

Amended Section 4.33, Appendix F- Schedule F.1, and Section 4.16

4.33 Deliverables

In Phase 1, all deliverable documentation will be initially introduced in an “Outline and Sample Contents” template submitted by the contractor. State staff will approve each template. These templates may also be subject to federal review as well. Each deliverable will follow their respective approved template design.

Each document deliverable must be delivered in ten (10) paper copies, along with electronic copies sent to the two State Project Directors. State staff time is limited on this project especially for deliverable review. The project plan must include sufficient time for serial deliverable review. The contractor must include at least ten (10) business days, per deliverable, in the project plan for State staff to complete a review and to document their findings. Based on the review findings, DHSS may grant approval, reject portions of or reject the complete document, request contractor revisions be made, or may state the inability to respond to the deliverable until a future specified date. Upon each rejection, the contractor will have five (5) business day periods to revise the document. Additional three (3) business day periods shall be required by the State for subsequent reviews whenever revisions are requested or a deliverable is disapproved.

For each application module deliverable, the source code (or executable, in the case of COTS products) will initially be delivered to the IRM Manager of Application Support responsible for the Division (or designee) at the time of UAT. The vendor is responsible for installation in the DHSS test environment with IRM staff present. The vendor must remain on-site to address any errors until the application is successfully installed. The project plan must include sufficient time for:

- Training for the UAT group
- UAT
- Correction of issues uncovered during UAT

The vendor is responsible for developing a test plan and providing UAT test scripts along with each application module.

Both types of deliverables will be reviewed by DHSS and will require formal approval from DHSS, including the two State Project Directors, prior to milestone approval and payment. Formal approval of a deliverable is State approval of the final version. Bidder will include reasonable federal timeframes in the project plan for those deliverables requiring federal review, comment and approval. Also, both types of deliverables will be accompanied by a Deliverable Acceptance Request (DAR) – see Appendix M. The target in deliverable review is to complete the review in two cycles. However, review will need to continue beyond the second cycle if a deliverable still has major defects.

1. In the case of any discrepancy between any deliverable and the Contract, the controlling document shall be the Contract.
2. In the case of any contradiction between deliverables, the contradiction shall be resolved at the sole discretion of DHSS.

NOTE: Deliverables will be reviewed in a sequential manner. A deliverable will not be accepted for review until the preceding deliverable has been approved. This provision does not prohibit a vendor from working on multiple deliverables at the same time.

Deliverables are listed as follows. Milestones are indicated with the Mn designation.

	Project Deliverables & Milestones (M1-5)
Phase 1	Deliverable 1: Detailed Project Plan
	Deliverable 2: Deliverable Document Templates
	Approval of Phase 1 (M1)
Phase 2	Deliverable 3: System Requirement Specifications Document
	Deliverable 4: Detailed Functional Design Document
	Deliverable 5: Detailed Technical Specifications Document
	Approval of Phase 2 (M2)
Phase 3	Deliverable 6: System Integration Test Report
	Deliverable 7: User Acceptance Test Report
	Approval of Phase 3 (M3)
Phase 4	Deliverable 8: Training Materials
	Deliverable 9: Training
	Approval of Phase 4 (M4)
Phase 5	Deliverable 10: Acceptance in Production of All Delivered Modules AND Retailer Transition
	Deliverable 11: Ninety (90) Day Warranty Period
	Approval of Phase 5 (M5)

Except for the initial and final project phases above, vendors may propose a different sequence of phases and deliverables. Schedule F1 of Appendix F (Project Cost Forms) must reflect this different sequence.

Deliverables shown in **bold** are mandatory.

4.33.1 Phase 1

This phase is the kickoff of the project where the overall project planning, project management and schedule are agreed to and the ground rules and expectations are set.

The deliverables in this phase are:

Deliverable 1: Detailed Project Plan

This deliverable is the first update of the project plan submitted with the proposal of the selected vendor. See Section 6.2.4 for a description of this deliverable.

The project plan is a living document and must be updated at least weekly throughout the project to reflect actual project status and timelines. The State must approve any change that results in the change of a milestone date.

Deliverable 2: Deliverable Document Templates

Bidder must work with State staff to design templates for each subsequent document deliverable including but not limited to requirement documents, detailed design documents, training plans, testing plans, status reports, issues tracking, executive meeting summaries and other project documents. These template designs are critical to ensuring that the deliverables and other project documents are in a format agreed to by all parties. Each template must be separately approved by the State. Once the template format is agreed to, the actual project documents will be formatted to match the agreed upon template.

With formal State approval of all deliverables in this phase, the milestone payment (M1) minus 10% holdback may be invoiced.

4.33.2 Phase 2

The deliverable(s) are as follows (Note: Vendors should review the requirements for Phase 2 in conjunction with the type of EBT solution being proposed. If vendor believes certain requirements do not apply, an explanation must be provided):

Deliverable 3: System Requirement Specifications Document

The System Requirement Specifications deliverable will formally document the system requirements for the DHSS EBT system. In order to help produce this document the vendor may need to hold several JAD sessions with DHSS staff. In your proposal please discuss the number of JAD sessions that you will need to gather and document the system requirements. This deliverable should describe in detail the current Delaware business processes. All Delaware specific requirements gathered during JAD sessions must be included in this document regardless if the vendor is proposing a COTS solution that only contains specific functionality.

Deliverable 4: Detailed Functional Design Document

The Detailed Functional Design deliverable will be used to document system functionality. The vendor and DHSS staff will need to hold several JAD sessions to finalize the functional design. This document will include screen designs, user navigation details, report layouts, business rules, security controls and batch processing. This deliverable must also include a Gap Analysis between the Delaware specific requirements in the System Requirement Specifications Document and the functional design of the vendor's proposed system.

Deliverable 5: Detailed Technical Specifications Document

The Detailed Technical Specifications deliverable will be used to document the technical design specifications for processes in the DHSS EBT system. This document should contain file layouts and details of data exchange processes. This document will serve as a tool for DHSS IT staff when they develop processes to interface with the vendor's system. This document should contain data flow diagrams, field names and data types for all batch data exchanges and details regarding any web services available in the vendor's proposed system.

With formal State approval of all deliverables in this phase, the milestone payment (M2) minus 10% holdback may be invoiced.

4.33.3 Phase 3

The deliverable(s) are as follows:

Deliverable 6: System Integration Test Report

Provide a Testing Region for use by State personnel. Describe compliance with required EBT Acceptance Testing – Federal Acceptance Test which includes Database Conversion Trial Runs and Interface Testing, specifically:

- 1) Two (2) trial runs of the data conversion prior to the actual database conversion;
- 2) Testing of the interface with DHSS systems should begin at least two (2) months prior to the functional demonstration, which should include at a minimum:
 - a. Rejection of duplicate files;
 - b. Rejection of duplicate records;
 - c. Detection and correction of transmission errors;
 - d. Rejection of incorrect file headers and footers;

Vendor shall demonstrate that the proposed system successfully interfaces with the State's eligibility determination systems as outlined in deliverable 5

The System Integration Test Report should list issues that were found and fixed during system testing by the vendor. This deliverable will serve as a memorandum for the completion of system integration testing.

Deliverable 7: User Acceptance Test Report

The User Acceptance Test Report should list issues that were found and fixed during user acceptance testing. This deliverable will serve as a memorandum for the completion of acceptance testing and the sign-off to move forward with production implementation.

With formal State approval of all deliverables in this phase, the milestone payment (M3) minus 10% holdback may be invoiced.

4.33.4 Phase 4

The deliverable(s) are as follows:

Deliverable 8: Training Materials

The vendor must provide training materials for DHSS user, clients, and EBT vendors. Printed training materials must be provided in pamphlet format. Training material must be prepared in both English and Spanish. At a minimum the training pamphlet shall include the following:

- Use of the Delaware EBT card at the point-of-sale, including benefit transactions that can be processed at the POS terminals
- Use and safeguarding of the card and PIN
- Card replacement and PIN selection methods and procedures
- Manual Food Supplement transaction procedures
- Guidance on reporting problems with the card or its use and on reporting a lost or stolen EBT card
- Use of the transaction receipt to track balances
- Use of the Speech-enabled Interactive Voice Response (SIVR)
- Customer service functions, including a prominent display of the toll-free Customer Service Help Desk number.

In conjunction with the use of written training materials, the EBT Contractor shall, also, develop an EBT training video for the purposes of state agency training of customers.

Deliverable 9: Training

A. User Training

Training material provided by the EBT Contractor shall cover all of the functionality supported by the EBT Online Admin application for DHSS. The material shall cover accessing the Online Admin functions, security features within the system, and detailed explanation of the screens and functions supported by the Online Admin application.

The EBT Contractor shall provide a training module describing the detail and use of the reports generated by the EBT system.

B. Recipient/Customer Training

Describe proposed training for recipients during the transition covering the topics described in RFP Section 4.20 and those listed below. Describe any ongoing training that will be provided. Describe proposed training for recipients covering the following topics:

- A. Security of card and PIN selection
- B. Benefit issuance schedule
- C. Methods of accessing benefits, including payments to providers / retailers
- D. Procedure for reporting lost, stolen or damaged cards
- E. Possibility of benefits aging-off
- F. Procedure for account balance inquiry
- G. Usage of Interactive Voice Response (IVR) system
- H. Procedure to follow if:
 - 1) Recipient experiences changes in address, income, and other family situations
 - 2) Recipient leaves the State.
- I. Recipients' rights and responsibilities in receiving benefits electronically.

C. Retailer Training

Describe proposed training and delivery format for retailers during the transition covering the requirements in RFP Section 4.21, as well as the following topics:

- 1) Incorrect PIN,
- 2) Potential error messages,
- 3) Damaged cards,
- 4) Customer service hotline,
- 5) Claims and payment procedures,
- 6) Insufficient account balance, if applicable, and
- 7) General POS operation and troubleshooting methods

Describe any on-site, and ongoing, training provided to retailers. Contractor shall ensure that the above topics are included in all written training materials

In their response to subsections B and C, vendors must describe what specific training deliverables shall be included as part of the transition.

With formal State approval of all deliverables in this phase, the milestone payment (M4) minus 10% holdback may be invoiced.

4.33.5 Phase 5

The deliverable(s) are as follows:

Deliverable 10: Acceptance in Production of All Delivered Modules AND Retailer Transition

This deliverable consists of final State approval of all delivered modules and their implementation into production.

At least 80% of the State's EBT only retailers must have access to the EBT system (POS units and all applicable support services) before the start of the Warranty Period, without large geographical gaps between retailers. Vendor shall ensure a mix of retailers from all three counties with a substantially even distribution for urban, suburban and rural client access. Vendor shall provide signed retailer agreements as proof of having met this transition milestone.

Deliverable 11: Ninety (90) Day Warranty Period

As the final deliverable of the project, vendor will supply 90 calendar days of warranty support after the final production implementation of all modules. The first two weeks of warranty support will be on-site. The warranty period provides for issue resolution, bug fixes and system functionality problems with the new system. This support is included in the firm fixed price.

With formal State approval of all deliverables in this phase, the milestone payment (M5) may be invoiced. The total **M5** payment is the sum total of the holdbacks from milestone payments **M1 thru M4**. See subsection **Error! Reference source not found.** for details on project payments.

F1. Project Costs by Deliverables & Milestones

Electronic Benefits Transfer Project Deliverable & Milestone Cost Schedule

Phase	Project Deliverables & Milestones	Deliverable Cost	Phase Cost	Holdback	Vendor Payment	State Share	Projected Date	Actual Date Approved
Phase 1	Deliverable 1: Detailed Project Workplan							
	Deliverable 2: Deliverable Document Templates							
	State Approval of Phase 1 (M1)							
Phase 2	Deliverable 3: System Requirement Specifications							
	Deliverable 4: Functional Design							
	Deliverable 5: Technical Specifications							
	State Approval of Phase 2 (M2)							
Phase 3	Deliverable 6: System Integration Testing							
	Deliverable 7: User Acceptance Test Report							
	State Approval of Phase 3 (M3)							
Phase 4	Deliverable 8: Training Materials							
	Deliverable 9: Training							
	State Approval of Phase 3 (M4)							
Phase 5	Deliverable 10: Acceptance in Production of All Delivered Modules AND Retailer Transition							
	Deliverable 11: Ninety (90) Day Warranty Period							
	State Approval of Phase 5 and Entire Project, Including Holdback From Prior Phases (M5)							
Total Project Cost								
Total Cost								

Holdback Percent	10%
State Share Percent	

The Total Cost shown in Schedule F1 must include all costs (except out year costs) that the selected vendor will be paid by DHSS. If specialized hardware or software will be provided by the vendor, it must be included as a deliverable in the above schedule. Deliverable costs will sum to the Total Project Cost which constitutes the firm fixed price of the contract.

Deliverables in the Microsoft Project plan must match those included in the project cost schedule above.

The modules listed above are those described in the RFP. If a vendor's proposed solution provides the same functionality as described in the RFP, but organizes this functionality in a different combination of modules, the vendor should show its own organization of modules in the above schedule and in Schedules F3 and F4.

Vendors must complete the **Projected Date** column for each milestone and the dates must correspond to the dates provided in the Microsoft Project plan.

Milestone Cost Breakdown

- M1 = Total Cost for Phase 1 deliverables – 10% holdback
- M2 = Total Cost for Phase 2 deliverables – 10% holdback
- M3 = Total Cost for Phase 3 deliverables – 10% holdback
- M4 = Total Cost for Phase 4 deliverables – 10% holdback
- M5 = M1 + M2 + M3 + M4 holdbacks

Costs for each task/deliverable listed must be specified along with the total cost of all tasks/deliverables in each specified phase. Please check all figures for accuracy.

Contractor may invoice for **milestone payments** upon formal approval by the Division and IRM.

Additional RFP Requirements

4.16.13 Log-in and Usage of Administrative Terminal (AT)

- A. Describe a proposal for each of the following:
 - 1) Authorized user log-in,
 - 2) Security,
 - 3) Passwords, and
 - 4) User management.
 - 5) Single sign-on, if available
- B. Include explanation of access to recipient transaction history data:
 - 1) Retain and provide online access to the card transaction history for each recipient
 - 2) Include history of the previous twelve (12) months of activity through the AT (while cumulative recipient transaction history data should be available within the database for a 3 year retention period)
 - 3) Limit data access to authorized DHSS personnel and the pertinent recipient of each account
- C. Ensure that FNS staff has read-only access to the administrative terminal.
- D. Provide a description of overall administrative terminal functionality

4.16.14 Card Issuance

- A. Certify that the new EBT system will have an option to provide clients with a branded magnetic stripe card that clients can use for all benefit types.
- B. Include the USDA non-discrimination statement, "The USDA is an equal opportunity provider and employer" on all new or replacement cards.
- C. Support ISO compliant magnetic stripe card format that:
 - 1. Displays the embossed 16-digit identification number and recipient name on card front.
 - 2. Displays toll-free customer service line telephone number on back
 - 3. Displays applicable assistance websites on back
 - 4. Displays applicable ATM network logos on back
 - 5. Ensure card capability of activating, maintaining and deactivating different benefits for one or more benefit programs at different intervals.
- D. Require no modifications to integrated retailer POS card swipe systems.
- E. Describe in detail the proposed process and procedures for EBT card delivery *by mail*.
- F. Describe in detail the PIN process for new EBT card.
- G. Describe card re-issuance process.
- H. Describe procedures in the event of magnetic stripe failures, as well as any proposed process to minimize card read failures on older cards.

4.16.15 Expedited / Emergency Card Issuance

- A. Describe the proposed process to provide expedited access (as defined in federal and State guidelines) to benefit programs for households meeting eligibility requirements for expedited/emergency issuance.
- B. Comply with State expectations that:
 - 1) The vendor will ensure timely delivery of all cards to recipients within required timeframes.
 - 2) All benefit program cards will be issued by the selected vendor, unless the state decides to issue cards over-the-counter.