall expunge benefits after they have reached their expiration date. However, this period shall not be less than five (5) business days following the expiration date to allow for transactions such as store and forward clears submittal.	R		
9.3.3.4	The information transmitted shall be based on the eWIC system processing day or a time frame specified by Maryland WIC and USVI WIC during system design.	R		
<b>9.4</b>	<b>Daily Settlement</b>			
9.4.1	The eWIC system shall support a daily cutoff time agreed to by Maryland WIC and USVI WIC and the eWIC Processor. Currently Maryland WIC and USVI WIC have a cut-off time of 6:00 pm ET.	R		
9.4.2	The information generated during system cut-off and balance processing shall be used by the eWIC Processor to generate the daily settlement files.	R		
9.4.3	A settlement day is a 24-hour period that begins at the previous day's cutoff until the following day's cutoff. Transactions occurring after the current day's cutoff will be settled the next day.	R		
9.4.4	Settlement will occur for all Federal Reserve banking days.	R		
9.4.5	The eWIC system shall initiate settlement to WIC Vendors, agents, and TPPs.	R		
9.4.5.1	The eWIC system shall reimburse WIC Vendors for the sale of approved food items purchased at either the requested food item price or NTE price, whichever is lower.	R		
9.4.5.2	The eWIC system shall initiate settlement to direct connect WIC Vendors, agents, or TPPs on the next business day.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
9.4.5.3	The eWIC Processor shall own and reconcile a clearing account for daily settlement.	R		
9.4.5.4	The eWIC system shall calculate the amount due to each WIC Vendor, agent, or TPP based on transactions approved to that entity within the settlement window.	R		
9.4.5.5	The eWIC system shall create an ACH transaction to move funds from the eWIC settlement account to the appropriate WIC Vendor, designated agent, or TPP financial institution account.	R		
9.4.5.6	The eWIC system shall transmit ACH transactions to its bank on a daily basis to meet the performance standards for settlement.	R		
9.4.5.7	The eWIC system shall comply with FNS policy for unsettled funds (i.e., ACH rejects). The eWIC Processor shall attempt to pay unsettled funds first to the original payee and if unsuccessful, shall return funds to Maryland WIC and USVI WIC.	R		
9.4.5.8	The eWIC Processor shall notify both Maryland WIC and USVI WIC of the daily settlement amount. Maryland WIC and USVI WIC reserves the right to designate the window for notification, which shall be during normal business hours.	R		
9.4.5.9	Payments transmitted to the financial institutions of WIC Vendors, their agents or their TPPs shall be reconciled to the settlement bank's report of payments submitted to the Federal Reserve for Maryland WIC and USVI WIC.	R		
9.4.5.10	The settlement process shall conform to the National Automated Clearing House Association (NACHA) Operating Rules and Guidelines wherever possible.	R		
9.4.6	Maryland Settlement Processes	R		
9.4.6.1	The total daily settlement amount shall be reported to Maryland WIC by 6:00 AM local time of Maryland WIC.	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
9.4.6.2	In the current process which shall be maintained under the scope of this RFP, the eWIC Processor shall maintain an account that is prefunded by Maryland WIC to cover daily settlement amounts.	R		
9.4.6.3	Maryland will initiate a daily deposit equal to the previous day's settled amount to a bank account maintained by the eWIC Processor in order to maintain a positive account balance for daily settlement. The current 'floating' value deposited is \$1,400,000. An amount equal to the average daily balance for the previous month must be secured by collateral of the kind and character permitted by §6-202 of the State Finance and Procurement Article of the Annotated Code of Maryland.	R		
9.4.6.4	In order to maintain the deposited value, a daily deposit is sent through the Maryland State payment system to replenish the eWIC Processor bank account.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
9.4.6.5	<p>The daily deposit takes approximately two (2) days to post to the eWIC Processor account from the day the transfer is initiated. A daily summary is sent to three (3) finance Staff in the Maryland WIC Program. Typically, the daily summary is sent to the State by 7 pm EST for the current day, but must be received by 6 am EST the following day in order to maintain the two (2) day processing timeframe. The daily summary includes the following information:</p> <ul style="list-style-type: none"> <li>• Date</li> <li>• # of deposits and total amount of deposits for the day</li> <li>• # of miscellaneous credits and the total amount of miscellaneous credits for the day</li> <li>• # of debits and the total amounts of debits for the day</li> <li>• Ledger balance</li> <li>• Collected balance</li> </ul> <p>The daily deposit will be calculated using the daily summary report sent from the bank. The daily deposit will be submitted by 9 am EST for the prior day. The requested amount is sent to the Comptroller for approval. The approval and payment will be initiated the same day it is requested. The amount will post to the bank the following day.</p>	R		
9.4.7	USVI Settlement Processes	R		
9.4.7.1	USVI uses two (2) mechanisms to fund daily settlement 1) U.S. Treasury's Automated Standard Application for Payments (ASAP) system, and 2) infant formula rebate funds that have been transferred to an eWIC Processor bank account.	R		
9.4.7.2	<p>The following steps are followed in the USVI fund daily settlement process:</p> <ul style="list-style-type: none"> <li>• Cut-off occurs</li> <li>• A settlement summary report is created that includes all eWIC transactions processed prior to the daily cut-off</li> </ul>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
	<ul style="list-style-type: none"> <li>eWIC Processor determines if there are any infant formula rebate funds available for use</li> <li>An email is generated to USVI WIC containing the following information: starting balance, debits, credits, and requested settlement amount <ul style="list-style-type: none"> <li>If there are infant formula rebate funds available, the starting balance will reflect the amount of infant formula rebate funds available. The requested settlement amount shall be total settlement amount less the amount of infant formula rebate funds being applied.</li> <li>If there are no infant formula rebate funds available, the starting balance will be \$0.00 and the total requested settlement amount.</li> </ul> </li> <li>USVI WIC reviews information provided in the daily email to the settlement summary report and approves the settlement via email.</li> <li>The eWIC Processor transfers any infant formula rebate funds being used into the clearing account.</li> <li>The eWIC Processor logs into the ASAP portal to initiate and complete the money transfer request for the approved requested settlement amount by 12:00 PM ET for same day funding to the clearing account.</li> </ul>			
<b>9.5</b>	<b>System Adjustments</b>			
9.5.1	The eWIC Processor shall have in place a process such that a retailer, TPP, the eWIC Processor, or Maryland WIC and USVI WIC can initiate an adjustment to resolve errors and out-of-balance issues related to the eWIC system problems or other transaction-related errors.	R		
9.5.1.1	The eWIC Processor shall ensure that any requests it receives from cardholders or vendors are first presented to Maryland WIC and USVI WIC for approval.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
9.5.1.2	The eWIC Processor shall also initiate adjustments based on Maryland WIC and USVI WIC request. The eWIC system may also include the capability for Maryland WIC and USVI WIC to perform adjustment transactions.	R		
9.5.1.3	All adjustments will reference an original settled transaction, which is partially or completely in error.	R		
9.5.1.4	The eWIC system shall have the capability to process the adjustment and have this reflected in the cardholder's account.	R		
9.5.1.5	Adjustments shall be processed in accordance with Federal regulations regarding the recording, tracking, and processing of these types of adjustments and must be in accordance with WIC Reconciliation Processing requirements (Section 12.4) in the FNS WIC EBT Operating Rules.	R		
9.5.2	Adjustments and variance corrections shall be incorporated in and clearly reflected as part of the daily settlement to Maryland WIC and USVI WIC complete with an explanation of the source and impact of these actions upon the outstanding balance Maryland WIC and USVI WIC owes to settle for the prior day's transactions.	R		
9.5.3	Adjustments shall not result in a variance between the eWIC system host and gateway totals.	R		
9.5.4	The eWIC Processor shall provide the capability to process payment amount adjustments for individual retailer accounts.	R		
9.5.4.1	The capability shall include an appropriate comment area that must be completed in order to process the adjustment.	R		
9.5.4.2	This area shall include adjustment authority, reason and date and where appropriate any work ticket number supporting the request for future research and audit.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>9 Settlement and Reconciliation</b>				
<b>9.6</b>	<b>Request and Report ACH Payments</b>			
9.6.1	The eWIC system shall provide a batch based system interface from the MIS to the eWIC system to allow the Maryland WIC and USVI WIC Program provider to make a payment or adjustment through the eWIC Processor to a WIC Vendor, agent, or TPP outside the normal course of settlement.	R		
9.6.1.1	This function is utilized for non-transaction related vendor payments and these payments are not associated to any accounts in the WIC EBT system.	R		
9.6.1.2	This will be primarily used by Maryland for Special Formula Warehouse payments. This function typically occurs on a weekly basis.	R		
9.6.1.3	The WIC Vendor supplied must already exist on the WIC EBT System. The WIC Vendor must be in an Active status.	R		
9.6.1.4	A threshold amount will be set by Reason Code. Payments received with amounts above that threshold will be rejected.	R		
9.6.2	The eWIC system shall provide a batch file to the MIS to report ACH payments that have been initiated on behalf of Maryland WIC and USVI WIC.	R		
<b>9.7</b>	<b>Audits</b>			
9.7.1	The eWIC Processor shall work with Maryland WIC and USVI WIC in providing and compiling data requested for federal audits, such as management evaluations, in a timely manner.	R		
<b>9.8</b>	<b>1099 and Tax Withholdings</b>			
9.8.1	The eWIC system shall generate and remit 1099's to participating WIC Vendors following the completion of each calendar year. It is the responsibility of the eWIC Processor to generate 1099's for the year. This would be expected only for vendors using stand-beside devices.	R		
9.8.2	The eWIC Processor will withhold taxes for any vendor for which the eWIC Processor does not have on file a valid federal tax ID. This would be expected only for vendors using stand-beside devices.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>10 Administrative System Functionality</b>				
<b>10.1</b>	<b>User Security Profiles</b>			
10.1.1	The eWIC system shall allow the definition of user profiles based on the user's job requirements as directed by Maryland WIC and USVI WIC.	R		
10.1.1.1	User profiles shall support Maryland WIC and USVI WIC user activities such as financial management, vendor management, food management (cat/subcat/UPCs), account management and cardholder management. The user roles will be agreed upon at project initiation.	R		
10.1.1.2	User profiles shall support local agency staff access that will allow access to cardholder information but restrict access to Maryland State and USVI Territorial Agency level functions.	R		
10.1.1.3	The eWIC system user profiles shall be parameter driven.	R		
10.1.1.4	The eWIC system shall allow Maryland WIC and USVI WIC designated security personnel the capability to set up new users, change user passwords, and manage user profiles.	R		
<b>10.2</b>	<b>Query Functionality</b>			
10.2.1	The eWIC system shall allow the appropriate state staff, determined by user profiles, to have access to eWIC system query functions.	R		
10.2.2	The eWIC system shall support views and queries of all transactions. Query functionality should not negatively impact system response time.	R		
10.2.2.1	Transactions are defined to include, but are not limited to vendor transactions (i.e., balance inquiries, purchases, voids and reversals), clinic transactions (i.e., account add/update, benefit add/adjustments, and card/cardholder add/updates), and administrative transactions (i.e., user adds/updates, adjustments, and add/updates of cat/subcats and UPC/PLU/NTEs) as defined in the TIG.	R		
10.2.2.2	Queries of transaction data will allow authorized users to filter and sort based on the data displayed in the query as well as the ability to export query data to Microsoft Excel.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>10 Administrative System Functionality</b>				
10.2.2.3	The eWIC system shall allow authorized users to search EBAs by name, family ID, PAN, or eWIC account number to access account, benefit, or transaction history.	R		
10.2.2.4	The eWIC system shall allow authorized users to search for WIC Vendors by Vendor name, Vendor ID, or X9 number to access transaction history. If not currently available, the eWIC system will provide a field that may provide such information in the future.	R		
10.2.2.5	The eWIC system shall provide functionality to query benefits posted to a family account.	R		
10.2.2.6	The eWIC system shall allow authorized users to conduct summary queries into transaction activity by family ID, card number, and Vendor and provide print and export functionality.	R		
10.2.2.7	The eWIC system shall allow detailed queries into family ID or cardholder redemption activity and provide print and export functionality.	R		
10.2.2.8	The eWIC system shall provide navigation between queries: <ul style="list-style-type: none"> <li>Between WIC Vendor and family ID queries;</li> <li>From summary to detail and back; and</li> <li>From reconciliation and exception reports</li> </ul>	R		
10.2.3	The eWIC system shall support view of family IDs.	R		
10.2.3.1	The eWIC system shall provide the queries by family ID. For each family ID, once selected, the user will be able to view cardholder demographic data, current balance, future benefits, a history of all account activity such as credits, debits, card changes (issuance, replacement, and card status changes), card history and statuses, invalid PIN count, and PIN changes and status.	R		
10.2.4	The eWIC system shall support queries and views of vendor records.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>10 Administrative System Functionality</b>				
10.2.4.1	The eWIC system shall provide the queries by vendor. For each vendor record, once selected the user will be able to view vendor demographic data, transaction history for the vendor including transaction details (items purchased, NTE adjustments, requested and paid amounts), and settlement data for the vendor.	R		
10.2.5	The eWIC system shall allow the UPC/PLU list to be searchable and to be sorted and filtered by Category and Sub-Category.	R		
10.2.6	The eWIC system shall support access to Maryland WIC and USVI WIC eWIC data.	R		
10.2.6.1	The eWIC system shall allow on-line access from a minimum of three (3) years of historical data.	R		
10.2.6.2	The eWIC system shall allow authorized users access to applicable reports either through the eWIC administrative system or a data warehouse.	R		
10.2.6.3	The eWIC Processor shall execute data requests for archive data and provide such data within two (2) business days of the request.	R		
10.2.7	The eWIC system shall support the view and download of APLs and APL source data, including the ability to view APLs by specific dates.	R		
10.2.8	The eWIC system shall support queries regarding the status of APL downloads by WIC vendors.	R		
10.2.8.1	The eWIC Processor shall provide reporting and query functionality that will identify when a vendor last downloaded the APL.	R		
10.2.8.2	The eWIC Processor shall provide reporting and query functionality that will identify vendors who have not downloaded the APL within a designated period of time (i.e., have not downloaded the APL in five (5) days or more).	R		
<b>10.3</b>	<b>Update Functionality</b>			
10.3.1	The eWIC system shall allow users to update card status.	R		
10.3.2	The eWIC system shall allow users to update PIN lock status.	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>10 Administrative System Functionality</b>				
<b>10.4</b>	<b>Contingency Functions</b>			
10.4.1	The eWIC system shall allow authorized Maryland WIC and USVI WIC staff, determined by user profiles, to have access to contingency functions.	R		
10.4.2	The eWIC system shall support update functionality to be used as a contingency during production and to support testing activities in the production environment.	R		
10.4.2.1	<p>The eWIC system shall allow authorized users to make the following updates through the administrative system:</p> <ul style="list-style-type: none"> <li>• Add/update accounts</li> <li>• Add/update benefits</li> <li>• Add/update cards/cardholders</li> <li>• Add/update categories/subcategories</li> <li>• Add/update UPCs/PLUs</li> <li>• Add/update NTEs</li> <li>• Add/update vendors</li> </ul>	R		
10.4.2.2	The eWIC system shall allow authorized users to remove or substitute a specific food item from all accounts in the case of food recalls or a specific formula being discontinued.	R		
<b>10.5</b>	<b>Additional Cardholder Password</b>			
10.5.1	As an enhanced functionality, Maryland WIC and USVI WIC are interested in the ability for a cardholder to add an additional password to their online account. This feature would add additional security in the event the cardholder feels that their personal information (DOB and zip have been compromised).	P		
<b>10.6</b>	<b>ACH Payments</b>			
10.6.1	The eWIC system shall support the ability for authorized users to make payments to WIC Vendors. This functionality is in addition to the batch file function to request ACH payments through the MIS.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>10 Administrative System Functionality</b>				
10.6.2	For security purposes, any creation of an ACH transaction must be performed in two (2) parts by two (2) different authorized users, an ACH requestor and an ACH approver. The eWIC system shall limit access in the production environment so that no single user may have both ACH requestor and ACH approver roles.	R		
10.6.3	The eWIC system shall provide reason codes for submitting a request for payment via ACH. Reason codes are to be based on the WUMEI. Reason codes will cover payments for rejections and disputes.	R		
10.6.4	If applicable, the eWIC system shall identify the eWIC transaction(s) and/or eWIC EBAs associated with payment to the WIC Vendor via ACH.	R		
<b>10.7</b>	<b>Administrative Access</b>			
10.7.1	The eWIC system shall provide administrative access for FNS staff, the Office of Inspector General (OIG) investigative office, Maryland and USVI auditors or investigators, and others as designated by Maryland WIC and USVI WIC.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
<b>11.1</b>	<b>WIC Vendor Participation</b>			
11.1.1	The eWIC Processor shall support the eWIC enablement of WIC vendors to include integrated and stand-beside POS systems.	R		
11.1.2	The eWIC system shall support a direct connect solution allowing WIC Vendors to bypass TPPs and communicate directly with the eWIC Processor to conduct message-based transactions. This can be done via either internet-based solution using Secure Socket Layer (SSL) encryption or dial-up based solution. Key encryption is required.	R		
11.1.3	The eWIC Processor shall not assess routing and switching fees to WIC vendors for the processing of WIC transactions. If a vendor chooses to use a TPP to route transactions, the vendor will negotiate fees with their TPP. For vendors leasing stand-beside POS devices from the eWIC Processor, the eWIC Processor may assess fees for the use of a leased device.	R		
<b>11.2</b>	<b>eWIC System Vendor Management Functionality</b>			
11.2.1	The eWIC system shall provide capabilities for maintaining required WIC Vendor data.	R		
11.2.2	The eWIC system shall use a batch based system interface to: <ul style="list-style-type: none"> <li>Add/Activate new WIC Vendors</li> <li>Update existing WIC Vendor information</li> <li>Deactivate a WIC vendor</li> </ul> At a minimum, the file shall contain the mandatory data elements identified in Exhibit 8: <i>Maryland and USVI eWIC Interface Document</i> .	R		
11.2.2.1	The eWIC system shall validate that the WIC Vendor ID does not already exist.	R		
11.2.2.2	The begin date and the end date supplied shall drive the WIC Vendor status. A vendor shall be considered active if the current date is on or after the begin date and the current date is on or before the end date.	R		
11.2.2.3	The WIC Vendor shall be deactivated when an End Date is supplied.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.2.2.4	Future effective changes with respect to the begin date shall become effective at the beginning of the day based on the local date and time (i.e. 12:01 a.m.)	R		
11.2.2.5	Future effective changes with respect to the end date shall take effect at the end of the day based on the local date and time (i.e. 11:59 p.m.) or immediately if the end date is set to the current date.	R		
11.2.2.6	The eWIC system shall not accept transactions from a WIC Vendor before the vendor begin date has been reached or after vendor end date has been reached.	R		
11.2.2.7	The batch file from the MIS will include only new or updated vendor records. The eWIC system shall only modify vendor records that are included in the batch file.	R		
11.2.2.8	The eWIC system shall process any valid records in the file and will not reject the entire file if some records are in error. If the eWIC system identifies an error in the record, Maryland WIC and USVI WIC will be notified in the form of an exception report or comparable manner.	R		
11.2.2.9	Vendors shall be configured to receive an APL containing UPC/PLU records that are associated with the same APL type as the vendor.	R		
11.2.3	The eWIC Processor shall maintain bank account and routing information for TPPs, acquirers, vendors or other financial entities from which the eWIC Processor directly receives transactions.	R		
11.2.3.1	The eWIC system shall maintain the confidentiality of WIC Vendor financial institution information and TPP routing information. However, at the request of either Maryland WIC or USVI WIC, to assist in fraud investigations, the eWIC Processor shall provide vendor banking information.	R		
11.2.4	The eWIC system shall provide functionality to establish vendor compliance and/or education accounts, cards and benefits. <i>Note that Maryland WIC and USVI WIC do not currently use the vendor education account type, but will in the future.</i>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.2.4.1	The eWIC system shall provide functionality for the set-up of compliance / vendor education accounts by accepting the account and card data from the MIS and account type as compliance.	R		
11.2.4.2	The eWIC system shall support the issuance of compliance cards /vendor education accounts.	R		
11.2.4.3	The eWIC system shall allow benefits to be issued to compliance/vendor education accounts.	R		
11.2.4.4	The eWIC Processor shall not differentiate the look of compliance/vendor education cards with participant cards or how they may be used at the POS.	R		
11.2.4.5	The eWIC Processor shall process and settle transactions that occur in compliance/vendor education account EBAs like normal accounts.	R		
11.2.4.6	When compliance/vendor education EBAs or cards are displayed in the eWIC administrative (user interface) they shall not be discernible as compliance/vendor education accounts/cards and preferable should be able to be hidden from view based on user access.	R		
11.2.4.7	The eWIC system shall maintain an audit trail of all compliance/vendor education account activities.	R		
11.2.5	The eWIC system shall ensure that each WIC Vendor and/or TPP, as applicable, provides unique terminal IDs for each POS terminal used for eWIC.	R		
<b>11.3</b>	<b>Cards for Vendor Training/Testing</b>			
11.3.1	eWIC cards may be required by vendors, value added resellers (VARs) or cash register system providers to support testing or training activities in the production environment. Maryland WIC and USVI WIC shall be responsible for the management of the Vendor Training/Test cards; however, the eWIC Processor shall support these activities as needed.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.3.1.1	The eWIC Processor may be required to support remote testing where the vendor will be provided a card number and PIN by phone to perform transactions. The card number will be from an account set-up by Maryland WIC and USVI WIC. Maryland WIC and USVI WIC shall be notified by the eWIC Processor when remote testing is being performed in the production environment. Maryland WIC and USVI WIC must be made aware of the vendor(s) involved in the testing and the reason for the transaction activity.	R		
11.3.1.2	Vendors shall be instructed to void any purchases made using Vendor Training/Test Cards; however, the eWIC system shall have a mechanism to void, reverse or adjust any purchase not voided by the vendor upon request by Maryland WIC and USVI WIC.	R		
<b>11.4</b>	<b>WIC Vendor Technical Support</b>			
11.4.1	The eWIC Processor shall provide the technical interface specifications, necessary for the interface with the eWIC System, to WIC Vendors, their designated agents (e.g., corporate headquarters) and/or their TPPs for the purpose of supporting WIC vendor applicants in vendor enablement or current WIC vendors that are making updates to their systems.	R		
11.4.2	The eWIC Processor shall answer questions by and provide technical assistance to WIC vendors, designated agents and/or TPPs as they complete eWIC enablement development/update activities.	R		
11.4.3	The eWIC Processor shall provide a dedicated test environment to be used by WIC vendors, designated agents and/or TPPs as they complete eWIC enablement development/update activities.	R		
11.4.4	The eWIC Processor shall maintain regular communications with vendors/system developers to maintain up-to-date information on planned updates, upgrades, and other system modifications to certified integrated POS systems.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.4.5	The eWIC Processor shall notify Maryland WIC and USVI WIC when they become aware of any new uncertified systems that may be planned for use by authorized vendors or of any change in a previously certified integrated POS system. Maryland WIC and eWIC Processor will jointly determine if a certification is required and what level (full vs partial certification; remote vs onsite) testing will be required.	R		
11.4.6	Maryland WIC and USVI WIC expects the eWIC Processor to support Level 1 Certifications as a core service within the base price for the contract.	R		
11.4.7	At the request of Maryland WIC and USVI WIC, the eWIC Processor shall be responsible for Level 2 Certification/Recertification activities required for new WIC vendors, new integrated POS systems, or for system updates.	RPS		
11.4.7.1	Maryland WIC and USVI WIC anticipates two (2) approaches to Level 2 Certification that shall be supported by the eWIC Processor – a full certification or partial certification.	RPS		
11.4.7.1.1	Full Level 2: This test will include execution of all certification scripts. This level of certification will be performed for any new system that has never been certified or a previously certified system that has had a major update or modification. It is expected that successful pre-testing will be completed of all scripts before an onsite test is completed. During the pre-testing the eWIC Processor shall remotely monitor testing activities performed by the retail system developer to include review of logs and receipts. A minimum of one (1) eWIC Processor staff shall attend the onsite testing. Maryland WIC and USVI WIC staff or their representatives may also attend the onsite testing. Following the completion of the Full Level 2 Certification, Maryland WIC and USVI WIC will perform a Level 3 Certification at a vendor location.	RPS		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.4.7.1.2	Partial Level 2: This test will include a partial set of Level 2 Certification scripts. This level of certification will be performed for new systems that have been certified by another processor or systems that have had minor updates or modifications. The eWIC Processor shall remotely monitor testing activities performed by the retail system developer to include review of logs and receipts. Following the completion of the Partial Level 2 Certification, Maryland WIC and USVI WIC will perform a Level 3 Certification at a vendor location.	RPS		
11.4.7.2	<p>eWIC Processor certification/recertification support shall include:</p> <ul style="list-style-type: none"> <li>• Assistance in certification preparation activities to include technical assistance to the system developer, participating in calls, and scheduling certification activities</li> <li>• Support of pre-testing activities to include test dry runs, review of results, and assistance in troubleshooting issues</li> <li>• Onsite support for Full Level 1 and 2 Certifications</li> <li>• Maintaining status reporting to Maryland WIC and USVI WIC on the Level 1 and 2 Certification progress. Updates should be provided monthly for all activities occurring prior to one (1) month before the scheduled certification date, weekly during the month prior to the scheduled certification date, and daily during the certification.</li> </ul>	RPS		
11.4.7.3	The eWIC Processor shall report results back to Maryland WIC and USVI WIC and provide a certification report describing the results of the test to include tests completed or skipped, reason for skipped tests, issues (anything not in compliance with operating rules, regulations and guidance), and observations (anything of note about the system that may be unique or needs to be considered for training purposes).	RPS		
11.4.7.4	The eWIC Processor shall support follow up / regression testing if issues are identified that must be resolved before Maryland WIC and USVI WIC's approval of the certification can be provided.	RPS		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.4.7.5	To promote efficiencies and reduce cost, certifications shall be performed on behalf of all WIC agencies in which the vendor or the cash register system/software operate.	RPS		
11.4.7.6	The eWIC Processor shall maintain a list accessible to Maryland WIC and USVI WIC of all integrated POS systems certified by the eWIC Processor to include the vendor, system name, system version, date of certification, and Maryland WIC and USVI WIC for which the certification was performed.	RPS		
11.4.7.7	The eWIC Processor shall provide the cost of a Full Level 2 Certification for as a separate cost from the CPCM.	RPS		
11.4.7.8	The eWIC Processor shall provide the cost of a Partial Level 2 Certification for as a separate cost from the CPCM.	RPS		
<b>11.5</b>	<b>Support of Stand-Beside POS Devices</b>			
11.5.1	The eWIC Processor shall provide a single-function (WIC only) stand-beside POS devices that will be available to vendors identified by Maryland WIC and USVI WIC.	R		
11.5.1.1	Maryland WIC and USVI WIC will determine when single-function (WIC only) stand-beside POS devices will be paid for by Maryland WIC and USVI WIC. The number of WIC-Paid devices that can be provided to a given vendor will be determined based on the federal equipage formula.	R		
11.5.1.2	The eWIC Processor shall provide receipt paper for stand-beside POS devices that are paid for by Maryland WIC and USVI WIC.	R		
11.5.2	A vendor shall have the opportunity to lease any additional single function (WIC only) stand-beside POS devices beyond the number of devices provided under the federal equipage formula.	R		
11.5.3	The eWIC Processor shall notify Maryland WIC and USVI WIC if a vendor contacts the eWIC Processor about obtaining a stand-beside device. Maryland WIC and USVI WIC shall provide approval prior to the eWIC Processor proceeding with the execution of any stand-beside contract with a vendor.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.5.4	The eWIC Processor shall maintain contracts with WIC Vendors who obtain stand-beside POS devices from the eWIC Processor.	R		
11.5.4.1	The stand-beside POS contract language shall be approved in advance by Maryland WIC and USVI WIC	R		
11.5.4.2	The stand-beside POS contracts shall include requirements to abide by the FNS Standard Operating Rules for eWIC, the ANSI X9.93 Transaction Message and File Standards, and the FNS TIG.	R		
11.5.4.3	Within one (1) business day of receipt of notification from either Maryland WIC or USVI WIC of the WIC vendor requiring a stand-beside POS device including receipt of Authorized Vendor ID, the eWIC Processor shall mail or email a WIC Vendor package that includes information about stand-beside POS options, the eWIC Processor vendor stand-beside POS contract, and other information necessary for the WIC Vendor to become eWIC enabled for the requesting WIC Agency.	R		
11.5.5	All stand-beside devices shall support the following WIC functionality.	R		
11.5.5.1	Include the necessary peripherals and software to read UPCs.	R		
11.5.5.2	Include an external PIN pad consistent with current industry standards for hardware encryption as defined in ISO 9564 standard. The PIN may be captured for use during the purchase transaction but may not be stored for use with future or subsequent transactions.	R		
11.5.5.3	Be able to manage a minimum of three (3) WIC state agencies including Maryland WIC and USVI WIC IIN numbers and APLs.	R		
11.5.5.4	Be able to utilize the APL and other Maryland WIC and USVI WIC specifications that may apply. If multiple agencies are supported, the POS solution must be able to handle the APLs for each agency.	R		
11.5.5.5	Include functionality to download the APL automatically every 24 hours regardless of whether transactions have occurred during this period or longer and have the ability to download the APL on demand.	R		
11.5.5.6	Support card number capture via swipe or key entry.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.5.5.7	Support a training mode.	R		
11.5.5.8	Support both high speed and dial up connections.	R		
11.5.5.9	Support a full transaction set in compliance with FNS operating rules, regulations and guidance. <ul style="list-style-type: none"> <li>Balance Inquiry</li> <li>Purchase</li> <li>Void/Reversal</li> </ul>	R		
11.5.5.10	Have a price memory function that can be switched on or off at the option of the WIC Vendor.	R		
11.5.5.11	Support the entry of multiple discounts on a single transaction.	R		
11.5.5.12	Allow fresh fruits and vegetable PLUs to be mapped to a single generic code and/or entry of any International Federation Produce Standards (IFPS) PLU code.	R		
11.5.5.13	Provide support for split tender cash value benefit (CVB) including calculating the remaining amount to be tendered for CVB items exceeding the EBA balance.	R		
11.5.5.14	Have the capability to process up to 50 unique UPC/PLU line items in a single purchase.	R		
11.5.5.15	Fully validate the purchase transaction locally by comparing items to the APL and EBA balance before transmitting it to the eWIC System.	R		
11.5.5.16	Display purchase transaction summary information prior to user confirmation and transmission of purchase to allow cashier to validate totals against their cash register prior to committing the purchase. The summary shall include total food item requested amounts, total discounts, and purchase total minus discounts.	R		
11.5.5.17	Reverse the transactions based on time out.	R		
11.5.5.18	Provide eWIC receipts (customer and store) that meet FNS receipt requirements and allow vendor to choose to print a store receipt.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.5.5.19	Provide lane, clerk, and device totals reporting.	R		
11.5.5.20	Reconcile and report daily purchase and void activity and identify daily settlement totals.	R		
11.5.5.21	Be tested and certified for eWIC prior to installation at WIC Vendor locations.	R		
11.5.5.22	The device shall include a decal or other medium that displays the Vendor ID, Device ID, and Vendor Support phone number.	R		
11.5.5.23	The device shall include a decal or other medium that displays basic use instructions to include manual APL download procedures.	R		
11.5.6	As an option, Maryland WIC and USVI WIC may offer through the eWIC Processor the opportunity for WIC Vendors to lease a multi-function stand-beside device that has the capability to support eWIC, SNAP, and Cash EBT transactions at a minimum, but credit and debit transactions can also be included in the functionality.	RPS		
11.5.6.1	Leased stand-beside devices shall at a minimum meet the eWIC functionality requirements defined in 11.5.5.	RPS		
11.5.6.2	WIC Vendors leasing stand-beside devices shall have the option to select the tender types that will be included in their device if credit and debit are included in the functionality of the device.	RPS		
11.5.6.3	Pricing for the device lease cost and transaction fees for each tender type including any discounts for volume or inclusion of multiple tender types will be made available to Maryland WIC and USVI WIC for distribution to interested retailers. Pricing will be documented in the vendor leasing agreement.	RPS		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.5.7	<p>The eWIC Processor shall maintain a log of all deployed stand-beside devices that is accessible to Maryland WIC and USVI WIC. The log shall be updated weekly and contain the following information:</p> <ul style="list-style-type: none"> <li>• Vendor Name</li> <li>• Vendor ID</li> <li>• Log of contacts made with vendor and purpose of the contact</li> <li>• Status of stand-beside vendor agreement execution <ul style="list-style-type: none"> <li>○ Date agreement sent to vendor,</li> <li>○ Date agreement returned to eWIC Processor</li> </ul> </li> <li>• Equipment <ul style="list-style-type: none"> <li>○ Number of devices required by/deployed to the vendor</li> <li>○ Type of devices required by the vendor (single or multi-function)</li> <li>○ Connectivity type (dial-up or internet)</li> <li>○ Serial number of the equipment shipped</li> </ul> </li> <li>• Status of device shipments <ul style="list-style-type: none"> <li>○ Date equipment is shipped</li> <li>○ Tracking information</li> </ul> </li> <li>• Status of installation and training <ul style="list-style-type: none"> <li>○ Date(s) of attempts to schedule training and installation</li> <li>○ Date(s) of attempts to provide training and installation</li> <li>○ Date of successful training/installation,</li> </ul> </li> <li>• Status of test transaction <ul style="list-style-type: none"> <li>○ Date(s) balance inquiry, purchase, and void testing performed</li> <li>○ Testing results</li> </ul> </li> </ul>	RPS		
11.5.8	The eWIC Processor shall support installation and training on the stand beside POS hardware and the eWIC POS application.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.5.8.1	The eWIC Processor shall ship the stand-beside POS terminal within five (5) business days of receipt of the signed and completed WIC Vendor stand-beside contract.	R		
11.5.8.2	<p>Prior to the shipment of any stand-beside POS the eWIC Processor, at a minimum, shall complete the following quality assurance tasks:</p> <ul style="list-style-type: none"> <li>• Verify correct software has been loaded to the device</li> <li>• Verify device has been configured to the correct communications type (dial up or internet)</li> <li>• Verify that the terminal clock is showing the correct date and time for the appropriate time zone</li> <li>• Complete APL download</li> <li>• Complete test transactions (balance inquiry, purchase, void)</li> <li>• Verify all components, manuals, training materials and any other documentation have been included in the shipment</li> <li>• Troubleshoot any issues</li> <li>• Verify the Vendor ID, Device ID, and vendor Support phone number are displayed on the device</li> </ul>	R		
11.5.8.3	The eWIC Processor shall provide each vendor using a stand-beside device with a manual for the device. At a minimum, the manual should provide step-by-step guidance for all functions supported by the device; explanation of all error messages; a guide for troubleshooting issues; information on how to read receipts and reports; information on how to obtain additional assistance; and instructions on how to return the device if it is not functioning.	R		
11.5.8.4	The eWIC Processor shall provide each vendor using a stand-beside device with a quick reference guide (QRG). The QRG will provide information on the common functions and troubleshooting activities.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.5.8.5	The eWIC Processor shall perform phone training/installation within ten (10) business days of the device being shipped. It is understood that training requires cooperation from the WIC vendor. The eWIC Processor shall attempt to contact the WIC vendor through all means available (phone, email, etc.) to set up training and installation appointments. No less than five (5) attempts shall be made to schedule an appointment.	R		
11.5.9	The eWIC Processor shall support the following tasks and activities associated with installation and training.	R		
11.5.9.1	Instruct the vendor to complete the following installation tasks: <ul style="list-style-type: none"> <li>• Connect components of the device</li> <li>• Connect device to internet or phone line</li> <li>• Connect device to power source</li> <li>• Review manual and QRG</li> <li>• Troubleshoot any issues</li> </ul>	R		
11.5.9.2	Train the vendor on the following functions and processes: <ul style="list-style-type: none"> <li>• Sign-on, sign-off</li> <li>• Password change for manager</li> <li>• Cashier/clerks set-up/removal and password change</li> <li>• Manual APL download</li> <li>• Balance inquiry function and purpose               <ul style="list-style-type: none"> <li>○ Complete balance inquiry transaction</li> </ul> </li> <li>• Purchase transaction steps including a description of how it works to include:               <ul style="list-style-type: none"> <li>○ Completion of a purchase (immediately void)</li> <li>○ Explanation of how device uses APL and card balance to determine what items can be purchased)</li> <li>○ CVB benefits vs. WIC food benefits</li> <li>○ How discounts are applied</li> </ul> </li> </ul>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
	<ul style="list-style-type: none"> <li>○ Verifying totals on device to cash register</li> <li>• Void transaction including when to use               <ul style="list-style-type: none"> <li>○ Complete void transaction</li> </ul> </li> <li>• Provide information on common errors               <ul style="list-style-type: none"> <li>○ If a UPC is not WIC approved</li> <li>○ If the card does not have enough benefits to purchase an item</li> </ul> </li> <li>• Demonstrate/complete other tender transactions if device is multi-function</li> <li>• Review and explain terminal reports and that they should be reviewed daily</li> <li>• Review and explain price memory function</li> <li>• Review and explain training mode</li> <li>• Provide information on the settlement process</li> <li>• Provide information on how to obtain assistance</li> <li>• Provide information about the vendor portal</li> </ul>			
11.5.9.3	The eWIC Processor shall provide additional installation support via phone upon the WIC Vendor's request.	R		
11.5.9.4	The eWIC Processor shall provide additional training materials and phone training upon the WIC Vendor's request.	R		
11.5.10	The eWIC Processor shall provide technical assistance and troubleshooting support to vendors using a stand-beside POS through the Vendor Support Line (see Section 12.2.1).	R		
11.5.10.1	The eWIC Processor shall make every effort to resolve the stand-beside POS issue within one call.	R		
11.5.10.2	If the issue is not resolved within 24 hours, the eWIC Processor shall ship a replacement device to the vendor to be delivered next day for Maryland WIC and most expedient for USVI WIC.	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.5.10.3	Maryland WIC and USVI WIC shall be notified when a vendor is shipped a replacement device.	R		
11.5.10.4	The replacement device shipment shall include clear instructions for the return of the malfunctioning device including a list of components that must be returned (i.e., device, PIN pad, scanner, and power cord). A return shipment label shall also be provided.	R		
11.5.11	The eWIC Processor shall retrieve terminals from unauthorized or deactivated WIC Vendors and from WIC Vendors that have elected to move to commercial, integrated systems.	R		
11.5.11.1	The eWIC Processor shall provide the vendor with instructions for the return of the equipment including a list of components that must be returned (i.e., device, PIN pad, scanner, and power cord).	R		
11.5.11.2	For devices paid for by Maryland WIC and USVI WIC, Maryland WIC and USVI WIC will reimburse the eWIC Processor for the cost of the device until the device is returned or 30 days from the vendor deactivation, whichever is sooner.	R		
11.5.11.3	For any device that has not been returned by the vendor, Maryland WIC and USVI WIC are not responsible for any ongoing costs of the device.	R		
<b>11.6</b>	<b>Vendor Mobile App/POS</b>			
11.6.1	The eWIC processor shall provide a WIC Vendor Mobile App that will support secure POS transaction processing that can be used as an alternative to a stand-beside POS device. It may be used by regular vendors providing full functionality or by farmer's market vendors that will only redeem CVB and/or Farmer's Market Nutrition Program (FMNP) benefits.	P		
11.6.2	The WIC Vendor Mobile App shall include the following functionality:			
11.6.2.1	Can be used on Android and iOS (Apple) devices.	P		
11.6.2.2	Support secure log-in to include User Name and Password.	P		
11.6.2.3	Shall support a configurable number of invalid password entries and lock the account from further attempts.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.6.2.4	Shall support password changes either with entry of the previous password to verify identity or through a password recovery if the user has forgotten or locked their account because of incorrect password entry.	P		
11.6.2.5	Shall support the recovery of user names following the verification of identity.	P		
11.6.2.6	Shall support the full transaction set in compliance with FNS Operating Rules, regulations and guidance: <ul style="list-style-type: none"> <li>• Balance Inquiry</li> <li>• Purchase</li> <li>• Void/Reversal</li> </ul>	P		
11.6.2.7	Support card number capture via swipe, key entry, or mobile device camera.	P		
11.6.2.8	Support secure PIN entry and PIN encryption in compliance with FNS regulations, operating rules and the ISO 9564 standard. A separate PIN device may be required. The PIN can be captured for the use during a purchase transaction but may not be stored for future or subsequent transactions.	P		
11.6.2.9	Be able to utilize the APL and any other Maryland WIC and USVI WIC specifications that may apply.	P		
11.6.2.10	Include functionality to download the APL automatically every 24 hours regardless of whether transactions have occurred during this period or longer and the ability to download the APL on demand.	P		
11.6.2.11	Support scanning of UPCs via mobile device camera or key entry of UPCs/PLUs for use during purchase transactions or outside of a purchase transaction to determine if the UPC/PLU is an authorized WIC item.	P		
11.6.2.12	Support the entry of multiple discounts on a single transaction.	P		
11.6.2.13	Allow fresh fruit and vegetable PLUs to be mapped to a single generic code as well as entry of any IFPS PLU code.	P		
11.6.2.14	Have the capability to process up to 50 unique UPC/PLU line items in a single purchase.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.6.2.15	Fully validate the purchase transaction locally by comparing items to the APL and EBA balance before transmitting it to the eWIC System.	P		
11.6.2.16	Display purchase transaction summary information prior to user confirmation and transmission of purchase to allow cashier to validate totals against their cash register prior to committing the purchase. The summary shall include total food item requested amounts, total discounts, and purchase total minus discounts.	P		
11.6.2.17	Provide eWIC receipts in compliance with FNS regulations and operating rules which may require a separate device. Cardholders may also choose to provide an email address where receipts can be sent.	P		
11.6.2.18	Provide lane, clerk, and device totals reporting.	P		
11.6.2.19	Reconcile and report daily purchase and void activity and identify daily settlement totals	P		
11.6.2.20	Supports push notifications for broadcast notifications from Maryland WIC and USVI WIC and other uses to be determined.	P		
11.6.2.21	Allow user to view Maryland WIC and USVI WIC's food list brochure as a PDF or integrate the food list information into the mobile app for viewing by the user.	P		
11.6.2.22	Provides information on or links on Maryland WIC and USVI WIC vendor requirements, regulations or guidance.	P		
11.6.2.23	Meet all federal and Maryland WIC and USVI WIC security requirements.	P		
11.6.2.24	Be tested and certified for eWIC prior being made available for download.	P		
<b>11.7</b>	<b>Wireless Stand-Beside POS Device</b>			
11.7.1	The eWIC Processor shall provide a wireless stand-beside POS device that uses cellular communications to support transaction processing.	P		
11.7.2	The device may include functionality to support WiFi connectivity as an additional feature, but WiFi cannot be the only method of connectivity.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.7.3	The wireless stand-beside device at a minimum will process CVB and FMNP transactions and will mainly be used by farmers to sell fruits and vegetables. The device shall:	P		
11.7.3.1	Include a PIN pad consistent with current industry standards for hardware encryption as defined in ISO 9564 standard. The PIN may be captured for use during the purchase transaction but may not be stored for use with future or subsequent transactions.	P		
11.7.3.2	Include functionality to download the APL automatically every 24 hours regardless of whether transactions have occurred during this period or longer and the ability to download the APL on demand.	P		
11.7.3.3	Support card number capture via swipe or key entry.	P		
11.7.3.4	Support a training mode.	P		
11.7.3.5	Support a full transaction set in compliance with FNS operating rules, regulations and guidance. <ul style="list-style-type: none"> <li>• Balance Inquiry</li> <li>• Purchase</li> <li>• Void/Reversal</li> </ul>	P		
11.7.3.6	Allow fresh fruit and vegetable PLUs to be mapped to a single generic code as well as entry of any IFPS PLU code.	P		
11.7.3.7	Provide support for split tender CVB including calculating the remaining amount to be tendered for CVB items exceeding the EBA balance.	P		
11.7.3.8	Support the entry of multiple discounts on a single transaction.	P		
11.7.3.9	Have the capability to process up to 50 unique UPC/PLU line items in a single purchase.	P		
11.7.3.10	Fully validate the purchase transaction locally by comparing items to the APL and EBA balance before transmitting it to the eWIC System.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>11 Vendor Management</b>				
11.7.3.11	Display purchase transaction summary information prior to user confirmation and transmission of purchase to allow cashier to validate totals against their cash register prior to committing the purchase. The summary shall include total food item requested amounts, total discounts, and purchase total minus discounts.	P		
11.7.3.12	Reverse the transactions based on time out.	P		
11.7.3.13	Provide eWIC receipts (customer and store) that meet FNS receipt requirements and allow vendor to choose to print a store receipt.	P		
11.7.3.14	Provide lane, clerk, and store totals reporting.	P		
11.7.3.15	Reconcile and report daily purchase and void activity and identify daily settlement totals.	P		
11.7.3.16	Be tested and certified for eWIC prior to installation at WIC Vendor locations.	P		
11.7.4	If the functionality is available, Maryland WIC and USVI WIC are interested in a wireless stand-beside POS device that can process a full WIC transaction (not limited to CVB).	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
<b>12.1</b>	<b>Cardholder Support</b>			
12.1.1	The eWIC Processor shall provide the Participant Support Line that supports toll-free 24 x 7 cardholder access to cardholder services.	R		
12.1.1.1	The Cardholder Support Line shall support English and Spanish callers.	R		
12.1.1.2	The Cardholder Support Line shall support additional languages through the use of the MD WIC provided language line.	R		
12.1.1.2.1	Upon introduction to the call center, additional language support shall be provided by following IVR prompts to directly transfer the caller to a Customer Service Agent who will contact the provided language line.	R		
12.1.1.3	The toll-free number shall be transferred to Maryland WIC and USVI WIC at the end of the contract.	R		
12.1.1.4	The eWIC system shall not allow calls from pay phones.	R		
12.1.2	IVR Customer Service System			
12.1.2.1	The initial contact with eWIC Cardholder Support Line services shall be with the cardholder IVR.	R		
12.1.2.2	The IVR shall be configured to provide a choice between English and Spanish.	R		
12.1.2.3	The IVR shall allow Maryland WIC and USVI WIC to select an introductory messaging (e.g., food recalls, emergency or disaster information, etc.)	R		
12.1.2.4	The IVR shall support reporting of lost, stolen, or damaged cards. The eWIC Processor will update the card status as deactivated.	R		
12.1.2.5	The IVR shall support cardholder requests for mailed replacement cards.	R		
12.1.2.6	The IVR shall support balance inquiries.	R		
12.1.2.7	The IVR shall support PIN selection and changes.	R		
12.1.2.8	The IVR shall support the provision of transaction history.	R		
12.1.2.9	The IVR shall provide for access to live customer services.	R		
12.1.3	Live Customer Services			

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
12.1.3.1	The eWIC Processor shall provide live customer services as a secondary means of customer support, following use of the IVR.	R		
12.1.3.2	Live customer services shall be offered in English and Spanish.	R		
12.1.3.3	Live customer services shall support additional languages through the use of a language line or similar service.	R		
12.1.3.4	Live customer services would be used only for responding to eWIC related inquiries. All other participant concerns will be directed to WIC clinics.	R		
12.1.3.5	Support by live customer service agents (CSAs) shall be offered 24 x 7.	R		
12.1.3.5.1	CSAs shall support reporting of lost, stolen, or damaged cards. The eWIC Processor will update the card status as deactivated.	R		
12.1.3.5.2	CSAs service shall support cardholder requests for mailed replacement cards. If the mailing address cannot be confirmed, the cardholder shall be referred back to their clinic.	R		
12.1.3.5.3	CSAs shall not change account information such as address information.	R		
12.1.3.5.4	CSAs shall support balance inquiries.	R		
12.1.3.5.5	CSAs shall provide technical assistance on the PIN selection and changes process, but shall not have any involvement in the PIN selection and change process.	R		
12.1.3.5.6	CSAs shall support the provision of transaction history.	R		
12.1.3.5.7	CSAs shall assist cardholders in troubleshooting card and transaction issues.	R		
12.1.3.5.8	CSAs shall refer cardholders to their clinic for any questions about the WIC program, eligibility, benefit issuance, or any other topics not related to eWIC.	R		
12.1.3.6	The eWIC Processor shall make every effort to resolve issues, questions and requests from cardholders within one call. All issues shall be resolved in no more than 24 hours from the cardholder's first call about the issue.	R		
12.1.4	Cardholder Portal			

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
12.1.4.1	The eWIC system shall provide web-based cardholder access to eWIC information.	R		
12.1.4.2	The cardholder portal will create accounts with a user name and password and then allow participants to link their card to their username. The portal will not use the card number and PIN to access the account.	R		
12.1.4.3	The cardholder portal shall provide access to the current benefit balance based on Local Time of Maryland WIC and USVI WIC.	R		
12.1.4.4	The cardholder portal shall allow users to report cards as lost, stolen, or damaged and request a new card.	R		
12.1.4.5	The cardholder portal shall support cardholder requests for mailed replacement cards.	R		
12.1.4.6	The cardholder portal shall provide access to the last 10 purchase and void transaction histories.	R		
12.1.4.7	The cardholder portal shall allow PIN changes with appropriate identification.	R		
12.1.4.8	The cardholder portal shall provide links to other sites as designated by Maryland WIC and USVI WIC.	R		
12.1.4.9	The cardholder portal shall be configured to be viewable on a mobile device.	R		
12.1.4.10	The cardholder portal shall be offered in English and Spanish.	R		
12.1.4.11	Shall support a configurable number of invalid password entries and lock the account from further attempts. This lock shall not impact the cardholder's ability to use their card at an authorized vendor location.	R		
12.1.4.12	Shall support password changes either with entry of the previous password to verify identity or through a password recovery if the user has forgotten or locked their account because of incorrect password entry.	R		
12.1.4.13	Shall support the recovery of user names following the verification of identity.	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
12.1.4.14	Shall allow a user to link multiple eWIC cards to a single user name.	R		
12.1.5	Enhanced Customer Support Functionality			
12.1.5.1	As technology continues to improve, in addition to the required functionality described in Sections 12.1.1 –12.1.4, Maryland WIC and USVI WIC are interested in any enhanced functionality that may be provided to cardholders through the IVR, Live Customer Service, and Cardholder Portal. These types of enhancements include, but are not limited to, the following:	P		
12.1.5.2	Linking card number to phone number from which an IVR call originated. This would support a streamlined process when the cardholder calls the IVR again whereby the cardholder would not need to enter their card number. The system would need to support linking of multiple card numbers in which case they would identify the card they are querying by entering a portion of the card number.	P		
12.1.5.3	IVR identification of cardholder using information other than card number in the event the card had been lost. The system could use data such as street address or phone number to confirm identity. This feature would allow the cardholder to report a card lost or stolen without a live operator.	P		
12.1.5.4	Ability for a cardholder to place and remove a temporary hold on their account in the event they do not have their card and are unsure if it may be lost or stolen. This feature could be accessed through the IVR, cardholder portal, or eWIC Processor mobile app.	P		
12.1.5.5	Ability for a cardholder to set up access to the WIC App using a User Name and Password; set up actions shall require the verification of identity using the eWIC card number and cardholder's demographic data such as date of birth and zip code.	P		
<b>12.2</b>	<b>Vendor Support</b>			
12.2.1	The eWIC Processor shall provide a Vendor Support Line that supports toll free 24 x 7 access to vendor services.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
12.2.1.1	The primary purpose for the Vendor Support Line is to assist vendors utilizing stand-beside POS devices provided by the eWIC Processor; however, support shall also be provided to vendors using integrated systems to the extent possible.	R		
12.2.1.2	The Vendor Support Line shall support English and Spanish callers.	R		
12.2.1.3	The Vendor Support Line shall support additional languages through the use of the Maryland WIC language line.	R		
12.2.1.4	An IVR may be used to facilitate routing of vendor calls to CSAs.	R		
12.2.1.5	<p>The following support services shall be provided through the Vendor Support Line:</p> <ul style="list-style-type: none"> <li>• Assistance with transaction issues or questions</li> <li>• Provide ACH payment history</li> <li>• Settlement and reconciliation support and troubleshooting</li> <li>• Support and troubleshooting assistance for stand-beside devices</li> <li>• Support additional installation and training assistance for stand-beside devices</li> <li>• Support initiation of disputes or adjustment requests by a vendor and provide updates to the vendor on progress or outcome of dispute or request</li> <li>• Provide update on stand-beside agreement status</li> <li>• Provide information on stand-beside device leasing options</li> <li>• Refer vendors to the Maryland WIC Program and the USVI WIC Program as appropriate</li> </ul>	R		
12.2.1.6	CSAs shall receive training to ensure they are able to provide the required services of the Vendor Support Line.	R		
12.2.1.7	The eWIC Processor shall make every effort to resolve issues, questions and requests from vendors within one call. All issues shall be resolved in no more than 24 hours from the vendor's first call about the issue.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
12.2.1.8	<p>All calls received by the Vendor Support Line shall be logged to include the following information:</p> <ul style="list-style-type: none"> <li>• Call date/time</li> <li>• Length of call</li> <li>• Vendor name/ID</li> <li>• CSA</li> <li>• Reason for the call</li> <li>• Call resolved? - Y/N</li> <li>• Resolution, if resolved</li> <li>• Follow up/action needed</li> </ul>	R		
12.2.1.9	All calls received by the Vendor Support Line shall be recorded. The eWIC Processor shall provide the ability for Maryland WIC and USVI WIC to listen to call recordings upon request.	R		
12.2.2	The eWIC Processor shall provide a Vendor Portal that supports online access to vendor information and services.	R		
12.2.2.1	The Vendor Portal shall provide information to assist both integrated and stand-beside vendors.	R		
12.2.2.2	The Vendor Portal shall be configured to be viewable on a mobile device.	R		
12.2.2.3	Vendors shall be required to set up access using a User Name and Password.	R		
12.2.2.3.1	Shall support a configurable number of invalid password entries and lock the account from further attempts.	R		
12.2.2.3.2	Shall support password changes either with entry of the previous password to verify identity or through a password recovery if the user has forgotten or locked their account because of incorrect password entry.	R		
12.2.2.3.3	Shall support the recovery of user names following the verification of identity.	R		
12.2.2.3.4	It is preferable that the system allow a user to link multiple Vendor IDs to a single Vendor Portal account.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
12.2.2.4	<p>The following support services shall be provided through the Vendor Portal:</p> <ul style="list-style-type: none"> <li>• View and download transaction history</li> <li>• View and download ACH payment history</li> <li>• Download of APL as an XLS or CSV file</li> <li>• Post Frequently Asked Questions (FAQs) and answers</li> <li>• Ability to submit a dispute or adjustment request</li> <li>• Ability to monitor status of dispute or adjustment</li> <li>• Provide view and download stand-beside POS device documentation</li> <li>• Provide information on stand-beside POS device leasing options</li> <li>• Post Maryland WIC and USVI WIC vendor documentation or links to documentation</li> <li>• Provide Maryland WIC and USVI WIC contact information</li> </ul>	R		
<b>12.3</b>	<b>WIC Agency Support</b>			
12.3.1	The eWIC Processor shall have accessible to Maryland WIC and USVI WIC a 24 x 7 point of contact that will be available for critical system outages and/or other critical issues in the eWIC system.	R		
12.3.2	If a system conversion is required, the eWIC Processor shall assign a project manager to coordinate activities and serve as the primary point of contact.	R		
12.3.3	<p>The eWIC Processor shall provide a Maryland WIC and USVI WIC help desk support for Maryland WIC and USVI WIC staff to report eWIC administrative system issues and receive assistance during normal business hours (7 a.m. to 5:30 p.m. Local Time of Maryland WIC and USVI WIC) excluding weekends, federal and state holidays. Normal business hours shall be confirmed by Maryland WIC and USVI WIC during project initiation.</p> <p>The State of Maryland observes the following holidays:</p> <ul style="list-style-type: none"> <li>• New Year's Day (January 1<sup>st</sup>)</li> </ul>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>12 Cardholder, Vendor and Agency Support Services</b>				
	<ul style="list-style-type: none"> <li>• Dr. Martin Luther King Jr.'s Birthday (Third Monday in January)</li> <li>• Presidents Day (Third Monday in February)</li> <li>• Memorial Day (Last Monday in May)</li> <li>• Independence Day (July 4<sup>th</sup>)</li> <li>• Labor Day (First Monday in September)</li> <li>• Columbus Day (Second Monday in October)</li> <li>• Election Day (Gubernatorial and Presidential)</li> <li>• Veterans Day (November 11<sup>th</sup>)</li> <li>• Thanksgiving Day (Fourth Thursday of November)</li> <li>• American Indian Heritage Day (Fourth Friday of November)</li> <li>• Christmas Day (December 25<sup>th</sup>)</li> </ul> <p>The US Virgin Islands observes the following holidays:</p> <ul style="list-style-type: none"> <li>• New Year's Day (January 1<sup>st</sup>)</li> <li>• Three Kings Day (January 6<sup>th</sup>)</li> <li>• Martin Luther King Day (Third Monday of January)</li> <li>• Presidents Day (Third Monday of February)</li> <li>• Transfer Day (March 31<sup>st</sup>)</li> <li>• Good Friday (Friday before Easter)</li> <li>• Easter Monday (Monday after Easter)</li> <li>• Memorial Day (Last Monday in May)</li> <li>• Emancipation Day (July 3<sup>rd</sup>)</li> <li>• Independence Day (July 4<sup>th</sup>)</li> <li>• Labor Day (First Monday in September)</li> <li>• Columbus Day (Second Monday in October)</li> <li>• David Hamilton Jackson/ Liberty Day (November 1<sup>st</sup>)</li> <li>• Veteran's Day (November 11<sup>th</sup>)</li> <li>• Thanksgiving Day (Fourth Thursday in November)</li> <li>• Christmas Day (December 25<sup>th</sup>)</li> <li>• Boxing Day (December 26<sup>th</sup>)</li> </ul>			

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>13 System Reporting</b>				
<b>13.1</b>	<b>General Report Requirements</b>			
13.1.1	The eWIC system shall provide any standard reports currently available to other WIC agencies served by the eWIC Processor. Maryland WIC and USVI WIC requests that any new reports developed for other WIC clients also be made available for use.	R		
13.1.2	Standard reports shall be formatted to enable printing.	R		
13.1.3	All reports must be exportable to Microsoft Excel.	R		
13.1.4	Standard queries and custom reports built for any other WIC agencies shall be made available to Maryland WIC and USVI WIC as a standard query at no cost to Maryland WIC and USVI WIC.	R		
<b>13.2</b>	<b>Financial Reporting</b>			
13.2.1	The eWIC system shall provide the following standard reports for access through an Administrative System or Data Warehouse.	R		
13.2.1.1	Daily settlement amount: sent via email, contains date, dollar amount cleared (debits) dollar amount of credits, total daily funding amount required, and deposits posted to the account.	R		
13.2.1.2	Daily WIC Vendor activity summary report (summary of all WIC Vendor settlement activity on each calendar day, including the total settlement minus the previous suspense plus current suspense results. Includes database activities for areas such as adjustments, voids and reversals, which must agree with the daily activity file).	R		
13.2.1.3	Daily settlement and clearing report (total funds settled for the processing day; should balance to totals from Daily WIC Vendor activity summary report).	R		
13.2.1.4	Daily system balance report (by category and subcategory).	R		
13.2.1.5	End of day database balance exception report.	R		
13.2.1.6	Daily adjustment audit transaction detail report (provides details on all adjustment transactions within each business day).	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>13 System Reporting</b>				
13.2.1.7	Daily ACH activity report (identifies all WIC Vendor, designated agent and TPP deposits for each business day).	R		
13.2.1.8	Daily ACH activity rejected WIC Vendor ACH settlement report (identifies rejected ACH transactions for each business day).	R		
13.2.1.9	Summary of monthly benefit redemption activity.	R		
13.2.1.10	Monthly billing report used to support monthly invoice from the eWIC Processor (active cases, IVR calls, and translation service minutes, etc.).	R		
<b>13.3</b>	<b>Program Management Reports</b>			
13.3.1	The eWIC system shall provide the following standard program management reports.	R		
13.3.1.1	Daily administrative (user) activity report	R		
13.3.1.2	Daily card status report (including card inventory details and summary, and cancelled cards)	R		
13.3.1.3	Monthly invalid PIN attempts report	R		
13.3.1.4	Future benefits reports	R		
13.3.1.5	Fraud detection reports	R		
13.3.1.5.1	EBAs with frequent card replacements	R		
13.3.1.5.2	WIC vendors that manually enter the card PAN	R		
13.3.1.5.3	Invalid PIN attempts	R		
13.3.1.5.4	Redemption of all benefits in a single transaction.	R		
13.3.1.5.5	Unusual purchase locations.	R		
13.3.1.5.6	Unusual purchase time of day.	R		
13.3.1.5.7	Additional Fraud reports (up to 10 per Maryland WIC and USVI WIC) identified at a later date for each.	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>13 System Reporting</b>				
<b>13.4</b>	<b>Product Utilization and Food Cost Reports</b>			
13.4.1	The eWIC system shall provide Daily and monthly food products purchased by Category/Sub-Category (including Category/Subcategory and PLU/UPC Audit Data, Large NTE Price Shifts, NTE Adjustments, Stale NTE).	R		
<b>13.5</b>	<b>System Performance Reports</b>			
13.5.1	The eWIC system and/or the eWIC Processor shall provide standard system performance reports that address all system service level requirements.	R		
13.5.2	Monthly system response time report. The report will show the response time between the MIS and the eWIC Processor, and the eWIC Processor and vendors.	R		
13.5.3	Monthly system response time report for web portal screens.	R		
13.5.4	Monthly system maintenance schedule for rolling six (6) month period.	R		
13.5.5	Monthly eWIC system availability report.	R		
13.5.6	Monthly report of transactions where errors have occurred.	R		
13.5.7	Monthly transaction statistics report by day, statistics report by hour (i.e. message-based transactions) to determine peak processing times for the eWIC system.	R		
<b>13.6</b>	<b>Support Services Reporting</b>			
13.6.1	Monthly stand-beside POS deployment/replacement times	R		
13.6.2	Monthly WIC agency user help desk, vendor support services, and cardholder support services performance reports that address all service level requirements.	R		
13.6.3	Reporting on an as needed basis when a stand-beside POS device is shipped to a new vendor, including the type of device requested/configured for the vendor.	R		
13.6.4	Stand-beside device log (See Section 11.5.7)	R		
13.6.5	Cardholder customer service calls (Dates/Volume/Topics/Resolution)	R		
13.6.6	Vendor customer service calls (Dates/Topics/Resolution)	R		



Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>13 System Reporting</b>				
<b>13.7</b>	<b>Vendor Management Reporting</b>			
13.7.1	Transaction activity by day and month	R		
13.7.2	Vendor Payment Requests	R		
13.7.3	Vendor Transaction Response and activity (by day, month, and quarter)	R		
<b>13.8</b>	<b>Data Warehouse and Business Intelligence Tools</b>			
13.8.1	The eWIC Processor shall provide a data warehouse tool that has the ability to build dynamic reports ad hoc.	P		
13.8.1.1	Functionality shall include filtering of data and selection of data categories to create reports	P		
13.8.1.2	The reporting functionality shall be available 24x7	P		
13.8.2	The data warehouse must contain all transactional data relating to Maryland WIC and USVI WIC eWIC cardholder accounts and any available metadata associated with the transactions and accounts.	P		
13.8.3	The data warehouse shall be designed in a way that Maryland WIC and USVI WIC have the ability to derive reports and perform analysis of data derived from eWIC system operations.	P		
13.8.4	The data warehouse shall have the capability to provide canned reports as required by the State, configurable reports, and ad hoc reports.	P		
13.8.5	The data warehouse shall have the capability provide visualizations of data and data category relationships to include charts, graphs, and diagrams.	P		
13.8.6	The eWIC Processor shall accept and convert all available data up to a seven (7) years transaction history from the current EBT Processor to populate the data warehouse. The conversion of data and population of the data warehouse shall be completed and tested prior to the system conversion date.	P		
13.8.7	The eWIC Processor shall provide data warehouse capability that will allow authorized State staff to access the data warehouse through administrative terminals, screens, and/or systems or through an internet browser application.	P		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: <i>Y/N/Will Develop</i>	Comment
<b>13 System Reporting</b>				
13.8.8	The eWIC Processor shall provide training on the utilization of the data warehouse reporting capabilities at the request of Maryland WIC and USVI WIC in order for Maryland WIC and USVI WIC staff to have a working knowledge of the business intelligence capabilities of the data warehouse.	P		
13.8.9	The eWIC Processor shall provide ongoing support for the data warehouse to provide assistance to the state in the use of the tool and development of reports.	P		
13.8.10	The data warehouse shall support the upload of data from the MIS to provide expanded reporting capability.	P		
13.8.11	At the request of Maryland WIC and USVI WIC, the eWIC Processor shall provide an export of the data from the data warehouse. The format and content of the data file shall be determined through a JAD session between the eWIC Processor and Maryland WIC and USVI WIC at a time to be determined following contract execution.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>14 System Security Functionality</b>				
<b>14.1</b>	<b>General Security Requirements</b>			
14.1.1	The eWIC Processor shall be responsible for the implementation and maintenance of a comprehensive security plan for the eWIC system and operations. This plan shall include administrative, physical, technical and systems controls that will be implemented to adhere to the security requirements of Maryland WIC and USVI WIC.	R		
14.1.2	The eWIC Processor shall develop their Security Plan using the Security Checklist in Section A14 of the FNS 901 Handbook, the TIG, Operating Rules, and WUMEI as reference.	R		
14.1.3	The eWIC Processor and all subcontractors shall ensure that an appropriate level of security is established and maintained in connection with the EBT services provided pursuant to the statement of work.	R		
14.1.4	The eWIC Processor shall meet Maryland WIC security requirements found at: <b>MD WIC</b> - <a href="https://doit.maryland.gov/policies/Pages/default.aspx">https://doit.maryland.gov/policies/Pages/default.aspx</a> (MD WIC Only)	R		
<b>14.2</b>	<b>Access to System Functions</b>			
14.2.1	The eWIC system shall provide controls to Maryland WIC and USVI WIC to limit and manage user access to specific application functionality and data.	R		
14.2.1.1	Access shall be based on defined roles.	R		
14.2.1.2	The eWIC system shall provide Maryland WIC and USVI WIC security administrator(s) with the ability to manage user access at multiple levels (i.e., state, local agency and clinic) and/or by staff role.	R		
14.2.1.3	The eWIC system shall allow Maryland WIC and USVI WIC Security Administrators the capability to set up newly authorized Maryland WIC and USVI WIC employees, change user passwords, manage user profiles, and assign user IDs and passwords.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>14 System Security Functionality</b>				
14.2.1.4	The eWIC system shall ensure that all users are established in the system with unique identification.	R		
14.2.1.5	The eWIC system shall ensure that user PINs are not displayed on terminals or monitors.	R		
14.2.1.6	The eWIC system shall ensure that the system and Maryland WIC and USVI WIC data are not available to unauthorized users.	R		
14.2.1.7	The eWIC system shall support system lockout after a threshold (determined by Maryland WIC and USVI WIC) is reached for excessive invalid access attempts.	R		
14.2.1.8	The eWIC system shall allow inactivation of users no longer authorized by Maryland WIC and USVI WIC.	R		
14.2.1.9	The eWIC system shall provide the functionality for Maryland WIC and USVI WIC to view the last login date for users.	R		
14.2.1.10	The eWIC system shall maintain an audit trail of user access to the eWIC system that includes: <ul style="list-style-type: none"> <li>- Date and time</li> <li>- User name</li> <li>- eWIC system user ID</li> <li>- Maryland WIC and USVI WIC ID</li> </ul>	R		
<b>14.3</b>	<b>Transaction Communications Security</b>			
14.3.1	The eWIC system shall provide controls to ensure that eWIC transaction communications are secure.	R		
14.3.1.1	The eWIC system shall process transactions only from authorized terminals or devices.	R		
14.3.1.2	The eWIC system shall process files from Maryland WIC and USVI WIC' MIS.	R		
14.3.1.3	The eWIC system shall validate messages or files for completeness, file and field formats, and control and authentication measures.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>14 System Security Functionality</b>				
14.3.1.4	The eWIC system and stand-beside terminals provided by the eWIC Processor shall ensure that PINs are encrypted at the point of entry and never transmitted in the clear. This also includes PIN selection devices.	R		
14.3.1.5	The eWIC system shall not select or assign a PIN for a cardholder.	R		
14.3.1.6	Maryland WIC and USVI WIC PIN encryption keys shall not be shared with other WIC state agencies.	R		
14.3.1.7	The eWIC system shall support test encryption keys to enable testing prior to WIC Vendor or TPP certification.	R		
<b>14.4</b>	<b>System Data Security</b>			
14.4.1	The eWIC system shall provide controls to ensure system and confidential information are not disclosed for unauthorized purposes.	R		
14.4.1.1	The eWIC system shall provide system and data access only to designated users and according to the users' profiles.	R		
14.4.1.2	The eWIC system and the eWIC Processor shall not divulge data to any person except as necessary to conduct eWIC according to defined functions.	R		
14.4.1.3	The eWIC Processor shall, at the request of either Maryland WIC or USVI WIC, provide data which may be sensitive such as banking account and routing information to support Maryland WIC and USVI WIC or FNS fraud investigations.	R		
14.4.1.4	The eWIC Processor shall ensure that sensitive information is accounted for and securely stored before, during, and after processing.	R		
14.4.1.5	The eWIC Processor shall provide for internal controls through separation of duties and/or dual control of functions.	R		
14.4.1.6	The eWIC Processor shall maintain adequate system documentation, software applications and operating procedures, and a System Security Plan.	R		
14.4.1.7	The eWIC system shall provide mechanisms within applications that enforce access controls against system tampering and/or unauthorized changes.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>14 System Security Functionality</b>				
14.4.2	Data shall be encrypted.	R		
<b>14.5</b>	<b>Facilities Physical Security</b>			
14.5.1	The eWIC Processor shall use physical security to limit access to facilities used to process cards or data or house sensitive data.	R		
14.5.1.1	Data sites shall be secured 24 hours a day, every day of the year.	R		
14.5.1.2	Employee access to the data site shall be controlled by an electronic access system.	R		
14.5.1.3	Employee access to departments within the data site shall be controlled by an electronic access system.	R		
14.5.1.4	Guests, including vendors, shall sign in and shall be assigned a temporary guest badge for identification.	R		
14.5.1.5	Guests, including vendor service personnel, shall be escorted at all times.	R		
14.5.1.6	The eWIC Processor shall cooperate with Maryland WIC and USVI WIC, which shall, on a yearly basis, conduct a test of the names of current employees against the names of individuals authorized for Maryland WIC and USVI WIC eWIC system access, and any changes in the roles and responsibilities of said individuals.	R		
14.5.1.7	All storage media shall be kept in a secure access controlled environment when not being utilized by computer operations.	R		
14.5.1.8	No storage media shall leave the data site without prior management authorization.	R		
14.5.1.9	Programming personnel, including contractors, shall be restricted from sensitive storage media unless prior management approval is obtained and access shall be granted on a need to know basis.	R		
14.5.1.10	Sensitive output shall be shredded prior to disposal.	R		
14.5.1.11	Data beyond the PIN may be secured using message encryption from the card terminal to the TPP by bilateral agreement.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>14 System Security Functionality</b>				
14.5.1.12	The eWIC system primary and backup processing sites shall be equipped with fire detection and suppression systems.	R		
<b>14.6</b>	<b>Card Security</b>			
14.6.1	The eWIC card provider shall ensure the security of card stock in its possession.	R		
14.6.2	Cards shipped by the eWIC card provider shall be shipped using a method that can be tracked electronically by Maryland WIC and USVI WIC.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>15 Contract Transition and System Conversion</b>				
<b>15.1</b>	<b>Initiation Meeting</b>			
15.1.1	The eWIC Processor shall convene an initiation meeting at a location designated by Maryland WIC within two (2) weeks of contract execution, or at a later date as determined by Maryland WIC. The eWIC Processor's Project Manager and other key eWIC Processor staff, as deemed necessary by Maryland WIC shall attend the meeting in person.	R		
15.1.2	The eWIC Processor shall review the project plan, schedule, and deliverables and will establish the project communications structure. In addition, the meeting shall include a discussion of the required deliverables, submission of those deliverables, and confirmation of acceptance criteria. The agenda shall include a discussion of the content and structure of recurring status calls and status reports including establishing status reporting schedule. Within five (5) business days of the initial meeting the eWIC Processor shall deliver a technical memorandum documenting all agreements, understandings and contingencies arising from the project initiation meeting.	R		
15.1.3	Upon agreement between Maryland WIC and USVI WIC and the eWIC Processor, requirements validation sessions may also begin during the eWIC Processor's time on site for the initiation meeting.	R		
<b>15.2</b>	<b>Requirements Validation Sessions</b>			
15.2.1	The eWIC Processor shall facilitate requirements validation and design sessions at a location designated by Maryland WIC. Prior to the sessions, the eWIC Processor shall provide session agendas and electronic copies of all materials to be distributed at the sessions. Five (5) business days subsequent to each session, the eWIC Processor shall deliver a technical memorandum documenting all agreements, understandings and contingencies arising from the session.	R		
<b>15.3</b>	<b>System Configuration</b>			
15.3.1	Following the approval of the system requirements and design specifications by Maryland WIC and USVI WIC, the eWIC Processor shall modify and/or configure	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>15 Contract Transition and System Conversion</b>				
	its eWIC system to conform to the approved system design.			
<b>15.4</b>	<b>Continuity of Services</b>			
15.4.1	Upon finalization of the Contract, the incoming eWIC Processor shall work with Maryland WIC and USVI WIC and any other organizations designated by Maryland WIC and USVI WIC to ensure an orderly transition of services and responsibilities under the previous contract and to ensure the continuity of those services required by Maryland WIC and USVI WIC. The incoming eWIC Processor shall be expected to work in a businesslike manner with Maryland WIC and USVI WIC's outgoing eWIC Processor for the purpose of effecting a smooth and timely transition of services.	R		
15.4.2	In the event of a delay in the completion schedule for any deliverable under this Contract caused solely by Maryland WIC and USVI WIC or by Maryland WIC and USVI WIC's outgoing eWIC Processor, and if the incoming eWIC Processor has provided advance notice indicating that Maryland WIC and USVI WIC or Maryland WIC and USVI WIC's outgoing eWIC Processor has solely caused a delay, the incoming eWIC Processor shall be entitled to a reasonable extension of the completion dates for that particular deliverable.	R		
15.4.3	The incoming eWIC Processor shall not proceed to the operational phase of the eWIC contract until the conversion has been approved by Maryland WIC.	R		
<b>15.5</b>	<b>WIC Vendor Conversion</b>			
15.5.1	The eWIC Processor shall provide a plan for converting all vendors.	R		
15.5.2	The eWIC Processor shall ensure 95% of vendors (integrated and stand-beside) are enabled prior to conversion. Vendor initiated delays will be excluded.	R		
15.5.3	As part of the conversion effort, the incoming eWIC Processor must establish agreements with all TPPs and vendors using stand-beside equipment provided by the outgoing eWIC Processor. The agreements must be approved by Maryland WIC and USVI WIC and, if required, by FNS.	R		
15.5.4	Stand-Beside Equipment			

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>15 Contract Transition and System Conversion</b>				
15.5.4.1	It is critical that cardholders not be impacted negatively in their ability to access their benefits due to conversion to the incoming eWIC system and replacement of stand-beside equipment provided by the outgoing eWIC Processor. An equipment replacement process will be established to ensure stand-beside vendors have their equipment replaced prior to system conversion. No replaced equipment may be disconnected and removed until the new replacement equipment is installed and tested.	R		
15.5.4.2	The eWIC Processor shall ensure that new and replacement terminals are provided in such a fashion as to ensure the vendor is capable of installing the equipment.	R		
15.5.4.3	The eWIC Processor shall contact the eWIC vendor and provide the stand-beside contract no later than thirty (30) calendar days prior to system conversion. Maryland WIC and USVI WIC shall be notified of any exceptions to this timeframe.	R		
15.5.4.4	The eWIC Processor shall ship the POS terminal within five (5) business days and perform phone training/installation within ten (10) business days of receipt of the signed WIC Vendor stand-beside contract. Maryland WIC and USVI WIC shall be notified when equipment is shipped, attempts are made to provide training and installation, and the success of the training/installation.	R		
15.5.4.5	<p>The eWIC Processor shall provide a mechanism accessible to Maryland WIC and USVI WIC to track the status of the stand-beside conversion. At a minimum, this tool shall include:</p> <ul style="list-style-type: none"> <li>• Vendor Name</li> <li>• Vendor ID</li> <li>• Date of contacts made with vendor and purpose of the contact</li> <li>• Status of stand-beside vendor execution</li> <li>• Number of devices required by the vendor</li> <li>• Type of devices required by the vendor (single or multi-function)</li> <li>• Status of device shipments</li> </ul>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>15 Contract Transition and System Conversion</b>				
	<ul style="list-style-type: none"> <li>Status of installation and training</li> <li>Status of test transaction</li> <li>Data shall be updated no less than weekly. Daily updates are required starting three (3) weeks before system conversion.</li> </ul>			
15.5.4.6	Maryland WIC and USVI WIC may require the eWIC Processor to prioritize shipments and/or training/installations based on vendors needed for participant access.	R		
15.5.4.7	Maryland Stand-Beside POS Devices: Installation and training shall be provided in-person by the eWIC Processor within an agreed upon timeframe for vendors with three (3) or more stand-beside devices (state-provided or leased). Maryland WIC will reimburse the eWIC Processor for travel expenses related to installation of and training on stand-beside devices for conversion in accordance with the travel policies described in Appendix B - Price Schedule.	R		
15.5.4.8	USVI Stand-Beside POS Devices: Installation and training shall be provided in-person by the eWIC Processor for all stores requiring a stand-beside device within an agreed upon timeframe. USVI WIC will reimburse the eWIC Processor for travel expenses related to installation of and training on stand-beside devices for conversion in accordance with the policies described in Appendix B - Price Schedule.	R		
<b>15.5.5</b>	<b>TPP Transition</b>			
15.5.5.1	The eWIC Processor shall work with all TPPs involved in routing eWIC transactions for Maryland WIC and USVI WIC to transition from the outgoing eWIC Processor to the incoming eWIC Processor. This includes testing and coordination to ensure that the TPPs transition their transaction routing in conjunction with the eWIC system conversion. Maryland WIC and USVI WIC shall receive reports from the eWIC Processor documenting when integrated vendors have completed testing and set up with TPPs for all integrated vendors.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>15 Contract Transition and System Conversion</b>				
<b>15.6</b>	<b>Database Conversion</b>			
15.6.1	Database conversion (conversion from outgoing eWIC Processor's database to the incoming eWIC Processor's database) shall take place overnight on a weekend.	R		
15.6.1.1	The entire conversion for Maryland WIC and USVI WIC shall be completed in 12 hours or less.	R		
15.6.1.2	During conversion, no transactions shall be conducted.	R		
15.6.2	In preparing for Maryland WIC and USVI WIC's database conversion, the incoming eWIC Processor shall analyze monthly transaction volumes and select a mutually agreed upon date and time when the least number of vendors and cardholders would be impacted.	R		
15.6.3	At both two (2) months prior to conversion and at one (1) week prior to conversion, the incoming eWIC Processor shall notify all authorized vendors of the scheduled outage.	R		
15.6.4	The incoming eWIC Processor shall perform thorough testing of the conversion process, including performing test transactions against the converted database in the Test System. Testing shall also validate that PINs have been converted successfully.	R		
15.6.5	The incoming eWIC Processor shall accept a minimum of seven (7) full FNS audit years of transaction history to be converted from the outgoing eWIC Processor.	R		
15.6.5.1	At a minimum, three (3) years of data shall be accessible online through the administrative system and data warehouse.	R		
15.6.5.2	An additional four (4) years of data shall be converted and available to Maryland WIC and USVI WIC on demand.	R		
15.6.6	The incoming eWIC Processor shall have checkpoints and reconciliation procedures built into the conversion process to ensure that no benefits or records are dropped.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>15 Contract Transition and System Conversion</b>				
15.6.7	The incoming eWIC Processor shall have a contingency fallback plan in case the conversion cannot be completed in a timely manner due to issues with the conversion.	R		
15.6.8	The incoming eWIC Processor shall be required to work with Maryland WIC and USVI WIC and the outgoing eWIC Processor to clean up the database prior to conversion, if necessary. A minimum of two (2) trial runs of the data conversion shall occur prior to the actual database conversion.	R		
<b>15.7</b>	<b>eWIC Card Conversion</b>			
15.7.1	The incoming eWIC Processor shall ensure ongoing use of the existing eWIC cards in circulation.	R		
15.7.2	The eWIC Processor must support the use of existing eWIC cards throughout the conversion process and eWIC cards must not be reissued en masse as part of the conversion process.	R		
15.7.3	The incoming eWIC Processor shall support the exchange of PIN encryption keys from the outgoing eWIC Processor to the incoming eWIC Processor for both vendor transactions and PIN selection devices.	R		
<b>15.8</b>	<b>Training</b>			
15.8.1	The eWIC Processor shall provide training to state-level users prior to the start of User Acceptance Testing (UAT).	R		
15.8.2	The eWIC Processor shall provide training to additional state-level users prior to system conversion.	R		
15.8.3	Training shall include system administration and system security.	R		
15.8.4	Training shall include reports, data analytics, and data warehouse functions	R		
15.8.5	Training shall include reconciliation and settlement processes.	R		
15.8.6	At a minimum, trainings shall be performed via webinar.	R		
15.8.7	Onsite trainings are preferred.	P		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>16 Testing</b>				
<b>16.1</b>	<b>General Requirements</b>			
16.1.1	The eWIC Processor shall provide system life cycle testing services for the duration of the contract. The life cycle system test approach requires that the eWIC system, including any changes made to the eWIC system during the term of the Contract, shall be properly tested prior to being introduced into the production environment. The eWIC Processor shall be required to meet Maryland WIC and USVI WIC and FNS system testing requirements, including the UAT requirements, specified in the FNS Handbook 901 and/or the most recent solicitation or applicable testing guidance issued by FNS.	R		
16.1.2	Maryland WIC will conduct comprehensive system testing with the eWIC Processor. System testing shall be performed on all components and functional areas of the eWIC Processor's eWIC system and interfaces. Any deficiencies identified during system testing must be corrected and re-tested. Both Maryland WIC and USVI WIC and FNS must formally accept and approve testing before system conversion.	R		
16.1.3	The eWIC Processor shall provide a separate environment available to Maryland WIC for the purpose of UAT and ongoing testing activities during the life of the project.	R		
16.1.4	The eWIC Processor will work with Maryland WIC and USVI WIC to prepare the UAT environment for end-to-end MIS UAT. This includes creating a new APL for the test POS devices, refreshing the UAT environment so it can be repopulated with obfuscated test data, resetting file sequence numbers and all the test PANs. Maryland WIC and USVI WIC will also require a method to PIN test cards either using the UAT cardholder portal, test environment PIN pads or UAT IVR system.	R		
16.1.5	A minimum of one (1) stand-beside device shall be supplied by the eWIC Processor to support ongoing testing activities for the life of the project.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
16.1.6	For each type of test described in the following sections, the eWIC Processor shall provide a report that includes the results of the testing. Results shall include information about any issues or defects identified along with the approach and schedule for resolution.	R		
<b>16.2</b>	<b>Connectivity Testing and Interface Testing</b>			
16.2.1	Prior to UAT, connectivity testing will be conducted between Maryland WIC and USVI WIC MIS and the eWIC system. This includes testing all interfaces between the primary and fail-over systems.	R		
16.2.2	Interface testing is conducted to ensure that all files sent between Maryland WIC and USVI WIC MIS and the eWIC system are properly received, accepted, and accurately processed. Interface testing will demonstrate rejection of duplicate files or records and correction of transmission errors.	R		
16.2.3	Interface testing shall also include testing with the mobile app.	R		
16.2.4	The eWIC Processor shall develop test script to support connectivity and interface testing.	R		
16.2.5	A minimum of one (1) stand-beside device shall be supplied by the eWIC Processor to generate redemption data.	R		
<b>16.3</b>	<b>UAT</b>			
16.3.1	The UAT provides Maryland WIC and USVI WIC the opportunity to test the eWIC system functionality and ensure compliance with the system design requirements for each release. This test will consist of functional requirements, workflow, security, system controls and "what if" testing. In addition, as part of UAT, the eWIC Processor will demonstrate the methods and processes for performing daily reconciliation between Maryland WIC and USVI WIC MIS and the eWIC system and other processing activities related to financial settlement.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
16.3.2	The UAT scripts shall be developed by the eWIC Processor with input from Maryland WIC and USVI WIC and shall be reviewed by FNS and approved by Maryland WIC and USVI WIC. The test scripts should cover all facets of the system's operations and test all system processing options and environmental conditions (e.g., POS hardware and communications failure and entry of erroneous data). The scripts shall detail step-by-step instructions on the actual test and system functions to be demonstrated. Test scripts shall describe the desired system outcomes and test results. The eWIC Processor and Maryland WIC and USVI WIC shall jointly develop test data.	R		
16.3.3	The eWIC Processor shall also comply with any additional scripts provided by a QA or IV&V contractor and any ad-hoc or 'what-if' testing.			
16.3.4	The eWIC Processor will ensure that the eWIC system and the stand-beside device has been tested and UAT environment has been prepared in advance of UAT to ensure that all functions are ready for UAT.	R		
16.3.5	The eWIC Processor shall supply a minimum of three (3) stand-beside devices for UAT.	R		
16.3.6	The eWIC Processor will provide one (1) to two (2) staff to participate onsite for conversion and UAT for three (3) to five (5) days. Multiple rounds of UAT may be performed.	R		
<b>16.4</b>	<b>IVR Testing and/or Client and Vendor Web Portal Testing, as applicable</b>			
16.4.1	As part of the UAT, the eWIC Processor will be prepared to test the participant IVR, participant web portal and WIC vendor web portal including, but not limited to, the ability to perform applicable functions, access and retrieve applicable information and data, and validate test results.	R		
<b>16.5</b>	<b>Performance Testing</b>			
16.5.1	The eWIC Processor shall perform system performance testing prior to the start of operations and then on an as needed basis coinciding with new releases of the eWIC system. Maryland WIC and USVI WIC may request performance testing at any time.	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>16.6</b>	<b>Contingency/Fail-Over Testing</b>			
16.6.1	The eWIC Processor shall establish a "hot back-up" site, with full computer systems and complete or near-complete backups of user data, for continued operations in case of failure at the primary operations site.	R		
16.6.2	The eWIC Processor shall specify the amount of time (length of outage) expected for the transition from the primary to the back-up system. The eWIC Processor shall also specify the amount of time (length of outage) expected to move operations back to the primary system from the back-up.	R		
16.6.3	Starting within the first three (3) months after system conversion, contingency testing will be conducted twice annually at six (6) month intervals or as needed to ensure that back-up operation plans are adequate.	R		
16.6.4	The eWIC Processor shall work with Maryland WIC and USVI WIC (if they choose) to incorporate state staff into the execution of the end-to-end test exercises.	R		
16.6.5	Maryland WIC and USVI WIC requires documentation of testing, including test results. If any component of the testing is not successful, a corrective action plan shall be provided.	R		
<b>16.7</b>	<b>Vulnerability Testing, to be conducted to WIC Agency Security Standards</b>			
16.7.1	Prior to moving to production and at a minimum of once per year during operations, the eWIC Processor will perform vulnerability testing (assessment) on the eWIC system. The vulnerability assessment will test the system to locate, diagnose, and correct areas of weakness that might make it susceptible in times of crisis, attack or destabilization. The eWIC Processor will provide Maryland WIC and USVI WIC with a summary report of the results of the vulnerability assessment and any corrective actions that need to be taken. In addition to the vulnerability testing conducted prior to system implementation and subsequently conducted once per year, additional vulnerability tests may be requested during the operations phase following major system changes or following a security breach.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
16.7.2	The eWIC Processor shall provide Maryland WIC and USVI WIC with access to a test environment for the duration of the system life cycle. The eWIC Processor and Maryland WIC and USVI WIC Programs will agree on a delivery date for the test environment; the delivery date will be included in the approved project schedule. The test environment database shall be refreshed with production environment data upon request by Maryland WIC and USVI WIC. A minimum of one (1) stand-beside device shall be supplied by the eWIC Processor to support ongoing testing activities for the life of the project. The eWIC Processor shall also provide card numbers/PANs for use in the test environment.	R		
16.7.3	The eWIC Processor shall provide Maryland WIC and USVI WIC with access to a training environment that is connected to an MIS training environment for the duration of the system life cycle. The eWIC Processor and Maryland WIC and USVI WIC Programs will agree on a delivery date for the training environment; the delivery date will be included in the approved project schedule. The training environment database shall be refreshed with production environment data upon request by Maryland WIC and USVI WIC. Maryland WIC and USVI WIC may require one (1) stand-beside device configured for the training environment to support training staff for the life of the project. The eWIC Processor shall also provide card numbers/PANs for use in the training environment.	R		
16.7.4	The eWIC Processor shall provide a separate environment for vendor certifications.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.1</b>	<b>Project Management Plan</b>			
17.1.1	<p>The eWIC Processor will develop a comprehensive project management plan that describes how it intends to manage the project and illustrates how their plan will serve to accomplish the work and meet the eWIC project timeline.</p> <p>The project management plan will include a detailed description of the project management approach, including the following sections:</p> <ul style="list-style-type: none"> <li>• Integration management (as it pertains to Maryland WIC and USVI WIC MIS and the eWIC system)</li> <li>• Time management</li> <li>• Scope management</li> <li>• Configuration management</li> <li>• Change control</li> <li>• Cost management</li> <li>• Quality management including written deliverables</li> <li>• Human resource management</li> <li>• Communications management, including the approach to communication with Maryland WIC and USVI WIC (including WIC State, Territorial, and local agency/clinic staff), the M &amp; E Contractor, other state contractors (i.e., Quality Assurance (QA) if needed for conversion), USDA FNS representatives and WIC vendors.</li> <li>• Complaint and dispute resolution</li> <li>• Risk management including Risk Log management</li> <li>• Status reporting including status report template</li> <li>• Deliverable review process and acceptance criteria</li> </ul>	R		
17.1.2	The Project Management Plan shall be delivered within ten (10) business days of the project kick-off meeting.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.2</b>	<b>Project Schedule</b>			
17.2.1	Bidders will provide a draft Project Schedule in response to the RFP that includes the identification of Maryland WIC and USVI WIC tasks. A revised Project Schedule is due no later than ten (10) business days following contract execution. The timeframes for all tasks will be followed to avoid project delays. The Project Schedule will identify resources assigned to tasks. The Project Schedule will be reviewed during the initiation meeting where comments and related Maryland WIC and USVI WIC and eWIC Processor tasks may be identified. The final Project Schedule, which will serve as the baseline document, will be provided ten (10) business days following the end of the initiation meetings. Project Schedule tasks will be updated as part of regular status reporting and/or after each deliverable document is finalized to ensure the Project Schedule reflects all project planned activities. All Project Schedules submitted after contract execution shall be provided in MS Project 2007 (or later version) and in PDF. All deliverables identified within the eWIC Processor's approved Project Schedule are subject to Maryland WIC and USVI WIC review and approval.	R		
17.2.2	The final Project Schedule shall be delivered within 10 business days of the project kick-off meeting.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.3</b>	<b>Conversion and Transition Management Plan</b>			
17.3.1	<p>The Conversion and Transition Management Plan will include (as applicable) but not be limited to the eWIC Processor's approach to:</p> <ul style="list-style-type: none"> <li>• Deliverables, milestones, and go/no go decisions.</li> <li>• Establishing interfaces with Maryland WIC and USVI WIC MIS and funding systems.</li> <li>• Identifying local agency/clinic, WIC vendor, category/subcategory, UPC and/or family demographic data to be transferred prior to conversion.</li> <li>• Coordinating with the MIS contractor.</li> <li>• Database conversion</li> <li>• Implementing card production and distribution.</li> <li>• Implementing web portals.</li> <li>• Implementing participant and vendor customer services as required for the technical solution.</li> <li>• Coordinating with USDA FNS.</li> <li>• Establishing Administrative Terminal application connectivity.</li> <li>• Coordinating State and clinic equipment installation and training.</li> <li>• Coordinate conversion activities with the change from the incumbent eWIC Processor to the incoming eWIC Processor.</li> </ul>	R		
17.3.2	The Conversion Management Plan shall be delivered within 20 business days of the project kick-off meeting.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.4</b>	<b>Vendor Conversion and Certification Plan</b>			
17.4.1	<p>The WIC Vendor Conversion and Certification Plan will include but not be limited to the eWIC Processor's approach to:</p> <ul style="list-style-type: none"> <li>• Transitioning vendors to the selected eWIC Processor</li> <li>• Identifying which WIC vendors are prepared for conversion</li> <li>• Identifying which WIC vendors require additional support for conversion</li> <li>• Identifying what type of support is required for each applicable WIC vendor.</li> <li>• Tracking WIC vendor conversion. <ul style="list-style-type: none"> <li>○ Stand-beside eWIC contract status</li> <li>○ Stand-beside shipment status</li> <li>○ Stand-beside training/installation status</li> <li>○ Integrated retailer certification results</li> <li>○ Integrated retailer production readiness</li> </ul> </li> <li>• Supporting Maryland WIC and USVI WIC in the testing and certification (if needed).</li> <li>• Certification and plan for testing for integrated vendors as determined necessary</li> </ul>	R		
17.4.2	The Vendor Conversion and Certification Plan shall be delivered within 20 business days of the project kick-off meeting.	R		
<b>17.5</b>	<b>Vendor Assessment Report</b>			
17.5.1	The eWIC Processor will assess the information provided by Maryland WIC and USVI WIC regarding the currently authorized vendors. This information will include stand-beside vs. integrated vendors.	R		
17.5.1.1	For integrated, to the extent the information is available, information will be provided on the vendor's electronic cash register system, value-added resellers (VAR) and TPP. If this information is not available from Maryland WIC and USVI WIC, the eWIC Processor will collect it from the vendors, VARs, TPPs, and the outgoing eWIC Processor.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
17.5.1.2	The eWIC Processor will review the vendor data to determine if certifications will be needed and at what level. They will also assess the data to determine which vendors will require stand-beside devices.	R		
17.5.2	The Vendor Assessment Report shall be completed within two (2) months of project initiation.	R		
<b>17.6</b>	<b>Meeting Agenda and Notes</b>			
17.6.1	<p>Regular Weekly Status Meetings: Throughout the duration of the eWIC project (from initiation through statewide rollout), the eWIC Processor will host and facilitate a recurring status call. During planning and conversion, the call will be a weekly call unless Maryland WIC and USVI WIC request status calls on a less frequent basis. The eWIC Processor's Project Manager and other key eWIC Processor staff, as deemed necessary by Maryland WIC and USVI WIC' eWIC Project Manager, will attend the meeting along with State management stakeholders, and other Maryland WIC and USVI WIC's contractors.</p> <p>The content of this call will consist of updates on project activities, including:</p> <ul style="list-style-type: none"> <li>• Phase milestones and deliverable status, dates, and probability of meeting approved dates</li> <li>• Interface specification and development</li> <li>• WIC vendor conversion and certification (if needed)</li> <li>• Clinic enablement, testing, training</li> <li>• Security assessment</li> <li>• Transition to operations</li> <li>• A review of the projects' Project Schedule and the status of the approved Project Schedule</li> <li>• A review of issues and risks</li> <li>• Planning for upcoming activities</li> </ul>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
17.6.1.1	The eWIC Processor will provide an agenda for the status meeting no later than two (2) business days prior to the call. The eWIC Processor will provide meeting notes for each status call no later than close of business the next business day following the call.	R		
17.6.1.2	Other project meetings led by the eWIC Processor, which may include requirements validation sessions or other meetings needed to ensure the project progression, the agenda will be provided no later than two (2) business days prior to the meeting. The eWIC Processor will provide meeting notes no later than close of business the next business day following the meeting.	R		
<b>17.7</b>	<b>Weekly Status Reports (Conversion Phase)</b>			
17.7.1	<p>Weekly Status Reports (Through Statewide Rollout): Throughout the duration of the eWIC conversion project (from initiation through statewide rollout), the eWIC Processor will provide a recurring status report. The status report will be a weekly report unless Maryland WIC and USVI WIC requests reports on a less frequent basis. The eWIC Processor will develop and submit a template for a status report to be provided for review at the project initiation meeting. The content of the status report will include activities completed within the reporting period, upcoming activities for the next reporting period, identification of critical action items (including person assigned), issues, risks or roadblocks, status of clinic enablement, status of WIC vendor enablement and certification, the status of project deliverables, and an updated Project Schedule.</p> <p>The status report will be submitted to Maryland WIC and USVI WIC at an agreed upon day of the week.</p> <p>The status reports will provide a description of all project activities within the reporting period, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Tasks accomplished during the last period</li> <li>• Deliverables submitted (statistics during rollout such as cards</li> </ul>	R		



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
	<p>issued/terminals installed)</p> <ul style="list-style-type: none"> <li>• Outstanding Tasks/Deliverables</li> <li>• Revised Project Schedule</li> <li>• Vendor enablement status <ul style="list-style-type: none"> <li>○ Stand-beside eWIC contract status</li> <li>○ Stand-beside shipment status</li> <li>○ Stand-beside training/installation status</li> <li>○ Integrated retailer certification results</li> <li>○ Integrated retailer production readiness</li> <li>○ One list of all vendors showing key information and the status of: <ul style="list-style-type: none"> <li>▪ Vendor name, corporate owner (if applicable), vendor ID, system information, county, and rollout region</li> <li>▪ Stand beside enablement: vendor / TPP contracts, stand beside equipment enablement, stand beside training</li> <li>▪ Integrated enablement: certification levels required and VAR identified (if applicable)</li> </ul> </li> </ul> </li> <li>• Outstanding problems, issues, and changes <ul style="list-style-type: none"> <li>○ Status and report on progress or resolution</li> <li>○ Maryland WIC and USVI WIC employee initiating a change request</li> <li>○ Party responsible for resolving the problem or initiating change</li> <li>○ Rank problems, issues and changes according to urgency</li> <li>○ Recommend solutions to problems and issues</li> <li>○ Next Steps</li> </ul> </li> <li>• Progress on Enhancement/Change Requests (as applicable)</li> </ul>			

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.8</b>	<b>Monthly Status Reports (Operations Phase)</b>			
17.8.1	<p>Once statewide operations begin, the eWIC Processor will submit a monthly status report. Similar to the recurring conversion status reports, the monthly status report will provide a description of all operational activities, including but not limited to:</p> <ul style="list-style-type: none"> <li>• Tasks accomplished</li> <li>• Revised Project Schedule (as applicable)</li> <li>• Deliverables submitted</li> <li>• Outstanding tasks/deliverables</li> <li>• WIC vendor status (e.g., activated, deactivated, requiring stand-beside contracts, terminals deployed)</li> <li>• Outstanding problems, issues, and changes <ul style="list-style-type: none"> <li>○ Status and report on progress or resolution</li> <li>○ Person initiating change request</li> <li>○ Party responsible for resolving problem or initiating change</li> <li>○ Rank problems, issues and changes according to urgency</li> <li>○ Recommend solutions to problems and issues</li> <li>○ Next Steps</li> </ul> </li> <li>• Progress on enhancements/change requests (as applicable)</li> </ul>	R		
<b>17.9</b>	<b>Monthly Status Meeting (Operations)</b>			
17.9.1	<p>Once statewide operations begin, the eWIC Processor will hold a monthly status meeting. The agenda for the monthly status meeting will be submitted to Maryland WIC and USVI WIC at least two (2) business days prior to the meeting. In developing the meeting agenda, the eWIC Processor will work with Maryland WIC and USVI WIC to ensure the meeting addresses the discussion items Maryland WIC and USVI WIC may have. Meeting minutes will be distributed to the group within five (5) days of the meeting.</p>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.10</b>	<b>System Design Documents</b>			
17.10.1	<p>This documentation will, at a minimum, provide a functional overview, functional requirements, controls, procedures, workflow, and security of the eWIC system. The purpose of the document is to describe what is to be implemented, not how it will be implemented. Information will be logically numbered so that it can be traced to the RFP and to test scripts.</p> <p>System design documentation will also describe the architecture and technical design of the eWIC Processor's eWIC system. The document will provide an architectural overview, a detailed description of the system architecture, a description of the system design, system qualities, dependencies, and standards. The document will include a data flow diagram, data dictionary, data models, and identify which universal interfaces will be used.</p> <p>The information could be presented in one document or multiple, such as a Detailed Functional Design Document (DFDD) and a Detailed Technical Specifications Document (DTSD).</p>	R		
17.10.2	The System Design Documents shall be delivered within 20 business days of project initiation.	R		
17.10.3	The eWIC MIS Interface Specifications Document shall be delivered within 20 business days of project initiation.	R		
<b>17.11</b>	<b>Integrated Vendor Interface Specifications</b>			
17.11.1	The eWIC Processor will provide Integrated WIC Vendor Interface Specifications that will contain sufficient detail so that Value Added Resellers (VARs) and WIC vendors with integrated electronic cash register (IECR) systems will have the requirements necessary to modify their systems and exchange files with the eWIC system.	R		
17.11.2	The Integrated Vendor Interface Specifications shall be delivered within 20 business days of project initiation.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.12</b>	<b>Test Plan</b>			
17.12.1	The eWIC Processor will provide an overall test plan that outlines the activities, schedule, and procedures associated with the tests associated with the project. Tests at a minimum will include System Life Cycle, Interface, and UAT, as well as outline the test purpose, methodology, environment, approval rating system, and the minimum requirements that need to be met in order to gain approval to initiate conversion. The Test Plan must also meet the requirements of test planning and the Test Plan Template for FNS Handbook 901.	R		
17.12.2	The Test Plan shall be delivered no later than three (3) months prior to UAT.	R		
<b>17.13</b>	<b>Test Scripts</b>			
17.13.1	The eWIC Processor will provide test scripts to be used in interface testing and UAT.	R		
17.13.2	UAT scripts should be comprehensive addressing the full functionality of the eWIC system and the MIS-EBT interface as well as address end-to-end functionality (from benefit issuance to transaction processing to transaction and benefit reconciliation).	R		
17.13.3	The Test Scripts shall be delivered no later than three (3) months prior to UAT.	R		
<b>17.14</b>	<b>Test Reports</b>			
17.14.1	The eWIC Processor will document test results in system test reports (such as a UAT Report resulting from Formal UAT). The reports will include any corrective actions or plans and schedule to remedy system errors or deficiencies identified during the test. Corrective actions to remedy system errors identified during testing will be completed and re-tested prior to system conversion.	R		
17.14.2	Test reports shall be provided within one (1) week of the completion of each test.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.15</b>	<b>Stand-Beside Vendor Contracts (Agreement between the WIC Vendor and the eWIC Processor)</b>			
17.15.1	The eWIC Processor will provide copies of the WIC Stand-Beside Vendor Contracts for review and approval by Maryland WIC and USVI WIC and USDA FNS. The contract will meet applicable requirements contained in Federal regulations at 7 CFR Part 246.12, the guidelines of the USDA FNS WIC EBT Operating Rules, and applicable state laws.	R		
17.15.2	Stand-Beside Vendor Contracts shall be delivered no later than five (5) months prior to conversion.	R		
<b>17.16</b>	<b>Third Party Processor (TPP) Contracts</b>			
17.16.1	The eWIC Processor will provide copies of the TPP Contracts for approval by Maryland WIC and USVI WIC and USDA FNS. The contract will meet applicable requirements contained in Federal regulations at 7 CFR Part 246.12, the guidelines of the USDA FNS WIC EBT Operating Rules, and applicable state laws.	R		
17.16.2	TPP Contracts shall be delivered no later than five (5) months prior to conversion.	R		
<b>17.17</b>	<b>Continuation of Business Plan (Back-up and Contingency)</b>			
17.17.1	The eWIC Processor will provide a Business Continuity Plan. The Business Continuity Plan will include an evaluation of the types of service interruptions that may impact the eWIC system's operations and therefore require the use of a back-up and recovery process. For each potential interruption type, the eWIC Processor will, at a minimum, detail the steps to be taken to recover from the interruption. The plan will account for Maryland WIC and USVI WIC' annual testing requirements with results provided to Maryland WIC and USVI WIC. In addition, the eWIC Processor will outline the resources committed (i.e., people, systems, networks, and operation sites) and indicate whether the continuity plan has been tested under real or simulated conditions. The plan will include how and when notifications of service interruptions will be provided to Maryland WIC and USVI WIC and WIC vendors and how and when the eWIC Processor will support participant notifications.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
17.17.2	The Continuation of Business Plan shall be delivered no later than five (5) months prior to conversion.	R		
<b>17.18</b>	<b>Disaster Recovery Plan</b>			
17.18.1	The eWIC Processor shall provide a disaster recovery plan that will address service interruptions caused by a localized or statewide disaster within the state and approaches for ensuring cardholder access to benefits using the FNS 901 Handbook Section 9.3.4.2.	R		
17.18.2	The Disaster Recovery Plan shall be delivered no later than five (5) months prior to conversion.	R		
<b>17.19</b>	<b>Cardholder and Vendor IVR Scripts</b>			
17.19.1	Scripts shall be customized for Maryland WIC and USVI WIC.	R		
17.19.2	The eWIC Processor will provide the scripts, prompts, and workflow that will be used in the IVR. The workflow shall be provided graphically through flow charts.	R		
17.19.3	The Cardholder and Vendor IVR Scripts shall be delivered no later than five (5) months prior to Conversion.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
17.20	<b>Training Materials</b>			
17.20.1	<p>The eWIC Processor will be responsible for the following materials: Maryland WIC and USVI WIC training (each are described further in this functional and services requirements document):</p> <ul style="list-style-type: none"> <li>• Operations and Interface Procedures Manual (see 17.22)</li> <li>• Administrative Functions Manual (see 17.23)</li> <li>• Settlement and Reconciliation Manual (see 17.24)</li> <li>• Reports Manual (see 17.25)</li> <li>• Customer Service Manual (see 17.26)</li> </ul> <p>WIC Stand-Beside Vendors:</p> <ul style="list-style-type: none"> <li>• WIC Stand-Beside POS Device Manual</li> <li>• WIC Stand-Beside POS Device Quick Reference Guide</li> <li>• WIC Stand-Beside POS Device Set Up Instructions</li> </ul> <p>Training materials will meet USDA FNS standards, including those described in the USDA FNS Operating Rules WIC EBT. Training materials, including electronic and hardcopy materials, will become the property of Maryland WIC and USVI WIC.</p> <p>Training materials will be updated throughout the contract as needed to reflect changes in the eWIC system or services. The eWIC Processor has the responsibility for WIC vendor training materials in collaboration as they relate to eWIC and use of the stand-beside terminal.</p>	R		
17.20.2	Draft Training Materials shall be delivered no later than five (5) months prior to conversion. Hard copy materials shall be printed and delivered no later than 20 business days prior to conversion.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
17.21	<b>Security Plan</b>			
17.21.1	<p>The eWIC Processor will develop a plan for the implementation and maintenance of a comprehensive security program in conformance with the Maryland WIC State's security policies, the USDA FNS Handbook 901. The eWIC Processor shall develop their Security Plan using the Security Checklist in Section A14 of the FNS 901 Handbook, the TIG, Operating Rules, and WUMEI as reference.</p> <p>The Security Plan will describe the administrative, physical, technical and systems controls to be implemented for the eWIC system, and how the eWIC Processor will address deficiencies or security breaches if they are identified during the course of the contract. The security plan will be updated as needed to reflect changes in system security requirements. In addition to describing the planned controls to meet the security requirements, the Security Plan will provide for the ongoing certification and examination of the eWIC Processor's operations and control system. General areas that will be covered within the Security Plan include:</p> <ul style="list-style-type: none"> <li>• Physical site security</li> <li>• System data security</li> <li>• System application security</li> <li>• Cooperation in inspections and audits</li> <li>• Periodic risk analyses</li> <li>• Contingency planning</li> </ul>	R		
17.21.2	<p>The eWIC Processor will adhere to all State, Territorial, and Federal statutes related to data privacy and the rights of data subjects. Health Insurance Portability and Accountability Act (HIPAA) regulations are not applicable to eWIC; however, standard transaction field lengths required by HIPAA for the potential exchange of data between WIC and other programs might be. The eWIC Processors will be aware of HIPAA standards when designing their security plan. Security Plan acceptance is contingent upon State and USDA FNS approvals.</p>			



Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
17.21.3	The Security Plan shall be delivered no later than five (5) months prior to conversion.	R		
17.22	<b>Operations and Interface Procedures Manual</b>			
17.22.1	<p>The eWIC Processor will provide a Systems Operations and Interface Procedures Manual. This manual will include:</p> <ul style="list-style-type: none"> <li>• Message-based transmissions</li> <li>• Batch files and the times of transmission</li> <li>• File receipt and error messages</li> <li>• Administrative terminal configuration</li> <li>• Problem resolution and escalation procedures</li> <li>• Batch maintenance record formats</li> </ul> <p>The problem resolution and escalation procedures will define the process by which Maryland WIC and USVI WIC will report system and operational problems to the eWIC Processor and the process by which problems will be resolved, and the resolution reported back to Maryland WIC and USVI WIC. The procedures will include a priority scheme for identifying the relevant severity of the problem and the expected timeframes for resolution based upon the designated severity. Maryland WIC and USVI WIC will determine the severity of the issue. At a minimum, the eWIC Processor will begin work on resolving severe problems (problems which impact Maryland WIC and USVI WIC or its WIC vendors' ability to conduct business) immediately upon notification and will provide hourly updates until the problem is resolved. On moderate problems (problems that impact some functionality but do not impact the ability to conduct business), the eWIC Processor will resolve within 10 business days and provide daily updates until the problem is resolved. On minor problems (minor bugs that do not impact major functions or the ability to conduct business) the eWIC Processor will resolve the problem within 20 business days and will provide weekly updates until the problem is resolved.</p>	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
17.22.2	The Operations and Interface Procedures Manual shall be delivered no later than four (4) months prior to conversion.	R		
<b>17.23</b>	<b>Administrative Functions Manual</b>			
17.23.1	The eWIC Processor will provide an Administrative Functions Manual developed in cooperation with Maryland WIC and USVI WIC that will provide guidance and procedures for Maryland WIC and USVI WIC staff on administrative functions.	R		
17.23.2	The Administrative Functions Manual shall be delivered no later than two (2) months prior to UAT.	R		
<b>17.24</b>	<b>Settlement and Reconciliation Manual</b>			
17.24.1	The eWIC Processor will provide a Settlement and Reconciliation Manual that provides the procedures required for Maryland WIC and USVI WIC to perform a daily reconciliation of the eWIC Processor's eWIC system to align with the requirements of Federal regulations and as specified in these requirements. The manual will identify the specific settlement and reconciliation reports, including formats and data elements.	R		
17.24.2	The Settlement and Reconciliation Manual shall be delivered no later than two (2) months prior to UAT.	R		
<b>17.25</b>	<b>Reports Manual</b>			
17.25.1	The eWIC Processor will provide Maryland WIC and USVI WIC with a Reports Manual that details all reporting requirements, methods, and reporting schedules. The Reports Manual will include report descriptions and objectives, a definition of the data elements, the algorithms used to calculate values and report formats. The eWIC Processor will update and maintain the Reports Manual for the duration of the contract to reflect any changes in functionality, reports, or reporting requirements. The Reports manual will also provide a data dictionary for the eWIC system and ad hoc interface (if applicable).	R		
17.25.2	The Reports Manual shall be delivered no later than four (4) months prior to UAT.	R		

Req. #	Function/Service	Req'd (R); Pref'd (P); Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>17 Documentation</b>				
<b>17.26</b>	<b>Customer Service Manual</b>			
17.26.1	The eWIC Processor will provide the manual used for and referenced by live CSAs.	R		
17.26.2	The Customer Service Manual shall be delivered no later than three (3) months prior to conversion.	R		
<b>17.27</b>	<b>End-of-Contract Transition Plan</b>			
17.27.1	The eWIC Processor will submit an outgoing End-of-Contract Transition Plan that will include a resource staffing plan, issue tracking log, knowledge transfer plan and a Project Schedule, detailing the activities, milestones, and deliverables necessary to successfully transition eWIC data and operational knowledge to the incoming eWIC Processor. The End- of-Contract Transition Plan will be submitted following the completion of Statewide Rollout. It will be updated if needed at six (6) months prior to contract completion. A high-level plan shall be provided with response to the RFP.	R		
17.27.2	The End-of-Contract Transition Plan shall be delivered no later than six (6) months after the conversion date.	R		
<b>17.28</b>	<b>Document Repository</b>			
17.28.1	The eWIC Processor shall provide a document library, such as SharePoint, throughout the contract period.	R		
17.28.2	The eWIC Processor shall maintain electronic copies of documents and document updates on the SharePoint site.	R		
17.28.3	The eWIC Processor shall post updated manuals for Maryland WIC and USVI WIC prior to introducing system modifications into production environment and shall provide release notes pertaining to system changes. All documents will be defined as property of Maryland WIC and USVI WIC.	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>18 Service Level Requirements</b>				
<b>18.1</b>	<b>Transaction Processing and Response Times</b>			
18.1.1	The eWIC system shall process all message based system interface messages from the MIS within 20 seconds from the point of sending the message from the MIS.	R		
18.1.2	For direct connect and stand-beside Vendors, the eWIC system shall process a WIC transaction within 20 seconds from the point of sending the transaction from the WIC Vendor.	R		
18.1.3	No more than two (2) inaccurate transactions per every 10,000 eWIC transactions processed by the eWIC system shall result in an adjustment resulting from eWIC system error.	R		
18.1.4	The eWIC processor shall provide Maryland WIC and USVI WIC with a system scheduled maintenance plan bi-annually.	R		
18.1.5	The eWIC system shall initiate a response to a request to transmit or retrieve a file within two (2) seconds from the time such request is received by the eWIC System, 99% of the time, on a monthly average basis. Scheduled downtime shall be excluded provided a minimum of 48 hours' notice is provided to all network participants prior to the scheduled outage.	R		
18.1.6	The eWIC system shall initiate a response to a transaction request within two (2) seconds from the time such request is received by the eWIC System, 98% of the time on a monthly basis. This does not include data transmission time between the eWIC system and a TPP. Scheduled downtime shall be excluded provided a minimum of 10 business days' notice is provided to all network participants prior to the scheduled outage.	R		
<b>18.2</b>	<b>System Downtime/Uptime</b>			
18.2.1	Scheduled downtime shall be scheduled during periods of low transactions (e.g. between 1 AM and 5 AM WIC Agency local time). Eastern Standard (EST) for Maryland Atlantic Standard (AST) for USVI	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>18 Service Level Requirements</b>				
18.2.2	Scheduled downtime shall not exceed two (2) hours per month unless other timeframes are agreed upon with Maryland WIC and USVI WIC.	R		
18.2.3	The eWIC system shall have an uptime of 99.9% of the time on an hourly basis, not including maintenance (scheduled downtime).	R		
<b>18.3</b>	<b>Settlement Accuracy</b>			
18.3.1	The request for funds (draw down) will be made with 100% accuracy within a 60-day rolling period.	R		
<b>18.4</b>	<b>ACH Payment</b>			
18.4.1	The eWIC system shall meet the timeframe for ACH settlement window met 100% of time, measured on a monthly basis.	R		
<b>18.5</b>	<b>Notification of Settlement Discrepancies</b>			
18.5.1	The eWIC system shall notify Maryland WIC and USVI WIC of settlement or reconciliation discrepancies within 12 hours of occurrence.	R		
<b>18.6</b>	<b>APL Processing</b>			
18.6.1	The eWIC Processor shall verify that the latest APL file is received from the MIS (the Add or Update UPC/PLU Information File and the Add or Update Cat/Subcat Information File) daily. In the event the UPC/PLU and Cat/Subcat File has not been received from the MIS system on a given day, the eWIC Processor shall notify Maryland WIC and USVI WIC immediately.	R		
<b>18.7</b>	<b>System Availability (Production)</b>			
18.7.1	The eWIC system shall be available to accept account set-up messages/files 24 x 7.	R		
18.7.2	The eWIC system shall be available to accept benefit issuance messages/files 24 x 7.	R		
18.7.3	The eWIC system shall be available to card issuance messages/files 24 x 7.	R		
18.7.4	Support related to the production environment shall be available 24 x 7.	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>18 Service Level Requirements</b>				
<b>18.8</b>	<b>System Availability (Test and Training)</b>			
18.8.1	The eWIC system shall be available to accept account set-up messages/files 24 x 7.	R		
18.8.2	The eWIC system shall be available to accept benefit issuance messages/files 24 x 7.	R		
18.8.3	The eWIC system shall be available to card issuance messages/files 24 x 7.	R		
18.8.4	Support related to the test and training environments shall be available during Maryland WIC and USVI WIC business hours.	R		
<b>18.9</b>	<b>Benefit Availability</b>			
18.9.1	The eWIC system shall ensure benefits are available on availability date and time (12:00 AM) 100% of the time.	R		
<b>18.10</b>	<b>Disputes</b>			
18.10.1	The eWIC Processor shall investigate and respond to a WIC Program or Vendor initiated dispute within 10 processing days of the notification of a dispute.	R		
18.10.2	The eWIC Processor shall resolve disputes between the eWIC Processor and the WIC Vendor within 45 days of the dispute being submitted by the WIC Vendor.	R		
<b>18.11</b>	<b>Customer Service</b>			
18.11.1	The eWIC IVR shall answer 95% of all calls within two (2) rings (two (2) rings are defined as approximately 15 seconds) in a three (3) month rolling time period.	R		
18.11.2	The eWIC Processor shall ensure that callers transferred to a CSA are placed on hold for no longer than 60 seconds.	R		
18.11.3	The participant call center shall have an abandoned call rate of less than 3%.	R		
18.11.4	The eWIC Processor shall ensure that no more than 10% of calls to its user and help desks shall be met with a busy signal.	R		
18.11.5	The eWIC Processor shall have an 85% rate of resolution with the CSA.	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>18 Service Level Requirements</b>				
18.11.6	The vendor website and cardholder website shall have an uptime of 99.9%, not including maintenance (scheduled downtime), measured over a one (1) month period.	R		
18.11.7	All cardholder and vendor customer service calls shall be resolved within 24 hours of the first call from the cardholder or the vendor.	R		
18.11.8	When the eWIC Processor rolls out a new release or system upgrade, they must be available to Maryland WIC and USVI WIC the following day, even if the next day is a weekend.	R		
<b>18.12</b>	<b>Stand-Beside POS Devices</b>			
18.12.1	The eWIC Processor shall ensure that 100% of all stand-beside terminals are shipped to vendors within five (5) business days of receipt of the signed vendor contract during operations and within five (5) business days of receipt of the signed vendor contract during the conversion phase.	R		
18.12.2	The eWIC Processor shall ensure that 100% of all stand-beside terminals are installed and operational within 10 business days of receipt of WIC Vendor stand-beside terminal for newly authorized vendors. This applies to both implementation and operations phases and is measured during steady state operations on a 90-day rolling period.	R		
18.12.3	The eWIC Processor shall ship via overnight express replacement POS equipment within one (1) business day of receipt of a request for replacement (98% of the time measured within a 30-day rolling period). <i>*Maryland only</i>	R		
18.12.4	The eWIC Processor shall ship 2-3 day priority mail replacement POS equipment within one (1) business day of receipt of a request for replacement (98% of the time measured within a 30-day rolling period). <i>*USVI only</i>	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>18 Service Level Requirements</b>				
18.12.5	If the eWIC Processor is not able to resolve an issue with a stand-beside device with-in 24 hours, the eWIC Processor shall ship a new device the next business day to be received by the vendor the following day.	R		
<b>18.13</b>	<b>Vendor Readiness During Conversion</b>			
18.13.1	The eWIC Processor shall ensure that stand-beside vendors are eWIC enabled to account for at least 95% of the WIC transactions in that area (only direct-connect vendors are included in this calculation). This standard shall be measured within 15 calendar days of the 'Go-Live' date for each area. Vendor initiated delays will be excluded.	R		
<b>18.14</b>	<b>Hardware/Software</b>			
18.14.1	The eWIC Processor shall provide only four (4) digit year compliant equipment, software, and deliverables.	R		
18.14.2	The eWIC Processor shall warrant that software provided to or used by the WIC Program contains no viruses, backdoors, or bombs.	R		
<b>18.15</b>	<b>eWIC Data Retention</b>			
18.15.1	Maryland WIC and USVI WIC shall be able to access eWIC data and transaction history from the eWIC System.	R		
18.15.2	The eWIC system shall maintain a minimum of five (5) years of data online for real time access by authorized system users, after which data will be archived.	R		
18.15.3	The eWIC system shall maintain a minimum of five (5) federal fiscal years of archived data which is in addition to five (5) online for a total of 10 years.	R		
18.15.4	The eWIC Processor shall be prepared to transfer up to 10 federal fiscal years of EBA, transaction, PINs, UPC/PLU/NTE, WIC vendor, and clinic data to the succeeding eWIC Processor at the end of eWIC Processor's contract with Maryland WIC and USVI WIC.	R		



Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>18 Service Level Requirements</b>				
<b>18.16</b>	<b>Business Continuation</b>			
18.16.1	The eWIC system shall have provisions for back up processing and telecommunications.	R		
18.16.1.1	The eWIC Processor shall maintain a remote hot site with equivalent processing capability.	R		
18.16.1.2	The eWIC system shall fail over to the hot site within a time frame agreed upon between Maryland WIC and USVI WIC and the eWIC Processor.	R		
18.16.1.3	Fail over to back up telecommunications within time specified by eWIC Processor.	R		
18.16.2	The eWIC system shall have provisions for 24 x 7 system monitoring and problem correction.	R		
18.16.3	The eWIC Processor shall work with Maryland WIC and USVI WIC and any other organization designated by Maryland WIC and USVI WIC to facilitate an orderly transition of services at the end of their contract term.	R		
18.16.3.1	The eWIC Processor shall work in a professional manner with the WIC Program's next eWIC Processor to execute a smooth and timely transition at the end of their contract term.	R		
18.16.3.2	The eWIC Processor shall coordinate with the next eWIC Processor on migration of customer service functions on the night of database conversion.	R		
18.16.3.3	The eWIC Processor shall provide Maryland WIC and USVI WIC the right to serve as a mediator between the current and incoming eWIC Processor, subcontractors, WIC Vendors, and TPPs. Maryland WIC and USVI WIC will have the right of final decision in disagreements between the current eWIC Processor and the incoming eWIC Processor.	R		
18.16.3.4	The eWIC Processor shall allow for fallback to its eWIC system in case of database conversion or other failure when converting to the new system.	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>18 Service Level Requirements</b>				
18.16.3.5	The eWIC Processor shall allow for Maryland WIC and USVI WIC to purchase of any leased hardware, if Maryland WIC and USVI WIC so choose, at depreciated cost.	R		
18.16.3.6	The eWIC Processor shall perform any and all necessary database cleanup, to be completed six (6) months prior to the end of the contract term and shall ensure data is appropriately maintained to support transition to the incoming eWIC Processor.	R		
18.16.3.7	The eWIC Processor shall perform a final reconciliation of the eWIC system within one (1) month of the transition to the incoming eWIC Processor. In addition, the eWIC Processor shall inform Maryland WIC and USVI WIC of any errors, discrepancies and outstanding disputes.	R		
18.16.3.8	The eWIC Processor shall provide documentation on integrated POS systems in use in the state, listing all components of the store system, system version, PIN pad, TPP, date and location (and certifying entity) of the last certification.	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>19 Remedies / Change Requests</b>				
<b>19.1</b>	<b>Remedying Deficiencies</b>			
19.1.1	Performance deficiencies in any SLR in Section 18, regardless of whether the deficiency was caused by the eWIC Processor or one of its subcontractors shall be subject to remedy. Frequent deficiencies in service, regardless of SLR are also subject to remedy. If the deficiency is noted by the eWIC Processor, eWIC Processor shall notify Maryland WIC and USVI WIC.	R		
19.1.1.1	Maryland WIC and USVI WIC will notify the eWIC Processor in writing of any deficiency in meeting one (1) or more of the defined performance standards. It may be necessary for the eWIC Processor to correct a deficiency immediately through a remedial change. For all other deficiencies, Maryland WIC and USVI WIC will request a corrective action plan which will include a root cause analysis due 15 days after the formal request has been made.	R		
19.1.1.2	If Maryland WIC and USVI WIC receives the plan by the due date, it will work with the eWIC Processor to mutually agree on the final corrective action plan and a schedule to correct the deficiency. If Maryland WIC and USVI WIC do not receive the plan by its due date, the eWIC Processor must provide justification for the delay. Maryland WIC and USVI WIC will determine next steps for resolution with the eWIC Processor based on the justification. If not addressed Maryland WIC and USVI WIC may impose holdbacks as identified in Sections 19.1.1.4 and 19.1.1.5, on a case by case basis.	R		
19.1.1.3	Maryland WIC and USVI WIC will notify the eWIC Processor when it is satisfied that the problem has been corrected. If Maryland WIC and USVI WIC determine that the deficiency has not been corrected according to the schedule specified in the corrective action plan, Maryland WIC and USVI WIC will determine next steps with the eWIC Processor.	R		
19.1.1.4	In the first month after a deficiency has not been remedied according to the corrective action plan, Maryland WIC and USVI WIC have the right to withhold or offset the invoice until the deficiency has been remedied.	R		

Req. #	Function/Service	Req'd (R) Pref'd (P) Req'd Priced Sep. (RPS)	Bidder Complies: Y/N/Will Develop	Comment
<b>19 Remedies / Change Requests</b>				
19.1.1.5	In the second month and any subsequent months after a deficiency has not been remedied according to the corrective action plan, Maryland WIC and USVI WIC reserves the right to holdback 10% of the invoice until the deficiency has been remedied.	R		
<b>19.2</b>	<b>Change Management</b>			
19.2.1	The eWIC Processor shall establish and follow a formal change management process to encompass remedial, enhancing, and conforming changes.	R		
19.2.1.1	The eWIC Processor shall respond to system enhancement change requests with a proposal for level of effort, estimated hours and cost within 10 business days of receiving request.	R		
19.2.1.2	Once a proposed change order has been submitted to Maryland WIC and/or USVI WIC, fees/costs for such change order(s) will be considered and must be negotiated and agreed upon in writing before conducting such changes.	R		
19.2.1.3	The eWIC Processor must have the capacity to support up to 1000 hours per year of modifications or additional support. Any scope or system modification will be requested through a change order. Maryland WIC and USVI WIC are not obligated to utilize or pay for any of these hours unless work has been requested and accepted by Maryland WIC and USVI WIC.	R		
19.2.1.4	All changes or modifications to the eWIC system must be thoroughly tested by the eWIC Processor and approved by Maryland WIC and USVI WIC prior to release.	R		
19.2.1.5	All customizations to the application must adhere to industry standard coding practices, with the intent of securing data in the system.	R		