



Department of Health

Request for Proposals

RFP #20072

Special Supplemental Nutrition Program for Women, Infants and Children Management Information System and Mobile Applications Maintenance and Operation Services

Issued: May 3, 2022

DESIGNATED CONTACT:

Pursuant to State Finance Law §§ 139-j and 139-k, the Department of Health identifies the following designated contact to whom all communications attempting to influence the Department of Health's conduct or decision regarding this procurement must be made.

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TABLE OF CONTENTS

(Hyperlinked; click to go directly to desired topic.)

TABLE OF CONTENTS 2

1.0 CALENDAR OF EVENTS 4

2.0 OVERVIEW 4

 2.1 Introductory Background 4

 2.2 Important Information 4

 2.3 Term of the Agreement 5

 2.4 Abbreviations and Acronyms 5

3.0 BIDDERS QUALIFICATIONS TO PROPOSE 7

 3.1 Minimum Qualifications 7

 3.2 Preferred Qualifications 7

4.0 SCOPE OF WORK 8

 4.1 NYWIC 8

 4.2 WIC2Go Mobile Application 10

 4.3 CARA Mobile Application 11

 4.4 Vendor Monitoring Mobile Application 12

 4.5 Help Desk Services 13

 4.6 Division of Responsibilities 14

 4.7 Staffing Plan 17

 4.8 Reporting 18

 4.9 Project Management 19

 4.10 System Changes and Documentation 19

 4.11 Information Technology 21

 4.12 Security 21

 4.13 Transition 22

5.0 ADMINISTRATIVE INFORMATION 22

 5.1 Restricted Period 23

 5.2 Questions 23

 5.3 Right to Modify RFP 23

 5.4 Payment 23

 5.5 Minority & Woman-Owned Business Enterprise Requirements 25

 5.6 Equal Employment Opportunity (EEO) Reporting 26

 5.7 Sales and Compensating Use Tax Certification (Tax Law, § 5-a) 27

 5.8 Contract Insurance Requirements 27

 5.9 Subcontracting 28

 5.10 DOH’s Reserved Rights 28

 5.11 Freedom of Information Law (“FOIL”) 28

 5.12 Lobbying 29

 5.13 State Finance Law Consultant Disclosure Provisions 29

 5.14 Debriefing 30

 5.15 Protest Procedures 30

 5.16 Iran Divestment Act 30

 5.17 Piggybacking 30

 5.18 Encouraging Use of New York Businesses in Contract Performance 31

 5.19 Diversity Practices Questionnaire 31

 5.20 Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses 31

 5.21 Intellectual Property 31

 5.22 Vendor Assurance of No Conflict of Interest or Detrimental Effect 31

 5.23 Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination 32

 5.24 Executive Order 16 Prohibiting Contracting with Entities Conducting Business Operations in Russia 32

6.0 PROPOSAL CONTENT 32

| | | |
|-----|-------------------------------|----|
| 6.1 | Administrative Proposal | 32 |
| 6.2 | Technical Proposal..... | 34 |
| 6.3 | Cost Proposal | 39 |
| 7.0 | PROPOSAL SUBMISSION..... | 40 |
| 7.1 | No Bid Form..... | 40 |
| 8.0 | METHOD OF AWARD | 41 |
| 8.1 | General Information..... | 41 |
| 8.2 | Submission Review..... | 41 |
| 8.3 | Technical Evaluation | 41 |
| 8.4 | Cost Evaluation..... | 41 |
| 8.5 | Composite Score..... | 42 |
| 8.6 | Reference Checks | 42 |
| 8.7 | Best and Final Offers..... | 42 |
| 8.8 | Award Recommendation..... | 42 |
| | ATTACHMENTS..... | 43 |

1.0 CALENDAR OF EVENTS

| RFP #20072 – SPECIAL SUPPLEMENTAL NUTRITION PROGRAM FOR WOMEN, INFANTS AND CHILDREN MANAGEMENT INFORMATION SYSTEM AND MOBILE APPLICATION MAINTENANCE AND OPERATION SERVICES | |
|--|------------------------------|
| <u>EVENT</u> | <u>DATE</u> |
| Issuance of Request for Proposals | May 3, 2022 |
| Deadline for Submission of Written Questions | May 24, 2022 by 5:00 p.m. ET |
| Responses to Written Questions Posted by DOH | June 15, 2022 |
| Deadline for Submission of Proposals | July 7, 2022 by 5:00 p.m. ET |
| <u>Anticipated</u> Contract Start Date | January 1, 2023 |

2.0 OVERVIEW

The New York State (“State”) Department of Health (“DOH”) is seeking competitive proposals from qualified Bidders to provide system Maintenance and Operation (M&O) for Management Information Systems (MIS) to support the provision of Special Supplemental Nutrition Program for Women, Infants, and Children (WIC) known as NYWIC as further detailed in [Section 4.0](#) (Scope of Work). It is the Department’s intent to award one (1) contract from this procurement.

2.1 Introductory Background

The New York State (NYS) Department of Health (DOH), Division of Nutrition (DON), Bureau of Supplemental Food Programs (BSFP), administers the Special Supplemental Nutrition Program for Women, Infants, and Children (WIC). WIC provides breastfeeding support, nutrition counseling, health education, health care referrals, referrals to other services, and nutritious foods to approximately 370,000 women, infants and children each month through 90 local providers (hospitals, local health departments and community-based organizations) at 400 service sites. The fundamental purpose of the program is to ensure the health and well-being of income eligible families with young children. WIC provides individually tailored food prescriptions issued to each participant for specific types and brands of foods that meet strict nutrition requirements. These food benefits, valued at over \$300 million annually, can be redeemed at more than 2,800 authorized retail food vendors across New York State. The United States Department of Agriculture (USDA) Food and Nutrition Service (FNS) administers this Federal program

DOH partners with the NYS Office of Temporary and Disability Assistance (OTDA) leveraging the existing Supplemental Nutrition Assistance Program (SNAP) infrastructure for Electronic Benefit Transfer (EBT) functionality for NYS WIC. In addition, DOH partners with NYS Office of Information Technology Services (ITS) for hosting NYWIC in the NYS Data Center located at the SUNY Polytechnic Institute’s College of Nanoscale Science and Engineering (CNSE) in Albany, NY.

2.2 Important Information

The Bidder is required to review, and is requested to have legal counsel review, [Attachment 8](#), the DOH Agreement as the Bidder must be willing to enter into an Agreement substantially in accordance with the terms of [Attachment 8](#) should the Bidder be selected for contract award. Please note that this RFP, the awarded Bidder’s proposal, and Attachment C, Required Clauses for Federally Funded Contracts, will become part of the contract

as Appendix B, C, and W, respectively.

It should be noted that Appendix A of [Attachment 8](#), "Standard Clauses for New York State Contracts", contains important information related to the contract to be entered into as a result of this RFP and will be incorporated, without change or amendment, into the contract entered into between DOH and the successful Bidder. By submitting a response to the RFP, the Bidder agrees to comply with all the provisions of Appendix A.

Note, [Attachment 7](#), the Bidder's Certifications/Acknowledgements, should be submitted and includes a statement that the Bidder accepts, without any added conditions, qualifications or exceptions, the contract terms and conditions contained in this RFP including any exhibits and attachments. It also includes a statement that the Bidder acknowledges that, should any alternative proposals or extraneous terms be submitted with the proposal, such alternate proposals or extraneous terms will not be evaluated by the DOH.

Any qualifications or exceptions proposed by a Bidder to this RFP should be submitted in writing using the process set forth in [Section 5.2](#) (Questions) prior to the deadline for submission of written questions indicated in [Section 1.0](#) (Calendar of Events). Any amendments DOH makes to the RFP as a result of questions and answers will be publicized on the DOH web site.

2.3 Term of the Agreement

The term of the agreement will be for a period of five (5) years commencing on the date shown on the Calendar of Events in [Section 1.0](#), subject to the availability of sufficient funding, successful contractor performance, and approvals from the New York State Attorney General (AG) and the Office of the State Comptroller (OSC).

2.4 Abbreviations and Acronyms

- **APL:** Approved Products List
- **BSFP:** Bureau of Supplemental Food Programs
- **BFPC:** Breastfeeding Peer Counselor
- **BSI:** Bureau of Special Investigation (New York State)
- **CARA:** Case Activity Reporting Application
- **CNSE:** SUNY Polytechnic Institute's College of Nanoscale Science and Engineering
- **DBEs:** Designated Breastfeeding Experts
- **DOH:** Department of Health (New York State)
- **DON:** Division of Nutrition
- **EBT:** Electronic Benefit Transfer
- **EOD:** End of Day
- **FNS:** Food and Nutrition Service (United States Department of Agriculture)
- **FOIL:** Freedom of Information Law
- **GFO:** Guide to Financial Operations
- **HD:** Help Desk

- **IFB:** Invitation for Bids
- **ITS:** Office of Information Technology Services (New York State)
- **LA:** Local Agency – a hospital, public health or human service agency or a private, non-profit health or human service agency that provides health services, either directly or through contract, in accordance with the Federal regulations. Generally used to refer to an agency that has contracted with New York State to provide WIC benefits to participants.
- **LACASA:** Local Agency Compliance and Self-Assessment – New York State's management evaluation process used to determine if local agencies are administering and operating in accordance with program and civil rights regulations and requirements.
- **M&O:** Maintenance and Operation
- **MIS:** Management Information System
- **MWBE:** Minority and Woman Owned Business Enterprises
- **NTE:** Not To Exceed Price
- **NYS:** New York State
- **NYWIC:** New York State Special Supplemental Nutrition Program for Women, Infants and Children Management Information System
- **OTDA:** Office of Temporary and Disability Assistance (New York State)
- **OGS:** Office of General Services
- **OSC:** Office of State Comptroller
- **PHI:** Personal Health Information
- **PM:** Project Manager
- **PMBOK:** Project Management Body of Knowledge
- **PMI:** Project Management Institute
- **PPMO:** Program and Project Management Office
- **PPSI:** Personal, Private or Sensitive Information
- **RFP:** Request for Proposals
- **RA:** Responsible/Accountable
- **SNAP:** Supplemental Nutrition Assistance Program (New York State)
- **SSRS:** SQL Server Reporting Services
- **SDVOB:** Service-Disabled Veteran-Owned Businesses

- **UAT:** User Acceptance Testing
- **USDA:** United States Department of Agriculture
- **VMA:** Vendor Management Agency – A local agency that performs vendor management activities within a defined geographic area.
- **WIC:** The Special Supplemental Nutrition Program for Women, Infants and Children
- **WIC2Go:** WIC Participant Mobile Application (New York State)
- **WOW:** WIC on the Web
- **WUMEI:** WIC Universal MIS-EBT Interface

3.0 BIDDERS QUALIFICATIONS TO PROPOSE

3.1 Minimum Qualifications

NYSDOH will accept proposals from organizations with the following types and levels of experience as a prime contractor.

1. Bidders shall have a minimum of three (3) years' combined experience developing and maintaining a cross-functional information system that provides organization-wide coordination and integration of the key business processes and helps in planning the resources of an organization,
2. A minimum of two (2) years' combined experience developing and maintaining .NET framework application,
3. A minimum of two (2) years' combined experience developing and maintaining applications utilizing SQL Server Reporting Services (SSRS) for reporting,
4. A minimum of one (1) year combined experience developing and maintaining applications utilizing SAML for authentication, and
5. A minimum of two (2) years' combined experience developing and maintaining mobile applications.

Experience acquired concurrently is acceptable.

For the purposes of this RFP, a prime contractor is defined as one who has the contract with the owner of a project or job and has full responsibility for its completion. A prime contractor undertakes to perform a complete contract and may employ (and manage) one or more subcontractors to carry out specific parts of the contract.

The description of the Bidder's experience that meets the Minimum Qualifications of the RFP as outlined in this section should include the time period(s) with beginning and end dates (month and year) and total duration (years and months) for all experience described.

Failure to meet these Minimum Qualifications will result in a proposal being found non-responsive and eliminated from consideration.

3.2 Preferred Qualifications

Preference will be given to Bidders with the following types of experience.

1. Possesses experience with at least one (1) project providing services of developing and maintaining WIC Management Information System (MIS) or another health/human services system of comparable size and complexity (over 2,000 unique database tables) to NYWIC (See Exhibit V, NYWIC Database Schema Tables).

2. Possesses experience with at least one (1) project providing financial management or EBT system maintenance and operation projects.
3. Possesses experience with at least one (1) project providing maintenance and operation services for State and/or Federal government enterprise systems.
4. Possesses experience with at least one (1) project working with a WIC on the Web (WOW) system.
5. Possesses experience with at least one (1) project working with NYS ITS.

A single project can be used to demonstrate experience for one or more of the criteria listed above.

4.0 SCOPE OF WORK

This Section describes the Maintenance and Operation Services that are required to be provided by the selected Bidder. The selected Bidder must be able to provide all of these services throughout the contract term.

The terms “bidders”, “vendors” and “proposers” are used interchangeably. For purposes of this RFP, the terms “shall”, “must” and “will” are used interchangeably when describing the Contractor’s/Bidder’s duties.

PLEASE NOTE: Bidders will be requested to provide responses that address all of the requirements of this RFP as part of its Technical Proposal.

The NYS WIC Program is required to comply with the requirements for a Model WIC System issued by USDA. NYWIC is an automated .NET web-based system using Oracle database management system that allows WIC Clinics to enroll participants and issue benefits via Electronic Benefit Transfer (WIC EBT). Mobile applications associated with NYWIC include WIC2Go, Case Activity Reporting Application (CARA) and Vendor Monitoring. WIC2Go is used by WIC participants to check benefit balance and expiration, identify WIC approved foods, locate WIC Vendors and clinics as well as access appointment information. CARA is used by the Bureau of Special Investigation (BSI) staff in the field to conduct WIC vendor and participant investigations. Vendor Monitoring is used to conduct monitoring visits at stores to ensure NYS WIC Vendors maintain the required inventory of WIC approved foods and that those foods are competitively priced based on other Vendors on the Program. The application is also used to confirm that the vendor is keeping their EBT system up to date and working to NYS standards.

The Contractor shall work with NYS WIC and NYS ITS to ensure operational integrity through maintenance and operation activities throughout the length of the contract for NYWIC and all Mobile Applications. Support includes updates, patches and repairs, defect resolution, software upgrades, operating system updates, mobile hardware releases, technical support, and program configuration changes needed to stay current with program policy updates during the term of the contract. In order to provide statewide service, the NYWIC application operates 24 hours a day, 7 days a week, 365 days a year. The Contractor will ensure the daily access of users and full functioning of the Mobile Applications and NYWIC.

4.1 NYWIC

4.1.1 NYWIC Background

The NYWIC Application consists of seven modules: Administrative, Breastfeeding Peer Counselor (BFPC), Clinic, Finance, Investigations, State Office, and Vendor.

- The Administrative module allows authorized users to manage administrative functions from both a State and Local Agency user perspective. Authorized State users can manage user access, role approvals and permissions, and agency assignments as well as local agency demographics, set Statewide parameters for multiple functions, oversee data corrections, and maintain tables used throughout the application. Local Agency (LA) users can manage roles assigned to staff, set up auto dialer appointment reminder functions, setup schedules, maintain breast pump inventory, track outreach and oversee time studies. The administrative module also contains many reports needed to fulfill administrative data reporting requirements at the Federal, State and local level and a Local Agency Compliance and Self-Assessment (LACASA) tool.
- The Breastfeeding Peer Counselor module is accessible to appropriately assigned roles and allows for

the management of breastfeeding referrals initiated within the Clinic module and the assignment of Breastfeeding Peer Counselors and Designated Breastfeeding Experts (DBEs). The module captures detailed breastfeeding information as well as breastfeeding survey information.

- The Clinic module allows LA staff to schedule appointments, complete demographic intake, document income and eligibility, assess nutrition risks, record medical data, assign, update and track participant enrollment and completion of required nutrition education courses, assign food prescriptions, issue benefits and generate numerous reports. The clinic module interacts with the Breastfeeding Peer Counselor module for the management of needed breastfeeding referrals. It also interfaces with the current EBT Contractor's system for EBT card assignment and benefit issuance and inquires.
- The Finance module allows appropriately assigned roles access to the module to manage NYS and LA budget, voucher and invoice financial data. The module also interacts with the Administrative module for the use of LA demographic data. The finance schema used supports separate authorizations to allow for NYS fiscal users to be granted elevated access to the schema for the purposes of query development and reporting.
- The Investigations module allows appropriately assigned Bureau of Special Investigation (BSI) staff access to track and monitor vendor and participant investigations for fraud and WIC program misuse. The module interacts with the Clinic and Vendor modules to provide information to LA and Vendor Management Agency (VMA) staff when a vendor or participant has been disqualified from the Program and with the current EBT Contractor's system for access to benefit and redemption data. The module also interfaces with the CARA mobile application to allow for BSI investigators to upload investigation data into NYWIC.
- The State Office module enables State WIC staff assigned appropriate roles to manage all food prescription data including food groups and food packages, formula information, peer groups, UPC information, the Approved Products List (APL), and Not To Exceed (NTE) information. The module interacts with the clinic module to ensure the issuance of correctly calculated food packages.
- The Vendor module allows State and VMA staff assigned to appropriate roles to manage and maintain vendor applications and training, vendor status and vendor monitoring. The module interacts with the Investigations module for vendor disqualifications, interfaces with the vendor monitoring mobile application for the uploading of vendor monitoring data into NYWIC and interfaces with the current EBT Contractor's system.

4.1.2 NYWIC Users/User Interface

- Over 2,000 users statewide from LA WIC clinics, VMAs and the State, access NYWIC through my.ny.gov.
- NYWIC is supported on standard desktop or laptop computers with Microsoft Windows and internet using Chrome and Edge.
- Clinic workflow is supported through peripheral equipment attached to user computers—signature pads, scanners, printers, and WIC EBT card readers.

4.1.3 NYWIC Maintenance and Operation Requirements

The Production, Training, and User Acceptance Testing (UAT) environments are hosted, maintained, and supported by NYS ITS. This includes the web servers, management servers, database servers, report servers and databases (See Exhibit V, NYWIC Database Schema Tables). The Contractor will perform the tasks for which the MIS Contractor is identified as Responsible/Accountable (RA) in the Division of Responsibilities ([Section 4.6](#)).

1. The Contractor will host and manage a NYWIC Development environment (See Exhibit V, NYWIC Database Schema Tables).
2. The Contractor will assist NYS WIC in maintaining documentation of the hardware and software components of the NYWIC environments including Production, Training, UAT, as well as peripheral equipment (e.g.: signature pads, scanners, and WIC EBT card readers).
3. The Contractor must ensure the NYWIC application is fully functional in all environments.
 - a. Monitor the error logs that are produced by the application.
 - b. Investigate issues and provide support for a resolution.

- c. Provide tracking and reporting of application issues and resolutions to the NYWIC Project Director.
 - d. Provide key personnel ([Section 4.7](#)) to respond during business hours to communications from NYS WIC and NYS ITS.
 - i. For system outages the Contractor must have a telephone number that is answered by key personnel 24 hours a day, 7 days a week.
4. The Contractor will manage the automated processing tasks, timeframes, dependencies, and reports in collaboration with NYS ITS.
 - a. Provide guidance on schedule adjustments as needed to accommodate for system maintenance.
 - b. Monitor the automated daily reports on the status of the End of Day (EOD) processing.
 - c. In the event of failed processes or differences between the WIC EBT system daily settlement invoice, corresponding transaction details, and the processed transaction totals reported in NYWIC, the Contractor shall investigate and provide support for a resolution.
5. The Contractor will deliver updates, fixes, and associated documentation in four (4) releases per year, with patches deployed as needed. The four (4) releases are scheduled for production deployments quarterly.
6. The Contractor shall update all needed written and online training materials in accordance with approved system/application changes. System help files will be updated based on system/application changes. The Contractor must provide Release Notes before changes are deployed to UAT and updated Release Notes prior to Production deployment. System documentation shall be updated to reflect changes in system design or operations or as requested by the State. Updates to system documentation shall be completed within ten (10) business days of any system change. The schedule for completing this task will be defined in the Contractor's Work Plan/Schedule.
7. The Contractor must assist in an annual refresh of UAT environment data from the Production environment, coordinating with the WIC EBT Contractor to maintain data integrity with the WIC EBT test environment and providing post-processing scripts as needed.
8. The Contractor will provide technical support for issues with equipment (e.g.: signature pads, scanners, and EBT card readers).
9. The Contractor will maintain and support the specifications for the MIS-EBT interface in collaboration with the WIC EBT contractor.
10. NYWIC currently interfaces with the WIC EBT system via WIC Universal MIS-EBT Interface (WUMEI) Specification (June 2012 Version). The Contractor shall develop and execute a plan in collaboration with the WIC EBT Contractor to modify NYWIC to comply with the latest, approved version of the WUMEI document according to federally required deadlines or, if there is no federally required deadline, within 120 business days of the start of the contract or notification from FNS, whichever is later. This requirement includes compliance with current WUMEI version requirements and future WUMEI version updates released during the term of the contract. This task shall include the: design, development, conversion of existing information where needed, testing (both internal and with the EBT provider), documentation, and transition/implementation.

For a complete review of the current WIC Universal MIS-EBT Interface document, please visit:

<https://www.fns.usda.gov/wic/wic-mis-%E2%80%93-ebt-universal-interface>.

4.2 WIC2Go Mobile Application

4.2.1 WIC2Go Background

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

- Check benefit balance
- Scan UPC Codes while shopping to see if an item is WIC approved
- Get reminders and alerts for appointments and expiring benefits
- Find WIC approved stores
- Find the nearest WIC clinic

- Access resource links for WIC-related information
- View future benefits
- View the application in English or Spanish

4.2.2 WIC2Go Users/User Interface

1. Since the launch of the NYWIC Mobile App, over 300,000 participants are using it.
2. WIC2Go displays information from both NYWIC and EBT Contractor's systems.
 - a. Current benefits information is pulled from the EBT Contractor's system using web service calls.
 - b. Participant appointment information and WIC approved food items are loaded from the NYWIC database using web service calls.
 - c. WIC Approved Food Item details are loaded from webpages hosted by NYS ITS through web service calls.
3. WIC2Go is supported for both the iOS and Android platforms.

4.2.3 WIC2Go Maintenance and Operation Requirements

NYS ITS hosts, maintains, and supports the WIC2Go Mobile App web servers for the Production, and UAT environments.

1. The Contractor will host and manage the WIC2Go Development environment ([Section 4.11](#)).
2. The Contractor must ensure the mobile application is fully functional in all environments.
 - a. Investigate issues and provide support for a resolution.
 - b. Provide tracking and reporting of application issues and resolutions to the NYWIC Project Director.
 - c. Provide key personnel ([Section 4.7](#)) to respond during business hours to communications from NYS WIC or NYS ITS
 - i. For system outages the provider must have a telephone number that is answered by key personnel 24 hours a day, 7 days a week.
3. The Contractor will be responsible for the development, testing, and deployment of updates. These updates will include application support for operating system updates, mobile hardware releases, and program configuration changes needed to stay current with program policy updates ([Section 4.6](#)).
4. The Contractor will deliver updates, fixes, and associated documentation in two (2) releases per year, with patches deployed as needed.
5. The Contractor shall update all needed written and online training materials in accordance with approved system/application changes. System help files will be updated based on system/application changes. The Contractor must provide Release Notes before changes are deployed to UAT and updated Release Notes prior to Production deployment. System documentation shall be updated to reflect changes in system design or operations or as requested by the State. Updates to system documentation shall be completed within ten (10) business days of any system change. The schedule for completing this task will be defined in the Contractor's Work Plan/Schedule.
6. The Contractor will coordinate the releases to Google Play and the Apple Store.

4.3 CARA Mobile Application

4.3.1 CARA Background

The CARA mobile application is used by the Bureau of Special Investigation (BSI) staff in the field to conduct WIC vendor and participant investigations.

4.3.2 CARA Mobile App Users/User Interface

1. The CARA application is used by approximately 40 BSI staff.
2. CARA support is specific to the iOS platform for designated NYS issued iPads.

3. CARA is downloaded on NYS issued devices through the NYS App Store.
4. The CARA Mobile App client connects online through the NY.gov authentication platform ([Section 4.11](#)) to mobile app web services, which are hosted as part of the NYWIC infrastructure and interface with the current EBT Contractor's data system. It is able to save data when operating offline.

4.3.3 CARA Maintenance and Operation Requirements

NYS ITS hosts, maintains, and supports the CARA Mobile App web servers for the Production, and UAT environments.

1. The Contractor will host and manage the CARA Development environment ([Section 4.11](#)).
2. The Contractor must ensure the mobile application is fully functional in all environments.
 - a. Investigate issues and provide support for a resolution.
 - b. Provide tracking and reporting of application issues and resolutions to the NYWIC Project Director.
 - c. Provide key personnel ([Section 4.7](#)) to respond during business hours to communications from NYS WIC and NYS ITS.
 - i. For system outages, the provider must have a telephone number that is answered by key personnel 24 hours a day, 7 days a week.
3. The Contractor will be responsible for the development, testing, and deployment of updates. These updates will include support for operating system updates, mobile hardware releases, and program configuration changes needed to stay current with program policy updates ([Section 4.6](#)).
4. The Contractor will deliver updates, fixes, and associated documentation in two (2) releases per year, with patches deployed as needed.
5. The Contractor shall update all needed written and online training materials in accordance with approved system/application changes. System help files will be updated based on system/application changes. The Contractor must provide Release Notes before changes are deployed to UAT and updated Release Notes prior to Production deployment. System documentation shall be updated to reflect changes in system design or operations or as requested by the State. Updates to system documentation shall be completed within ten (10) business days of any system change. The schedule for completing this task will be defined in the Contractor's Work Plan/Schedule.
6. The Contractor will coordinate the releases to the Apple Store, managing access only to the NYS Enterprise Organization.

4.4 Vendor Monitoring Mobile Application

4.4.1 Vendor Monitoring Background

The Vendor Monitoring mobile application is used by BSFP and VMAs to ensure NYS WIC Vendors maintain the required inventory of WIC approved foods and that those foods are competitively priced based on other Vendors on the Program. The application is also used to confirm that the vendor is keeping their EBT system up to date and working to NYS standards.

4.4.2 Vendor Monitoring Users/User Interface

- The Vendor Monitoring Support application is used by over 40 VMA staff.
- Vendor Monitoring App support is specific to the iOS platform.
- The Vendor Monitoring Mobile App client connects online through the NY.gov authentication platform ([Section 4.11](#)) to mobile app web services, which are hosted as part of the NYWIC infrastructure and interface with the current EBT Contractor's data system. It is able to save data when operating offline.

4.4.3 Vendor Monitoring Maintenance and Operation Requirements

NYS ITS hosts, maintains, and supports the Vendor Monitoring Support App web servers for the Production and UAT environments.

1. The Contractor will host and manage the Vendor Monitoring App Development environment. ([Section 4.11](#))
2. The Contractor must ensure the mobile application is fully functional in all environments.
 - a. Investigate issues and provide support for a resolution.
 - b. Provide tracking and reporting of application issues and resolutions to the NYWIC Project Director.
 - c. Provide key personnel ([Section 4.7](#)) to respond during business hours to communications from NYS WIC or NYS ITS.
 - i. For system outages, the provider must have a telephone number that is answered by key personnel 24 hours a day, 7 days a week.
3. The Contractor will be responsible for the development, testing, and deployment of updates. These updates will include support for operating system updates, mobile hardware releases, and program configuration changes needed to stay current with program policy updates ([Section 4.6](#)).
4. The Contractor will provide updates, fixes, and associated documentation in (2) releases per year, with patches deployed as needed.
5. The Contractor shall update all needed written and online training materials in accordance with approved system/application changes. System help files will be updated based on system/application changes. The Contractor must provide Release Notes before changes are deployed to UAT and updated Release Notes prior to Production deployment. System documentation shall be updated to reflect changes in system design or operations or as requested by the State. Updates to system documentation shall be completed within ten (10) business days of any system change. The schedule for completing this task will be defined in the Contractor's Work Plan/Schedule.
6. The Contractor will coordinate the releases to the Apple Store, managing access for the NYS Enterprise Organization and VMA organizations.

4.5 Help Desk Services

4.5.1 Supplementary Remote Support Requirements

1. The Contractor will provide Help Desk (HD) services to support NYWIC users experiencing issues with certifying or issuing benefits for participants.
2. Phone Number: The Contractor will supply a toll-free phone number dedicated to the NYS WIC for NYS NYWIC Help Desk staff to transfer calls to. This phone number will not be distributed to all NYWIC users. Help desk staff will answer the phone with a NYWIC specific greeting and the voicemail message will utilize a client specific message.
3. Provide key personnel ([Section 4.7](#)) to manage Help Desk services.
 - a. Hours of Support: Help desk staff will be available from 8am to 7pm Eastern time, Monday through Friday. The help desk will not be available on the following holidays:
 - i. New Year's Day
 - ii. Dr. Martin Luther King, Jr Day
 - iii. Presidents' Day
 - iv. Memorial Day
 - v. Juneteenth
 - vi. Independence Day
 - vii. Labor Day
 - viii. Columbus Day
 - ix. Veterans' Day
 - x. Thanksgiving Day
 - xi. Christmas Day
4. Issue Tracking and Resolution
 - a. The Contractor Help Desk staff will address tickets where certification and benefit issuance are impacted. These are defined as Priority 1 or 2 Incidents with Service Level Agreements set as

- Priority 1: 2 hours and Priority 2: 4 hours.
- b. Help Desk incidents meeting the above criteria, will be transferred from the NYWIC Help Desk, not received directly from NYWIC users.
- c. Help Desk averages 150 - 200 of these tickets per month.
- d. Help desk staff will be granted access to the NYS WIC issue tracking system. Help desk staff will maintain records of calls, issue resolution, and status within the issue tracking system.
- e. Help desk staff will be granted access to NYWIC to update data items within the Administrative module. NYS WIC provides guidance as needed and the Contractor will assist with data issues that are not able to be fixed from within the application.
- f. Help desk staff will communicate issues and coordinate fixes with MIS Contractor staff.
- g. Help desk manager will participate in weekly review of tickets to identify trends, system issues and training opportunities.

4.6 Division of Responsibilities

NYWIC is hosted on site by the NYS ITS. In this State-hosted model, NYS ITS, NYS WIC and the MIS Contractor adhere to the division of responsibilities as outlined in the following table. Note: All references to “application” in this section refer to the NYWIC application and the three (3) mobile applications (WIC2Go, CARA, and Vendor Monitoring).

Responsibility Matrix

| Responsibility Description | NYS WIC | NYS ITS | MIS Contractor |
|--|---------|---------|----------------|
| RA = Responsible/Accountable; C = Consulted; I = Informed | | | |
| NYS data center hosting environment | | | |
| Support and maintain servers and server operating systems within the NYS data center | | RA | |
| Maintain operating system file systems | | RA | |
| Maintain tools for server performance monitoring and alerts | | RA | |
| Provide operational support for the infrastructure | | RA | |
| Coordinate hardware support | | RA | |
| Monitor and manage space within file systems / storage devices to prevent overfilling | | RA | |
| Execute backup and recovery procedures for file systems | | RA | |
| Database | | | |
| Support database products and tools in the NYS data center | | RA | |
| Perform system level backups and recovery | | RA | |
| Perform system level space management, monitoring and tuning | | RA | |
| Run system level reorganizations, statistics and other applicable utilities to ensure proper database function and performance | | RA | |
| Support database connectivity | | RA | |
| Provide imports/scripts to create or update database structures and objects (Data Definition Language) | I | I | RA |
| Create application database structures and objects (Data Definition Language) | C | RA | C |
| Implement changes to database structures and objects (Data Definition Language) | C | RA | C |
| Maintain database user IDs and permissions | I | RA | C |
| Provide recommendations for application database tuning and optimization | I | RA | C |

| Responsibility Description | NYS WIC | NYS ITS | MIS Contractor |
|---|---------|---------|----------------|
| RA = Responsible/Accountable; C = Consulted; I = Informed | | | |
| Clone application databases upon request | C | RA | C |
| Networking | | | |
| Maintain and support network equipment needed for connectivity to the NYS data center | | RA | |
| Implement and maintain network configurations needed for application connectivity | | RA | |
| Support site-to-site VPN tunnel and SFTP connection to external WIC EBT provider | I | RA | I |
| Application | | | |
| Provide requirements and prioritization for application changes | RA | I | C |
| Maintain and support an environment for development and quality assurance testing | | | RA |
| Provide application code and web service updates for installation into NYS application environments | C | I | RA |
| Provide application configuration changes for implementation in NYS application environments | C | I | RA |
| Provide approval/signoff of all changes provided by the M&O vendor | RA | I | I |
| Provide acceptance of production application changes through evaluation/testing in UAT | RA | I | I |
| Install application code provided by the M&O vendor (including NYWIC MIS application, mobile application web services, and all database code) into NYS environments (development, test, production, training) | C | RA | C |
| Provide performance and tuning analysis for the application | I | C | RA |
| Provide modifications to application configuration for performance tuning | C | C | RA |
| Implement application configuration changes provided by the M&O vendor | C | RA | C |
| Provide specifications of all new and changed web service operations (for the mobile application services and for calls to external web services) for configuration of Akana API Gateway | I | C | RA |
| Configure Akana API Gateway for all web service interfaces | I | RA | C |
| Provide analysis and scripts to correct application data integrity issues | C | I | RA |
| Implement data (DML) changes provided by the M&O vendor | C | RA | C |
| Maintain standards and procedures for code promotions/releases | I | RA | C |
| Maintain application run books and application restart procedures | I | RA | C |
| Perform smoke testing to support changes to application, system infrastructure, physical infrastructure or interfaces | I | RA | C |
| Perform "health check" monitoring of system availability | I | RA | I |
| Maintain tools for application availability and performance monitoring, and monitor alerts to identify critical production issues | I | RA | I |
| Maintain application operational support procedures | I | C | RA |

| Responsibility Description | NYS WIC | NYS ITS | MIS Contractor |
|--|---------|---------|----------------|
| RA = Responsible/Accountable; C = Consulted; I = Informed | | | |
| Monitor application error logs | I | C | RA |
| Analyze any errors included within the output files generated by successfully completed overnight batch processes (i.e., transactional errors) and determine any data corrections or fixes needed | I | C | RA |
| Monitor batch job related incidents, and develop, recommend and implement changes to the job scheduler database | I | C | RA |
| Analyze and correct MIS DB impacts of issues with the EBT system or its interfaces | I | C | RA |
| Monitor alerts to identify system failures impacting overnight batch processes and manually re-run as needed | I | RA | C |
| Maintain and deploy versions of mobile application updates for testing, using mobile application development/deployment tools provided by the contractor (e.g., HockeyApp; Visual Studio App Center) | I | I | RA |
| Deploy production mobile application updates to the Apple and Google app stores | C | C | RA |
| Provide procedures and scripts to support periodic clones of Production data to the test database (reestablish user access/IDs; clean up unneeded data; coordinate with WIC EBT provider to ensure no issues with the WIC EBT interface after cloning) | C | C | RA |
| Provide business continuity requirements and documentation | RA | I | I |
| Security | | | |
| Conduct vulnerability scanning of applications | I | RA | C |
| Apply infrastructure remediations to resolve vulnerabilities | I | RA | I |
| Provide application remediations to resolve vulnerabilities | I | I | RA |
| Conduct security reviews of new application modification projects or interfaces | C | RA | C |
| Maintain procedures for secure administration of the authentication portal | I | RA | I |
| Provide application access (entitlements) to end users via the delegated administration portal, and administer application roles for end users | RA | C | |
| Disaster recovery | | | |
| Develop and maintain disaster recovery plans and documentation | C | RA | C |
| Facilitate an annual test of application failover recovery to the Utica data center location | C | RA | C |
| Incident management | | | |
| Own and administer the NYS ITS incident and problem management processes | | RA | |
| Facilitate and attend incident and problem management meetings | I | RA | C |
| Coordinate problem resolution activities | C | RA | C |
| Provide resolution of infrastructure problems | I | RA | C |
| Provide problem determination and resolution of application problems | C | C | RA |
| Own, document and administer the NYWIC Help Desk end user incident and problem management process. | RA | I | C |

| Responsibility Description | NYS WIC | NYS ITS | MIS Contractor |
|--|---------|---------|----------------|
| RA = Responsible/Accountable; C = Consulted; I = Informed | | | |
| Manage NYWIC end user incident and problem management for Priority 1 and 2 tickets | C | | RA |
| Analyze NYWIC Help Desk end user incidents and attend ticket review meetings | RA | | C |

4.7 Staffing Plan

The Contractor shall provide, and update when changed, the staffing plan and organizational chart indicating lines of authority for personnel involved in the performance of this Contract and relationships of this staff to other programs or functions of the firm. This organizational chart shall also show lines of authority to the next senior level of management and indicate who within the firm will have prime responsibility and final authority for the work. The initial staffing plan shall be submitted upon start of the contract with updated plans submitted with Monthly Project Status Reports.

The Contractor shall, upon request, provide a resume of any members of its staff or a subcontractor's staff assigned to or proposed to be assigned to any part of this contract. NYS reserves the right to interview and approve the Contractor's personnel, reject any proposed staff member, and require the appointment of a satisfactory Contractor staff member, as well as to require verification of a proposed staff member's skills through demonstration and/or testing.

Individuals assigned by the Contractor are employees of that Contractor and are not, under any circumstances or conditions, employees of NYS. The Contractor will assume full responsibility for the behavior of its employees and will remove any of its employees from NYS premises at the request of the NYWIC Project Director.

The individual(s) assigned to the project may not be replaced during the course of the project without the prior approval of NYS WIC. NYS WIC will retain the right to release outright, or request the replacement of, any Contractor representative who is working at an inferior level of performance, as determined by NYS. The individual must be removed 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.

The NYS WIC shall have the right to approve or disapprove the Contractor's, and any subcontractors', key personnel assigned to this contract. The NYWIC Project Director and/or their representative(s) may interview candidates prior to this approval. The NYWIC Project Director may also approve or disapprove any proposed changes in key staff or require the removal or reassignment of any key Contractor employee or subcontractor personnel found unacceptable by the State.

The Contractor shall notify the NYS WIC, in writing, of any changes in key personnel at least thirty (30) days prior to the change, except in the case of immediate risk to the health and safety of project staff, or in the case of unlawful security breaches.

The Contractor shall identify key personnel and provide a resume for each individual. Key personnel shall be identified to fulfill, at a minimum, the following positions:

- **Engagement Manager** – Responsible for managing the contractual relationship with the State and oversight of the delivery of services. The Engagement Manager is accountable for the successful completion of all aspects of the resulting Contract.
- **Project Manager** – Responsible for MIS Contractor's overall project execution, accomplishment of all project tasks, the daily work of MIS Contractor personnel, and coordination of work with NYWIC and e-WIC Project Managers.
- **Technical Lead** – Responsible for the technical architecture and ensuring that a solution is implemented to meet all system and security requirements. Responsible for the development of technical procedures and documentation.
- **Business Analyst Lead** – Leads the team of Business Analysts who will assist in defining the

- business and functional requirements.
- **Development Lead** – Leads the team of developers who will configure the platform to meet the business requirements.
- **Quality Assurance Lead** – 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. Coordinates the testing efforts with NYS WIC.
- **Help Desk Manager**- Responsible for managing staff handling NYWIC end user incident and problem management for Priority 1 and 2 tickets. Ensures staff are trained in NYWIC, consults NYS WIC when needed and coordinates issue resolution with Contractor personnel when needed. Help Desk Manager will participate in weekly review of tickets to identify trends, system issues and training opportunities.
- **Help Desk Staff**- Responsible for answering the phone calls transferred from the NYWIC Help Desk. Staff will be trained by the Help Desk Manager on NYS WIC and handling incidents. The Contractor will staff the equivalent of 2 full time staff resources to support help desk calls related to the NYWIC.

All key personnel positions must be filled within sixty (60) days of the contract start date, previously filled positions that become vacant after the contract start date must filled within thirty (30) days unless longer periods are approved by the State. The Contractor shall designate an acting staff member to serve in all vacant key personnel positions during the hiring process for permanent staff.

4.8 Reporting

Reporting requirements include the following:

1. Project Work Plan/Schedule:
 - a. The Contractor must work with NYS to develop a Project Work Plan/Schedule. The Contractor shall prepare and submit a Project Work Plan/Schedule that defines all Maintenance and Operation Contractor tasks. The Workplan/Schedule must include a detailed listing of scheduled activities, timeframes, and high-level estimates of effort for NYWIC Releases and Mobile Application Releases. It must contain appropriate version control to establish the initial baseline and change versions. Subsequent 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 as part of the formal change management process. This Project Work Plan/Schedule shall be submitted thirty (30) days prior to the start of the Contract. It shall also include any State activities that impact scheduled completion of project tasks. This Project Work Plan/Schedule must be maintained throughout the contract and shall be updated at least monthly to direct and track the project work and schedule to reflect the accurate status of the project and all system modifications. The Contractor shall identify ways in which the required tasks shall be accomplished using their methodology.
2. Technology Plan:
 - a. The Contractor shall provide an overview of available software upgrades at least once a year that may include, but are not limited to, platform upgrades, new software versions, and enhanced features and functionality, including those that support peripheral equipment. Software upgrades may be recommended at any time as part of the Contractor's standard system monitoring and maintenance activities.
3. Meetings:
 - a. Weekly NYWIC Check-in meetings will be attended by the Contractor and NYWIC project staff to discuss Help Desk tickets and Release items. Contractor staff who are working on-site shall attend these meetings in person. Any remote Contractor staff shall participate via WebEx, which will be facilitated by the NYS WIC.
 - b. Biweekly Contract meetings will be attended by the Contractor and NYS WIC.
4. Monthly Project Status Reports shall be submitted by the Contractor and posted on the NYWIC Project SharePoint site. Monthly Project Status Reports shall be submitted to designated NYWIC project staff via email attachments (Microsoft Word or PDF) and posted on the NYWIC Project SharePoint site by noon on the 2nd Friday of each calendar month for the prior month's work.
 - a. At a minimum, status reports must include:

- i. Updated Project Schedule;
- ii. Updated Staffing Plan;
- iii. Percent complete for all tasks and their scheduled completion dates;
- iv. Summary of system change testing;
- v. Issues that need to be resolved; and
- vi. Assessment of risks

4.9 Project Management

Project Management is defined as the communication mechanisms, controls, tasks, and procedures that the Contractor will use to manage all the tasks identified in the RFP. It is the discipline that employs the Contractor's knowledge, skills, and abilities to achieve project goals.

The Contractor will be required to comply with project management methodology and standards that are aligned with the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) and codified in the NYS Project Management Guidebook Release 2, which can be obtained from the NYS Office of Information Technology Services website at: <http://its.ny.gov/nys-project-management-guidebook-release-2>. The Contractor will work with the ITS Health Cluster Program and Project Management Office (PPMO) and produce project management-related documentation as requested.

The Contractor will provide a Project Manager (PM) who will be responsible for the successful delivery of all Contractor activities and milestones described in Contractor's Work Plans. They will have overall responsibility for the project tasks, schedule, and successful implementation of the software and all activities of Contractor's resources. Contractor PM activities include, but are not limited to updating project plans, assigning staff, scheduling meetings, reviewing status reports, addressing project issues and change orders, and preparing presentations as needed.

The Contractor's PM and the NYS WIC staff will work cooperatively to ensure that Contractor Team activities and objectives are planned and performed according to the project plan and schedule. Progress will be monitored, and adjustments made when needed, with approval of the NYS DOH.

Scope Management – The Contractor is responsible to manage its work scope as described in this RFP. Any scope changes, either additions or deletions, shall be documented and presented to the NYWIC Project Director for evaluation. See the System Modifications and Documentation section below.

Schedule Management – The Contractor shall develop and maintain a detailed project schedule of the work scope. This schedule will include a detailed work breakdown structure for each release and include Contractor resource assignments.

Change Management – Any proposed scope changes shall be documented by the Contractor and provided to NYS WIC for review and approval. The Contractor shall follow a mutually agreed-upon schedule using an established change-management process.

Risk Management – The Contractor shall maintain a risk log that describes project risks and assesses the probability, likely impact, and possible mitigation steps for each risk. Project risks shall be communicated to the NYWIC Project Director, immediately when identified, and shall be reported during weekly and monthly project status reports and meetings.

Resource Management – The Contractor shall maintain a resource plan that defines its staff, their positions, and expected work hours. Any changes to the resource plan shall be reported during monthly project status reports.

4.10 System Changes and Documentation

WIC Program Staff may request the MIS Contractor to make modifications to the existing system. The Contractor shall be responsible for implementing approved changes to NYWIC and three (3) mobile applications (WIC2Go,

CARA, and Vendor Monitoring) throughout the term of the contract following an established change-management process and release schedule. The MIS Contractor will support the planning, development, testing, and deployment of modifications as outlined below.

Planning

WIC Program Staff will review System Change Requests and consult with the MIS Contractor to determine the feasibility of the request. If WIC Program Staff decide to move forward, the System Change Request will be submitted in writing to the MIS Contractor.

Within 10 business days of receiving the System Change Request, the MIS Contractor will provide:

- An impact analysis that includes the following information:
 - Narrative description of potential impacts to NYWIC infrastructure
 - Narrative description of potential impacts to EBT processes
 - High-level design describing impacts to NYWIC data tables
 - Narrative description of potential impacts to UAT
 - Estimate of one-time and ongoing operating costs resulting from the change
 - Proposed timeline to fully implement the change request
- A System Change Request Response which must include the scope of work and cost proposal to develop, test, and deploy the proposed System Change Request. The cost proposal will be based on the Fully Loaded Rates provided on the System Change Management worksheet in Attachment B – Cost Proposal Workbook.

WIC Program Staff will review the impact analysis, statement of work, and cost proposal and provide notice of approved System Change Requests. Once a system change is assigned to a release, additional planning meetings may be required to discuss details of the change.

Development

The MIS Contractor will be responsible for all steps in the development phase, using their own internal processes. Any change to the approved scope proposed during development must complete all steps outlined in the Planning Phase before it can be added to a previously approved change request. The MIS Contractor will notify WIC Program Staff when development process is complete and the modification is ready for UAT. The MIS Contractor will also provide detailed design documents and release notes to WIC Program Staff.

Testing and Deployment

Upon receipt of the detailed design documents and release notes for the change request, WIC Program Staff will begin UAT. The MIS Contractor will correct any deficiencies identified during UAT and notify WIC Program Staff when the corrections have been released to the UAT environment to be retested.

Substantial enhancements to the MIS would require contractor support to assist the State in its compliance with the testing requirements as described in the Food and Nutrition Service's Handbook 901.

WIC Program Staff will notify the MIS Contractor when the modification is approved for deployment. The MIS Contractor will coordinate with WIC Program Staff to determine the appropriate date and time to deploy the modification production and training environments. The MIS Contractor will notify WIC Program Staff when the modification has been verified (successfully deployed and working as intended).

The MIS Contractor will update all system documentation to reflect the modifications made to the system. System design, and/or system operation. System documentation includes but is not limited to:

- system design documents (including detailed report descriptions),
- application help screens,
- user manuals,
- training materials,
- data dictionaries, and
- other documents as directed by the State.

Updates to system documentation shall be completed within ten (10) business days of any system change.

Contractor will not be paid for any System Change Requests that are not approved and will only be paid for actual costs, not to exceed the price proposed and included in the MIS Contractor's System Change Request Response submitted during the System Change Request planning phase. Payment will be made for each system change upon completion. Completion is defined as deployed to the production and training environments and verified by the MIS Contractor and approved by the State.

4.11 Information Technology

The application and all systems and components supporting the application, including but not limited to any forms and databases that include Personal Health Information (PHI), Personal, Private or Sensitive Information (PPSI) or other New York State information, must comply with all NYS security policies and standards listed at <http://its.ny.gov/tables/technologypolicyindex.htm>.

See Exhibit I for details of the NYWIC MIS technical architecture design.

The NYWIC MIS production infrastructure is hosted in the NYS Data Center at CNSE (SUNY Polytechnic Institute's College of Nanoscale Science and Engineering) in Albany, NY. There is also a Disaster Recovery site in Utica, NY. See diagram in Exhibit II.

Authentication is managed by the NY.gov Okta platform. Once authenticated, users can access the NYWIC MIS application over the Internet. The application is load balanced across four pairs of pinned web and application servers which host the application's business logic.

The application database is hosted on high availability Oracle servers using active-active Data Guard replication and replicated in real-time to database servers at the Disaster Recovery site. Additionally, data are extracted on a nightly basis for NYS data mart reporting and cloned on a weekly basis to a read-only instance for analysis purposes – these processes are external to the NYS MIS application and outside the scope of MIS maintenance.

The application uses SQL Server Reporting Services for creating ad-hoc reports within the MIS. These reporting databases are hosted on a high-availability pair of MSSQL servers.

The application interfaces with the WIC EBT Contractor's system via external web service calls from the application servers. Akana API Management is used as a gateway for the web service communication, which occurs over a site-to-site VPN tunnel to the WIC EBT Contractor's data center servers. Files are moved to and from the WIC EBT Contractor's servers over the Internet via SFTP.

See Exhibit III for details of the NYWIC mobile applications' technical architecture design.

The NYWIC mobile application production infrastructure is hosted in the NYS Data Center at CNSE in Albany, NY. See diagrams in Exhibit IV.

Access to the NYWIC mobile application web services from the applications hosted on users' mobile devices is managed by Akana API Management. For the CARA and Vendor Monitoring mobile apps, web service calls must also be authenticated by NY.gov. WIC2Go uses only role-based application authorization.

The NYWIC mobile applications access the same production Oracle servers as the NYWIC MIS. The mobile application services also interface with the WIC EBT Contractor's web services via Akana and site-to-site VPN tunnel.

4.12 Security

The Contractor must comply with all applicable New York State security policies and standards (the list below highlights the most pertinent items):

• All policies and standards defined in the New York State ITS security policies and standards (<https://its.ny.gov/ciso/policies/security>), including, but not limited to:

- NYS-P03-002 – Information Security Policy,
- NYS-P10-006 – Identity Assurance Policy,
- NYS-S13-001 – Secure System Development Life Cycle Standard,
- NYS-S13-002 – Secure Coding Standard (if applicable),
- NYS-S13-004 – Identity Assurance Standard,
- NYS-S14-003 – Information Security Controls Standard,
- NYS-S14-005 – Security Logging Standard,
- NYS-S14-007 – Encryption Standard,
- NYS-S15-008 – Secure Configuration Standard
- NYS-S14-013 – Account Management / Access Control Standard
- NYS-S15-001 – Patch Management Standard (if applicable) and
- NYS-S15-002 – Vulnerability Scanning Standard

The Contractor’s organization, employees, subcontractors and volunteers will implement and maintain policies, an internal control process for oversight and monitoring and procedures to assure the confidentiality of personal identifiable data and protected health information. Individual contractor and subcontractor staff may be required to complete a Data Exchange Application and Agreement (DEAA) included at Exhibit VI. The DEAA is to be completed by all staff who will have access to WIC data as outlined within the DEAA. Access to WIC data is granted only to those contractors and sub-contractors who have a signed “Data Exchange Application and Agreement” on file with the New York State Department of Health.

4.13 Transition

The transition represents a period when the current contract activities performed by the Contractor must be turned over to the Department, another Department agent or successor Contractor during or at the end of the contract.

The Contractor shall ensure that any transition to the Department, Departmental agency or successor Contractor be done in a way that provides the Department with uninterrupted NYWIC and Mobile Application services. This includes a complete and total transfer of all data, files, reports, and records generated from the inception of the contract through the end of the contract to the Department or another Department agent should that be required during or upon expiration of its contract.

The contractor shall provide technical and business process support as necessary and required by the Department to transition and assume contract requirements to the Department or another Department agent should that be required during or at the end of the contract.

The Contractor shall manage and maintain the appropriate number of staff to meet all requirements listed in the RFP during the transition. All reporting and record requirements, security standards, and performance standards are still in effect during the transition period.

The Contractor is required to develop a work plan and timeline to securely and smoothly transfer any data and records generated from the inception of the Contract through the end of the contract to the Department or another Department agent should that be required during or upon expiration of its contract. The plan and documentation must be submitted to the Department no later than twenty-four (24) months before the last day of its contract with the Department of Health or upon request of the Department. The Department may request updates to the transition work plan and timeline following its initial submission.

5.0 ADMINISTRATIVE INFORMATION

The following administrative information will apply to this RFP. Failure to comply fully with this information may result in disqualification of your proposal.

5.1 Restricted Period

“Restricted period” means the period of time commencing with the earliest written notice, advertisement, or solicitation of a Request for Proposals (“RFP”), Invitation for Bids (“IFB”), or any other method for soliciting a response from Bidders intending to result in a procurement contract with DOH and ending with the final contract award and approval by DOH and, where applicable, final contract approval by the Office of the State Comptroller.

This prohibition applies to any oral, written, or electronic communication under circumstances where a reasonable person would infer that the communication was intended to influence this procurement. Violation of any of the requirements described in this Section may be grounds for a determination that the Bidder is non-responsible and therefore ineligible for this contract award. Two (2) violations within four (4) years of the rules against impermissible contacts during the “restricted period” may result in the violator being debarred from participating in DOH procurements for a period of four (4) years.

Pursuant to State Finance Law §§ 139-j and 139-k, the Department of Health identifies a designated contact on the face page of this RFP to whom all communications attempting to influence this procurement must be made.

5.2 Questions

There will be an opportunity available for submission of written questions and requests for clarification with regard to this RFP. All questions and requests for clarification of this RFP should cite the particular RFP Section and paragraph number where applicable and must be submitted via email to BSFP-FMS.Procure@health.ny.gov. It is the Bidder’s responsibility to ensure that email containing written questions and/or requests for clarification is received at the above address no later than the Deadline for Submission of Written Questions as specified in [Section 1.0](#) (Calendar of Events). Questions received after the deadline may **not** be answered.

5.3 Right to Modify RFP

DOH reserves the right to modify any part of this RFP, including but not limited to, the date and time by which proposals must be submitted and received by DOH, at any time prior to the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events). Modifications to this RFP shall be made by issuance of amendments and/or addenda.

Prior to the Deadline for Submission of Proposals, any such clarifications or modifications as deemed necessary by DOH will be posted to the DOH website.

If the Bidder discovers any ambiguity, conflict, discrepancy, omission, or other error in this RFP, the Bidder shall immediately notify DOH of such error in writing at BSFP-FMS.Procure@health.ny.gov and request clarification or modification of the document.

If, prior to the Deadline for Submission of Proposals, a Bidder fails to notify DOH of a known error or an error that reasonably should have been known, the Bidder shall assume the risk of proposing. If awarded the contract, the Bidder shall not be entitled to additional compensation by reason of the error or its correction.

5.4 Payment

The Contractor shall submit invoices and/or vouchers to the State’s designated payment office:

Preferred Method: Email a .pdf copy of your signed voucher to the BSC at: AccountsPayable@ogs.ny.gov with a subject field as follows:

Subject: **Unit ID 3450270; Contract No. TBD**

Alternate Method: Mail vouchers to BSC at the following U.S. postal address:

**NYS Department of Health
Unit ID 3450270; Contract No. TBD
c/o NYS OGS BSC Accounts Payable
Building 5, 5th Floor
1220 Washington Ave.
Albany, NY 12226-1900**

Payment for invoices and/or vouchers submitted by the CONTRACTOR shall only be rendered electronically unless payment by paper check is expressly authorized by the Commissioner, in the Commissioner's sole discretion, due to extenuating circumstances. Such electronic payment shall be made in accordance with ordinary State procedures and practices. The CONTRACTOR shall comply with the State Comptroller's procedures to authorize electronic payments. Authorization forms are available at the State Comptroller's website at www.osc.state.ny.us/epay/index.htm, by email at epayments@osc.state.ny.us or by telephone at 518-474-6019. CONTRACTOR acknowledges that it will not receive payment on any invoices and/or vouchers submitted under this Contract if it does not comply with the State Comptroller's electronic payment procedures, except where the Commissioner has expressly authorized payment by paper check as set forth above.

In addition to the Electronic Payment Authorization Form, a Substitute Form W-9 must be on file with the Office of the State Comptroller, Bureau of Accounting Operations. Additional information and procedures for enrollment can be found at www.osc.state.ny.us/epay/index.htm.

Completed W-9 forms should be submitted to the following address:

**NYS Office of the State Comptroller
Bureau of Accounting Operations
Warrant & Payment Control Unit
110 State Street, 9th Floor
Albany, NY 12236**

Payment of such invoices and/or vouchers by the State (NYS Department of Health) shall be made in accordance with Article XI-A of the New York State Finance Law. Payment terms will be:

The Contractor shall be paid as described below:

1. Maintenance and Operation Support

Payments to the Contractor will be based on the successful completion and approval of project tasks as defined in [Section 4.0](#) (Scope of Work) in accordance with this RFP. The Contractor shall be paid a prorated amount each month for each year of the five-year agreement based on the Annual Fixed Price submitted in the Contractor's Cost Proposal included in Attachment B – Cost Proposal Workbook. Monthly payments will equal one-twelfth (1/12) of the proposed Annual Fixed Price for each twelve (12) month period for Maintenance and Operation Support as described in the Contractor's Cost Proposal included in Attachment B – Cost Proposal Workbook.

2. System Change Management

The Contractor shall be paid System Change Management fees based on the pricing submitted on the approved System Change Request Response. Payment will be made for each System Change Request upon completion*.

* Note: Completion is defined as deployed to the production and training environments and verified by the MIS Contractor and approved by the State.

Contractor will not be paid for any System Change Requests that are not approved and will only be paid for actual costs, not to exceed the price proposed and included in the MIS Contractor's System Change Request Response.

System Change Management pricing will be based on the Fully Loaded Rates provided on the System Change

Management worksheet in Attachment B – Cost Proposal Workbook. Payment vouchers and associated invoice backup should include staff names, specific job titles, number of hours worked, change request numbers, and specific tasks.

5.5 Minority & Woman-Owned Business Enterprise Requirements

Pursuant to New York State Executive Law Article 15-A, the New York State Department of Health (“DOH”) recognizes its obligation to promote opportunities for maximum feasible participation of certified minority-and women-owned business enterprises and the employment of minority group members and women in the performance of DOH contracts.

In 2006, the State of New York commissioned a disparity study to evaluate whether minority and women-owned business enterprises had a full and fair opportunity to participate in state contracting. The findings of the study were published on April 29, 2010, under the title "The State of Minority and Women-Owned Business Enterprises: Evidence from New York" (“Disparity Study”). The report found evidence of statistically significant disparities between the level of participation of minority-and women-owned business enterprises in state procurement contracting versus the number of minority-and women-owned business enterprises that were ready, willing and able to participate in state procurements. As a result of these findings, the Disparity Study made recommendations concerning the implementation and operation of the statewide certified minority- and women-owned business enterprises program. The recommendations from the Disparity Study culminated in the enactment and the implementation of New York State Executive Law Article 15-A, which requires, among other things, that DOH establish goals for maximum feasible participation of New York State Certified minority- and women – owned business enterprises (“MWBE”) and the employment of minority groups members and women in the performance of New York State contracts.

Business Participation Opportunities for MWBEs

For purposes of this solicitation, DOH hereby establishes an overall goal of **30%** for MWBE participation, **15%** for Minority-Owned Business Enterprises (“MBE”) participation and **15%** for Women-Owned Business Enterprises (“WBE”) participation (based on the current availability of qualified MBEs and WBEs and outreach efforts to certified MWBE firms). A contractor (“Contractor”) on the subject contract (“Contract”) must document good faith efforts to provide meaningful participation by MWBEs as subcontractors or suppliers in the performance of the Contract and Contractor agrees that DOH may withhold payment pending receipt of the required MWBE documentation. For guidance on how DOH will determine “good faith efforts,” refer to 5 NYCRR §142.8.

The directory of New York State Certified MWBEs can be viewed at: <https://ny.newnycontracts.com>. The directory is found in the upper right-hand side of the webpage under “Search for Certified Firms” and accessed by clicking on the link entitled “MWBE Directory”. Engaging with firms found in the directory with like product(s) and/or service(s) is strongly encouraged, and all communication efforts and responses should be well documented.

By submitting a bid, Bidder agrees to complete a MWBE Utilization Plan ([Attachment 5](#), Form #1) of this RFP. DOH will review the submitted MWBE Utilization Plan. If the plan is not accepted, DOH may issue a notice of deficiency. If a notice of deficiency is issued, Bidder agrees that it shall respond to the notice of deficiency within seven (7) business days of receipt. DOH may disqualify a Bidder as being non-responsive under the following circumstances:

- a) If a Bidder fails to submit a MWBE Utilization Plan;
- b) If a Bidder fails to submit a written remedy to a notice of deficiency;
- c) If a Bidder fails to submit a request for waiver (if applicable); or
- d) If DOH determines that the Bidder has failed to document good-faith efforts.

The Contractor will be required to attempt to utilize, in good faith, any MBE or WBE identified within its MWBE Utilization Plan, during the performance of the Contract. Requests for a partial or total waiver of established goal requirements made subsequent to Contract Award may be made at any time during the term of the Contract to DOH, but must be made no later than prior to the submission of a request for final payment on the Contract.

The Contractor will be required to submit a Contractor's Quarterly MWBE Contractor Compliance & Payment Report to the DOH, by the 10th day following each end of quarter over the term of the Contract documenting the progress made toward achievement of the MWBE goals of the Contract.

If the Contractor is found to have willfully and intentionally failed to comply with the MWBE participation goals set forth in the Contract, such finding will constitute a breach of Contract and DOH may withhold payment from the Contractor as liquidated damages.

Such liquidated damages shall be calculated as an amount equaling the difference between: (1) all sums identified for payment to MWBEs had the Contractor achieved the contractual MWBE goals; and (2) all sums actually paid to MWBEs for work performed or materials supplied under the Contract.

New York State certified Minority- and Women-Owned Businesses (MWBE) may request that their firm's contact information be included on a list of MWBE firms interested in serving as a subcontractor for this procurement. The listing will be publicly posted on the Department's website for reference by the bidding community. A firm requesting inclusion on this list should send contact information and a copy of its NYS MWBE certification to BSFP-FMS.Procure@health.ny.gov before the Deadline for Questions as specified in [Section 1.0](#) (Calendar of Events). Nothing prohibits an MWBE Vendor from proposing as a prime contractor.

Please Note: Failure to comply with the foregoing requirements may result in a finding of non-responsiveness, non-responsibility and/or a breach of the Contract, leading to the withholding of funds, suspension or termination of the Contract or such other actions or enforcement proceedings as allowed by the Contract.

5.6 Equal Employment Opportunity (EEO) Reporting

By submission of a bid in response to this solicitation, the Bidder agrees with all of the terms and conditions of [Attachment 8](#) Appendix A including Clause 12 - Equal Employment Opportunities for Minorities and Women. Additionally, the successful Bidder will be required to certify they have an acceptable EEO (Equal Employment Opportunity) policy statement in accordance with Section III of Appendix M in [Attachment 8](#).

Further, pursuant to Article 15 of the Executive Law (the "Human Rights Law"), all other State and Federal statutory and constitutional non-discrimination provisions, the Contractor and sub-contractors will not discriminate against any employee or applicant for employment because of race, creed (religion), color, sex, national origin, sexual orientation, military status, age, disability, predisposing genetic characteristic, marital status or domestic violence victim status, and shall also follow the requirements of the Human Rights Law with regard to non-discrimination on the basis of prior criminal conviction and prior arrest.

The Contractor is required to ensure that it and any subcontractors awarded a subcontract over \$25,000 for the construction, demolition, replacement, major repair, renovation, planning or design of real property and improvements thereon (the "Work"), except where the Work is for the beneficial use of the Contractor, undertake or continue programs to ensure that minority group members and women are afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status. For these purposes, equal opportunity shall apply in the areas of recruitment, employment, job assignment, promotion, upgrading, demotion, transfer, layoff, termination, and rates of pay or other forms of compensation. This requirement does not apply to: (i) work, goods, or services unrelated to the Contract; or (ii) employment outside New York State.

To ensure compliance with this Section, the Bidder should submit with the bid or proposal an Equal Employment Opportunity Staffing Plan ([Attachment 5](#), Form #4) identifying the anticipated work force to be utilized on the Contract. Additionally, the Bidder should submit a Minority and Women-Owned Business Enterprises and Equal Employment Opportunity Policy Statement ([Attachment 5](#), Form # 5), to DOH with their bid or proposal.

5.7 Sales and Compensating Use Tax Certification (Tax Law, § 5-a)

Section 5-a of the Tax Law, as amended, effective April 26, 2006, requires certain contractors awarded state contracts for commodities, services and technology valued at more than \$100,000 to certify to the Department of Taxation and Finance that they are registered to collect New York State and local sales and compensating use taxes. The law applies to contracts where the total amount of such contractors' sales delivered into New York State are in excess of \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made, and with respect to any affiliates and subcontractors whose sales delivered into New York State exceeded \$300,000 for the four quarterly periods immediately preceding the quarterly period in which the certification is made.

This law imposes upon certain contractors the obligation to certify whether or not the contractor, its affiliates, and its subcontractors are required to register to collect state sales and compensating use tax and contractors must certify to the Department of Taxation and Finance that each affiliate and subcontractor exceeding such sales threshold is registered with the Department of Taxation and Finance to collect New York State and local sales and compensating use taxes. The law prohibits the State Comptroller, or other approving agencies, from approving a contract awarded to an offeror meeting the registration requirements but who is not so registered in accordance with the law.

The successful Bidder must file a properly completed Form ST-220-CA with the Department of Health and Form ST-220-TD with the Department of Taxation and Finance. These requirements must be met before a contract may take effect. Further information can be found at the New York State Department of Taxation and Finance's website, available through this link: <http://www.tax.ny.gov/pdf/publications/sales/pub223.pdf>.

Forms are available through these links:

- ST-220 CA: http://www.tax.ny.gov/pdf/current_forms/st/st220ca_fill_in.pdf
- ST-220 TD: http://www.tax.ny.gov/pdf/current_forms/st/st220td_fill_in.pdf

5.8 Contract Insurance Requirements

Prior to the start of work under this Contract, the CONTRACTOR shall procure, at its sole cost and expense, and shall maintain in force at all times during the term of this Contract, insurance of the types and in the amounts set forth in [Attachment 8](#), the New York State Department of Health Contract, Section IV. Contract Insurance Requirements as well as below.

5.8.1 Professional Liability

The Contractor shall procure and maintain for the duration of the contract insurance against claims for damages to Department property which may arise from or in connection with the performance of the work carried out by the Contractor, or its subcontractors.

The Contractor shall maintain said insurance at the limit of \$1,000,000 per occurrence or claim, \$2,000,000 aggregate.

5.8.2 Data Breach and Privacy/Cyber Liability including Technology Errors and Omissions, etc.

The Contractor and any subcontractor retained by the Contractor shall carry and maintain applicable coverage during and for a period of two (2) years after termination of this contract, Data Breach and Privacy/Cyber Liability Insurance, including coverage for failure to protect confidential information and failure of the security of the Contractor's computer systems or the Department's Authorized Users' systems due to the actions of the Contractor which results in the unauthorized access to the Department's data.

The Contractor shall maintain said insurance at the limit of \$5,000,000 to provide coverage for damages arising from, but not limited to the following: • Breach of duty to protect the security and confidentiality of nonpublic proprietary information; • Personally identifiable nonpublic information (e.g., medical, financial, or personal in nature in electronic or non-electronic form); • Privacy notification costs; • Regulatory defense and penalties; • Website media liability; and • Cyber theft of the Department's property, including but not limited to money and securities.

If the policy is written on a claims made basis, the Contractor must submit to the Department an Endorsement providing proof that the policy provides for the purchase an Extended Reporting Period (“tail coverage”) to provide coverage for no less than three (3) year after termination of the contract.

5.9 Subcontracting

Bidders may propose the use of a subcontractor. The Contractor shall obtain prior written approval from NYSDOH before entering into an agreement for services to be provided by a subcontractor. The Contractor is solely responsible for assuring that the requirements of the RFP are met. All subcontracts shall contain provisions specifying that the work performed by the subcontractor must be in accordance with the terms of the prime contract, and that the subcontractor specifically agrees to be bound by the confidentiality provisions set forth in the agreement between the DOH and the Contractor. DOH reserves the right to request removal of any Bidder’s staff or subcontractor’s staff if, in DOH’s discretion, such staff is not performing in accordance with the Agreement. Subcontractors whose contracts are valued at or above \$100,000 will be required to submit the Vendor Responsibility Questionnaire upon selection of the prime Contractor.

5.10 DOH’s Reserved Rights

The Department of Health reserves the right to:

1. Reject any or all proposals received in response to the RFP;
2. Withdraw the RFP at any time, at the agency’s sole discretion;
3. Make an award under the RFP in whole or in part;
4. Disqualify any Bidder whose conduct and/or proposal fails to conform to the requirements of the RFP;
5. Seek clarifications and revisions of proposals;
6. Use proposal information obtained through site visits, management interviews and the State’s investigation of a Bidder’s qualifications, experience, ability or financial standing, and any material or information submitted by the Bidder in response to the agency’s request for clarifying information in the course of evaluation and/or selection under the RFP;
7. Prior to the bid opening, amend the RFP specifications to correct errors or oversights, or to supply additional information, as it becomes available;
8. Prior to the bid opening, direct Bidders to submit proposal modifications addressing subsequent RFP amendments;
9. Change any of the scheduled dates;
10. Eliminate any mandatory, non-material specifications that cannot be complied with by all of the prospective Bidders;
11. Waive any requirements that are not material;
12. Negotiate with the successful Bidder within the scope of the RFP in the best interests of the State;
13. Conduct contract negotiations with the next responsible Bidder, should the Department be unsuccessful in negotiating with the selected Bidder;
14. Utilize any and all ideas submitted in the proposals received;
15. Every offer shall be firm and not revocable for a period of three hundred and sixty-five days from the bid opening, to the extent not inconsistent with section 2-205 of the uniform commercial code. Subsequent to such three hundred and sixty- five days, any offer is subject to withdrawal communicated in a writing signed by the offeror; and,
16. Require clarification at any time during the procurement process and/or require correction of arithmetic or other apparent errors for the purpose of assuring a full and complete understanding of an offeror’s proposal and/or to determine an offeror’s compliance with the requirements of the solicitation.

5.11 Freedom of Information Law (“FOIL”)

All proposals may be disclosed or used by DOH to the extent permitted by law. DOH may disclose a proposal to any person for the purpose of assisting in evaluating the proposal or for any other lawful purpose. All proposals will become State agency records, which will be available to the public in accordance with the Freedom of Information Law. **Any portion of the proposal that a Bidder believes constitutes proprietary information entitled to confidential handling, as an exception to the Freedom of Information Law, must be clearly and specifically designated in the proposal as directed in [Section 6.1 \(B\)](#) of the RFP.** If DOH agrees with the

proprietary claim, the designated portion of the proposal will be withheld from public disclosure. Blanket assertions of proprietary material will not be accepted, and failure to specifically designate proprietary material may be deemed a waiver of any right to confidential handling of such material.

5.12 Lobbying

Chapter 1 of the Laws of 2005, as amended by Chapter 596 of the Laws of 2005, made significant changes as it pertains to development of procurement contracts with governmental entities. The changes included:

- a) made the lobbying law applicable to attempts to influence procurement contracts once the procurement process has been commenced by a state agency, unified court system, state legislature, public authority, certain industrial development agencies and local benefit corporations;
- b) required the above-mentioned governmental entities to record all contacts made by lobbyists and contractors about a governmental procurement so that the public knows who is contacting governmental entities about procurements;
- c) required governmental entities to designate persons who generally may be the only staff contacted relative to the governmental procurement by that entity in a restricted period;
- d) authorized the New York State Commission on Public Integrity, (now New York State Joint Commission on Public Ethics), to impose fines and penalties against persons/organizations engaging in impermissible contacts about a governmental procurement and provides for the debarment of repeat violators;
- e) directed the Office of General Services to disclose and maintain a list of non-responsible Bidders pursuant to this new law and those who have been debarred and publish such list on its website;
- f) required the timely disclosure of accurate and complete information from offerors with respect to determinations of non-responsibility and debarment; (Bidders responding to this RFP should submit a completed and signed [Attachment 1](#), "Prior Non-Responsibility Determination".)
- g) increased the monetary threshold which triggers a lobbyist's obligations under the Lobbying Act from \$2,000 to \$5,000; and
- h) established the Advisory Council on Procurement Lobbying.

Subsequently, Chapter 14 of the Laws of 2007 amended the Lobbying Act of the Legislative Law, particularly as it related to specific aspects of procurements as follows: (i) prohibiting lobbyists from entering into retainer agreements on the outcome of government grant making or other agreement involving public funding; and (ii) reporting lobbying efforts for grants, loans and other disbursements of public funds over \$15,000.

The most notable, however, was the increased penalties provided under Section 20 of Chapter 14 of the Laws of 2007, which replaced old penalty provisions and the addition of a suspension option for lobbyists engaged in repeated violations. Further amendments to the Lobbying Act were made in Chapter 4 of the Laws of 2010.

Questions regarding the registration and operation of the Lobbying Act should be directed to the New York State Joint Commission on Public Ethics.

5.13 State Finance Law Consultant Disclosure Provisions

In accordance with New York State Finance Law Section 163(4)(g), State agencies must require all contractors, including subcontractors, that provide consulting services for State purposes pursuant to a contract to submit an annual employment report for each such contract.

The successful Bidder for procurements involving consultant services must complete a "State Consultant Services Form A, Contractor's Planned Employment From Contract Start Date through End of Contract Term" in order to be eligible for a contract.

The successful Bidder must also agree to complete a "State Consultant Services Form B, Contractor's Annual Employment Report" for each state fiscal year included in the resulting contract. This report must be submitted annually to the Department of Health, the Office of the State Comptroller, and Department of Civil Service.

State Consultant Services Form A: Contractor's Planned Employment and Form B: Contractor's Annual Employment Report may be accessed electronically at: <http://www.osc.state.ny.us/agencies/forms/ac3271s.doc> and <http://www.osc.state.ny.us/agencies/forms/ac3272s.doc>.

5.14 Debriefing

Pursuant to Section 163(9)(c) of the State Finance Law, any unsuccessful Bidder may request a debriefing regarding the reasons that the proposal or bid submitted by the Bidder was not selected for award. Requests for a debriefing must be made within fifteen (15) calendar days of release of the written or electronic notice by the Department that the Bid submitted by the Bidder was not selected for award. Requests should be submitted in writing to a designated contact identified in the award/non-award letter.

5.15 Protest Procedures

In the event unsuccessful Bidders wish to protest the award resulting from this RFP, Bidders should follow the protest procedures established by the Office of the State Comptroller (OSC). These procedures can be found in Chapter XI Section 17 of the Guide to Financial Operations (GFO). Available on-line at: <http://www.osc.state.ny.us/agencies/guide/MyWebHelp/>

5.16 Iran Divestment Act

By submitting a bid in response to this solicitation or by assuming the responsibility of a Contract awarded hereunder, Bidder/Contractor (or any assignee) certifies that it is not on the "Entities Determined To Be Non-Responsive Bidders/Offerors Pursuant to The New York State Iran Divestment Act of 2012" list ("Prohibited Entities List") posted on the OGS website (currently found at this address: <http://www.ogs.ny.gov/about/regs/docs/ListofEntities.pdf>) and further certifies that it will not utilize on such Contract any subcontractor that is identified on the Prohibited Entities List. Additionally, Bidder/Contractor is advised that should it seek to renew or extend a Contract awarded in response to the solicitation, it must provide the same certification at the time the Contract is renewed or extended.

During the term of the Contract, should DOH receive information that a person (as defined in State Finance Law §165-a) is in violation of the above-referenced certifications, DOH will review such information and offer the person an opportunity to respond. If the person fails to demonstrate that it has ceased its engagement in the investment activity which is in violation of the Act within 90 days after the determination of such violation, then DOH shall take such action as may be appropriate and provided for by law, rule, or contract, including, but not limited to, seeking compliance, recovering damages, or declaring the Contractor in default. DOH reserves the right to reject any bid, request for assignment, renewal or extension for an entity that appears on the Prohibited Entities List prior to the award, assignment, renewal or extension of a contract, and to pursue a responsibility review with respect to any entity that is awarded a contract and appears on the Prohibited Entities list after contract award.

5.17 Piggybacking

New York State Finance Law section 163(10)(e) (see also <http://www.ogs.ny.gov/purchase/snt/sflxi.asp>) allows the Commissioner of the NYS Office of General Services to consent to the use of this contract by other New York State Agencies, and other authorized purchasers, subject to conditions and the Contractor's consent.

5.18 Encouraging Use of New York Businesses in Contract Performance

Public procurements can drive and improve the State's economic engine through promotion of the use of New York businesses by its contractors. New York State businesses have a substantial presence in State contracts and strongly contribute to the economies of the State and the nation. In recognition of their economic activity and leadership in doing business in New York State, Bidders/Proposers for this contract for commodities, services or technology are strongly encouraged and expected to consider New York State businesses in the fulfillment of the requirements of the contract. Such partnering may be as subcontractors, suppliers, protégés or other supporting roles. All Bidders should complete [Attachment 6](#), Encouraging Use of New York Businesses in Contract Performance, to indicate their intent to use/not use New York Businesses in the performance of this contract.

5.19 Diversity Practices Questionnaire

Diversity practices are the efforts of contractors to include New York State-certified Minority and Women-owned Business Enterprises ("MWBES") in their business practices. Diversity practices may include past, present, or future actions and policies, and include activities of contractors on contracts with private entities and governmental units other than the State of New York. Assessing the diversity practices of contractors enables contractors to engage in meaningful, capacity-building collaborations with MWBEs.

5.20 Participation Opportunities for NYS Certified Service-Disabled Veteran-Owned Businesses

Article 17-B of the New York State Executive Law provides for more meaningful participation in public procurement by certified Service-Disabled Veteran-Owned Businesses ("SDVOBs"), thereby further integrating such businesses into New York State's economy. DOH recognizes the need to promote the employment of service-disabled veterans and to ensure that certified service-disabled veteran-owned businesses have opportunities for maximum feasible participation in the performance of DOH contracts.

In recognition of the service and sacrifices made by service-disabled veterans and in recognition of their economic activity in doing business in New York State, Bidders/Contractors are strongly encouraged and expected to consider SDVOBs in the fulfillment of the requirements of the Contract. Such participation may be as subcontractors or suppliers, as protégés, or in other partnering or supporting roles.

For purposes of this procurement, DOH conducted a comprehensive search and determined that the Contract does not offer sufficient opportunities to set specific goals for participation by SDVOBs as subcontractors, service providers, and suppliers to Contractor. Nevertheless, Bidder/Contractor is encouraged to make good faith efforts to promote and assist in the participation of SDVOBs on the Contract for the provision of services and materials. The directory of New York State Certified SDVOBs can be viewed at: <https://ogs.ny.gov/veterans/>

Bidders are encouraged to contact the Office of General Services' Division of Service-Disabled Veteran's Business Development at 518-474-2015 or VeteransDevelopment@ogs.ny.gov to discuss methods of maximizing participation by SDVOBs on the Contract.

5.21 Intellectual Property

Any work product created pursuant to this agreement and any subcontract shall become the sole and exclusive property of the New York State Department of Health, which shall have all rights of ownership and authorship in such work product.

5.22 Vendor Assurance of No Conflict of Interest or Detrimental Effect

All Bidders responding to this solicitation should submit [Attachment 4](#) to attest that their performance of the services outlined in this RFP does not create a conflict of interest and that the Bidder will not act in any manner that is detrimental to any other State project on which they are rendering services.

5.23 Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

The New York State Human Rights Law, Article 15 of the Executive Law, prohibits discrimination and harassment based on age, race, creed, color, national origin, sex, pregnancy or pregnancy-related conditions, sexual orientation, gender identity, disability, marital status, familial status, domestic violence victim status, prior arrest or conviction record, military status or predisposing genetic characteristics. In accordance with Executive Order No. 177, the Offeror certifies that they do not have institutional policies or practices that fail to address those protected status under the Human Rights Law.

5.24 Executive Order 16 Prohibiting Contracting with Entities Conducting Business Operations in Russia

All Bidders responding to this solicitation should submit [Attachment 12](#) certifying the status of their business operations in Russia, if any, pursuant to Executive Order 16.

6.0 PROPOSAL CONTENT

The following includes the format and information to be provided by each Bidder. Bidders responding to this RFP must satisfy all requirements stated in this RFP. All Bidders are requested to submit complete Administrative and Technical Proposals and are required to submit a complete Cost Proposal. A proposal that is incomplete in any material respect may be rejected.

To expedite review of the proposals, Bidders are requested to submit proposals in separate Administrative, Technical, and Cost packages inclusive of all materials as summarized in Attachment A, Proposal Document Checklist. This separation of information will facilitate the review of the material requested. No information beyond that specifically requested is required, and Bidders are requested to keep their submissions to the shortest length consistent with making a complete presentation of qualifications. Evaluations of the Administrative, Technical, and Cost Proposals received in response to this RFP will be conducted separately. Bidders are therefore cautioned not to include any Cost Proposal information in the Technical Proposal documents.

DOH will not be responsible for expenses incurred in preparing and submitting the Administrative, Technical, or Cost Proposals.

6.1 Administrative Proposal

The Administrative Proposal should contain all items listed below. A proposal that is incomplete in any material respect may be eliminated from consideration. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy. Please provide the forms in the same order in which they are requested.

A. Bidder's Disclosure of Prior Non-Responsibility Determinations

Submit a completed and signed [Attachment 1](#), "Prior Non-Responsibility Determination."

B. Freedom of Information Law – Proposal Redactions

Bidders must clearly and specifically identify any portion of the proposal that a Bidder believes constitutes proprietary information entitled to confidential handling as an exception to the Freedom of Information Law. See [Section 5.11](#), (Freedom of Information Law)

C. Vendor Responsibility Questionnaire

Complete, certify, and file a New York State Vendor Responsibility Questionnaire. DOH recommends that Vendors file the required Vendor Responsibility Questionnaire online via the New York State VendRep System. To enroll in and use the New York State VendRep System, see the VendRep System Instructions

at <http://www.osc.state.ny.us/vendrep/index.htm> or go directly to the VendRep System online at <https://www.osc.state.ny.us/state-vendors/vendrep/vendrep-system>.

Vendors must provide their New York State Vendor Identification Number when enrolling. To request assignment of a Vendor ID or for VendRep System assistance, contact the OSC Help Desk at 866-370-4672 or 518-408-4672 or by email at ciohelpdesk@osc.state.ny.us.

Vendors opting to complete and submit a paper questionnaire can obtain the appropriate questionnaire from the VendRep website, www.osc.state.ny.us/vendrep, or may contact the Office of the State Comptroller's Help Desk for a copy of the paper form. Bidders should complete and submit the Vendor Responsibility Attestation, [Attachment 3](#).

D. Vendors Assurance of No Conflict of Interest or Detrimental Effect

Submit [Attachment 4](#), Vendor's Assurance of No Conflict of Interest or Detrimental Effect, which includes information regarding the Bidder, members, shareholders, parents, affiliates or subcontractors. [Attachment 4](#) must be signed by an individual authorized to bind the Bidder contractually.

E. MWBE Forms

Submit completed Form #1 and/or Form #2, Form #4 and Form #5 as directed in [Attachment 5](#), "Guide to New York State DOH MWBE RFP Required Forms."

F. Encouraging Use of New York Businesses in Contract Performance

Submit [Attachment 6](#), "Encouraging Use of New York State Businesses" in Contract Performance to indicate which New York Businesses you will use in the performance of the contract.

G. Bidder's Certified Statements

Submit [Attachment 7](#), "Bidder's Certified Statements", which includes information regarding the Bidder. Attachment A must be signed by an individual authorized to bind the Bidder contractually. Please indicate the title or position that the signer holds with the Bidder. DOH reserves the right to reject a proposal that contains an incomplete or unsigned [Attachment 7](#) or no [Attachment 7](#).

H. References

Provide references using [Attachment 9](#) (References) for three prior MIS-EBT projects, other similar EBT projects, or similar large-scale State or Federal Government enterprise IT system projects. Provide firm names, addresses, contact names, telephone numbers, and email addresses. The Bidder shall also provide at least one reference for each proposed subcontractor.

I. Diversity Practices Questionnaire

The Department has determined, pursuant to New York State Executive Law Article 15-A, that the assessment of the diversity practices of respondents of this procurement is practical, feasible, and appropriate. Accordingly, respondents to this procurement should include as part of their response to this procurement, [Attachment 10](#) "Diversity Practices Questionnaire". Responses will be formally evaluated and scored.

J. Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination

Submit [Attachment 11](#) certifying that it does not have institutional policies or practices that fail to address the harassment and discrimination of individuals on the basis of their age, race, creed, color, national origin, sex, sexual orientation, gender identity, disability, marital status, military status, or other protected status under the Human Rights Law.

K. Executive Order 16 Prohibiting Contracting with Entities Conducting Business Operations in Russia

Submit [Attachment 12](#) certifying the status of your business operations in Russia.

6.2 Technical Proposal

The purpose of the Technical Proposal is to demonstrate the qualifications, experience, competence, and capacity of the Bidder and the Bidder's assigned staff to perform the services contained in this RFP.

A Technical Proposal that is incomplete in any material respect may be eliminated from consideration. The following outlines the information requested to be provided by Bidders. The information requested should be provided in the prescribed format. Responses that do not follow the prescribed format may be eliminated from consideration. All responses to the RFP may be subject to verification for accuracy.

While additional data may be presented, the following should be included. Please provide the information in the same order in which it is requested. Your proposal should contain sufficient information to assure DOH of its accuracy. Failure to follow these instructions may result in disqualification.

Pricing information contained in the Cost Proposal cannot be included in the Technical Proposal documents.

A. Title Page

Submit a Title Page providing the RFP subject and number; the Bidder's name and address, the name, address, telephone number, and email address of the Bidder's contact person; and the date of the Proposal.

B. Table of Contents

The Table of Contents should clearly identify all material (by section and page number) included in the proposal.

C. Documentation of Bidder's Eligibility Responsive to [Section 3.0](#) of RFP

Bidders must be able to meet all the requirements stated in [Section 3.1](#) Minimum Qualifications of the RFP. Preference will be given to Bidders with experience as described in [Section 3.2](#) Preferred Qualifications.

The Bidder must submit documentation that provides sufficient evidence of meeting the criterion. This documentation may be in any format needed to demonstrate how they meet the minimum qualifications to propose. Include written responses describing the Bidder's experience that meets the Minimum and Preferred Qualifications. If additional documentation is provided in a separate document, include the document name in the written response.

C1 Section 3.1 Minimum Qualifications

Describe the Bidder's experience as a prime contractor that meets the Minimum Qualifications of the RFP as outlined in RFP Section 3.1. The narrative should include the time period(s) with beginning and end dates (month and year) and total duration (years and months) for all experience described.

1. Bidders shall have a minimum of three (3) years' combined experience developing and maintaining a cross-functional information system that provides organization-wide coordination and integration of the key business processes and helps in planning the resources of an organization.
2. Bidders shall have a minimum of two (2) years' combined experience developing and maintaining .NET framework application.
3. Bidders shall have a minimum of two (2) years' combined experience developing and maintaining

- applications utilizing SQL Server Reporting Services (SSRS) for reporting.
- 4. Bidders shall have a minimum of one (1) year combined experience developing and maintaining applications utilizing SAML for authentication.
- 5. Bidders shall have a minimum of two (2) years' combined experience developing and maintaining mobile applications.

Experience acquired concurrently is acceptable.

C2 Section 3.2 Preferred Qualifications

1. Describe the Bidder's experience with at least one (1) project providing services of developing and maintaining WIC Management Information System (MIS) or another health/human services system of comparable size and complexity (over 2,000 unique database tables) to NYWIC (See Exhibit V, NYWIC Database Schema Tables).
2. Describe the Bidder's experience with at least one (1) project providing financial management or EBT system maintenance and operation projects.
3. Describe the Bidder's experience with at least one (1) project providing maintenance and operations services for State and/or Federal government enterprise systems.
4. Describe the Bidder's experience with at least one (1) project working with a WIC on the Web (WOW) system.
5. Describe the Bidder's experience with at least one (1) project working with NYS ITS.

A single project can be used to demonstrate experience for one or more of the criteria listed above.

D. Experience – Performing Tasks/Activities

Include written responses describing the Bidder's qualifications, experience, competence, and capacity to perform the services described in this RFP. If additional documentation is provided in a separate document, include the document name in the written response.

The technical proposal should provide satisfactory evidence of the Bidder's ability to meet and expressly respond to each element of the RFP listed below.

Elements of the technical proposal are as follows:

D1 Maintenance and Operation Services

Section 4.1.3 NYWIC Maintenance and Operation Requirements

1. Describe the Bidder's qualifications, experience, competence, and capacity to host and manage a NYWIC Development environment (See Exhibit V, NYWIC Database Schema Tables).
2. Describe the Bidder's qualifications, experience, competence, and capacity to assist NYS WIC in maintaining documentation of the hardware and software components of the NYWIC environments including Production, Training, UAT, as well as peripheral equipment (e.g.: signature pads, scanners, and WIC EBT card readers).
3. Describe the Bidder's qualifications, experience, competence, and capacity to ensure the NYWIC application is fully functional in all environments as described in RFP Section 4.1.3.3.a – d.
4. Describe the Bidder's qualifications, experience, competence, and capacity to manage the automated processing tasks, timeframes, dependencies, and reports in collaboration with NYS ITS as described in RFP Section 4.1.3.3.a – c.
5. Describe the Bidder's qualifications, experience, competence, and capacity to deliver updates, fixes, and associated documentation in four (4) releases per year, with patches deployed as needed. The four (4) releases are scheduled for production deployments quarterly.
6. Describe the Bidder's qualifications, experience, competence, and capacity to update all needed written and online training materials in accordance with approved system/application changes as described in RFP Section 4.1.3.6.

7. Describe the Bidder's qualifications, experience, competence, and capacity to assist in an annual refresh of UAT environment data from the Production environment, coordinating with the WIC EBT Contractor to maintain data integrity with the WIC EBT test environment and providing post-processing scripts as needed.
8. Describe the Bidder's qualifications, experience, competence, and capacity to provide technical support for issues with equipment (e.g.: signature pads, scanners, and EBT card readers).
9. Describe the Bidder's qualifications, experience, competence, and capacity to maintain and support the specifications for the MIS-EBT interface in collaboration with the WIC EBT Contractor.
10. Describe the Bidder's qualifications, experience, competence, and capacity to develop and execute a plan in collaboration with the WIC EBT Contractor to modify NYWIC to comply with the latest, approved version of the WIC Universal MIS-EBT Interface (WUMEI) document as described in RFP Section 4.1.3.10.

Section 4.2.3 WIC2Go Maintenance and Operation Requirements

1. Describe the Bidder's qualifications, experience, competence, and capacity to host and manage the WIC2Go Development environment (RFP [Section 4.11](#)).
2. Describe the Bidder's qualifications, experience, competence, and capacity to ensure the WIC2Go application is fully functional in all environments as described in RFP Section 4.2.3.2.a – c.
3. Describe the Bidder's qualifications, experience, competence, and capacity to develop, test, and deploy updates to the WIC2Go application.
4. Describe the Bidder's qualifications, experience, competence, and capacity to deliver updates, fixes, and associated documentation for WIC2Go in two (2) releases per year, with patches deployed as needed.
5. Describe the Bidder's qualifications, experience, competence, and capacity to update all needed written and online training materials for WIC2Go in accordance with approved system/application changes as described in RFP Section 4.2.3.5.
6. Describe the Bidder's qualifications, experience, competence, and capacity to coordinate WIC2Go releases to Google Play and the Apple Store.

Section 4.3.3 CARA Maintenance and Operation Requirements

1. Describe the Bidder's qualifications, experience, competence, and capacity to host and manage the CARA Development environment (RFP [Section 4.11](#)).
2. Describe the Bidder's qualifications, experience, competence, and capacity to ensure CARA is fully functional in all environments as described in RFP Section 4.3.3.2. a – c.
3. Describe the Bidder's qualifications, experience, competence, and capacity to develop, test, and deploy updates for CARA.
4. Describe the Bidder's qualifications, experience, competence, and capacity to deliver updates, fixes, and associated documentation for CARA in two (2) releases per year, with patches deployed as needed.
5. Describe the Bidder's qualifications, experience, competence, and capacity to update all needed written and online training materials for CARA in accordance with approved system/application changes as described in RFP Section 4.3.3.5.
6. Describe the Bidder's plan to coordinate CARA releases to the Apple Store, managing access only to the NYS Enterprise Organization.

Section 4.4.3 Vendor Monitoring Maintenance and Operation Requirements

1. Describe the Bidder's qualifications, experience, competence, and capacity to host and manage the Vendor Monitoring Application Development environment as described in RFP [Section 4.11](#).
2. Describe the Bidder's qualifications, experience, competence, and capacity to ensure the Vendor Monitoring Application is fully functional in all environments as described in RFP Section 4.4.3.2.a – c.

3. Describe the Bidder's qualifications, experience, competence, and capacity to develop, test, and deploy updates for the Vendor Monitoring Application.
4. Describe the Bidder's qualifications, experience, competence, and capacity to deliver updates, fixes, and associated documentation for the Vendor Monitoring Application in two (2) releases per year, with patches deployed as needed.
5. Describe the Bidder's qualifications, experience, competence, and capacity to update all needed written and online training materials for the Vendor Monitoring Application in accordance with approved system/application changes as described in RFP Section 4.4.3.5.
6. Describe the Bidder's qualifications, experience, competence, and capacity to coordinate the releases of the Vendor Monitoring Application to the Apple Store, managing access for the NYS Enterprise Organization and VMA organizations.

Section 4.5.1 Supplementary Remote Support Requirements

1. Describe the Bidder's qualifications, experience, competence, and capacity to provide Help Desk (HD) services to support NYWIC users experiencing issues with certifying or issuing benefits for participants.
2. Describe the Bidder's qualifications, experience, competence, and capacity to supply a toll-free phone number dedicated to the NYS WIC for NYS NYWIC Help Desk staff to transfer calls to as described in RFP Section 4.5.1.2.
3. Describe the Bidder's qualifications, experience, competence, and capacity to provide key personnel (RFP [Section 4.7](#)) to manage Help Desk services during hours of support as described in RFP Section 4.5.1.3.a.
4. Describe the Bidder's qualifications, experience, competence, and capacity to provide issue tracking and resolution for Help Desk services as described in RFP Section 4.5.1.4.a – g.

Section 4.6 Division of Responsibilities

1. Describe the Bidder's qualifications, experience, competence, and capacity to perform the Database requirement as outlined in the Responsibility Matrix in RFP Section 4.6 for which the MIS Contractor is identified as Responsible/Accountable (RA).
2. Describe the Bidder's qualifications, experience, competence, and capacity to perform the Application requirements as outlined in the Responsibility Matrix in RFP Section 4.6 for which the MIS Contractor is identified as Responsible/Accountable (RA).
3. Describe the Bidder's qualifications, experience, competence, and capacity to perform the Security requirement as outlined in the Responsibility Matrix in RFP Section 4.6 for which the MIS Contractor is identified as Responsible/Accountable (RA).
4. Describe the Bidder's qualifications, experience, competence, and capacity to perform the Incident Management requirements as outlined in the Responsibility Matrix in RFP Section 4.6 for which the MIS Contractor is identified as Responsible/Accountable (RA).

Section 4.7 Staffing Plan

1. Describe the Bidder's staffing plan, as outlined RFP Section 4.7, to allocate staff members to fill the key personnel positions, including an organizational chart indicating lines of authority for positions involved in the performance of this Contract.

Section 4.8 Reporting

1. Describe the Bidder's qualifications, experience, competence, and capacity to meet the Project Work Plan/Schedule requirements as described in RFP Section 4.8.1.a.
2. Describe the Bidder's qualifications, experience, competence, and capacity to meet the Technology Plan requirements as described in RFP Section 4.8.2.a.
3. Describe the Bidder's qualifications, experience, competence, and capacity to meet the Weekly NYWIC Check-in Meetings and Biweekly Contract Meeting requirements as described in RFP Section 4.8.3.a – b.

4. Describe the Bidder's qualifications, experience, competence, and capacity to submit Monthly Project Status Reports in accordance with the requirements outlined in RFP Section 4.8.4.a.

Section 4.9 Project Management

1. Describe the Bidder's qualifications, experience, competence, and capacity to provide project management, as outlined in RFP Section 4.9, including but not limited to Bidder's ability to comply with project management methodology and standards that are aligned with the Project Management Institute's (PMI) Project Management Body of Knowledge (PMBOK) and codified in the NYS Project Management Guidebook Release 2.
2. Describe the Bidder's qualifications, experience, competence, and capacity to meet the scope management requirements as described in RFP Section 4.9. Include in the response an example of a project for which the Bidder provided scope management.
3. Describe the Bidder's qualifications, experience, competence, and capacity to develop and maintain a detailed project schedule including a detailed work breakdown structure and Contractor resource assignments.
4. Describe the Bidder's qualifications, experience, competence, and capacity to meet the change management requirements as described in RFP Section 4.9. Include in the response a description of how the Bidder adhered to an established change-management process for a project that the Bidder managed.
5. Describe the Bidder's qualifications, experience, competence, and capacity to meet the risk management requirements as described in RFP Section 4.9. Provide an example of a project risk log that describes project risks and assesses the probability, likely impact, and possible mitigation steps for each risk.
6. Describe the Bidder's qualifications, experience, competence, and capacity to meet the resource management requirements as described in RFP Section 4.9. Provide an example of a project resource plan that defines the staff, their positions, and expected work hours.

D2 System Changes

Section 4.10 System Changes and Documentation

1. Describe the Bidder's qualifications, experience, competence, and capacity to provide requested system modifications, as outlined RFP Section 4.10, including but not limited to the ability to comply with an established change-management process and support the planning, development, testing, and deployment of system modifications.
2. Describe the Bidder's qualifications, experience, competence, and capacity to provide updated system documentation to reflect the changes made to the system. System documentation includes, but is not limited to, database table(s) impact, system design documents (including detailed report descriptions), application help screens, user manuals, data dictionaries, or other documents as directed by the State.

D3 Other Requirements

Section 4.11 Information Technology

1. Describe the Bidder's qualifications, experience, competence, and capacity to collaborate with NYS ITS on all information technology architecture requirements needed to maintain the NYWIC MIS and mobile applications functional., as outlined RFP Section 4.11.

Section 4.12 Security

1. Describe the Bidder's qualifications, experience, competence, and capacity to comply with all NYS security policies and standards as defined in the New York State ITS security policies and standards (<http://its.ny.gov/eiso/policies/security>), and for your organization, employees, subcontractors and volunteers to implement and maintain policies and an internal control process

for oversight and monitoring, and procedures to assure the confidentiality of personal identifiable data and protected health information, as outlined in RFP Section 4.12.

Section 4.13 Transition

1. Describe the Bidder's qualifications, experience, competence, and capacity to meet the transition requirements described in RFP Section 4.13 to transition current contract activities performed by the Contractor to the Department, another Department agent or successor Contractor during or at the end of the contract. This includes a complete and total transfer of all data, files, reports, and records generated from the inception of the contract through the end of the contract.

6.3 Cost Proposal

Bidders must submit a completed and signed Attachment B – Cost Proposal Workbook. The Cost Proposal shall comply with the format and content requirements as detailed in this document and in Attachment B. Failure to comply with the format and content requirements may result in disqualification.

The bid price is to cover the cost of furnishing all of the said services, including but not limited to travel, materials, equipment, overhead, profit and labor to the satisfaction of the Department of Health and the performance of all work set forth in said specifications.

The Cost Proposal requires the Bidder to provide pricing for the following:

Comprehensive maintenance and operation support for NYWIC, three (3) mobile applications (WIC2GO, CARA, and Vendor Monitoring), and NYWIC Help Desk services. An individual Annual Fixed Price must be provided for each component listed above.

System Change Requests made during the term of the agreement will be priced (for designated personnel) at the hourly rates included in the cost proposal at the time of bid. Therefore, it is imperative that the Bidder include its fully loaded hourly rate for each Job Title included in the cost proposal, Attachment B – Cost Proposal Workbook, System Change Management worksheet. The scope/cost for all system change requests made during the contract term will be developed by the Bidder in coordination with NYS and will require prior approval before any work is performed. The System Change Management Bid Amount will represent the Maximum Budget allowed for system changes during the five-year term of the agreement.

These prices (M&O) and hourly rates (System Changes) will be fixed for the full contract term, therefore the Bidder must include all applicable costs and profit for the tasks/activities described in the Total Bid Price included in the Bidder's cost proposal.

The bid instructions included in Attachment B – Cost Proposal Workbook are as follows:

The proposed Annual Fixed Price for M&O support costs shall include ANY and ALL charges or costs for the duration of the contract including:

1. All costs associated with Maintenance and Operation Tasks/Activities for NYWIC, three (3) mobile applications (WIC2GO, CARA, and Vendor Monitoring), and NYWIC Help Desk services as outlined in the RFP.
2. All direct and indirect costs, as well as overhead, fees, profit, including but not limited to:
 - a. Labor, parts, shipping, material, and equipment costs;
 - b. Administration, reporting or other requirements, overhead, and profit;
 - c. Travel costs, parking fees, and any and all ancillary costs including permits, insurance, licenses etc.; and
 - d. Services not explicitly stated in these specifications but necessarily attendant thereto as applicable for the associated items for which the rate is being quoted.

System Change Management

1. All system changes will be designed, developed, tested, and implemented using an established

- change-management process including prior review and approval by NYS.
2. Total Hours are provided solely for the purpose of calculating a Maximum Budget for System Change Management projects. The Maximum Budget will be entered as the bid amount for System Change Management and will be used in evaluating the Cost Proposal.
 3. Costs for approved change requests shall be in accordance with the rates quoted in this cost proposal. Hourly rates provided should be the Bidder's fully loaded rate for each Job Title.
 4. The Maximum Budget establishes the not-to-exceed amount for all work performed during the contract term under the System Change Management process.

The Total Bid Price submitted in Attachment B – Cost Proposal Workbook in the Pricing Summary worksheet will be used to determine the Bidder's cost score as described in [Section 8.4](#) Cost Evaluation.

7.0 PROPOSAL SUBMISSION

A proposal consists of three distinct parts: (1) the Administrative Proposal, (2) the Technical Proposal, and (3) the Cost Proposal. Proposals should be submitted as prescribed below.

1. Submit three (3) password protected PDF proposals in separate emails to: BSFP-FMS.Procure@health.ny.gov with the subject "<Type of Proposal, Bidder name, RFP #20072>".
2. Include, as an attachment to each email, the distinct PDF file labeled "Administrative Proposal", "Technical Proposal", or "Cost Proposal". Example: "Technical Proposal, ABC Company, RFP #20072".
3. The body of the email submitted should also include the password and indicate the total number of pages intended, and, if applicable, the total number of pages for Appendices, Attachments, and other items included in the proposal. Example: Technical Proposal 30 pages total, Attachment A, 17 pages. Include page numbers and appropriate header and footer information on all pages of the proposal. A font size of eleven (11) points or larger should be used.
4. In the event an electronic submission cannot be read by the Department, the Department reserves the right to request a hard copy and/or electronic resubmission of any unreadable files. Offeror shall have 2 business days to respond to such requests and must certify the resubmission is identical to the original submission.
5. Where signatures are required, the submitted documents should have a handwritten signature and be signed in blue ink with a scanned copy included in the electronic submission of the PDF proposal. The Department reserves the right to request hard copy originals of all signature pages at any time.

The NYSDOH discourages overly lengthy proposals. Therefore, marketing brochures, user manuals or other materials, beyond that sufficient to present a complete and effective proposal, are not desired. Elaborate artwork or expensive paper is not necessary or desired. The Bidder should not repeat information in more than one section of the proposal. If information in one section of the proposal is relevant to a discussion in another section, the Bidder should make specific reference to the other section rather than repeating the information. Audio and/or videotapes are not allowed. Any submitted audio or videotapes will be ignored by the evaluation team.

In order for the NYSDOH to evaluate proposals fairly and completely, proposals should follow the format described in this RFP. The entire proposal must be received by the NYSDOH in three separate emails to the email account designated above no later than the Deadline for Submission of Proposals specified in [Section 1.0](#) (Calendar of Events). Submission of proposals in a manner other than as described in these instructions will not be accepted. Late bids will not be considered.

7.1 No Bid Form

Bidders choosing not to bid are requested to complete the No-Bid form [Attachment 2](#).

8.0 METHOD OF AWARD

8.1 General Information

DOH will evaluate each proposal based on the “Best Value” concept. This means that the proposal that best “optimizes quality, cost, and efficiency among responsive and responsible offerors” shall be selected for award (State Finance Law, Article 11, §163(1)(j)).

DOH at its sole discretion, will determine which proposal(s) best satisfies its requirements. DOH reserves all rights with respect to the award. All proposals deemed to be responsive to the requirements of this procurement will be evaluated and scored for technical qualities and cost. Proposals failing to meet the requirements of this document may be eliminated from consideration. The evaluation process will include separate technical and cost evaluations, and the result of each evaluation shall remain confidential until evaluations have been completed and a selection of the winning proposal is made.

The evaluation process will be conducted in a comprehensive and impartial manner, as set forth herein, by an Evaluation Committee. The Technical Proposal and compliance with other RFP requirements (other than the Cost Proposal) will be weighted **70%** of a proposal's total score and the information contained in the Cost Proposal will be weighted **30%** of a proposal's total score.

Bidders may be requested by DOH to clarify the contents of their proposals. Other than to provide such information as may be requested by DOH, no Bidder will be allowed to alter its proposal or add information after the Deadline for Submission of Proposals listed in [Section 1.0](#) (Calendar of Events).

In the event of a tie, the determining factors for award, in descending order, will be:

- (1) lowest cost and
- (2) proposed percentage of MWBE participation.

8.2 Submission Review

DOH will examine all proposals that are received in a proper and timely manner to determine if they meet the proposal submission requirements, as described in [Section 6.0](#) (Proposal Content) and [Section 7.0](#) (Proposal Submission), including documentation requested for the Administrative Proposal, as stated in this RFP. Proposals that are materially deficient in meeting the submission requirements or have omitted material documents, in the sole opinion of DOH, may be rejected.

8.3 Technical Evaluation

The evaluation process will be conducted in a comprehensive and impartial manner. A Technical Evaluation Committee comprised of program staff of DOH will review and evaluate all proposals.

Proposals will undergo a preliminary evaluation to verify Minimum Qualifications to Propose ([Section 3.0](#)).

The Technical Evaluation Committee members will independently score each Technical Proposal that meets the submission requirements of this RFP. The individual Committee Member scores will be averaged to calculate the Technical Score for each responsive Bidder.

The technical evaluation is **70% (up to 70 points)** of the final score.

8.4 Cost Evaluation

The Cost Evaluation Committee will examine the Cost Proposal documents. The Cost Proposals will be opened and reviewed for responsiveness to cost requirements. If a cost proposal is found to be non-responsive, that proposal may not receive a cost score and may be eliminated from consideration.

The Cost Proposals will be scored based on a maximum cost score of 30 points. The maximum cost score will be allocated to the proposal with the lowest all-inclusive not-to-exceed maximum price. All other responsive proposals will receive a proportionate score based on the relation of their Cost Proposal to the proposals offered at the lowest final cost, using this formula:

$$C = (A/B) * 30\%$$

A is Total price of lowest cost proposal;

B is Total price of cost proposal being scored; and

C is the Cost score.

The cost evaluation is 30% (up to 30 points) of the final score.

8.5 Composite Score

A composite score will be calculated by the DOH by adding the Technical Proposal points and the Cost points awarded. Finalists will be determined based on composite scores.

8.6 Reference Checks

The Bidder should submit references using [Attachment 9](#) (References). At the discretion of the Evaluation Committee, references may be checked at any point during the process to verify bidder qualifications to propose ([Section 3.0](#)).

8.7 Best and Final Offers

NYSDOH reserves the right to request best and final offers. In the event NYSDOH exercises this right, all Bidders that submitted a proposal that are susceptible to award will be asked to provide a best and final offer. Bidders will be informed that should they choose not to submit a best and final offer, the offer submitted with their proposal will be construed as their best and final offer.

8.8 Award Recommendation

The Evaluation Committee will submit a recommendation for award to the Finalist(s) with the highest composite score(s) whose experience and qualifications have been verified.

The Department will notify the awarded Bidder(s) and Bidders not awarded. The awarded Bidder(s) will enter into a written Agreement substantially in accordance with the terms of [Attachment 8](#), DOH Agreement, to provide the required services as specified in this RFP. The resultant contract shall not be binding until fully executed and approved by the New York State Office of the Attorney General and the Office of the State Comptroller.

ATTACHMENTS

The following exhibits are provided as separate files and have been posted along with this RFP at <https://www.health.ny.gov/funding/>.

- I. NYWIC MIS Technical Architecture Design
- II. NYWIC Production and DR Architecture
- III. Mobile Application Capacity and Infrastructure Plan
- IV. NYWIC Production CARA and WIC2Go System Architecture
- V. NYWIC Database Schema Tables
- VI. Data Exchange Application and Agreement

The following attachments are included in this RFP and are available via hyperlink or can be found at: <https://www.health.ny.gov/funding/forms/>.

1. [Bidder's Disclosure of Prior Non-Responsibility Determination](#)
2. [No-Bid Form](#)
3. [Vendor Responsibility Attestation](#)
4. [Vendor Assurance of No Conflict of Interest or Detrimental Effect](#)
5. [Guide to New York State DOH M/WBE Required Forms & Forms](#)
6. [Encouraging Use of New York Businesses in Contract Performance](#)
7. [Bidder's Certified Statements](#)
8. [DOH Agreement](#) (Standard Contract)
9. [References](#)
10. [Diversity Practices Questionnaire](#)
11. [Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination](#)
12. [Executive Order 16 Prohibiting Contracting with Businesses Conducting Business in Russia](#)

The following attachments are included in this RFP:

- A. Proposal Document Checklist

The following attachments are provided as separate files and have been posted along with this RFP at <https://www.health.ny.gov/funding/>.

- B. Cost Proposal Workbook
- C. Required Clauses for Federally Funded Contracts

ATTACHMENT A – PROPOSAL DOCUMENT CHECKLIST

Please reference Section 7.0 for the appropriate format and quantities for each proposal submission.

| RFP20072 – NYWIC and Mobile Application Maintenance & Operation Services | | |
|--|--|--------------------------|
| FOR THE ADMINISTRATIVE PROPOSAL | | |
| RFP § | SUBMISSION | INCLUDED |
| § 6.1.A | Attachment 1 – Bidder’s Disclosure of Prior Non-Responsibility Determinations (completed and signed) | <input type="checkbox"/> |
| § 6.1.B | Freedom of Information Law – Proposal Redactions (If Applicable) | <input type="checkbox"/> |
| § 6.1.C | Attachment 3 – Vendor Responsibility Attestation | <input type="checkbox"/> |
| § 6.1.D | Attachment 4 – Vendor Assurance of No Conflict of Interest or Detrimental Effect | <input type="checkbox"/> |
| § 6.1.E | Attachment 5 – New York State DOH M/WBE Required Forms: | |
| | Form #1 – Bidder MWBE Utilization Plan | <input type="checkbox"/> |
| | Form #2 – MWBE Utilization Waiver Request (If Applicable) | <input type="checkbox"/> |
| | Form #4 – MWBE Staffing Plan | <input type="checkbox"/> |
| | Form #5 – EEO and MWBE Policy Statement | <input type="checkbox"/> |
| § 6.1.F | Attachment 6 – Encouraging Use of New York Businesses | <input type="checkbox"/> |
| § 6.1.G | Attachment 7 – Bidder’s Certified Statements, completed & signed. | <input type="checkbox"/> |
| § 6.1.H | Attachment 9 – References | <input type="checkbox"/> |
| § 6.1.I | Attachment 10 – Diversity Practices Questionnaire | <input type="checkbox"/> |
| § 6.1.J | Attachment 11 – Executive Order 177 Prohibiting Contracts with Entities that Support Discrimination | <input type="checkbox"/> |
| § 6.1.K | Attachment 12 – Executive Order 16 Prohibiting Contracting with Businesses Conducting Business in Russia | <input type="checkbox"/> |
| FOR THE TECHNICAL PROPOSAL | | |
| RFP § | SUBMISSION | INCLUDED |
| § 6.2.A | Title Page | <input type="checkbox"/> |
| § 6.2.B | Table of Contents | <input type="checkbox"/> |
| § 6.2.C | Documentation of Bidder’s Eligibility (Requirement) | <input type="checkbox"/> |
| FOR THE COST PROPOSAL | | |
| RFP § | REQUIREMENT | INCLUDED |
| § 6.3 | Attachment B – Cost Proposal Workbook | <input type="checkbox"/> |