

Attachment L – Scope of Work

1. Introduction

In accordance with Indiana statute, including IC 5-22-9, the Indiana Department of Administration (IDOA), acting on behalf of the Indiana Department of Health (IDOH) seeks the services of a qualified vendor (“the Contractor”) to provide system maintenance and operations (M&O), Enhancements, and other supports for their Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) Management Information System (MIS).

IDOH manages the INWIC program for enrolled clients through four applications that are supported by the MIS contractor. Collectively these shall be known as the “INWIC Systems”, and are noted below:

- **INWIC Application** interfaces with the WIC EBT system (“WIC Connect”) contractor’s system to exchange retailer and client benefit information (see Section 2.5).
- **INWIC Mobile App** serves as the mobile access point for WIC clients to view resources, check benefit balance, scan Universal Product Codes (“UPC codes”) to find WIC-approved foods, find WIC-approved stores, and get reminders for appointments and expiring benefits (see Section 2.6).
- **Vendor Monitoring (VMON) Mobile App** functions as a tool for the State’s Vendor Team to monitor WIC-vendors for compliance with WIC policies. The VMON Mobile App is currently under development and is anticipated to be live by the time the contract resulting from this RFP is effective. (see Section 2.7).
- **Client Portal** functions as the client’s online access point for WIC benefit information and other resources that are also available to them in the INWIC Mobile Application. The Client Portal is currently under development and is anticipated to be live by the time the contract resulting from this RFP is effective (see Section 2.8).

The Contractor’s responsibilities as it pertains to the INWIC Systems and support for the WIC program are as follows:

- Providing M&O services for the INWIC Systems, including provision and support of hardware (e.g., laptops, scanners, etc.) to the WIC Clinics
- Implementing approved Enhancements for the INWIC Systems

2. Background

2.1. Current WIC Program Overview

The USDA Food and Nutrition Service (FNS) provides grants for IDOH to distribute benefits to WIC clients and enter into agreements with local WIC Agencies to provide eligibility determination, nutrition counseling, and related administrative services for WIC. At a high-level, the WIC program provides nutritious foods to eligible pregnant, postpartum, and breastfeeding mothers, infants, and children (up to five years of age) at nutritional risk and below 185% of the Federal Poverty Level (FPL). WIC clients apply their specific benefits toward approved products using their WIC electronic benefit transfer (EBT) card at authorized grocery-only, grocery and

pharmacy, and pharmacy-only retailers (“WIC-vendors”). Please note that the FPL threshold may change from year to year and eligibility requirements may differ across states.

Indiana’s WIC Program currently serves approximately 104,000 WIC households per month (Please note that there is only one (1) EBT card issued per WIC household) in 32 local WIC Agencies and 119 WIC Clinics. WIC services are provided in these clinics Monday through Friday. The State provides oversight and guidance to the local WIC Agencies. Local WIC Agencies have non-State sponsors such as hospitals, local health organizations, and more. The following link includes a comprehensive map and list of WIC Agencies and Coordinators, which are subject to change:

<https://www.medialab.com/dv/dl.aspx?d=1579749&dh=88f17&u=95194&uh=670d6>.

The WIC Agencies (e.g., nonprofits and local governments) manage the individual WIC Clinics that serve WIC clients. The number of individual WIC Clinics that a WIC Agency manages varies. WIC Clinics are important points of contact for program clients who apply for benefits, attend certification appointments, and receive technical assistance through the Clinics. For additional information on WIC Clinics please see: <https://www.in.gov/health/wic/wic-clients/>.

The State manages WIC benefits for eligible clients through the INWIC Application, which is supported by the Contractor. Through an interface with the INWIC Application, the current EBT contractor’s WIC Connect receives accurate, updated retailer information and client benefits. WIC clients apply their specific benefits toward approved products via EBT at WIC-vendors. See Section 3.1 for more information on how the INWIC Systems and EBT contractors and systems interact.

2.2. INWIC Systems User Volumes

The following statistics are provided to give potential Respondents a greater understanding of historical program and INWIC volume for awareness; however, these numbers may fluctuate during the Contract term:

- 52 State and MIS support users
- 575 local agency/clinic level users
- Average of 443 users per day
- 554 active authorized WIC-vendor locations (physical store locations) through 118 different owners (business entity owning the physical store locations)
- Average of 151,760 clients issued benefits per month in FY2024 and an average of 155,630 clients in FY2025
- Since the launch of the INWIC Mobile App, 321,950 clients have registered (Please note that there can be multiple registrations per household). The INWIC Mobile App has an average of 14,127 daily users

2.2.1. INWIC Application Help Desk for WIC Clinic Users - Historical Data

Currently, the incumbent contractor provides Help Desk services for all WIC Clinic users for all INWIC Application questions or problems (see Section 6.6.) Please see Section 6.6.1 Toll Free Line for more information on INWIC Clinic operational hours. Below are three sets of analyses

of INWIC help desk data from February 2024 through February 2025. This data is being shared for informational purposes only; future volumes may differ.

Table 1. Monthly Help Desk Ticket Volume by Source (Feb 2024 - Feb 2025)

	2024											2025		Avg by Source
	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Calls	202	245	261	252	198	218	180	207	170	232	137	204	215	209
Emails	5	4	8	15	6	7	5	10	16	27	5	27	16	12
Total Tickets	207	249	269	267	204	225	185	217	186	259	142	231	231	221

Table 2. Help Desk Call Breakdown – Top 3 Most Common Topics 2024

Topic	Calls Received (Out of 2,640 total)
Data Changes	1,008 (38%)
Help Desk (Data Tool)	650 (25%)
Assistance/Training	530 (20%)

Table 3. Monthly Help Desk Ticket Volume by Service Type (Apr 2024 - Feb 2025)

	2024									2025		Average by Service Type
	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Application Issue	23	13	9	20	25	16	10	40	2	14	12	17
Assistance & Training	44	44	45	53	39	54	42	43	48	56	51	47
EBT Contractor	61	69	34	17	6	11	18	9	3	7	41	25
Data Issue	95	85	81	83	76	68	70	50	54	100	83	77
Error & Blowup	13	10	15	18	13	12	12	12	17	16	11	14
Password	10	30	7	22	6	7	8	2	9	6	1	10
Question & Inquiry	24	16	13	5	18	22	18	11	9	14	11	15
State Network Issue	0	0	0	7	2	27	8	99	0	19	21	17

2.2.2.WIC Clinic Hardware and Software Support Help Desk - Historical Data

Currently, the incumbent contractor also provides Help Desk services for all WIC Clinic users for hardware and software -related issues (see Section 7.3). Below are three sets of analyses of hardware and software support help desk data from March 2024 through February 2025. This data is being shared for informational purposes only; future volumes may differ.

Table 4a. Ticket Status at Month End (Mar 2024 - Feb 2025)

	2024										2025		Average
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Per Month
Unassigned/New	0	1	0	0	0	0	0	0	1	1	1	1	0
Assigned	0	4	2	2	5	3	2	0	0	23	5	0	4
In-Progress	0	1	0	2	1	1	0	2	1	0	0	1	1
Cancelled	3	3	13	4	0	6	0	3	1	6	2	1	4
Closed	19	22	52	23	17	19	13	13	12	30	16	27	22
On Hold	1	0	0	0	0	0	0	0	0	0	0	0	0
Replacement Shipped	1	0	6	4	3	5	1	2	4	3	2	2	3
New Equipment to be Shipped	0	0	0	0	0	1	0	0	0	0	0	0	0
Re-Opened	0	2	0	0	0	0	0	0	0	0	0	0	0
Waiting Client Response	0	0	1	1	1	0	2	1	0	2	0	2	1
Waiting on Tech Support Response	0	0	0	0	0	0	0	0	0	0	0	1	0
Total Tickets Received at End of Month	24	33	74	36	27	35	18	21	19	65	26	35	34

Table 4b. Monthly Ticket Volume by Category (March 2024 - February 2025)

	2024										2025		Average Per Month
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Application	2	1	0	1	1	0	1	0	0	2	1	0	1
Computer	6	9	14	14	12	9	7	6	7	33	11	10	12
E-Pad	3	4	5	6	5	8	1	3	2	7	3	4	4
General Question	4	11	13	5	3	7	0	6	5	10	3	8	6
Printer	1	4	3	2	3	7	1	2	3	6	6	6	4
Scanner	8	4	39	6	2	2	4	2	1	3	2	4	6
Tablet	0	0	0	2	1	1	3	1	0	1	0	2	1
Inventory	0	0	0	0	0	1	1	0	0	0	0	0	0
User Admin	0	0	0	0	0	0	0	1	0	1	0	0	0
E-Mail	0	0	0	0	0	0	0	0	1	2	0	1	0

Table 4c. Monthly Ticket Volume by Topic (March 2024 - February 2025)

	2024										2025		Average Per Month
	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	
Computer Setup	2	3	6	4	2	0	0	0	1	26	2	1	4
Defective	1	1	1	1	0	0	0	0	1	0	0	1	1
Docking Station	4	0	0	1	0	1	1	1	1	0	0	0	1

Power/ Cord Issue	1	1	1	1	0	1	1	0	1	0	0	2	1
Setup/ Install Issue	6	6	5	5	3	7	1	1	3	7	7	5	5
Support Drivers	5	7	8	12	15	10	8	11	4	14	8	9	9
Printer Setup	0	2	32	2	2	3	4	0	0	3	0	1	4
Scanner Issue	0	3	2	1	1	1	0	0	1	3	0	2	1
Login Issues	0	0	2	1	0	0	0	0	0	1	2	2	1
Hard Drive	0	0	3	2	1	2	1	1	1	0	2	3	1
Reset Password	0	0	0	0	0	0	0	0	1	0	1	0	0
Blank	0	0	0	0	0	0	0	0	0	2	1	1	0
	5	10	14	6	3	10	2	7	5	9	3	8	7

2.3. INWIC Application Background

The INWIC Application was implemented as a transfer solution based on Florida's WISE WIC MIS in 2014, modified to meet Indiana's requirements. It is a web-based WIC data system using an Oracle database management system that is approximately 643.121 gigabytes. The INWIC Application interfaces with the current EBT contractor's system, WIC Connect, to exchange accurate, updated, retailer and client benefit information. This system includes, but is not limited to, functionalities to view benefits and view appointments. In return, WIC Connect provides transaction data and real-time benefit balances and changes to INWIC. See Section 3.1 "WIC Connect Integration" for more information about file exchanges between the EBT system and the INWIC Application.

- a. **Modules.** The INWIC Application consists of the following five modules:
 - i. **Clinic:** Provides WIC staff with the ability to schedule appointments, pre-certify and certify participants, perform demographic intake, document income, assess nutrition risk, record medical data, assign a food prescription, issue EBT benefits, and generate reports. The Clinic module interfaces with the current EBT contractor's system, WIC Connect, for EBT card assignment, benefit issuance, and benefit inquiries. The Contractor is also responsible for maintaining the license for a Child Development Graphing tool that is included in the Clinic Module.
 - ii. **Administration:** Enables authorized users to create roles and permissions, assign clinics and roles to staff, setup appointment schedules, set up reminder text messaging schedules (via Teletask interface, see Section 3.2 for more information), update WIC Agency and Clinic information, maintain breast pump inventory, track management evaluations, track outreach and activity logs, setup mobile app nutrition education, and maintain certain standard tables of codes used in dropdown boxes and similar elements.
 - iii. **Vendor:** Enables WIC staff to create and maintain vendor information, track and monitor compliance, training, and correspondence. See Section 2.7 for additional

information on VMON, a separate vendor monitoring mobile app that connects to the Vendor Module.

- iv. **State Office:** Enables WIC staff to create and maintain food packages and formula information. It also maintains food groups and Universal Product Code (UPC) information used to generate the Approved Products List (APL). The APL is a list of all UPCs approved by the State for client redemption. WIC staff input State-approved UPCs into the INWIC application, which are added, updated, and/or deactivated on an as-needed basis. Any UPC updates (additions, deletions, etc.) are sent nightly from the INWIC application to WIC Connect. The EBT contractor creates and distributes the APL daily to approved WIC-vendors. See Section 3 for further information on batch file processing between the INWIC Application and WIC Connect.
- v. **Help Desk:** Enables INWIC Help Desk staff to support WIC Clinic staff with day-to-day operations.

b. INWIC Application Users/User Interface

- i. The INWIC Application supports about 530 WIC Clinic users who provide services in about 119 clinics statewide (Please note that WIC Agency users and independent auditors may receive read-only access to the INWIC Application during audits). The users are equipped with Indiana WIC standard desktop or laptop computers running Microsoft Windows (See Section 7 for more information regarding Hardware). The INWIC Application also supports clinic workflow through peripheral equipment attached to user computers, including signature pads, scanners, and EBT card readers, and occasionally printers. In addition to the WIC Clinic users, State users also have access to the INWIC Application.

c. INWIC Application Operations/Environments

- i. Indiana WIC clients may redeem their EBT benefits at a network of 554 authorized vendors throughout the State. The INWIC application operates 24 hours a day, 7 days a week, 365 days a year, except for State scheduled maintenance windows.
- ii. INWIC conducts back-office processing, including the following:
 - a. Daily**
 - Create and send batch files:
 - EBT – food and vendor data
 - Teletask – Appointment reminders and client roster, text status report
 - Tobacco cessation – referrals to cessation program
 - Receive and process batch files EBT:
 - EBT – acknowledge receipt of files sent from INWIC and benefit, redemption, and card data
 - Future benefit issuances sent to WIC Connect
 - b. Weekly**
 - Dual Enrollment (Sunday) - Provides a list of client names that are duplicated in the INWIC system.
 - Build Contracted Formula Rebates (Sunday) - The Contracted Infant Formula Rebate report provides redemption quantities and rebate amounts for contracted infant formula. The report is sent to the formula manufacturer to be used for contracted rebate payments back to Indiana WIC.

- NTE Calculate Weekly PGAs (Tuesday) - Not to Exceed (NTE) amounts are used to manage and control pricing for WIC vendors (groceries and pharmacies).
- c. Monthly (on Sunday between the 3rd and 9th of each month)**
 - Build redemption summary – Aggregates redemption transactions for the state-wide average.
 - NTE Calculate Monthly PGAs – See above NTE weekly process.
 - Build Statewide Average Category/Subcategory Prices – Calculates average prices for food items within each peer group.
 - Build Peer Group Averages – Generates data used to categorize authorized vendors and manage the prices they charge for WIC-eligible foods.
- iii. These processes run in the INWIC Application Production and Quality Assurance (QA) environments.
- iv. The Production, Training, and QA environments are housed, maintained, and supported by the Indiana Office of Technology (IOT). This includes the web servers, management servers, database servers, reporting servers, and databases.
- d. INWIC Application Maintenance/Enhancement**
 - i. Enhancements, fixes, and associated documentation are currently delivered in (4) major releases per year, with patches deployed as needed. However, for the Contract resulting from this RFP, the number of releases per year is subject to change depending on changes in FNS requirements, State requirements, delays for bugs, etc.

2.4. INWIC Mobile Application Background

As a way of reducing barriers to receiving and using WIC program benefits and resources, the current INWIC Application has a related INWIC Mobile App that allows clients to perform the following actions:

- Check benefit balance
- Scan UPC Codes while shopping to see if the item is WIC approved
- Get reminders and alerts for appointment reminders and expiring benefits
- Find WIC approved stores
- Find the nearest WIC Clinic
- Resource links for WIC-related information
- View future benefits
- View the app in English or Spanish
- Take online nutrition education courses (for approved clients)

Authorized representatives and clients can complete education modules within the app instead of going into the clinic for a second nutrition education contact. The INWIC Mobile App's education modules, as developed by the State, do not replace the first in-person certifications and mid-certification appointments. When a client completes the education, the client's record is automatically updated within INWIC, to allow for client-centered and efficient services at benefit issuance.

Please note that the INWIC mobile application has an English and Spanish version. All aspects are translated and stored in the database. In the future, the State may consider automating this process as well as adding additional languages.

a. INWIC Mobile App Users/User Interface

- i. Since the launch of the INWIC Mobile App, 321,950 clients have registered (Please note that there can be multiple registrations per household). It is available on both Android and iPhones through Google Play and the Apple App Store.

b. INWIC Mobile App Operations/Environments

- i. The INWIC Mobile App web servers for the Production and QA environments are housed, maintained, and supported by IOT.
- ii. Current benefits information is pulled from the current EBT contractor's system, WIC Connect, using web service calls. These are the same type of calls used in INWIC for current benefits balance.

c. INWIC Mobile App Maintenance/Enhancement

- i. Enhancements, fixes, and associated documentation are currently delivered on an as-needed basis. The Contractor should expect delivery of three (3) to four (4) releases per year, with patches deployed as needed. However, for the Contract resulting from this RFP, the number of releases per year is subject to change depending on changes in FNS requirements, State requirements, delays for bugs, etc.
- ii. All new releases to the app are submitted to IOT who then submits the changes to Google Play and the Apple App Store for review and updates.

2.5. VMON Mobile App Background (In Progress)

The VMON Mobile App implementation is in-progress and is expected to launch by the time the contract resulting from this RFP is effective. The VMON Mobile App allows the Vendor Team to monitor WIC-vendors for compliance with WIC policies. The VMON Mobile App is available to the Vendor Team via iPads which they take to the authorized WIC grocery stores and pharmacies to capture needed information to determine compliance. The VMON Mobile App also connects to the Vendor Module in the INWIC Application.

a. VMON Mobile App Users/User Interface

- i. The VMON Mobile App is expected to support State users and local WIC Agency/Clinic level users.

b. VMON Mobile App Operations/Environments

- i. The VMON Mobile App web servers for the Production, and QA environments are housed, maintained, and supported by IOT.
- ii. The VMON Mobile App will only be available on iPads but will have a connection to the Vendor Module in the INWIC Application. The VMON Mobile App can be used by the Vendor Team offline and when it is brought online, it will send and receive data to/from the Vendor module in the INWIC Application.

c. VMON Mobile App Maintenance/Enhancement

- i. Enhancements, fixes, and associated documentation should be delivered on an as-needed basis. The Contractor should expect a delivery of one (1) to two (2) releases per year, with patches deployed as needed. However, the number of releases per year is subject to change depending on changes in FNS requirements, State requirements, delays for bugs, etc.

2.6. Client Portal Background (In Progress)

The Client Portal implementation is in-progress and is expected to be live by the time the contract resulting from this RFP is effective. The Client Portal will serve as the web version of the INWIC Mobile App, allowing clients to perform a majority of the features available in the INWIC Mobile App. However, please note that the Client Portal will not have the UPC Scan functionality.

a. Client Portal Application Users/User Interface

- i. WIC clients will have access to the Client Portal on all major browsers (e.g., Microsoft Edge and Google Chrome)

b. Client Portal Operations and Environment

- i. The Client Portal web servers for the Production, and QA environments will be housed, maintained, and supported by IOT.
- ii. Current benefits information will be pulled from the current EBT contractor's system, WIC Connect, using web service calls. These are the same type of calls used in the INWIC Application and INWIC Mobile App for current benefits balance.

c. Client Portal Application Maintenance and Operations

- i. Enhancements, fixes, and associated documentation should be delivered on an as-needed basis. The Contractor should expect delivery of three (3) to four (4) releases per year, with patches deployed as needed. However, the number of releases per year is subject to change depending on changes in FNS requirements, State requirements, delays for bugs, etc.
- ii. Maintenance and support shall be covered in the contract resulting from this RFP.

2.7. Archived Code

Please note that there is archived code, but the Contractor is not required to conduct active maintenance.

2.8. Required Technology, Software, and Licenses

The below table lists the technology, software and licenses that are required to maintain and support the development environment. The relevant applications (Management Servers, INWIC, INWIC Mobile App, and/or VMON App) and compatible version of each technology has also been noted for each. The Contractor is responsible for procuring and maintaining these technologies.

Table 5: Development Environment Technologies

Software/Technology	Applications				Version
	Mgmt. Servers	INWIC	INWIC Mobile App	VMON App	
WinScp	✓	✓	✓	✓	6.5 or latest
NotePad++	✓	✓	✓	✓	8.8.1 or latest
PL/SQL Developer	✓				10.0.5.1710
Oracle Client 19c	✓	✓	✓	✓	19.0.32 bit

Azure DevOps	✓				Server 2020 Update 1.2
Internet Information Service (IIS)		✓	✓	✓	10.0.177
Event Viewer		✓	✓	✓	1.0 or latest
PC Pal Growth Charts		✓			1.00
ePadLink		✓			1.2.10
DynamicWebTWAIN (Scanning Software)		✓			17
SSRS		✓			2017 or later
.NET Framework		✓	✓	✓	4.8
.NetCore				✓	8
Octopus	✓	✓			
SQL Server		✓			
Front-End UI Technologies					
ASP Web Forms		✓			
Virtual Basic .NET		✓			
HTML		✓			
CSS		✓			
JavaScript		✓			
Bootstrap		✓			
Ignite Grids		✓			

3. System Integrations

There are three systems that interface with the INWIC Systems: WIC Connect, Teletask, and the Indiana Tobacco Quitline (“Quitline”). Please see the following subsections for more information on each of these integrations.

3.1. WIC Connect Integration

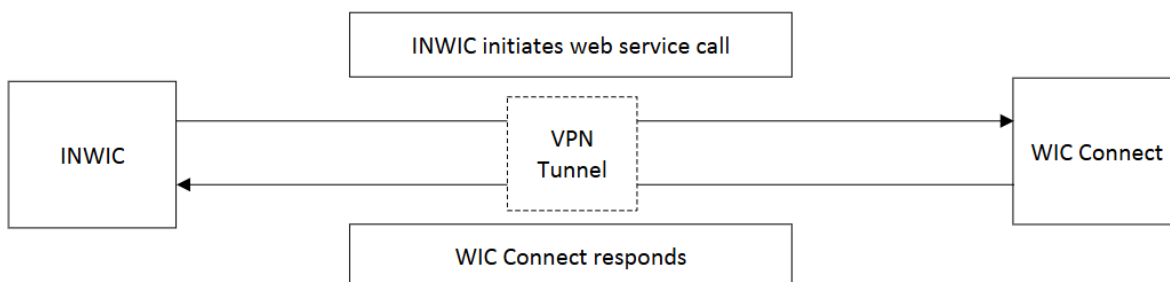
The Contractor must coordinate with the WIC Connect contractor to ensure that the WIC Connect and INWIC Systems interface correctly and to make such modifications as necessary to accomplish a seamless interface. This coordination must occur on an on-going basis for any future system modifications that may be required due to changes in federal requirements, industry standards, and/or State requirements. Please note that WIC Connect is hosted on-premise by the EBT contractor.

INWIC Application and Mobile App Web Service Calls and File Transfers with EBT

The INWIC Application and Mobile App communicate with WIC Connect through web service calls. The functional interface standards for web service calls conform to the WIC Universal MIS-EBT Interface (WUMEI) Functional Requirements dated June 2012 published by FNS. The INWIC Application and Mobile App initiate web service calls and in response, WIC Connect provides transaction data and real-time benefit balances and changes that the INWIC Systems

process. All service calls between the INWIC Application and INWIC Mobile App, and WIC Connect go through a VPN tunnel (see figure below).

INWIC Application and Mobile App Web Services Calls to WIC Connect



Service calls originate from:

- INWIC Application benefits issuance, void, and balance inquiry
- INWIC Application the WIC Card assignment, replacement, deactivation
- INWIC Application Local Agency and Clinic updates (add/change)
- INWIC Mobile App benefits current balance inquiry
- INWIC Mobile App UPC codes scan

The INWIC Application and WIC Connect transfer the following files:

- Inbound Files from WIC Connect to the INWIC Application.** These files are uploaded by the WIC Connect contractor to IOT's Secure File Transfer Protocol (SFTP) server in the EBT folder. IOT's GoAnywhere platform ("GoAnywhere") decrypts the files and moves them to the INWIC folder. The INWIC Application picks up and processes the files.

Table 6: Inbound Files from WIC Connect to INWIC Application

File	Description	Received By	Approx. Avg. File Size
Redemption File	Contains redemption data, typically from the day prior to that of the transfer	11:00 am ET	52,697 kb
Daily Benefit Activity File	Audit file containing the issuances and voids from the day prior	1:00 am ET for a processing window	24,202 kb
Card Update File	Contains card actions that happened within WIC Connect, outside of the INWIC Systems, on the day prior	1:00 am ET for a processing window	1 kb
Benefits Purged File	Contains benefits that have been purged when the Benefit End Date is reached	1:00 am ET for a processing window	14,037 kb

- b. **Outbound Files from INWIC Application to WIC Connect.** These files are created nightly by the INWIC Application and are uploaded to IOT's SFTP server in the INWIC folder. GoAnywhere encrypts the files and moves them to the EBT folder. The WIC Connect contractor picks up and processes the file

Table 7: Outbound Files from INWIC Application to WIC Connect

File	Description	Sent By	Approx. Avg. File Size
Category/ Sub-Category File	Full replacement of the category and subcategories within the system. Sent only when at least one (1) category, subcategory, or supporting table is updated.	1:00 am ET	1 kb
UPC/NTE File	Delta update of UPC/NTE items within the system. Only sends items that have been updated (either UPC or NTE information).	1:00 am ET	4119 kb
Vendor File	Delta update of the Vendors within the system. Only sends vendor information that has been updated.	1:00 am ET	1 kb

- c. **Inbound Response Files.** These files are processed in the same manner as other "inbound files," but are sent in response/receipt of outbound files to ensure that outbound files have been processed successfully. The inbound response files match the outbound files in name, content, and confirmation that the batch file was received including the number of records, number of records processed, number of records rejected, and details about any rejected records. The inbound response files are processed at 6:30 am ET.

3.2. Teletask Integration

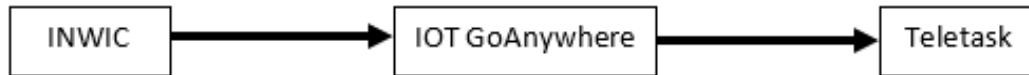
The below files are created by the INWIC Application and are uploaded to IOT's SFTP server in the INWIC folder. GoAnywhere encrypts the files and delivers them to Teletask's SFTP server. Please note that the Contractor will be responsible for coordinating contracting and service provision for the Teletask service (or another text provider if authorized by the State) for the INWIC Application. The Contractor will be reimbursed by the State for such purchases as a pass-through expense on the monthly invoice.

Table 8: Outbound Files from INWIC Application to Teletask

File	Description	Sent By	Approx. Avg. File Size
Client Roster File	List of demographics and contact information for all active WIC clients.	10:30am ET	17,428,834 bytes (encrypted: 6,969,233 bytes)

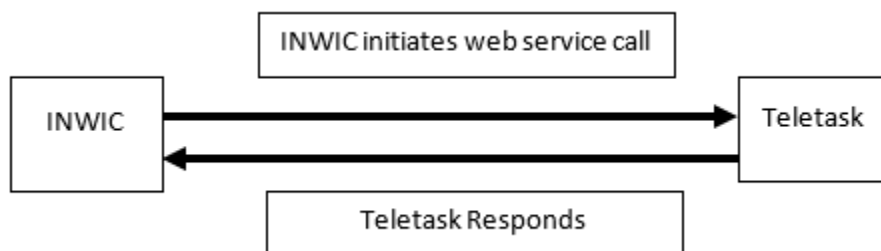
Appointment Reminder Call File	List of all appointment reminder notifications that will be sent the current day	10:30am ET	232,248 bytes (encrypted: 65,919 bytes)
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INWIC Application to Teletask



- **Inbound Response to Web Service Calls:** The response data from the Reminder Call file is retrieved through a series of web services calls that are made directly to Teletask. Web service calls are used to gather the status of Autodialer appointment messages sent for the current day. The information is saved in the INWIC database and used for the Autodialer Response report and added as notes to clients' records.

Web Service Calls Between INWIC Application and Teletask



3.3. Indiana Tobacco Quitline Integration

The INWIC Mobile App interfaces with Quitline, a telephone-based cessation service designed to help all Indiana tobacco users through file transfers. When WIC clients visit a WIC Clinic, they can opt-in to sign up for Quitline. Indiana Tobacco Quitline assists the following groups:

- Tobacco users seeking to quit, in any stage of readiness
- Pregnant smokers
- Smokeless tobacco users
- Former smokers who want relapse prevention support
- Friends and relatives of tobacco users who want to offer support

Outbound File: The Quitline client referral file is created daily by the INWIC Application and is uploaded to IOT's SFTP server in the INWIC folder. GoAnywhere encrypts the file and moves it to the Quitline folder. The Quitline contractor picks up and processes the file.

3.4. Manual Data Exchanges

The Contractor must be able to meet any of the State's needs for manual data exchanges. Currently, there is one such exchange with FSSA. The Contractor shall receive data from the State's Medicaid program, run by the Indiana Family and Social Services Administration (FSSA). The Contractor receives and processes a file from FSSA that contains a list of new

Medicaid clients who may be eligible for WIC. The Contractor downloads the file and runs an INWIC program that processes the data and stores it in the INWIC database. Please note that the INWIC Application does not interface with an FSSA solution for this.

In the future, the State plans to automate this data exchange process. The automation of this data exchange will be included in INWIC Release 10.2, which should occur during the 2025 calendar year. If automated, the Contractor shall work with the State to determine support needed for this process.

3.5. Overview of SFTP Processing Information

See the below chart for WIC Secure File Transfer Protocol (SFTP) Processing Information detailing the above integrations. All SFTP Connections use GoAnywhere.

Table 9: SFTP Processing Information for INWIC Systems Integration

Title	Description	Files shared with	Flow of Data	Files Processed Through	Frequency
INWIC / WIC Connect Batch File Processing with EBT Vendor	Send updates back and forth between INWIC and WIC Connect for EBT processing	3rd Party EBT Vendor	Bidirectional	GoAnywhere	Daily
INWIC / Autodialer Processing with Teletask	Process and send appointment reminders text/voice messages to WIC clients	Teletask	Uni-directional: INWIC to Teletask	GoAnywhere	Daily
INWIC / QuitLine Processing with Quitline Vendor	Process and send WIC client referrals to Tobacco Prevention and Cessation Quitline	3rd Party Quitline Vendor	Uni-directional: INWIC to Quitline 3rd Party Processor	GoAnywhere	Daily
Medicaid Referrals from FSSA	Share new Medicaid clients who may qualify for WIC. The WIC Clinics contact these potential clients to help them get signed up for WIC.	FSSA	Uni-directional: FSSA to Contractor	Manual process using SFTP folder	Monthly

4. Compliance

4.1. State and Federal Requirements

The Contractor must comply with all applicable State and federal laws, regulations, action transmittals, program instructions, review guidelines and similar documentation as well as

research and remain current on all WIC policies, practices, and standards as they relate to WIC information system requirements, including but not limited to the following:

Table 10. Regulations and Requirements

Citation/Source	Topic
7 CFR §246	Federal regulations governing the Special Supplemental Nutrition Program for Women, Infants and Children (WIC)
7 CFR §246.12	Subsection of 7 CFR §246 dealing with WIC Food Delivery Systems (including EBT)
2 CFR §200	Uniform administrative requirements, cost principles, and audit requirements for federal awards
Title II of the Americans with Disabilities Act of 1990	Requires state/local governments to give people with disabilities an equal opportunity to benefit from all of their programs, services, and activities
Section 508 of the Rehabilitation Act of 1973	Agencies must ensure their electronic and information technology (EIT) is accessible to people with disabilities, including federal employees and the public
7 CFR 277.18(l)	Federal regulations governing ownership rights and broad licensing
OMB No. 0584-0045	WIC Financial Management and Participation Report
FNS Handbook 901	Advance Planning Document (APD) Process: A State Systems Guide to America's Food Programs
WIC MIS – EBT Universal Interface (WUMEI)	Standardizes the functional requirements for the Universal Interface between Management Information Systems (MIS) and Electronic Benefit Transfer (EBT) systems used to operate WIC
USDA's APD Website	A library of a variety of documents in support of the APD process.
WIC EBT Operating Rules & Technical Implementation Guide	Technical resources for states to apply in their EBT implementation projects for consistency in WIC EBT online purchase messages and file handling processes utilized by both smart card/offline and magstrip/online WIC EBT systems.
USDA's Functional Requirements Document for a Model WIC System with EBT (FRED)	The FRED provides a comprehensive description of functions that can be automated to support the WIC program. This also includes functional requirements for the following major WIC system functions: Certification; Nutrition Education; Health Surveillance and Referrals; Food Management; Food Benefit Issuance; Food Benefit Redemption; Settlement and Reconciliation; Financial Management; Caseload Management; Operations Management; Vendor Management; Scheduling; System Administration; and Reporting.
IOT Information Security Framework	<p>The IOT Information Security Framework contains IOT's security protocol requirements, including rules, expectations, and overall approach to maintain the confidentiality, integrity, and availability of data. As of October of 2025, all vendors must align with IOT's RAMP policy, which is documented in the link provided in the paragraph below.</p> <p>Please see this link for more information on and how to access the Information Security Framework (ISF): https://www.in.gov/iot/policies-procedures-and-standards/. As the instructions indicate, Respondents</p>

	will need to complete the Nondisclosure Agreement available on the webpage and return the completed document to IOT via email to IOTISFRequests@iot.IN.gov . Details of what to include on the request can be found on the webpage.
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Additional resources may be found on the USDA/FNS web site at: <http://www.fns.usda.gov/wic>.

In addition to the federal policies and procedures referenced above, the Indiana WIC Program has its own set of policies and procedures that local agencies are required to follow in the provision of services to WIC clients, including guidance for participant certifications, vendor authorizations, and reporting.

The Contractor shall be familiar with WIC Agencies' policy and procedure manuals and researching, recommending, and providing system modifications that adhere to the rules, regulations, policies, and standards set forth therein.

4.1.1.USDA Sovereign Authority

The USDA shall be granted access to all system design, development, implementation, operations, and pertinent cost records of the Contractor and subcontractors as USDA considers necessary.

The federal awarding agency reserves a royalty-free, nonexclusive, and irrevocable license to reproduce, publish or otherwise use, and to authorize others to use, for federal government purposes, the copyright in any work developed under a grant, sub-grant, or contract under a grant or sub-grant or any rights of copyright to which a grantee, sub-grantee, or Contractor purchases ownership with grant support.

Please see additional Federal Requirements in Attachment B - Sample Contract, Clause 51.

4.1.2.Transferrable Software Package

The Contractor shall develop and provide the State with a transferrable software package that can be shared with other state WIC agencies and USDA at the request of and as approved by the State. The software package must include all components necessary for the transferred software to be successfully acquired and implemented, including, at a minimum:

- a. Source code
- b. Executable code
- c. Database schema
- d. Requirements and instructions for installation and configuration
- e. Required system documents and test scripts
- f. One of the following:
 - i. All the web files and a backup of a database shell (structure and rule, not data) to include:
 - Basic lookups
 - Security roles
 - At least one user with administrative access
 - ii. Or, a series of database scripts which creates the shell database (applicable seed data could be substituted for a database backup)

The transfer of the INWIC Systems software package from Indiana's WIC Program to another State WIC Agency shall not be construed as an agreement for additional services between the Contractor and the receiving State WIC Agency.

5. Project Kick-Off and Transition

5.1. Kick-Off

The Contractor shall conduct a kick-off meeting with WIC staff (including WIC Project Management resources) to be held at the program's office in Indianapolis, IN within the first five (5) business days of the project or within a time period approved by the State. At a minimum, Vital Positions must attend the kick-off meeting in person. Any other Contractor staff who may be critical to project initiation should also be in attendance.

During the kick-off meeting, the Contractor shall elaborate on the general approach, staffing, and tools to be used for providing the services of this scope in Indiana. The kick-off meeting should also cover items necessary for the Contractor to complete the rest of the Project Management Plan (PMP) and the Transition Plan, which must be delivered within thirty (30) days of the contract start.

5.2. Initial Transition Period

Prior to taking over the M&O services, the Contractor shall work with the State to develop and manage plans for transferring services from the incumbent contractor over a six (6) month Initial Transition Period.

The Contractor must prepare and present their Transition Plan to the State for approval within fourteen (14) days of project kick-off. The Transition Plan must include detailed steps and procedures necessary to prepare for, transition, and provide all services required for the program in this RFP with minimal disruption to clients, vendors/providers, State users, and other stakeholders. In the event of a transition from the incumbent contractor, the Transition Plan must include details on how the new Contractor plans to interface with the incumbent to transfer data and responsibilities during the transition. The plan must provide the following:

- a. A description of the overall approach
- b. The order in which transition activities will occur
- c. Tasks to be performed
- d. Parties responsible for the completion of each task
- e. A backup plan if any or all of the transition activities are delayed
- f. Training and onboarding

The incumbent contractor will develop and commence implementation of a State-approved Turnover Plan which shall be a comprehensive document detailing the proposed schedule and activities associated with training and turning over the scope of work and documentation to the Contractor.

The Contractor will complete the following deliverables during the Initial Transition Period. Note that while the State expects all of the activities below to be executed, at a minimum, the State would consider the Contractor's recommended movement of these activities throughout Initial Transition Period months if the Contractor can justify why that adjustment would be optimal for

the State. The Contractor will invoice the State for the monthly cost only when the associated deliverables for that month are approved by the State. While the activities below are cited as deliverables, it is anticipated that the Contractor will undertake a number of sub-activities to accomplish the milestones implied by the deliverables listed.

Table 11. Transition Deliverables by Month

Month	Deliverables
1	<ul style="list-style-type: none"> • Transition Plan prepared and presented to the State for approval within 14 days of Project Kick-Off. • Project Management Plan, in compliance with State and Federal requirements, subject to State approval. • Creation of ongoing Transition meetings with the incumbent contractor and the State. • Clarification of points of contact for all aspects of project support that the State and its partners will use going forward. • If applicable, work with the incumbent contractor on the timing of any change of employment of incumbent contractor staff. • Documented Hybrid Agile or other State-approved SDLC, in compliance with State and federal requirements, subject to State approval.
2-3	<ul style="list-style-type: none"> • Shadowing the incumbent contractor on all aspects of M&O, Project Management, Enhancement SDLC, Help Desk, and other supporting activities.
4	<ul style="list-style-type: none"> • Continued shadowing of incumbent contractor • Evidence of participation in all training provided by the incumbent contractor in operations and procedures.
5	<ul style="list-style-type: none"> • Begin incumbent contractor “reverse shadowing” activities as the Contractor takes on additional responsibilities. • Take over M&O responsibilities. Standard monthly M&O fees begin in Month 5. • The State expects the Contractor to meet with and plan alongside the incumbent so that staffing levels and expertise are sufficient for a successful transition.
6	<ul style="list-style-type: none"> • Completion of reverse-shadowing.

6. Maintenance and Operations

This section covers the following M&O services the Contractor shall provide for the INWIC Systems through this Contract. In addition to the current INWIC Systems, all system changes or Enhancements that are implemented prior to the execution of the Contract will be considered in scope and subject to M&O.

- a. Ongoing Maintenance
- b. Incident Management
- c. System Documentation
- d. System Security Requirements
- e. Reporting Support
- f. Help Desk Support

- g. Technical Consultation
- h. Business Continuity & Disaster Recovery

INWIC is currently hosted on premise by IOT, and as such IOT is responsible for routine maintenance of the infrastructure. However, the Contractor shall provide technical and business process expertise on the INWIC Systems and bring this expertise to the maintenance and support of these solutions. In this State-hosted model, IOT, the WIC Program, and the Contractor adhere to the division of responsibilities as noted in the table below. The Contractor will collaborate with the relevant State point of contact(s) to manage shared responsibilities. At a minimum, the Contractor shall continue to provide the services according to the level of responsibility (primary, shared, or consulting) as noted in the following table:

Table 12. M&O Services and Responsible Parties

#	Description of Services	Responsible Party		
		IOT	WIC	Contractor
1	Procuring, installing, configuring, operating, and maintaining all hardware, system operating software, hosting software, connectivity services, and other services that may be required to host QA/UAT, Training, and Production INWIC environments.	Primary	Consulting	Consulting
2	Procuring, installing, configuring, operating, and maintaining all hardware, system operating software, hosting software, connectivity services, and other services that may be required to host the development environment of INWIC.	N/A	N/A	Primary
3	Acquiring additional hardware and other hosting resources that may be required due to program growth over the life of the Contract. It is expected that there may be a potential growth of up to 5% per year.	Primary	Consulting	Consulting
4	Providing a QA/UAT, production, reports/data warehouse, disaster recovery, and testing/training environment.	Primary	Consulting	Consulting
5	Monitoring system operations and providing database management to assure maximum system performance.	Shared	Consulting	Shared
6	Scheduling routine maintenance activities, such as the end of day processing, data backup services, etc., that may be required to properly maintain the hosting environment and data during non-clinic use times. The production environment must be available for clinic use from 7:30 am ET to 8:30 pm EST Monday through Friday.	Primary	Consulting	Consulting

7	Providing appropriate security to meet applicable State and Federal requirements to protect the integrity and confidentiality of program data.	Shared	Consulting	Shared
8	Providing a Disaster Recovery Plan and services that minimize production system downtime.	Primary	Consulting	Consulting
9	Providing a Disaster Recovery Plan and services that minimize development system downtime.	N/A	Consulting	Primary
10	Provide the minimum hardware configurations, including operating systems, required for any Enhancements to the software applications to run at the State Office level and the clinic level, so that the State can verify that existing hardware/ software is sufficient or whether an update is needed prior to Enhancement implementation.	Consulting	N/A	Primary
11	Provide the minimum software configurations, including operating systems, required for Enhancements to the software application to run on both the client and the server environments.	Consulting	N/A	Primary
12	Monitoring system operations on a daily basis and making necessary adjustments to maintain peak operation efficiency so that system users are not adversely affected.	Shared	N/A	Shared
13	Performing timely database tuning as needed in order to keep the database running as efficiently and effectively as possible.	Shared	N/A	Shared
14	Completing daily system backups for state-hosted system environments.	Primary	N/A	N/A
15	Completing daily backups for the development environment.	N/A	N/A	Primary
16	Updating reference database tables as needed or as requested by the State through the Change Request Process.	Consulting	Consulting	Primary
17	Providing timely planning, coordination, and implementation of all software releases, reference table updates, defect fixes, and other system changes.	Consulting	Consulting	Primary
18	Providing for the thorough quality assurance testing of all software releases, reference database table updates, bug fixes, and other system changes for the INWIC application and mobile apps.	N/A	Consulting	Primary

19	Completing user acceptance testing for software releases, bug fixes, and other system changes.	N/A	Primary	Consulting
20	Maintaining system to track all requested changes and reported defects, their status, and final resolution.	N/A	N/A	Primary
21	Support the running of standard financial, vendor, and clinic operations type reports on demand and providing ad hoc reports as requested.	N/A	Consulting	Primary

6.1. Ongoing Maintenance

The Contractor shall work with the State to ensure operational integrity through M&O activities throughout the length of the Contract. INWIC Systems ongoing maintenance include but are not limited to system monitoring; database management; role-based access control (RBAC); document/artifact management; release management; implementation of federal and State policy adjustments; and communications pertaining to ongoing maintenance.

Please note that the Contractor's staff may be given access to the following accounts in order to support maintenance and operations activities:

- Active Directory (AD)/Azure accounts
- Elevated accounts used to access all WIC servers in the SSE
- VPN accounts
- Citrix accounts to access servers in SSE

System Monitoring. The Contractor shall work with IOT to monitor system operations on a daily basis and make necessary adjustments to maintain peak operational efficiency so that system users are not adversely affected. This includes:

- Application performance: Work with IOT to review APM alerts associated with the applications and make updates as needed
- Server performance and resource utilization (CPU, memory, disk space)
 - Monitor server space on folders that contain application files (code, log files, etc.)
 - Work with IOT to resolve any system issues that might be caused by the application (excessive memory or CPU usage, etc.)
- Security incidents: Work with IOT to review APM security alerts and make updates as needed

The Contractor shall also monitor:

- License renewals for software used within the applications (e.g. growth charts).
- Software versions used with or in the applications and make recommendations as to whether to upgrade older versions to minimize operational risk.

Database Management. The Contractor shall work with IOT to monitor database performance and perform timely database tuning as needed in order to keep the database running as efficiently and effectively as possible. This includes:

- Review SQL issues identified by APM and update code as needed
- Maintain appropriate table sizes

- Manage indexes, adding and updating depending on APM alerts/reports
- Monitor & advise on appropriate disk space needs
- Monitor all tuning changes and results

Troubleshooting. The Contractor shall work with WIC Staff, the IDOH Office of Technology and Cybersecurity (OTC), IOT, and EBT contractor to investigate and solve outages and communications issues (application unavailable, batch file processing issues, card and benefits issuance errors, etc.)

In-depth System Analysis. Work with IOT and WIC Staff to perform an in-depth analysis of application performance, server performance, database performance, application security, and software version requirements on a semiannual basis.

Role Based Access Control (RBAC) and User Authentication. The Contractor shall support RBAC for the INWIC Systems. Due to differing requirements at a variety of levels for users both internal and external to the State, the Contractor must provide role-based features and functionality unique to each set of users. The Contractor shall assist in the definition of user roles and security configurations. See the below list of current system users:

- State WIC Staff
- State WIC Contractors
- MIS Contracted Support Team and Testers
- WIC Clinic Staff
- WIC Clients (Mobile App Only)

Infrastructure Management. The Contractor shall be responsible for the following:

- Maintain the infrastructure architecture and tool set for all applicable non-production and production users as well as ensure necessary licensure agreements, if needed, are maintained with applicable parties. Licenses the Contractor shall be responsible for maintaining include those required for the Oracle database that resides in the Contractor's development environment. The INWIC systems' QA, Training, and Production environments are managed by IOT, so Contractor provision of licenses for these environments is not planned.
- Plan and execute tasks required to ensure System components stay relevant and usable. This support includes resolution of functional issues, application of patches, preventative maintenance, planning/execution of upgrades, and regular performance monitoring and performance reporting.
- Communicate to the State any available information on product roadmaps, planned upgrades, and Enhancements, and seek State input when necessary at least on an annual basis.
- Provide the minimum hardware configurations, including operating systems, required for any Enhancements to the software applications to run at the State Office level and the clinic level, so that the State can verify that existing hardware/ software is sufficient or whether an update is needed prior to Enhancement implementation.
- Procure, install, configure, operate, and maintain all hardware, system operating software, hosting software, connectivity services, and other services that may be required to host the development environment of INWIC.
- Complete daily backups for the development environment.

- g. Provide the minimum software configurations, including operating systems, required for Enhancements to the software application to run on both the client and the server environments.

Release Management. The Contractor shall plan, coordinate, manage, and complete all software releases, reference table updates, defect fixes, and other system changes for the INWIC Systems. The Contractor shall work with the State to coordinate release and regularly scheduled maintenance of updates, patches, and repairs for the INWIC Systems. Changes shall be rolled out in scheduled major and minor releases, as well as releases of changes to resolve incidents and defects or urgent program changes. All updates, patches, and repairs must be fully and successfully tested before migration to production. The build number for each system shall be updated with each release and stored in a document accessible to the State.

Please note that the State has implemented the code management tool, Octopus Deploy (Octopus), which the Contractor shall utilize. Octopus is a system that manages releases through supporting the movement of code through different environments. Octopus shall be utilized to manage updates to the INWIC database (e.g. adding a new field or table).

Implementation of Federal and State Policy Adjustments. As part of their M&O responsibilities, the Contractor shall make timely changes in the system to support the implementation of federal and State policies, such as food package and nutrition risk changes. Adjustments that require SDLC activities (requirements, design, system testing, UAT, etc.) shall be considered part of M&O responsibilities. See Section 8 Non-Billable Changes for more information.

Communications. The Contractor's Project Lead shall manage ongoing communications with the State on all operations within INWIC Systems and must immediately notify the State of any issues or problems. Required ongoing communications includes periodic status reports and status meetings with the Contractor's Project Lead, other Contractor staff as needed, and the State. The Contractor shall also maintain a system to track all requested changes and reported defects, their status, and final resolution and share this information with the State during the project status meetings. Other reports and meetings shall be requested by the State as needed. Of particular importance is the advance notification from the Contractor of scheduled system downtime to the State (Please see Section 9 "Project Management" and Section 10 "Project Staffing" for further information).

6.2. Incident Management

The Contractor shall properly plan and conduct services to minimize the occurrence of incidents and/or problems with the system components. The Contractor shall assign qualified technical staff to respond during business hours to communication on non-urgent WIC matters. Communications can be received through telephone calls, e-mails, and text messages from WIC office staff and State technical staff. For urgent matters, the Contractor must have a telephone number that is answered by qualified technical staff 24 hours/7 days per week. Please note that the State currently uses Microsoft DevOps for ticket management.

If incidents and/or problems arise in the production environment, the Contractor shall work with the State to reach resolution in a timely manner. The Contractor shall have a clear escalation procedure through the appropriate chain of command to ensure that production issues are getting the appropriate attention to meet the level of urgency identified in the triage process.

Incident Resolution Process

- **Triage:** The Contractor shall triage each incident through the following steps:
 - Collect as much information as possible on the incident and create a technical support ticket in Contractor's incident management system.
 - Determine the Incident Priority Level (see Table 13 below). The State may decide to modify the Priority Level of any incident if they do not agree with the Contractor's categorization. Note: The Contractor shall not change the Incident Priority Level without prior approval from the State.
 - Acknowledge the incident to the entity reporting the incident. Note: The Contractor shall enter the ticket into the system for any incidents they discover for tracking purposes.
 - Critical Priority incidents must be reported to designated State staff within one (1) hour of discovery or identification of the incident.
- a. **Resolution:** The Contractor shall resolve incidents within the timeframe for the Priority Level as noted in the chart below. The resolution time for an incident is calculated as the business hours/days between the date the incident was assigned to the Contractor and the time the incident is marked with a Resolved status in the incident management system. If the Contractor cannot resolve an incident within the established resolution time for its Priority Level, the Contractor must submit a plan and revised timeline for incident resolution to the State in the incident report.
 - i. For incidents that necessitate resolution through SDLC activities and defect resolution in a future sprint or release, incident resolution is defined as identifying the upcoming sprint/release and the impact on existing sprint plans and receiving State approval for the proposed approach and timing.
 - ii. For incidents that require IOT or the EBT Contractor to resolve (see Section 6.2), incident resolution is defined as identifying the support needed from IOT or EBT Contractor to resolve the incident and receiving State approval of that determination. The Contractor shall coordinate with IOT or EBT Contractor through the State team and assist in the resolution of incidents when requested.
 - iii. If there are any data clean-ups/updates to be performed, a separate process will be executed to determine the impacted population, and the Contractor will meet with the State to determine the best course of action and timelines.

Table 13. Incident Resolution Times by Priority Level

Priority Level	Description	Example	Resolution Time
Critical	System Failure. No further processing is possible.	Critical to solution availability, results, functionality, performance, or usability. <u>Examples from INWIC</u> <ul style="list-style-type: none">• INWIC is not accessible• Clinic staff not able to issue benefits due to system failure or dysfunction	Within two (2) hours of identification

High	Unable to proceed with selected function or dependents	<p>Critical component unavailable or functionally incorrect (workaround is not available).</p> <p><u>Examples from INWIC</u></p> <ul style="list-style-type: none"> • Code change without testing or approval • Data change without testing or approval • Database issue due to lack of monitoring (e.g., run out of space, bad index, hit max field limit) • Software license expiration (growth charts) 	Within one (1) business day of identification
Medium	Restricted function capability; however, processing can continue.	<p>Non-critical component unavailable or functionally incorrect; incorrect calculation results in functionally critical key fields/dates (workaround is normally available).</p> <p><u>Examples from INWIC</u></p> <ul style="list-style-type: none"> • INWIC system performance extends WIC appointment time beyond scheduled duration 	Within five (5) business days of identification, or resolution time approved by State
Low	Minor cosmetic change needed.	Usability errors; screen or report errors that do not materially affect the quality and correctness of function, intended use, or results.	Within two (2) weeks of identification, or resolution time approved by State

Tracking. Incidents should be recorded and tracked in a log or incident tracking tool. The Contractor shall update the incident management system immediately with any new information and updates. The State shall have the ability to view the data on all incidents and see the real-time status of each incident. The Contractor shall be available to meet with the State when requested about any specific incident while resolution is being reached to share information or expedite the resolution.

Incident Reports and Communications. The incident reports must cover every incident in which an INWIC System is identified as the cause of the outage. Incident reports must include the affected areas of the State and programs, date of report, date of incident, reference number, start and end times of the incident, problem type, problem impact summary, detailed description of the problem, immediate resolution, permanent solution, and who resolved the problem.

Initial incident reports for critical and high severity incidents must be provided within 4 hours from the start of the system problem. If the incident report does not define the permanent solution to the incident, that report must be updated every 24 hours to reflect the most current status of the incident until it is resolved. A follow-up incident report must be provided no later than 24 hours after the permanent solution has been defined for critical and high severity

incidents. For medium and low severity levels, initial incident reports must be provided within five (5) business days or a timeline approved by the State.

As noted above, if the Contractor cannot resolve an incident within the established resolution time for its Priority Level, the Contractor must submit a plan and revised timeline for incident resolution to the State in the incident report.

6.3. System Documentation

The Contractor shall update all documentation (architectural, system flow, training, user guides, etc.) and the Documentation Library to reflect new system changes as they occur. The Contractor must update all user documentation by the release of any Enhancements, and all system documentation within ten (10) business days after the implementation of any changes to the system. System Documentation includes but is not limited to:

- Source code comments
- System design documents including but not limited to:
 - Requirements documents
 - Architecture diagrams
 - A description of overall application architecture including primary components/modules, navigational structure, etc.
 - A logical and graphical depiction of all process and data element information and their relationships, including an indication of processes that are event or time-dependent
 - Security plans
 - Detailed report descriptions
 - Detailed layouts of menus, windows, reports, and forms
 - Description of architectural components that provide generic system functions in support of the application, such as batch, error handling, etc.
 - Detailed hardware and software specifications
- An explanation of batch processes and sequencing
- On-line help screens documentation
- User manuals
- Training materials
- Process documents
- Data dictionaries
- Coding standards document
- Test artifacts
- User interfaces documentation

6.3.1.Documentation Library

The Contractor shall support the State's electronic documentation library that shall be used by the entire project team. The State will work with the Contractor to establish a documentation library that on Microsoft SharePoint or other platform identified by the State. All deliverables and documents related to projects must be managed in this electronic library and be provided in a format accessible by the State's standard suite of software and designated versions. Documents must be accessible immediately. The Contractor will work with the State to ensure that the documentation repository is logically organized.

6.3.2.Release Notes

The Contractor shall support the State in drafting System Release Notes for any future modifications that may be made to the system over the life of the Contract for State use. The Release Notes will typically be an overview of the changes (high level non-technical description of change with screen shots as needed) to be used for informing user staff of changes. Drafts will be submitted to Indiana WIC and will be distributed by Indiana WIC to State and local users.

6.4. System Security Requirements

The Contractor shall coordinate with IOT to ensure the INWIC Systems have appropriate security to meet applicable State and Federal requirements and to protect the integrity and confidentiality of program data.

- The Contractor shall consult and support IOT in completing a Security Plan Review and/or security documentation provided by the State no later than 150 days from Contract execution and then every two (2) years thereafter. The Contractor must update security documentation throughout the life of the Contract as industry standards change, new State and/or Federal requirements are issued, or new security concerns are discovered. The Security Plan currently addresses the following:
 - The location and description of the controls at each of the physical facilities where Contract-related activities occur to protect data from unauthorized use and access.
 - The controls over the hosting environment hardware and software to protect data from unauthorized use and access.
 - The virus and malware controls to protect data from unauthorized use, access, contamination or corruption.
 - Results of any recent Systems and Organizations Control (SOC) 2 Type II audit report. SOC 2 is a security framework that specifies how organizations should protect customer data from unauthorized access, security incidents, and other vulnerabilities. SOC 2 Type I reports evaluate a company's controls at a single point in time. SOC 2 Type II reports assess how those controls function over a period, generally 3-12 months. The State would request the Type II report.
- The Contractor shall meet all requirements for IOT security protocols. Please see this link for more information and on how to access the Information Security Framework (ISF): <https://www.in.gov/iot/policies-procedures-and-standards/>. As the instructions indicate, Respondents will need to complete the Nondisclosure Agreement available on the webpage and return the completed document to IOT via email to IOTISFRequests@iot.IN.gov. Details of what to include on the request can be found on the webpage.
- The Contractor must coordinate and cooperate with IOT to help ensure up-to-date system security is in place. As such, the Contractor may be asked to provide the following:
 - Applicable security policies, procedures, or runbooks. A security policy (also called an information security policy or IT security policy) is a document that spells out the rules, expectations, and overall approach that an organization uses to maintain the confidentiality, integrity, and availability of its data. It clearly spells out how compliance is monitored and enforced. The State would like samples or snippets of what things a vendor does to protect our State of Indiana data. The State may refer to this as an ISF (Information Security Framework).

- A penetration test report. Penetration testing is security testing in which assessors mimic real-world attacks to identify methods for circumventing the security features of an application, system, or network.
- Static code testing results. This is an application testing method in which an application's source code is examined to detect potential security vulnerabilities.
- Dynamic code testing results. Dynamic testing is the method of debugging an application's source code in a run-time environment, i.e., when the application is running. It is used to identify security vulnerabilities while the program is running.
- Infrastructure as code scan testing results. Infrastructure as code, also known as software-defined infrastructure, allows the configuration and deployment of infrastructure components faster with consistency by allowing them to be defined as a code and enables repeatable deployments across environments. It is used to identify security vulnerabilities in the deployment process.
- An application or systems diagram. This describes the solution's architecture, dataflows, and/or topology. As a high-level diagram that shows the information system's basic structure, software components, relationships to other important services, and their properties. The State is seeking clarity on the relationships the Respondent's solution has with external (cloud) components such as users, databases, and services.

Please note that this is a “shared” responsibility with IOT (see Section 6), so the Contractor must coordinate and cooperate with IOT to ensure up-to-date system security is in place.

6.5. Reports

The Contractor is the primary party responsible for supporting the running of standard financial, vendor, and WIC Clinic operations type reports on demand and providing ad hoc reports as requested. The State places a high priority on ensuring that its reports and the data they provide are accurate and in alignment with data available through INWIC. The State dedicates resources to conducting these validations and plans to continue such activities. The Contractor shall coordinate with the State on an ongoing basis to ensure that it is supporting State validation activities as requested.

Standard Reports. The Contractor shall provide the State with the ability to run the standard reports listed in Attachment L1 on demand in the MIS. This will include all reports currently available in the MIS. All reports must be available in PDF (.pdf) format at a minimum. Please note that some reports must also have a CSV (.csv) option in addition to PDF (.pdf) format. There are 55 standard reports included in Attachment L1 accompanied by each report's associated module, and a description of the report. These reports, their latest details, and current status will need to be confirmed by the Contractor with the State during the contract negotiations process, as well as any additional reports that are currently available in the MIS but not captured in Attachment L1.

Ad Hoc reporting. The State has the ability to run the standard reports (above) at any time; however, the State also requires that the Contractor assist the State when special data needs arise and when requested in creating ad hoc reports as specified by the State in an agreed upon timeframe. Historically these requests have mostly been simple SQL database queries done without additional expense to the State. In the event that an ad hoc report request is more substantive, the State anticipates that its development can be accommodated from the System Enhancement pool contemplated in Section 11.1.

6.6. Help Desk

The Contractor shall be responsible for providing Help Desk services for all WIC Clinic users in two areas:

1. A Help Desk for all INWIC Application questions or problems, data questions or problems; and
2. A Help Desk for WIC Clinic hardware-related issues (see Section 7.3).

Please note that the local WIC Agencies provide support services to WIC clients and therefore support services to WIC clients is not in scope of the Help Desk.

The Contractor must provide an adequate number of qualified help desk staff thoroughly trained in customer service, general technical skills, specific knowledge about the INWIC Systems, and field hardware specifications to handle the expected call volume. Help Desk staff will have AD/Azure accounts for Help Desk support. Please see Section 14 for specific service level requirements related to the provision of Help Desk support. See Section 2.2 for historical help desk ticket volumes.

The Contractor must support the intake and resolution, as applicable, for all help desk tickets:

1. Tier 1 tickets are questions easily addressed by the Contractor team. Examples include user access issues and basic program or status inquiries. Tier 1 tickets must be resolved in one (1) business day.
2. Tier 2 tickets are issues that require more technical and/or program knowledge. These may require some follow-up/intervention to resolve. Tier 2 tickets must be resolved within three (3) business days.
3. Tier 3 tickets are issues that require extensive technical and/or program knowledge and may lead to a system change. Before a Tier 2 ticket may be escalated to Tier 3, the State must be notified and grant escalation approval. Tier 3 tickets must be resolved in a timeframe that is approved by the State.

The Contractor must have a process for capturing and determining common issues that might indicate: a system-wide defect, an area where a system modification may be needed to enhance system use, or an area or which additional user staff training is needed. Any system defects or issues that are reported to the Help Desk and meet the Priority Level listed in Section 6.2 “Incident Management” must be addressed according to the applicable severity level’s resolution time. Additionally, the Contractor must meet with the State at least once per month to review a summary of common Help Desk issues and calls (both for hardware and system support).

The Contractor must have an established escalation protocol for handling all calls to ensure that critical calls are handled in an appropriate manner and within the timelines described above.

6.6.1. Toll Free Line

The Contractor must provide a toll-free telephone number for local Agency and Clinic staff to report issues regarding INWIC Application issues and hardware issues. The majority of IN WIC Clinics operate in the Eastern Standard Time (ET) zone, although there are 26 clinics that do operate in the Central Standard Time (CCST) zone. All areas observe Daylight Saving Time. Core hours for WIC Clinic operations are from 8:00 am ET to 5:30 pm ET, during which time the

majority of help desk calls are received. State policy requires that each local WIC Agency have at least one clinic that has evening hours to provide access to working families. All clinics are closed by 8:00 pm ET. Monday, Tuesday, and Wednesday are the most common days for evening hours. On Fridays, all clinics are closed by 5:30 pm ET.

As such, staff must be available to answer calls between the hours of 8:00 am ET and 8:00 pm ET, Monday through Friday, except for select holidays as follows:

- a. New Year's Day
- b. Memorial Day
- c. Independence Day
- d. Labor Day
- e. Thanksgiving Day and the day after
- f. Christmas Day
- g. Other federally recognized holidays, such as MLK Day, President's Day, Columbus Day, Veterans Day, etc., may be observed by most, but not necessarily all local WIC agencies. Call volumes on those days would be lighter than normal, however.

If a WIC Clinic staff member calls outside of business hours or is unable to remain on either line, the caller must be provided an option to leave a voice message. All voice messages should be responded to within 30 minutes if the message is left during published help desk service hours. A voice message left outside of published hours will be responded to within 30 minutes of the commencement of the following business day.

6.6.2.Email Account

The Contractor must provide two separate email accounts for WIC Clinic staff to use for non-essential issues, including hardware issues. One email account shall be dedicated to INWIC Application issues and the second email account shall be dedicated to hardware issues. All emails will be responded to within one (1) business day of receipt. If the issue cannot be resolved within that time frame, a reply email is still required within that time frame to acknowledge receipt and to provide a timeline for resolution.

6.6.3.Help Desk Training

The Contractor must establish a process and frequency for providing training to help desk as new staff are hired and/or as additional modifications are made to the system prior to the implementation of such modifications so that staff is fully knowledgeable of the changes.

Help desk staff must have access to management and/or technical resources to support the handling of Help desk tickets in a timely and appropriate manner, according to the tiered ticket requirements described above in Section 6.6. This may include help desk staff being provided access to the production and test/training environments so that they can research issues on a real time basis, along with read-only access to the WIC Connect contractor portal.

6.6.4.Help Desk Tools

Remote Access. The Contractor must provide a tool or tools that will allow help desk staff to remote into a user's PC to either shadow the user to determine how an error might have occurred and/or to take remote control of the PC to correct an issue for the user.

Call Tracking. The Contractor must provide an automated call distribution system or other equivalent system for tracking calls and help desk analysis activities to enable the Contractor to

monitor and track the volume of calls so that staffing levels may be adjusted accordingly as call volume dictates. The call system should be capable of indicating the approximate hold time for the user.

The call tracking system must be able to log all calls, including information about: the site calling, the person calling, the time and date of the call, the category of the call, the severity of the issue, escalation status, a brief summary of the problem, the time and date the issue was resolved, the duration of the call and the time required to resolve and a summary of the resolution. Follow-up calls on the same issue will be linked together to allow tracking of resolution and time required to resolve.

Monthly reports on call activity and performance levels (see Section 14) must be submitted to the State.

6.6.5. Optional Help Desk Scope – User Notification Tool

The State is interested in a User Notification help desk tool that serves as a message board or some other means to allow broadcast communications to INWIC Systems/WIC Agency and Clinic users to advise them of known issues that may affect multiple users. The Contractor would be responsible for posting any such messages upon State review and approval. This does not include communications directly to WIC clients about INWIC Mobile App/Client Portal issues as those are handled by the State or by local clinic staff through short message service (SMS).

Please note that the User Notification help desk tool is not in scope and the State may choose to add this in-scope if offered by Contractor.

6.7. Technical Consultation

As part of providing technical support, the Contractor must be available to provide technical consultation to WIC, which may include attendance of technical meetings with State staff, USDA/FNS, and EBT system staff. Technical consultation may be about INWIC operations; the interface with the EBT system; the purchase, upgrade, testing, and deployment of peripheral equipment needed to operate INWIC in the field; and technical feasibility, estimated development effort, and business and system impacts associated with any proposed Enhancements, fixes, configuration or converted data items, or system or software tool upgrades. The Contractor shall complete assigned follow-up items, analyses, reports, meeting notes, or other relevant tasks as directed by the State.

6.8. Business Continuity & Disaster Recovery

The Contractor shall be responsible for developing and maintaining a Disaster Recovery Plan (DRP) and Business Continuity Plan (BCP) for the development system thirty (30) calendar days after the commencement of services under this Contract.

The BCP must provide adequate backup and recovery for all operations, both manual and automated, including all functions required to meet the backup and recovery standards: Recovery Time Objective (RTO) and Recovery Point Objective (RPO). For this contract, RPO will be 1 hour and RTO will be 24 hours.

The DRP must present actions taken before, during, and after a disruptive event as well as procedures required to respond to an emergency, providing back-up operations during a disaster. The DRP should outline how to respond to an emergency or other occurrence (e.g., fire, vandalism, system failure, and natural disaster) that damages systems that contain electronic protected health information. The DRP shall address what to do if a computer system and/or the data files are violated, lost, damaged, or inaccessible. The disaster backup and recovery plan shall adhere to all HIPAA requirements.

After the DRP and BCP's approval, the Contractor shall comply with and maintain them, and update these plans (and support IDOH and IOT), as applicable, based on the evolution of data, infrastructure/architecture, and tools. In case of a disaster, the Contractor shall carry out responsibilities assigned to the Contractor in the plan both prior to and during a disaster. This may include, but is not limited to, the following activities:

- Conduct one disaster recovery test.
- Support annual testing including, but not limited to:
 - Plan and schedule business continuity and disaster recovery testing of the system;
 - Recover the system and bring it back online;
 - Recover data and storage according to Recovery Time Objective (RTO) requirements; and
 - Assist with/resolve remediation of recovery issues.
- Participate in post testing activities and help develop reports certifying the achievement of RTO and RPO objectives as well as readiness of the disaster recovery system to support business operations.
- Identify appropriate resources to support disaster recovery/business continuity planning, testing, and execution.
- Perform Contractor-specific tasks outlined in the Disaster Recovery/Business Continuity Plans within the agreed-upon timeline.
- Be available for contact and maintain a call tree to ensure the State can contact the Contractor and resources required to work on the recovery.
- Provide specifics on recovery of business processes and system recovery procedures whose topics include, but are not limited to:
 - Steps required to recover the application;
 - Order of recovery steps; and
 - Verification processes.

Note, in the event of a natural disaster, the Contractor must be operational as soon as possible but no later than fourteen (14) calendar days after the event. As needed, the Contractor shall also support IOT in maintaining a Disaster Recovery Plan and services that minimize production system downtime.

7. Hardware and Hardware Services

As described throughout this section, the Contractor is responsible for hardware support for local WIC Clinics, from purchasing through disposal, including help desk services. Please note, costs for the services in Section 7 shall be accounted for through a fixed monthly hardware services fee unless noted otherwise. Purchase price for the hardware, software, and associated

shipping is not included in the fixed monthly hardware services fee. Please see Attachment D for more information.

7.1. Inventory Consultation and Purchasing

The Contractor is responsible for providing specified pieces of hardware to all local WIC Clinics.

Purchasing. The State may, at its option, request the Contractor purchase equipment and related software on its behalf. If requested to do so, the Contractor shall assist the State in determining the appropriate technical specifications for the equipment to ensure it is compatible with the INWIC Systems. The Contractor will be reimbursed by the State for such purchases as a pass-through expense on the monthly invoice. The Contractor will ensure that such purchases result in a competitive price for the State and that they are tax exempt. To seek competitive pricing, the Contractor shall always assess the option of purchasing hardware through existing, accessible agreements such as a relevant State Quantity Purchase Agreement (QPA). The Contractor shall not add a markup on the purchase price but are allowed to invoice the State for the actual costs of shipping equipment to and from the local WIC Clinics.

Note: All items purchased for the WIC Clinics are WIC-owned.

Configuration and Fulfillment. The Contractor shall configure laptops, iPads, and tablets (including new or repaired devices) in the manner approved by the State prior to shipping to a WIC Clinic. The Contractor shall fulfill requested hardware on a depot style basis, meaning that equipment is configured centrally and shipped out ready for WIC Clinics to install. At a minimum, the Contractor shall be responsible for supplying and supporting the following devices:

- Laptops
- Carrying Case
- Security Cable
- iPads
- Tablets
- CPA Printers
- Scanners
- Electronic Signature Pads

The local WIC Clinic is responsible for supplying and supporting the following devices. The Contractor may be requested to assist with ordering replacement equipment for devices supplied by the local WIC Clinics. If the Contractor assists in ordering replacement equipment for such devices, the Clinics will work with and issue payment to the Contractor directly.

- Printers
- Monitors
- Keyboards
- Mice

7.1.1. Hardware Refresh

Most hardware is replaced on an as-needed basis. Over the past three years (2022 to 2024), 48 Scanners and 46 iPads/Tablets have been purchased annually to replace hardware.

IDOH has determined an approximate Laptop Refresh Schedule for the replacement of laptops required for WIC Clinics over the next few years. The following table provides the purchase count of laptops acquired in Federal Fiscal Year (FFY) 2025, and the estimated number of laptops to be purchased in FFY 2026 to 2030. Please note, these numbers are estimated based on the amount needed to refresh WIC Clinic laptops currently in use. Additional laptops may be purchased to maintain appropriate inventory levels, and these numbers may be adjusted based on the needs of WIC Clinics.

Table 14. Laptop Refresh Schedule

Year (FFY)	Purchase Count
2025	262
2026	215
2027	235
2028	225
2029	262
2030	215

When a new laptop is purchased, the Contractor may invoice for an additional per-unit hardware services fee to render hardware-related services as specified by the State, including: imaging and rollout, configuration, logistics management for laptop replacement, labor associated with shipping, and recycling and data destruction of the replaced unit if needed. An additional per-unit hardware services fee may apply to other hardware refreshes of significant volume at the discretion of the State.

7.2. Inventory Control

The Contractor must provide secure storage, controlled access, and inventory control over all WIC-owned equipment, parts, and supplies held at the Contractor's facility. Inventory records must be maintained in a State-approved inventory system that is accessible to the State. Inventory records must be by physical location to include the minimum data set required by Federal Regulations 2 CFR 200.313(d)(1). Standards as of the RFP posting require that property inventory records include a description of the item, a serial number, the equipment manufacturer, who holds title (always the State WIC program), the acquisition date, the acquisition cost, percentage of Federal funds (always 100%), the location, use, and condition of each item, and information on the disposition of the equipment. As equipment is replaced at a clinic location, the Contractor must immediately update the inventory system. Please see Section 3 of Attachment L1 – Bidder's Library for a sample WIC Inventory Detail screenshot.

The inventory information in the image above only displays some of the information that may be maintained. The Contractor shall work with the State to finalize the fields of information that should be maintained.

7.2.1. Inventory Levels

The Contractor must establish on-hand inventory levels for each type of stocked equipment to ensure that an adequate supply of items is kept on hand at all times in case a local WIC Clinic user needs new equipment (e.g., their laptop no longer functions). The Contractor must provide at least a 60-day notice to the State when inventory needs to be replenished to maintain an adequate on-hand amount. The Contractor shall determine the level of on-hand equipment needed based on their experience, IDOH input, and historical usage data.

7.2.2.Inventory Verification

The Contractor must perform an inventory verification process annually whereby each WIC Clinic site prints out its inventory listing, documents whether it has each item, and then returns the completed verification form to the Contractor. The Contractor shall be responsible for ensuring that each WIC Clinic returns a completed inventory verification form in a timely manner, reviewing the form and updating inventory records as appropriate, and working with the WIC Clinic to resolve any differences that might exist. The Contractor shall determine with the State the timing and approach for the inventory verification process. Please see Section 3 of Attachment L1 – Bidder's Library for an example of the form that the Contractor would provide to WIC Clinics to facilitate the Inventory Verification process.

WIC Inventory Verification Check List			0801 - Elkhart County WIC Program		
WIC-IPAD-023					
Vendor Name	Part	Serial # /	Yes	No	Do you have this Explain
Brother	Brother DSMobile Sheetfed Scanner - 600 dpi Optical - 24-bit Color - 8-bit Grayscale - 16 ppm (Mono)	XXXXXXXXXX			
Brother	Brother DSMobile Sheetfed Scanner - 600 dpi Optical - 24-bit Color - 8-bit Grayscale - 16 ppm (Mono)	XXXXXXXXXX			
HP - PPS	CTO Build ProBook 450 i5 8GB Memory 256GB SSD Windows 11 4-year ADP Protection	XXXXXXXXXX			
HP - PPS	CTO Build ProBook 450 i5 8GB Memory 256GB SSD Windows 11 4-year ADP Protection	XXXXXXXXXX			
HP - PPS	CTO Build ProBook 450 i5 8GB Memory 256GB SSD Windows 11 4-year ADP Protection	XXXXXXXXXX			
HP - PPS	CTO Build ProBook 450 i5 8GB Memory 256GB SSD Windows 11 4-year ADP Protection	XXXXXXXXXX			
HP - PPS	CTO Build ProBook 450 i5 8GB Memory 256GB SSD Windows 11 4-year ADP Protection	XXXXXXXXXX			
HP - PPS	CTO Build ProBook 450 i5 8GB Memory 256GB SSD Windows 11 4-year ADP Protection	XXXXXXXXXX			
Interlink Electronics	ePadlink ePad-ink Electronic Signature Capture Pad	XXXXXXXXXX			
Interlink Electronics	ePadlink ePad-ink Electronic Signature Capture Pad	XXXXXXXXXX			
Interlink Electronics	ePadlink ePad-ink Electronic Signature Capture Pad	XXXXXXXXXX			
Interlink Electronics	ePadlink ePad-ink Electronic Signature Capture Pad	XXXXXXXXXX			

WIC Inventory Verification
Date: XX/XX/XXXX
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7.2.3.Inventory Transition

The Contractor must coordinate with the incumbent WIC MIS contractor and the State to plan and execute the transfer of all INWIC-owned equipment, electronic inventory, and other equipment related records in the possession of the current WIC MIS M&O vendor. The State will be responsible for providing current electronic inventory information to the Contractor during the Project Kick-Off.

7.3. Hardware and Software Support for WIC Clinics

The Contractor shall be responsible for providing system hardware support for all system users at the local WIC Clinic level as few WIC Clinics have on-site technical staff that are available to them. The Contractor shall also be responsible for providing support for software that is configured by the Contractor (e.g. Windows operating systems, Sophos, remote access software). Local WIC Clinic users will contact the Contractor's Help Desk for all hardware questions using the same toll-free number as for system support. Help desk/hardware and software support staff should be trained accordingly. See Section 2.2 for Historical Hardware and Software Help Desk Data. Please note that system users at the local WIC Clinic level are not State staff.

Local WIC Clinics may also supply their own hardware and software, but the Contractor is not responsible for non-WIC-owned hardware and software.

7.3.1. Hardware and Software Support Website

The Contractor shall develop and maintain a website for system users to download drivers, view an accurate and detailed inventory, and obtain other equipment related information. Please see the image below to view the incumbent contractor's WIC hardware and software support website homepage as an example of the type of information that may be made available through the website. The Contractor shall work with the State to determine information that must be available through the Hardware Support Website.



7.3.2. Replacement Equipment

The Contractor shall attempt to resolve hardware problems remotely over the telephone with clinic staff (or through remote access per Section 6.6.4) where possible. If the hardware issue cannot be resolved and replacement equipment must be shipped by the following timeframes:

- Requests for replacement hardware received by 3:00 pm ET Monday through Friday must be shipped the same day for next business day delivery.
- Requests received after 3:00pm ET must be shipped the next business day for next business day delivery.

- There will be no shipping on Saturdays, Sundays, or applicable holidays (see Section 6.6.1).

Please note, not all WIC Clinics share the same operating schedule. Therefore, the Contractor shall coordinate with a contact at the local WIC Clinic to determine an appropriate delivery day.

7.3.3. Hardware Configuration and Set-Up

The Contractor shall fully configure and set up all laptops, tablets, and iPads to the extent determined by the State during project kick off so that clinic staff will only need to 'plug and play.' Explicit written instructions and telephone support must be provided to the sites to assist with installing all equipment. Costs associated with hardware configuration and set-up, including applicable warranties and shipping costs for the shipment of hardware from the manufacturer to the Contractor depot, shall be included in the Contractor's invoice for the hardware purchases unless otherwise approved by the State. Note: Sophos or other anti-virus software identified by the State must be installed on all computers, tablets, and iPads prior to shipment to local clinics.

In the event a local WIC Clinic or Agency has its own IT staff, the Contractor will work with the clinic or agency to provide equipment in the format the IT staff require.

7.3.4. Defective Equipment

All defective equipment that is being replaced will need to be returned by the WIC Clinic to the Contractor. The Contractor shall include a return pre-paid shipping label with the replacement equipment so that the WIC Clinic can easily return the defective equipment when appropriate. For any equipment still under warranty, the Contractor will pursue warranty work on behalf of the State directly with the manufacturer.

The Contractor shall be responsible for disposing or recycling defective equipment as needed. The Contractor shall comply with Indiana Code 13-20.5, and any other state or federal laws regarding electronic waste. The Contractor shall ensure all hard drives on defective, decommissioned equipment are sanitized of data or physically destroyed.

7.3.5. Hardware and Software Support Plan

The Contractor must provide a Hardware and Software Support Plan that details how the Contractor shall provide hardware and software support services. The Hardware and Software Support Plan should address all of the above elements. The Hardware and Software Support Plan must be submitted to the State for review and approval not later than 60 days from Contract execution. The Contractor's Hardware and Software Support Plan must also describe how the Contractor shall ensure that Microsoft and anti-virus software updates are conducted in a regular and timely manner.

8. SDLC Approach

For this Contract, the Contractor shall use a Hybrid Agile project management methodology. This methodology shall break the project into smaller work efforts to realize the following goals:

- Development and deployment of a functioning component(s) at the end of every iteration that build upon each other
- Frequent demonstrations of completed components
- Stakeholder support for the system throughout the life of the project

- Detection of dependencies, risks, and/or issues as early as possible to make course corrections.
- Early detection of missing, incomplete, or inaccurate requirements
- Early detection of flaws and vulnerabilities
- Adherence to approved project schedule deadlines

The Contractor shall provide the services and deliverables described in this section unless otherwise approved by the State. Please note that in some cases, with the State's approval, a specific Enhancement may not require all the listed deliverables, and similarly, some more complex Enhancements may require more deliverables. These details will be determined in the Change Request process. Deliverables shall be on time, on budget, consistent in formatting and content, and meet the user-defined request. The State will monitor compliance with these standards and address consistently poor performance.

8.1. SDLC Phases and Deliverables

Overview of SDLC Five Core Meetings Framework. The section below describes the State's approach to Enhancements and M&O releases using a five-meeting framework. For each SDLC activity, the Contractor shall meet with the State for the following five core meetings:

- 1) Review Proposed Release Scope
 - a) Led by the State project manager and program area managers
 - b) Objective: Each program area leads a review of their proposed tickets
- 2) Define Development Tasks
 - a) Led by the Contractor project lead
 - b) Objective: The Contractor leads a review of each ticket to clarify requirements, discuss potential unanticipated impacts and provide the number of hours estimated for the effort.
- 3) Define Test Strategy
 - a) Led by the State and Contractor testing team
 - b) Objective: The State and Contractor testing teams will discuss the testing strategy for tickets in scope.
- 4) Discuss UAT Findings
 - a) Led by the State testing team
 - b) Objective: The State testing team will provide a high-level update of UAT findings and review complex findings in detail with the team.
- 5) Meeting 5: Go-Live Touchpoint
 - a) Led by the State project manager
 - b) Objective: The State project management team will revisit the scope and the implementation approach, review any open defects/issues and ask each stakeholder (Contractor included) if they approve Go Live the date set.

Please note the following:

- For Enhancements SDLC work, Meetings 1 and 2 are to be addressed during the Change Impact Analysis preparation activity
- For M&O SDLC work, it is expected that some steps detailed in Section 8 may not apply. See the table below for SDLC steps that the State expects to take place for M&O related

releases and/or Enhancements related releases. The State reserves the right to modify the steps for any given M&O-related release based on the complexity of the release.

Table 15. SDLC Phases and Applicable Steps

SDLC Phase	M&O SDLC – Applicable Steps	Enhancements SDLC – Applicable Steps
8.1.1. Kick Off and Planning	c	All, unless otherwise approved by the State
8.1.2 Requirements	a, b, c, e, f	
8.1.3 Design	a, c, d, f, g, h	
8.1.4 Development	a, b, c, d, e, f	
8.1.5 Testing	a, b, c, j n	
8.1.6 Training of System Modifications	Yes	
8.1.7 Defect Management	b, c, d, e, f	
8.1.8 Implementation	Yes	
8.1.9 Post-Production Support	Yes	

8.1.1.Kick Off and Planning

The Contractor shall be responsible for the following activities:

- Work with the State to finalize a detailed project schedule, staffing plan, and other necessary planning documents required through the Change Request Process.
- Document project estimates and completion date and testing needs.
- Participate in the State SDLC process, Meeting 1

8.1.2.Requirements

The Contractor shall be responsible for the following activities:

- Through data gathering efforts with the State, develop requirements documents including the product backlog with user stories, functional and non-functional requirements, release plan, and sprint backlog. Additional supporting documentation shall also be included as necessary by the Contractor or the State.
- Incorporate relevant security requirements based on State policies and Federal security requirements, including but not limited to FNS Security Requirements (see FNS Handbook 901).
- Conduct requirements validation to confirm the completeness and accuracy of all requirements.
- Manage and update the requirements documents throughout the term of the Contract.
- Track and maintain a record of changes to requirements and development artifacts for the historical record and certification traceability.
- Participate in the State SDLC process, Meeting 2

Deliverables

- Requirements documents (functional and non-functional requirements, product backlog with user stories, etc.) relevant to the SDLC activities approved by the specific system change.

All deliverables in this subsection must be approved by the State before design begins.

8.1.3.Design

The Contractor shall be responsible for the following activities:

- a. Lead architecture, design, and development discussions. Factor in user interface (UI) and user experience (UX) considerations for each user type into the design process and outputs.
- b. Organize and conduct design sessions with subject matter experts to develop the detailed system design.
- c. Provide input and conform to the direction of State IT standards.
- d. Facilitate design sessions required to support system development and interfaces.
- e. Develop the overall System Architecture Design suite, comprised of the following components, which must receive IDOH approval:
 - Architectural System Design
 - Interface design
 - Database design that includes creation/maintenance of a logical data model, data definition/dictionary, rep standards, and data security standards
- f. Develop forms and reports design according to stakeholder requirements.
- g. Develop/update detailed functional design, including business rules documentation.
- h. Develop the technical environment specifications, including all necessary hardware, software, and tools requested or required for implementation
- i. Develop and implement a comprehensive Security Plan that incorporates Federal (FNS), State IOT, and applicable security standards, including NIST and HIPAA. The plan must address role-based access control, data encryption at rest and in transit, secure software development practices, vulnerability assessments, and regular security testing. It must include threat modeling, audit logging and monitoring, incident response planning, and compliance with privacy regulations. Security measures should extend to APIs, third-party integrations, remote access, and ensure multi-factor authentication, with provisions for ongoing training and secure system maintenance

Deliverables

- Design documents including (where applicable) forms and reports design, functional design, technical environment specifications, and System Security Plan
- Updated system artifacts where any artifact is impacted by the Enhancement or change.

Sign-off must be obtained from designated approvers prior to commencement of development and configuration.

8.1.4.Development

The Contractor's development approach must incorporate appropriate government and industry best practices and be in accordance with the approved standards. The Contractor shall be responsible for the following activities:

- a. Apply consistent development standards including coding, database, and field naming conventions, in alignment with industry standards.
- b. Perform necessary configuration, development, and unit testing required to implement the functional and technical design.
- c. Maintain the product backlog.
- d. Provide and implement application lifecycle management processes to manage requirements through the entire application lifecycle.

- e. Conduct regular demonstrations of functionality throughout development to ensure State visibility and approval.
- f. Run all National Institute of Standards and Technology (NIST) RA-5 security vulnerability tools beginning in this phase to ensure all flaws and vulnerabilities are resolved throughout the remaining phases, before go-live of any artifacts to production. As part of this phase, the Contractor shall also use NIST SI-2 techniques to support identification and triage of system flaws as well as flaw remediation. This process should align with the Security Plan developed during design.
- g. Ensure all code changes or enhancements are scanned before deploying to QA.
- h. Testing must be completed in the QA environment before moving such changes into the production environment.
- i. All identified violations or vulnerabilities must be fully remediated and tested before deployment.

Deliverables

- Configuration documents
- System documents, including updates to existing impacted documents
- Unit testing results documentation

8.1.5. Testing

The Contractor is responsible for providing thorough quality assurance testing of all software releases, reference database table updates, bug fixes, and other system changes. The Contractor shall be responsible for the following activities:

- a. Comply with industry standard SDLC testing standards.
- b. Comply with all applicable testing requirements required by FNS per the FNS Handbook 901.
- c. Participate in the State SDLC process, Meeting 3: Define Test Strategy
 - i. Identification of the specific test environment that will be utilized
 - ii. Definition of test philosophy (including objectives, required levels or types of testing, and basic strategy)
 - iii. Strategy for assisting the State in conducting “what if” analysis testing
 - iv. Explanation of how the testing will satisfy specific objectives and demonstrate that the requirements are met
 - v. Identification of the design modules that will undergo control or data flow analysis
 - vi. Processes and procedures that will be used for releasing and reviewing testing results
- d. Identification of the following for each testing cycle: facilities/tools to be used, staff/resources, method for review of test case and procedures, configuration management, procedures for releasing test results, test data refreshes, planned testing environment, entrance and exit criteria that determine whether a phase of testing has been completed (including criteria such as number and types (severity) of defects), and pass/fail criteria.
- e. Manage the following test cycles, tracking progress and producing progress and quality reports: construction and unit test, system test, performance test, regression test, system integration test, interface test, load test, security test, usability/accessibility test, system end-to-end test, conversion test, Operational Readiness Review (ORR), implementation test, and production/smoke test
- f. Develop test scripts covering all functionality for each testing cycle in collaboration with the State. Assist IDOH in developing UAT test scripts when requested.

- g. Support the testing environment including, but not limited to, creating the test datasets, creating de-identified test data sets, and resetting the test data to support the re-running of test scripts.
- h. Train State staff involved in testing on the system and test procedures so that they are prepared to fulfill their duties if they are unfamiliar with the role, process, and tools.
- i. Participate in the State SDLC process, Meeting 4: Discuss UAT Findings
 - i. Support the State in completing user acceptance testing for software releases, bug fixes, and other system changes
- j. Automate testing where possible. Utilize automated testing tools to increase test execution speed and accuracy within the testing phases.
- k. Run validation and testing software against externally facing Internet applications to help identify potential security issues and repair any deficiencies found during this testing.
- l. Refine, update, and make available all test documents, procedures, and scripts throughout development and through full acceptance to reflect the current requirements.
- m. Provide defect management tool(s) and procedures for tracking, managing, and reporting system defects during testing. See Section 8.1.7 for more information on Defect Management.
- n. Include in testing documentation: traceability to requirements, environments being used, test scripts and plans with test cases and expected results, and identification of defects with plans for correction.

Following sign-off for all steps in testing, the State must provide a formal 'Go' Decision for the change to be promoted to the production environment. This decision occurs in the State SDLC process Meeting 5: Go Live Touchpoint. If there are minor issues (i.e., resulting in less than 100% positive results), the State may choose to approve the release to production and the Contractor shall resolve defects on a State-approved timeline post-release.

Deliverables

- Test Scripts
- Test Data Sets
- UAT Training Sessions
- Testing Results Report for each test stage no later than two (2) weeks following the completion of each test's performance
- Updated Requirements Traceability Matrix to show test cases/scripts pointing back to requirements

8.1.6. Training on System Modifications

The Contractor shall provide training for all new system modifications for State testers, WIC staff, and other users as required by the State in writing in the Change Impact Analysis. Training shall occur before deployment unless otherwise specified by the State. Training needs shall be determined in discussions with the State and training location and techniques will be approved by the State.

8.1.7. Defect Management

Defect management requirements are highlighted in this section, but the full details of defect management will be expanded upon in the Defect Management Plan, which will be finalized with the Contractor upon project initiation. For each Enhancement, release, or other system update, the State will determine the desired approach for which defect severity levels will be allowed to be present when moving to Production. At a minimum, the Contractor must fulfill the following responsibilities:

- a. Develop a Defect Management Plan in conjunction with the State.
- b. Assist with categorizing the defect by severity level (see table below) in the Contractor's defect management tool. The State will approve the severity level of each defect. The severity level designation of each defect is ultimately IDOH's decision. The Contractor shall not change a Severity Level without prior approval from the State.
 - a. Please note in the table below the Acknowledgement & Planning timelines for pre-production defects. These timelines refer to the time within which a plan for defect resolution shall be created by the Contractor and approved by the State.

Table 16. Defect Severity Levels

Severity Level	Description	Acknowledgement & Planning Timeline (Pre-Production Defects)
Critical	A major functional piece that is broken with no acceptable workaround*, an issue that affects several areas, a security issue that jeopardizes system and user data, or an issue that jeopardizes data integrity. The issue causes significant risk to the daily operations of the program.	Within one (1) business days of identification
High	A component that does not function as expected/designed or causes other functionalities to fail to meet the requirements (acceptable workaround* is not available).	Within two (2) business days of identification
Medium	A defect that affects minor functionality or non-critical data (acceptable workaround* is available).	Within the timeframe determined in coordination with the State
Low	A defect that does not affect functionality or data. It does not impact productivity or efficiency.	Within the timeframe determined in coordination with the State

**A workaround is a temporary fix that resolves the issue caused by the defect through software or programming and allows all other affected functionalities to operate as needed.*

- c. Resolve defects according to the expected timelines stated in Table 16. Defect Severity Levels.
- d. Log defects in a well written manner and minimize the need for clarifications. Where possible, the tester should include screenshots of the error, videos of the test process that resulted in the subject defect, or similar information that will allow the State to assess the defect and the Contractor to design and develop a complete fix.
- e. For defects where any clarification is required, the tester and/or SMEs (from State and/or the Contractor) will discuss in daily standups. The State will be kept informed on defect status through dashboards within the defect management tool.
- f. For defects identified during unit testing, the Contractor shall fix the defect during the current sprint they are found.

Deliverables

- Defect Management Plan
- Defects log and reporting

8.1.8.Implementation

Implementation is managed by the assigned State WIC Project Management resource. As preparation for implementation, the Contractor shall participate in the State SDLC process Meeting 5: Go Live Touchpoint during which, the state assigned project manager will lead a discussion to revisit release scope, determine implementation approach and required deliverables, review open defects and issues, and gain approval from all identified project stakeholders. All documentation will be stored in a State approved repository (see Section 6.3.1). The State retains formal and final authority to accept and approve the Contractor's deliverables.

8.1.9.Post-Production Support

The Contractor shall be available for support at the start of the working day (8:00 AM ET) immediately following the implementation of any system Enhancements and modifications to assist WIC staff in handling any Help Desk calls related to the changes including updates, fixes to module screens, and other related tasks.

The Contractor shall be prepared to uninstall a release and revert to the previous working system state if significant problems are encountered and the State approves the reversion.

9. Project Management

The following subsections identify the Project Management expectations for the Contractor participation. The State and its project management resources set and manage the overall governance and monitoring structure, including the prioritization of tasks, issue resolutions, and risk mitigations for the INWIC Systems. The State's WIC project management and OTC teams will be closely involved in day-to-day operations and coordination with the Contractor.

The WIC project management team oversees vendor management, engaging OTC as needed. Depending on the issue, the OTC PM Team supporting WIC is responsible for real-time troubleshooting and coordination with the MIS, EBT, and IOT teams. OTC provides updates and guidance on projects and changes initiated by their office and IOT that impact INWIC systems and processing.

The Contractor shall support the State in maintaining an efficient and effective governance structure by providing best practices and/or insights from previous experience maintaining and operating systems similar in size and scope.

9.1. Project Management Plan (PMP)

The Contractor shall provide services in alignment with an approved PMP, which outlines the project management approach that will be used for this project. The PMP must detail the proposed levels of staffing, including technical staff, to ensure all Enhancements and ongoing

operational tasks and responsibilities are completed in a timely and accurate manner. The PMP shall be comprised of the sub-plans described below but may include any other additional information related to the Contractor's approach to schedule management, budget management, quality management, requirements management, process improvement, resource management, risk management and mitigation, issue identification and resolution, tracking of service level related metrics, and preparation of status reports.

The Contractor must deliver the PMP and the corresponding subsidiary plans within thirty (30) calendar days of the Contract start date for State approval. The kick-off meeting covers the items necessary for the Contractor to complete the PMP. Subsidiary plans must be integrated into the PMP and are described in the subsections below.

- **Communication Plan:** the Contractor must develop a Communication Plan that addresses timely and appropriate generation, collection, and dissemination of project information. The Communication Plan should account for all stakeholders involved in the project, including the State, other related State contractors, the Contractor and its subcontractors, WIC Agencies and Clinics, authorized vendors or providers, and local and Federal partners, as applicable. The Communication Plan shall detail how communications among and between stakeholders will be delivered and managed. At a minimum, it must include the following:
 - a. Project team roles and responsibilities
 - b. Escalation contacts and process
 - c. Communication channels (diagram format)
 - d. Communication protocols and procedures for reporting project issues to State stakeholders
 - e. Any communication deliverables
 - f. Process for coordinating, scheduling, and running remote and in-person meetings
- **Project Schedule:** the Contractor must develop an initial Project Schedule in Microsoft Project that includes a detailed listing of scheduled activities, timeframes, and high-level estimates of effort. It must contain appropriate version control to establish the initial baseline and changed versions. Subsequent work schedule updates must include the original baseline as well as the current start and finish dates and the percentage completed for the activities. Changes to the baseline must be justified and approved by the State or its designee as part of the formal change management process.
- **Change Management Plan:** The Contractor must work with the State to develop a Change Management Plan, in alignment with the State's Change Request Process, to establish the change management roles and responsibilities, policies, guidelines, processes, and procedures necessary for controlling and managing changes during the life of the project. The Change Management Plan must include the use of a change management tool for changes made to the existing production system during project implementation, thus ensuring the system incorporates all applicable changes at the time of deployment.

The Change Management Plan must include a Configuration Control Plan. The Configuration Control Plan shall address the proposed methodology and tools for managing configuration control throughout the project. The Contractor must execute and maintain the Configuration Control Plan throughout the project. Any deviation from this plan must be approved in writing by the State prior to the change. At a minimum, the methodology must include:

- a. Decision and communication processes required before configuration changes can be made
- b. Technical and security architecture, including:
 - o Server - physical and logical hardware, environments, capacities, and performance specifications
 - o Networking equipment and schema
 - o Software, including system/operational/utility/diagnostic, and application
 - o Database
- c. Version/release numbers of all proposed software and schedules for the implementation of all architecture components in all environments (Production, QA, etc.)
- Issue Management Plan: the management of project issues through issue identification, tracking, and resolution is a key activity that must be maintained throughout the life cycle of the project. The Contractor must have a methodology for tracking issues through resolution and communicating resolution to the relevant project stakeholders. The Contractor must work cooperatively with the State to agree on the process and tools for documenting and maintaining issue information. Data generated by the agreed upon issue-tracking tool will be up to date and made available to the State.
- Quality Assurance and Risk Management Plan: the Contractor shall provide a Quality Assurance and Risk Management Plan. At a minimum, it must define quality assurance and risk management procedures covering such topics as identification, analysis, planning, tracking, control, and communications of risks. If the Contractor fails to fulfill any of its contractual obligations, the State reserves the right to enforce the terms of the contract through a corrective action plan (CAP) or payment withholding as described in Section 14.
- Software Enhancement Approach: the Contractor shall provide a Software Enhancement Approach document, which describes the administrative and technical procedures to be used throughout the software development life cycle (SDLC) to control Enhancements and releases of the software. This deliverable will describe how the Contractor will control software Enhancements with different schedules for different functionality.

9.2. Independent Verification and Validation Services

If the State decides to add Independent Verification & Validation services as part of this engagement, the contractor will copy the Indiana Department of Administration (IDOA) – Independent Verification & Validation (IV&V) team member(s) on all project related communications (emails, meeting invites, collaboration tools, etc.) and will grant access to all documents and deliverables throughout the term of the contract.

9.3. Project Status Meetings

The Contractor must meet with the State program team's Project Management resources to provide status updates weekly or as otherwise requested by the State. Project status meetings will include information on all planned, ongoing, and completed project activities, as well as any noncompliance with Performance Metrics. This will be used to review key information and must include the Contractor's Project Lead, other Contractor staff as needed, and the State. The Contractor must be prepared to address all schedule and resource related elements.

The Contractor may also be required to provide written Status Reports occasionally. At a minimum, Status Reports must include:

- a. Project Schedule updates

- b. Current and anticipated tasks/deliverables, including any notification of schedule slippage
- c. Risk tracking log with risks and risk mitigation strategies
- d. Status of open incidents by Incident Priority Level and the length of time each has been open
- e. Status of open defects by Defect Severity Level and the length of time each has been open
- f. Key staffing changes and identification of Contractor project staff assigned to specific activities

9.4. Deliverable Expectations

The Contractor is expected to ensure all deliverables are submitted on time, complete, error-free, and in alignment with the requirements for the defined deliverable. Deliverable drafts may require additional revisions prior to the review cycle to ensure content is meeting IDOH's needs. Any rejected deliverables will require attentive correction.

9.5. Change Request Process

The Change Request Process shall take place for all Enhancements requested by the State. The Change Request Process must include a formal identification of the impact of any change or correction that modifies scope, deliverables, timeframes, or resource allocations. The process also determines the disposition of the requested change or correction. Ultimately, the Change Request Process helps IDOH estimate impacts, investigate solutions, identify alternatives, update information in project tracking tools, and facilitate decision making. The Change Request Process could be initiated by events such as changes in State or federal legislation, State changes in business processes or policies, new business requirements, Enhancements, or project modifications.

The following Change Request Process shall be used for all Change Requests (CR), unless alternative plans are approved by the State in writing:

- a. CRs are primarily initiated by the State and submitted in writing to the Contractor. The CR will be a high-level description of the desired change.
- b. The Contractor will review the request, request clarifications when needed, and then prepare a Change Impact Analysis for State review and approval within 15 days of receipt of the CR. The Change Impact Analysis will include the Contractor's understanding of the original CR with a higher level of detail than provided in the original CR and include:
 - i. Description of the proposed scope and what is excluded
 - ii. Implementation schedule
 - iii. Justification
 - iv. Priority level (e.g., critical, must-have, desired)
 - v. What release will be impacted
 - vi. System downtime required to implement any change(s), when applicable
 - vii. Cost (may be fixed fee, time and materials with a not-to-exceed cap, or another method as requested by the State)
 - viii. Minimum hardware configurations, including operating systems, required for any Enhancements to the software applications to run at the State Office level and the clinic level, so that the State can verify that existing hardware/ software is sufficient or whether an update is needed prior to Enhancement implementation
 - ix. Other impacts: legal, timelines, resources, risks, other projects, and business activities

- x. Staffing plan (organization chart, staff names and position) and forecasted hours by position
 - xi. Applicable performance standards
 - xii. Security impacts and how they will be addressed
 - xiii. A list of work products or deliverables that the Contractor will submit
 - xiv. Any other requirements requested by the State
- c. The Change Impact Analysis will include the Contractor's understanding of the original CR with a higher level of detail than provided in the original CR and include both the estimated impact to the system and any risks. Additionally, the Contractor shall specify in the Change Impact Analysis which staff shall be responsible for completing the Enhancement work. Where possible, the State prefers that the Contractor assign staff to Enhancements who are not also responsible for performing the base maintenance and operations work of the Contract.
 - d. The State will review and approve the Change Impact Analysis as appropriate and notify the Contractor. The Contractor will then prepare a detailed system design document and cost estimate for the requested change within 30 days of receipt of the State approval of the Change Impact Analysis. Estimates for major Enhancements (over 100 hours) must be completed within 60 days of Change Impact Analysis approval.
 - e. The State will review the estimate, determine appropriate payment milestones, and notify the Contractor within 30 days that it is approved, put on hold, or not approved. Approved estimates will be signed by the State and returned to the Contractor. The Contractor will then sign and return to the State. Please note that larger Change Impact Analyses/estimates may require USDA/FNS approval, which may extend the approval timeline.
 - f. The State and the Contractor will mutually agree upon an implementation schedule for the change once it is approved that takes into account the urgency of the change and the need to meet federal implementation deadlines as appropriate. Approved changes of less than 100 hours shall be implemented within 90 days of State approval while approved changes of 100 hours or more shall be implemented within 120 days of State approval, unless alternate implementation timelines have been agreed to in writing. The Contractor must commence work on changes of 100 hours or more within 45 days of receiving State approval. Generally, the State expects there to be three (3) releases per year that would include non-critical defect fixes and other approved Change Requests/Change Impact Analyses.

Note: All system changes require successful completion of regression testing before the implementation of the change.

9.6. Funding Management

The State may use "spend forward" funds for certain projects. The State has two sources of spend forward funding:

- The State may spend forward up to 3% of its total grant, which includes the WIC Nutrition Services and Administration (NSA) grant plus food grants, in any fiscal year for certain projects. For example, NSA funds may only be used for NSA costs incurred in the next fiscal year.
- The State may also spend forward additional NSA funds up to an amount equal to one-half of one percent (0.5%) of its total grant for the development of the MIS or EBT systems.

There is limited time each year to apply for and spend this funding. Funding requests are normally submitted by the State team in September of each year. FNS normally informs state WIC programs of award approval and funding amounts by Q1 of the federal fiscal year. The funds designated for WIC must be fully spent by the following September because the Federal government's fiscal year runs October – September. Funding is generally available by February– allowing for an approximate 7-month implementation timeframe for the spend forward activities described above.

Decisions related to the type of funding used will depend on Congressional mandates, availability, application timelines, life of the funds, and FNS priorities. The Contractor shall propose projects to use these funds with State approval, carefully factoring in the State's priorities for the INWIC Systems, the available funds, and the small window of time each year that the State can select the projects and use up the funds. Note: These special projects will draw from the Enhancements Pool and shall not take time from the M&O resources.

9.7. Project Roadmap and Software Upgrade and Modernization Planning

The Contractor shall formally meet with the State to provide an overview of available software upgrades at least twice per contract year. The Contractor may recommend software upgrades at any time as part of the Contractor's standard system monitoring and maintenance activities.

The Contractor's agenda must address the following two items:

- a. A review of the Project Roadmap for the INWIC Application and associated portals and mobile apps to promote collaboration amongst State WIC and Contractor staff.
 - i. The Contractor shall meet with the Indiana WIC Program onsite during the first quarter of each calendar year in order to develop, revise, and review the Project Roadmap.
 - ii. The Contractor shall develop an agenda that walks the State team through future goals, the work required to meet these goals, and a modernization path for the coming years.
 - iii. The Project Roadmap review must include all major upcoming maintenance and operations tasks, software development tasks and Enhancements. It must also include cost-sharing opportunities and recent implementations in other states.
 - iv. The development of the Roadmap shall be informed by outputs from the software upgrade presentations. The Project Roadmap shall be updated at the direction of the State.
- b. Recommended upgrades, including, but not limited to, platform upgrades, new software versions, and enhanced features and functionality. Other required components of the presentation are as follows:
 - i. The Contractor shall be responsible for identifying and presenting Contractor-developed upgrades.
 - ii. The Contractor's Project Lead must coordinate with the Contractor's national product leaders where such features may be discussed and bring them to the State for consideration.
 - iii. The presentation must describe each potential upgrade's impact on current system configurations and any successful implementations in other states. During the presentation, the Contractor shall also provide the State with information on ad hoc reports and queries developed for other state accounts. At

the State's request, any such report shall be available as a standard query for the State at no additional cost.

Please note the following considerations for software upgrades:

- The State must approve all software upgrades, and in the event that the State does not approve the software upgrade, the Contractor must fully support the system and its functionality as is.
- All upgrades must be fully and successfully tested, through regression testing and other types of testing as deemed necessary by the State, before migration to production. For the implementation of approved software upgrades, the Contractor must work with the State to assess system impacts, mitigate risks, minimize downtime, and coordinate the release of the upgrades with regularly scheduled maintenance.

10. Project Staffing

10.1. General Staffing Requirements

- a. The Contractor shall provide dedicated qualified staff as needed to complete M&O services and Enhancement projects and meet contractual performance metrics. If the Contractor needs to adjust the number and mix of resources over time to successfully complete the contractual scope of services, the Contractor cannot increase costs to the State over any agreed-upon fixed fees. The State expects the Contractor to use their experience to determine the necessary mix and level of staffing needed. The Contractor shall meet the following requirements:
- b. If requested by the State, remove staff within two (2) weeks of the request for removal, or sooner if requested by the State, and be replaced within thirty (30) calendar days after the position is vacant, unless a longer period is approved by the State. During the course of the Contract, the State reserves the right to require replacement of any Contractor employee or subcontractor employee found unacceptable to the State. Reasons for unacceptability include, but are not limited to, the inability of the individual to carry out work assignments or unsatisfactory job performance as determined by the State.
- c. Identify and immediately dismiss any employee with a background unacceptable to IDOH.
- d. Identify, report, and resolve performance issues for its entire project staff including but not limited to employees and subcontractors.
- e. Ensure all Contractor project staff shall work locally from within the continental United States, unless otherwise approved by the State.
- f. Provide and maintain a current staffing plan that identifies the personnel who will be used to fulfill the contractual services. Staffing plans must address the following:
 - i. Job title, qualifications, and descriptions for each staff position
 - ii. Subcontractor staff and responsibilities, if necessary
 - iii. Contractor performance evaluation and progressive disciplinary policies
 - iv. Plans for the replacement of departing temporary and permanent staff
 - v. Updated organizational chart that shows the reporting structure and responsibilities of Contractor's staff and any Subcontractor staff.
- g. Ensure data security and PHI and HIPAA protection by carefully guarding access to work areas and the INWIC Systems
- h. All Contractor and subcontractor staff must be physically located in and working from the United States.

10.2. Vital Positions

To ensure the quality and consistency in the delivery of services, the State requires specific Vital Position roles be included on the Contractor's team.

Vital Positions are subject to approval by the State. The Contractor may not make any temporary or permanent changes to Vital Positions without at least three (3) weeks prior notice to the State and the State's prior written approval.

With any Vital Position change, the Contractor shall submit the resume and references for a proposed replacement no later than fifteen (15) business days from notification of a resignation or request for removal or within a time frame agreed upon by the State. The replacement shall be of equal or greater ability and qualifications. State approval must be received prior to placing the replacement staff member on the project team. The State may also request a meeting with the proposed replacement before providing approval.

The table below provides a listing of program-specific Vital Positions for the Contractor's team. It outlines the State's perspective on minimum Contractor Roles and preferred qualifications necessary to support this project but is not intended to define specific positions which will be required. Vital Positions shall be available onsite at the State's offices when requested with two (2) weeks in advance by the State during which the length of stay will be determined.

Table 17. Vital Positions

Role	Description	Qualifications
Project Lead	<ul style="list-style-type: none">• Responsible for coordinating the overall project tasks• Serves as the single point of contact between the Contractor and the State for all communications on all system-related issues and serve as a liaison for the State project management team• Ensures performance metrics are sustained, and deliverables are submitted on a timely basis• Available during entire Contract term	Required: <ul style="list-style-type: none">• At least five (5) years of experience managing the maintenance and operations of systems similar in size and complexity to Indiana's INWIC• Project Management Professional PMP Certification• Strong written and communication skills Preferred: <ul style="list-style-type: none">• At least three (3) years of experience with INWIC Systems or state-level WIC programs
Systems Development Manager	<ul style="list-style-type: none">• Manages system Enhancements through design, development, and implementation• Responsible for the development of technical procedures and documentation	Required: <ul style="list-style-type: none">• A minimum of three (3) years of working experience in design and developing web applications Preferred: <ul style="list-style-type: none">• A minimum of three (3) years of WIC Systems experience

		<ul style="list-style-type: none"> • ITIL (Information Technology Infrastructure Library Certification) Service Manager Certification
Database Administrator	<ul style="list-style-type: none"> • Designs, manages, and maintains the INWIC database • Evaluates and optimizes database configurations and access 	Required: <ul style="list-style-type: none"> • At least three (3) years of experience in Oracle database administration
Quality Assurance Specialist	<ul style="list-style-type: none"> • Assists in development and execution of manual and automated testing of new feature and system releases • Responsible for analyzing end user requirements and reported defects to ensure the quality of the system and its performance • Involved in providing quality oversight and coordination of all QA activities 	Required: <ul style="list-style-type: none"> • Possess at least three (3) years of experience testing on projects of this scope and size
Help Desk Manager	<ul style="list-style-type: none"> • Manages help desk support for users, including assisting troubleshooting and resolving technical issues with INWIC 	Required: <ul style="list-style-type: none"> • At least two (2) years managing a systems help desk • Possess strong oral and written communication skills Preferred: <ul style="list-style-type: none"> • Minimum of one (1) year of WIC system experience

10.3. Resource Management Plan

The Contractor shall be responsible for meeting all duties and performance metrics included in this scope and any future Enhancements. Insufficient staff does not constitute a valid reason for failing to meet agreed upon performance metrics and delivery dates; the Contractor is responsible for adjusting staffing levels as necessary to meet the needs of this scope. As such, the Contractor must describe in a Resource Management Plan the processes that deal with planning and managing the Contractor's project team. The Contractor must have processes in place to define, monitor, and control:

- a. Resource loading and leveraging
- b. Roles and responsibilities
- c. Organizational structure and decision-making authority
- d. Project team orientation and training
- e. Knowledge transfer and turnover

10.4. Subcontractors

The Contractor shall be fully responsible for managing all subcontractors used to execute the services of the Contract. The subcontractor(s)'s compliance with all requirements, terms, and conditions shall be the responsibility of the Contractor.

10.5. Facilities and Supplies

The Contractor shall be fully responsible for the costs of their facilities (including but not limited to leasing costs, parking fees, and utilities), and these costs will not be reimbursed by the State.

The Contractor shall supply all hardware, software, accessories, and peripherals for their staff (including any subcontractor staff) that will be necessary to complete the requirements of the Contract. The Contractor shall not invoice the State for these costs. The Contractor is responsible for ensuring use and management of all hardware, software, accessories, and peripherals is compliant with IOT policies, WIC policies, and applicable Indiana policies (e.g., regarding encryption, audit logging, audit processes, and antivirus protection).

11. Enhancements

11.1. Enhancements Pool

The Contractor shall provide enhancement services through a yearly capped Enhancements Pool. The State is not required to use all dollars allocated for the Enhancements Pool for each State Fiscal Year and the Contractor shall not bill for any unused amounts.

Any design, development, and implementation activities needed for Enhancements shall be conducted according to the SDLC processes (see Section 8) and shall be managed via the Change Request Process (described in Section 9.4).

Enhancement Closure Report. After completing the implementation of an Enhancement Project, the Contractor shall deliver an Enhancement Project Closure Report. This report shall include the following, at a minimum:

- Description of the Enhancement Project and any changes to systems and/or workflows
- Key dates associated with Enhancement development, implementation, and troubleshooting
- Open help desk tickets and estimated resolution times
- The State's acceptance of the resolution of all defects/bugs identified during the Software Warranty period for the Enhancement

Warranty. Changes that are needed to fix an Enhancement after it is implemented and that are brought to the Contractor during the Warranty period shall not count towards the Enhancements Pool. Please see Section 12 below for information about the Warranty and see Section 11.4 for information about the Warranty period and billable Enhancement milestone payments.

Backlog Reduction Activities. The State may use some of the Enhancements Pool early in the Contract term for work to reduce the backlog of bugs that the Contractor is expected to inherit during the Transition phase.

Compliance-Specific Expertise. The State may draw from the Enhancements Pool to supplement the M&O team to implement system changes needed to comply with changes in State and federal requirements based on policy changes.

11.2. Potential Enhancements

The State anticipates a few Enhancements that may take place during the contract term. A sample of potential Enhancements are listed below for Respondents' awareness.

1. WUMEI Specification Update. Currently, the INWIC Application interfaces with WIC Connect via WIC Universal MIS-EBT Interface (WUMEI) Specification (June 2012 Version). The Contractor shall provide coding and infrastructure support in updating this interface to meet the updated functional requirements specification of the WUMEI - 2022 Version. For information on WUMEI, please refer to the USDA's website here: <https://www.fns.usda.gov/wic/ebt/mis-universal-interface>.

2. Online Shopping. The State is currently planning for the development of an Online Shopping functionality, which will include coordination with the EBT program. The Contractor shall provide coding and infrastructure support for this Enhancement and the implementation of this Enhancement.

3. Training Environment Integration and Refresh. The State is planning to connect the present INWIC Training Environment with the State EBT vendor's WIC Connect Training environment to include EBT system functionality in the INWIC Training Environment as current training for WIC Clinic staff does not cover relevant EBT system functionality. In conjunction with this integration, the State plans to refresh the training with fresh data and code using a de-identified copy of Production Environment data. This integration and data refresh will allow clinic staff to effectively train on processes that require coordination with EBT.

4. Accessibilities Requirements Update. To maintain compliance with Title II of the Americans with Disabilities Act of 1990 (ADA) and Section 508 of the Rehabilitation Act of 1973, the State anticipates the need for a targeted release of updates relating to these accessibility requirements for the INWIC Mobile Application.

5. Reporting Dashboard. The State is interested in potentially implementing an interactive reporting dashboard with drill down capabilities, which would capture standard report data and could be utilized by State staff. This dashboard would be maintained by the Contractor and regularly updated.

Please note that in some cases, with the State's approval, a specific Enhancement may not require all the listed deliverables as described in Section 8, and similarly, some more complex Enhancements may require more deliverables. Additionally, the State may require the Contractor to fill out a Resource Usage Template (Attachment M) for some enhancements.

11.3. Non-Billable Changes

The items below are considered part of the M&O responsibilities (thus covered by the monthly M&O fee) and not billable at additional costs nor considered an Enhancement.

- a. Changes to reference tables, such as adding a new infant formula or changing a listing in a dropdown box. Reference table changes will still be initiated by a CR from the State and a corresponding Change Impact Analysis from the Respondent, but will not require

the detailed system design document. The Contractor shall be responsible for making all table changes upon State approval.

- b. Corrections to address system defects and performance issues and software upgrades
- c. Changes and additions to federally-required reporting forms and queries
- d. Corrections/defect fixes to correct deficiencies based on the most recently updated published system design documentation (or implemented SMRs/estimates where documentation has not yet been updated)
- e. Resolution of post-production defects or bugs under Warranty (see Section 12)
- f. **Enhancements to meet State and federal policy changes.** The Contractor shall maintain continual federal and State compliance for all INWIC Systems. For this reason, all Contractor costs to implement changes required to maintain this compliance will be considered included in the fixed M&O price of the Contract unless otherwise approved by the State. The Contractor shall provide system Enhancements in response to and as required by official federal findings and corrective action plans at no additional cost to the State.
 - o If the Contractor develops federally mandated system Enhancements, Upgrades, Modifications, Reports, or other service changes for any peer states or political subdivisions where the Contractor operates the same system(s) or versions of the same affected system(s), the Contractor shall offer the same changes to the State at no additional cost unless otherwise approved by the State to utilize the Enhancements Pool.
 - o If new federal laws are introduced which are accompanied with additional funds for State use, the State shall work with the Contractor to determine how and if resulting system changes shall be billable. The Contractor shall further offer and coordinate cost sharing of federally-mandated and other common changes among the State and peer states where applicable.

11.4. Billable Changes

Changes to the system that are above and beyond the project scope as defined in the RFP and the Respondent's proposal will be considered billable and will go through the full Change Request Process and utilize funds in the annual Enhancement Pool. Pricing for Enhancements will either follow the fixed fee deliverables-based approach, a time and materials-based approach based on Contractual hourly rates, or an alternate approach approved by the State through the Change Request Process.

As a default, the State has a strong preference for a fixed-fee deliverables-based approach to pricing all Enhancements. See below for the default milestone-based approach; the final payment structure for enhancements shall be determined by the State during the Change Request Process.

Default Enhancement Milestones Structure (percent breakdown of the total Enhancement cost)

- a. Milestone 1: Requirements Development Successfully Completed – 20%
- b. Milestone 2: Design and Development Successfully Completed – 20%
- c. Milestone 3: Testing Successfully Completed – 20%
- d. Milestone 4: UAT Training Successfully Completed – 10%
- e. Milestone 5: Implementation Successfully Completed – 20%
- f. Milestone 6: State Approves Contractor's Enhancement Project Closure Report – 10%

If services are to be provided in exchange for fixed or not-to-exceed compensation, the Contractor is solely responsible for any costs in excess of the specified compensation. The maximum hours invoiced for an individual shall not exceed 40 hours a week, regardless of the number of hours worked by the individual to meet service levels and complete deliverables on time.

11.5. Right to Contract with Other Service Providers

Notwithstanding any other provisions of this Contract, the State may contract with other entities for ancillary services unrelated to the Contractor subscription, code, or maintenance/support.

12. Software Warranty

The Contractor shall provide a 30-day warranty period for new release rollouts, including system releases, Enhancements, and software upgrades. During the 30-day warranty period, the Contractor shall fix any post-production defects or bugs at no additional cost to the State. The labor required for the fixes will not count against the Enhancement Pool for system changes per program. Action may be taken to address consistently poor performance.

- a. The Contractor represents and expressly warrants all services and deliverables provided under this Contract to be free of defects, properly functioning, and compliant with the terms of the Contract at no additional cost to the State. A defect is defined as any deviation from approved system specifications and requirements, including without limitation failure of system code to perform substantially as described in design documents.
- b. The Contractor agrees to provide timely corrections for any defects, discovered and/or reported by either the Contractor, State, or a State contractor during a thirty (30) day warranty period following the release of the Enhancement into production.
- c. The Contractor further warrants that application software and all materials delivered to the State under this Contract will not infringe any patent, copyright, trade secret or other proprietary right of any third party.

13. Turnover

The State seeks to ensure that program stakeholders experience no adverse impact from the transfer of scope to either the State or to a successor contractor when the Contract is complete or terminated early. In addition to the requirements in Attachment B Sample Contract clause 13 (Continuity of Services), the end of Contract turnover requirements in the below table also apply:

Table 18. Turnover Timeline and Responsibilities

Time Until End of Contract Period	Tasks/Responsibilities
Six (6) months	The Contractor must develop and implement a State-approved Turnover Plan covering the possible turnover of INWIC Systems and M&O activities to either the State or a successor contractor. The Turnover Plan must be a comprehensive document detailing the proposed schedule and activities associated with the turnover tasks. The plan shall describe the Contractor's approach, and schedule for transfer of all SDLC and operational artifacts and documentation

	created, maintained, and updated throughout the Contract term. The information must be supplied on a site or media specified by the State and according to the schedule approved by the State. Turnover task requirements and approximate timeframes are provided in the sections below. The dates and data requirements in the following sections are illustrative only and do not limit or restrict the State's ability to require additional information from the Contractor or modify the turnover schedule as necessary.
Five (5) months	<p>The Contractor must transfer the following information to the State or its agent on a site or media acceptable to the State:</p> <ol style="list-style-type: none"> 1. A copy of non-proprietary solution components or database(s) used. Please see Section 36 (Ownership of Documents and Materials) in RFP Attachment B (Sample Contract) and Section 4.2.1 of this Attachment L for requirements regarding ownership of work products; 2. All other SDLC and operational artifacts and documentation, including, but not limited to, test scripts and outputs of performance testing 3. Internal logs and procedures used during the contract to ensure compliance with operational requirements 4. Other documentation including, but not limited to, user, provider, and operations manuals; training materials; and documentation of any interfaces developed to support business activities between contractors 5. All in-progress artifacts and solution components
	The Contractor must begin training State staff or its designated agent's staff, in the M&O activities performed by Contractor staff.
Two (2) months	Shadowing and training activities for the State and successor contractor must be completed at least two (2) months prior to the end of the Contract. The State's turnover of services to the new party will take place two (2) months prior to the end of the Contract. The Contractor shall be available for the last two (2) months of the Contract to provide support as requested by the State. This support will be invoiced according to the contractual hourly rates.

13.1. Turnover Manager

The Contractor shall appoint, with State approval, a Turnover Manager who will manage and coordinate all Turnover activities. The Contractor shall submit their manager's qualifications as part of their Turnover Plan. The Contractor shall not reduce operational staffing levels during the turnover period without prior approval by the State. The Contractor shall not in any way restrict or prevent Contractor staff from accepting employment with any successor contractor. The State will work with the Contractor and successor contractor on the timing of any transition of Contractor staff. The Contractor shall provide to the State, or its agent, within fifteen (15) business days of request all updated data and reference files, scripts, and all other documentation and records as required by the State or its agent.

If the optional Contract terms are exercised during turnover activities, these turnover activities shall shift to the next year. If the turnover is halted due to the State exercising an optional term

extension, invoices will not include Turnover Manager costs after the State's date to halt turnover activities until those activities resume (with the State's approval) in the following year.

Turnover costs will only include the Turnover Manager's costs and the position must be included in the Cost Proposal. Any additional staff costs shall be covered as part of the M&O fees unless otherwise approved by the State.

14. Performance Metrics

In weekly Status Meetings, the Contractor shall discuss with the State instances of noncompliance with Performance Metrics and where the Contractor believes noncompliance was outside of the Contractor's control or responsibility. The State shall ultimately determine whether the instance of noncompliance counts as the Contractor missing the relevant Performance Metric(s).

Monthly Performance Metrics

The Contractor shall include Monthly Performance Metrics in Table 19 in each month's Monthly Performance Metric Report. The report shall include the following fields at a minimum for each Monthly Performance Metric and Quarterly Performance Metrics as applicable:

- Metric Number
- Metric Name
- Metric Target
- Metric Data for Measurement Month
- Metric Target Met (Y/N)

The report shall also include an incident management section that summarizes the State's determinations throughout the month's weekly Status Meetings regarding instances of non-compliance that the Contractor believes were outside of the Contractor's control or responsibility.

Table 19: Monthly Performance Metrics

#	Performance Metric and Target(s)	Performance Deficiency
1	<p>Incident Management and Resolution (production)</p> <p><u>Critical Severity Level</u> Resolution time: Within two (2) hours of identification or resolution time approved by State</p> <p><u>High Severity Level</u> Resolution time: Within one (1) business day of identification or resolution time approved by State</p> <p><u>Medium Severity Level</u> Resolution time: Within five (5) business days of identification or resolution time approved by State</p> <p><u>Low Severity Level</u> Resolution time: Within two (2) weeks of identification or resolution time approved by State</p>	Failure to resolve any incident within the required timeframe

2	<p>Help Desk Response. 90% of all calls must be answered within 60 seconds as measured over a calendar month after request for a live customer service representative (CSR). Please note that a call that is answered but immediately put on hold is not considered answered.</p>	Failure to answer 90% of calls within 60 seconds.
3	<p>Help Desk Ticket Resolution. Resolve all tickets in a timely manner:</p> <ul style="list-style-type: none"> • Tier 1 tickets within one (1) business days • Tier 2 tickets within three (3) business days • Tier 3 tickets within the timeframe approved by the State, following State-approved escalation from Tier 2 to Tier 3 <p>If the resolution due date will be missed, the Contractor must notify the State and the party who submitted the ticket by the due date. Requests must provide sufficient details for identification of individuals, including accurate and complete contact information.</p>	Failure to resolve tickets within the stated timeframes.
4	<p>Production Defect Resolution.</p> <p><u>Critical Severity</u> 98% of all issues/defects in the production environment are corrected within four (4) hours of identification.</p> <p><u>High Severity</u> 98% of all issues/defects in the production environment are corrected within one (1) business day of identification.</p> <p><u>Medium Severity</u> 98% of all issues/defects in the production environment are corrected within three (3) business days of identification, or within an alternate timeline approved by the State.</p> <p><u>Low Severity</u> 98% of all issues/defects in the production environment are corrected within one (1) week of identification, or within an alternate timeline approved by the State.</p>	Failure to correct any defect within the required timeframe
5	<p>Implementation Timeliness (Change Requests Only) The Contractor must meet all milestone timeliness requirements for implementation of changes as described in the corresponding Change Request order.</p>	Failure to meet all timeliness requirements as described in the corresponding Change Request order.

Quarterly Performance Metrics

The Contractor shall include Quarterly Performance Metrics in Table 20 in every third month's Monthly Performance Metric Report.

Table 20: Quarterly Performance Metrics

#	Performance Metric and Target(s)	Performance Deficiency
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6	Voicemail Response Time. All voice messages received during Help Desk business hours must be responded to within 30 minutes.	Failure to respond to a voicemail message within 30 minutes, when the call is received during Help Desk business hours.
7	Help Desk Email Response Time. All emails received by the Help Desk must be responded to within one (1) business day.	Failure to respond to an email message received by the Help Desk within one (1) business day.
8	Non-Billable Change Implementation. For non-billable changes, the Contractor shall implement the changes within the timeframe agreed-upon in writing by the State.	Failure to be 100% timely in implementing Non-Billable Changes.

14.1. CAPs

In the event that the Contractor fails to fulfill any of its contractual obligations, including but not limited to those outlined in the Performance Metrics above, the State will provide written notice of non-compliance (and request for CAP, if appropriate) to the Contractor within fifteen (15) calendar days of the State's discovery of such non-compliance and may request that the Contractor prepare and submit a CAP to the State within ten (10) calendar days of the request.

At a minimum, the CAP must address the causes of the deficiency, the impacts, and the measures being taken and/or recommended to remedy the deficiency and indicate whether the solution is permanent or temporary. It must also include a schedule showing when the deficiency will be remedied, and for when the permanent solution will be implemented, if appropriate (as determined by the State).

The CAP must be submitted under the signature of the Contractor's project executive and must be approved by IDOH and the WIC Program Director. If the recommendations in the CAP are not acceptable to the State, the State may provide suggestions and direction to bring the Contractor into compliance.

14.2. Performance Withholds

M&O Performance Withholds

1. **Withholding Amount:** 15% of the project's monthly invoice amount.
2. For a given month ("invoice month"), the Contractor shall invoice for 85% of the Contractor's monthly M&O fee pending verification of the Contractor's performance against the Performance Metrics described in Section 14.1 for the previous month ("measurement month"). The performance withholding shall be administered as further detailed below.
3. **Monthly Performance Metric Report:** With the invoice for a measurement month, the Contractor shall submit a Monthly Performance Metric Report that measures the Contractor's performance during the measurement month in relation to each performance metric target. The invoice shall include an attestation by the Contractor that the reported data and information is accurate. Verification of Contractor's success or failure to achieve Performance Metrics may be performed by the State or a designated State contractor.

4. **Release of Withhold (Metric Targets Met):** From the State's review of the Contractor's Monthly Performance Metric Report and verification that the Contractor successfully met the requirements for all applicable Performance Metrics in the measurement month, the Contractor may invoice the State for the withheld funds with the subsequent month's invoice (for example, if Contractor successfully meets the Performance Metrics requirements for April, and verification is completed in May, the portion of the April invoice that was withheld can be claimed with the May invoice). Please see the below Table 21 for an example of what this process could look like as well as sample tables that would be included on the invoice for this example.
 - a. Please note, there will not be an opportunity for the Contractor to earn back amounts withheld in the final two months of the Contract.

Table 21: Performance Metric Withholding Example 1 – Metric Targets Met

Month	All Metric Targets Met (Y/N)	Impact on Withheld Funds
April 2025	Y	15% of April fees withheld
May 2025	Y	15% of May fees withheld; Contractor can invoice for April 15% withhold
June 2025	Y	15% of June fees withheld; Contractor can invoice for May 15% withhold

Sample Invoice Tables for Performance Metric Withholding Example 1 – Metric Targets Met

Measurement Month Fee	
Measurement Month	June 2025
Measurement Month M&O Fee (Full Value)	\$100,000.00
Measurement Month Performance Withhold (15%)	-\$15,000.00
Measurement Month Invoice Amount (85%)	\$85,000.00
Release of Prior Withheld Funds	
Release of May 2025 Withhold (State approved)	\$15,000.00
Compliance	
March 2025	Y
April 2025	Y
May 2025	Y
Invoice Fee Calculation	
Measurement Month Invoice Amount	\$85,000.00
Release of May 2025 Withhold	\$15,000.00
Total Amount Due	\$100,000.00

5. **Release of Withhold (Metric Targets Not Met):** If the Contractor fails to meet the requirements for one or more Performance Metrics (“missed Metric(s)”) in a measurement month, the Contractor must submit a CAP to the State (if a CAP is requested by the State) within ten (10) calendar days following the written notice of non-compliance. The State shall review and make reasonable efforts to approve the CAP within ten (10) calendar days of the CAP being received.
- The State will continue to withhold funds applicable to the measurement month until Contractor demonstrates that they have successfully met the missed Metrics for the two consecutive months immediately following the measurement month and that the CAP has been implemented, if a CAP was requested by the State.
 - Following verification that the missed Metric Target(s) have been met for two consecutive months, the Contractor may invoice the State for release of the withheld funds for the measurement month. See Table 22 below for an example of how withheld funds can be earned back after failing to meet performance metric(s) as well as sample tables that would be included on the invoice for this example.

Table 22: Performance Metric Withholding Example 2 – Metric Targets Not Met, Remediated

Month	All Metric Targets Met (Y/N)	Impact on Withheld Funds
April 2025	N	15% of April fees withheld
May 2025	Y	15% of May fees withheld
June 2025	Y	15% of June fees withheld; Contractor can invoice for May 15% withhold
July 2025	Y	15% of July fees withheld; Contractor can invoice for April and June 15% withholds
August 2025	Y	15% of August fees withheld; Contractor can invoice for July 15% withhold

**Sample Invoice Tables for Performance Metric Withholding Example 2 –
Metric Targets Not Met, Remediated**

Measurement Month Fee	
Measurement Month	July 2025
Measurement Month M&O Fee (Full Value)	\$100,000.00
Measurement Month Performance Withhold (15%)	-\$15,000.00
Measurement Month Invoice Amount (85%)	\$85,000.00
Release of Prior Withheld Funds	
Release of April 2025 Withhold (State approved)	\$15,000.00
Release of June 2025 Withhold (State approved)	\$15,000.00
Compliance	
April 2025	N
May 2025	Y
June 2025	Y
Invoice Fee Calculation	
Measurement Month Invoice Amount	\$85,000.00
Release of April 2025 Withhold	\$15,000.00
Release of June 2025 Withhold	\$15,000.00
Total Amount Due	\$115,000.00

- c. If the Contractor fails to demonstrate it has met the missed Metric(s) for two consecutive months following the measurement month, the State shall permanently retain the withheld funds for the measurement month. Withheld amounts permanently retained by the State under this provision are not penalties, but rather the payment of lower amounts for lower quality performance. See Table 23 below for an example of how withheld funds can be earned back

after failing to meet performance metric(s) as well as sample tables that would be included on the invoice for this example.

Table 23: Performance Metric Withholding Example 3 – Metric Targets Not Met, Not Remediated

Month	All Metric Targets Met (Y/N)	Impact on Withheld Funds
April 2025	N	15% of April fees withheld
May 2025	Y	15% of May fees withheld
June 2025	N	15% of June fees withheld; Contractor can invoice for May 15% withhold
July 2025	Y	State permanently retains withheld funds for April; 15% of July fees withheld
August 2025	Y	15% of August fees withheld; Contractor can invoice for July 15% withhold
September 2025	Y	15% of September fees withheld; Contractor can invoice for June and August 15% withholds

Sample Invoice Tables to be Included for Performance Metric Withholding Example 3 – Metric Targets Not Met, Not Remediated

Measurement Month Fee		
Measurement Month	July 2025	
Measurement Month M&O Fee (Full Value)	\$100,000.00	
Measurement Month Withhold (15%)	-\$15,000.00	
Measurement Month Invoice Amount (85%)	\$85,000.00	
Release of Prior Withheld Funds		
N/A		
Compliance		
Month	All Metrics Met	Impact on withheld funds for Invoice Month
April 2025	N	State permanently retains withheld funds for April 2025: \$15,000.00
May 2025	Y	
June 2025	N	
Invoice Fee Calculation		
Measurement Month Invoice Amount	\$85,000.00	
Total Amount Due	\$85,000.00	

All withholdings and penalties need to be remediated and billed by December 31 after the close of the federal fiscal year.

Enhancements Performance Withholds

Performance measures for each enhancement are within (1) Performance Metric 6, which notes the Contractor must meet all milestone timeliness requirements for implementation of changes as described in the corresponding Change Request order, and (2) any performance measures identified via an Enhancement's Change Impact Analysis.

Performance withholds for Enhancements will be addressed by Milestone 6 for billable Enhancements, as described in Section 11.4. For more information, see Section 11.

15. Definitions and Abbreviations

Table 24: Definitions and Abbreviations

Acronym/Term	Meaning/Abbreviation
AD	Active Directory
ADA	Title II of the Americans with Disabilities Act of 1990
APD	Advance Planning Document
APL	Approved Products List
APM	Application Performance Management
BCP	Business Continuity Plan
CAP	Corrective Action Plan
CR	Change Requests
CSR	Customer Service Representative
DRP	Disaster Recovery Plan
EBT	Electronic Benefit Transfer
EIT	Electronic and Information Technology
FFY	Federal Fiscal Year
FNS	USDA Food and Nutrition Service
FRED	USDA Functional Requirements Document for a Model WIC System
FSSA	Indiana Family and Social Services Administration
FPL	Federal Poverty Level
HIPAA	Health Insurance Portability and Accountability Act
IDOA	Indiana Department of Administration
IDOH	Indiana Department of Health
IOT	Indiana Office of Technology
ITIL	Information Technology Infrastructure Library Certification
M&O	Maintenance and Operations
MIS	Management Information Systems
NIST	National Institute of Standards and Technology
NSA	Food and Nutrition Services and Administration
ORR	Operational Readiness Review
PMP	Project Management Professional

QA	Quality Assurance
QPA	Quantity Purchase Agreement
Quitline	Indiana Tobacco Quitline
RBAC	Role-Based Access Control
RPO	Recovery Point Objective
RTO	Recovery Time Objective
SDLC	Software Development Life Cycle
SFTP	Secure File Transfer Protocol
SME	Subject Matter Expert
SMS	Short Message Service
SOC	Systems and Organizations Control
SQL	Structured Query Language
UAT	User Acceptance Testing
UI	User Interface
USDA	United States Department of Agriculture
UX	User Experience
VMON	Vendor Monitoring
WIC	Special Supplemental Nutrition Program for Women, Infants, and Children
WIC Connect	WIC EBT System
WIC-vendors	Authorized grocery-only, grocery and pharmacy, and pharmacy-only retailers
WUMEI	WIC Universal MIS-EBT Interface