Attachment 14- Solution and Contractor Requirements
Commodity Supplemental Food Program Management Information System
RFP#20161

Background

The Commodity Supplemental Food Program (CSFP) must procure commercial off the shelf (COTS) web-based solution to effectively manage program participation and commodity inventory, monitor real-time contractor performance, and utilize reporting capabilities, mapping solution and paperless data collection. Refer to Table 1 for more information on CSFP's anticipated system usage, Table 2 for a list of Solution and Contractor Requirements to meet the business needs of CSFP.

Table 1 - System Usage

Agency	Number of Active Users	Number of Active Sites	Assigned Caseload
New York State Department of Health	15	1	N/A
Local Agency 1	50	175	15,225
Local Agency 2	35	75	9,720
Local Agency 3	30	80	8,000
Local Agency 4	20	70	3,000
TOTAL	**150**	**401**	**35,945**

Table 2 – Contractor and Solution Requirements

ID#	Tasks/Deliverables Topic Area	Requirement
1.	**Account Management and Access Control**	The solution must allow users to reset their own passwords, usernames, and email addresses as needed.
2.	**Account Management and Access Control**	The solution must allow identified program administrators at the state and local agency level the ability to add, modify, activate/deactivate accounts and assign security roles within the solution.
3.	**Account Management and Access Control**	The solution must provide a customizable user access management capability that enables authorized users to assign user access by role and/or organization.
4.	**Users/User Interface**	The solution must be supported on all major browsers and mobile platforms to allow access to the solution while in the field and regional offices.
5.	**Users/User Interface**	The solution must allow approximately 150 active user accounts per year.
6.	**General Maintenance and Operation**	The vendor must provide data management software utilizing distinct modules for participant certification, food issuance and inventory management.
7.	**General Maintenance and Operation**	The vendor must migrate participant records from the current application into the new software within 3 business days of the new software being utilized.
8.	**General Maintenance and Operation**	The vendor must provide secure off-premise vendor hosting.
9.	**General Maintenance and Operation**	The vendor must take appropriate action, such as patching or updating the system, to address discovered vulnerabilities.
10.	**General Maintenance and Operation**	The vendor must provide a hosted software within the continental United States. (State and Federal secure data storage requirements apply.)
11.	**General Maintenance and Operation**	The vendor must provide updates to the software to maintain usability and data security as needed.
12.	**General Maintenance and Operation**	The vendor must resolve any interruptions to the software within one (1) business day of notification.
13.	**General Maintenance and Operation**	The vendor must notify the Department at least twenty-four (24) hours in advance or as soon as possible of any unscheduled downtime or emergency fixes.
14.	**General Maintenance and Operation**	The vendor must notify the Department at least twenty-four (24) hours in advance or as soon as possible of any unscheduled downtime or emergency fixes.
15.	**General Maintenance and Operation**	The solution must be web-based.

16.	**General Maintenance and Operation**	The solution must provide back up of data on a nightly basis.
17.	**General Maintenance and Operation**	The solution must provide a maximum of one-second response time for general page navigation.
18.	**General Maintenance and Operation**	The solution must provide a maximum of seven-second response time for data validation.
19.	**General Maintenance and Operation**	The solution must enable generating a report in less than five minutes.
20.	**Participant Eligibility & Certification**	The solution must capture categorical, residency and income eligibility of program participants.
21.	**Participant Eligibility & Certification**	The solution must capture the following personal information for each CSFP applicant/participant including: • first name • last name • date of birth • gender • street address, city, state, zip code, county • phone number • email address
22.	**Participant Eligibility & Certification**	The solution must capture the type of document used to verify identify (e.g., driver's license, non-driver's license, passport, military card, employment identification card, etc.)
23.	**Participant Eligibility & Certification**	The solution must capture languages spoken by the applicant/participant.
24.	**Participant Eligibility & Certification**	The solution must capture race and ethnicity of the applicant/participant.
25.	**Participant Eligibility & Certification**	The solution must allow for customization of gender and ethnicity options to change, edit, add, and delete options.
26.	**Participant Eligibility & Certification**	The solution must capture household information including the name, relationship, gender, age and date of birth of household members.
27.	**Participant Eligibility & Certification**	The solution must allow editing and removal of participant and household information.
28.	**Participant Eligibility & Certification**	The solution must collect household income, income type and monthly amount received.
29.	**Participant Eligibility & Certification**	The solution must assign a unique ID for each participant.
30.	**Participant Eligibility & Certification**	The solution must capture certification status (e.g., eligible, ineligible, waiting list, deceased, suspended).
31.	**Participant Eligibility & Certification**	The solution must provide a summary of eligibility criteria and indicate the area(s) where the applicant/participant does not qualify for CSFP services.

32.	Participant Eligibility & Certification	The solution must capture date of certification/enrollment, ineligibility, wait list, deceased and/or suspended.
33.	Participant Eligibility & Certification	The solution must calculate a recertification renewal date, which is 12 months after the participant was certified.
34.	Participant Eligibility & Certification	The solution must capture date(s) of recertification.
35.	Participant Eligibility & Certification	The solution must maintain a certification/recertification log.
36.	Participant Eligibility & Certification	The solution must capture the local agency responsible for determining certification.
37.	Participant Eligibility & Certification	The solution must capture the name and phone number of individuals who are authorized to certify, recertify and pick up food packages on the participant's behalf (i.e. this individual is known as a proxy).
38.	Participant Eligibility & Certification	The solution must allow proxies to be added and/or deleted as needed.
39.	Participant Eligibility & Certification	The solution must be able to contain the following certification statement: *This application is being completed in connection with the receipt of Federal assistance. Program officials may verify information on this form. I am aware that deliberate misrepresentation may subject me to prosecution under applicable State and Federal statutes. I am also aware that I may not receive CSFP benefits at more than one CSFP site at the same time. Furthermore, I am aware that the information provided may be shared with other organizations to detect and prevent dual participation. I have been advised of my rights and obligations under the program. I certify that the information I have provided for my eligibility determination is correct to the best of my knowledge.* *I authorize the release of information provided on this application form to other organizations administering assistance programs for use in determining my eligibility for participation in other public assistance programs and for program outreach purposes. (Please indicate decision by placing a checkmark in the appropriate box.)* *YES [ ]* *NO [ ]*
40.	Participant Eligibility & Certification	The solution must capture electronic signatures to verify participant information and identification. This must include typed signatures and can also include sign-on screen or uploaded image.
41.	Participant Eligibility & Certification	The solution must perform edit checks and issue warnings if certification fields are incomplete.
42.	Participant Eligibility & Certification	The solution must provide a field for capturing notes.

43.	**Participant Eligibility & Certification**	The solution must maintain a history of notes in chronological order with the option to edit or delete notes as needed.
44.	**Participant Eligibility & Certification**	The solution must allow users to create alerts that can be visible on all certification screens.
45.	**Participant Eligibility & Certification**	The solution must provide a dropdown list of all written and verbal referrals provided to the participant including: • Supplemental Nutrition Assistance Program • Medicare • Supplemental Security Income • Other Emergency Food Assistance Programs • Other
46.	**Participant Eligibility & Certification**	The solution must allow identified program administrators at the state and local agency level to modify annual income eligibility guidelines.
47.	**Inventory Management**	The solution must track approximately twelve (12) million pounds of USDA commodities delivered to a central warehouse and up to 5 other locations annually, as described by units and cases.
48.	**Inventory Management**	The solution must track commodities stored at a central warehouse and up to 5 other locations.
49.	**Inventory Management**	The solution must track commodities distributed by the central warehouse to up to 5 other locations.
50.	**Inventory Management**	The solution must track commodities transferred between local agencies.
51.	**Inventory Management**	The solution must track commodities distributed to approximately 36,000 participants from 400 different locations per month.
52.	**Inventory Management**	The solution must track commodities rejected and/or disposed and remove them from available inventory.
53.	**Inventory Management**	The solution must utilize check boxes and/or drop-down fields for selecting reasons why commodities were rejected and/or disposed (e.g., dented, crushed, infested, no label, other).
54.	**Inventory Management**	The solution must capture real-time inventory levels and deduct commodities from available inventory as they are issued to participants.
55.	**Inventory Management**	The solution must maintain a unit count of all commodities, including commodities listed in cases.
56.	**Inventory Management**	The solution must allow for generation, exporting, printing, and saving of commodity orders and delivery receipts.
57.	**Inventory Management**	The solution must allow editing of commodities when incorrect units or cases are entered into the system.
58.	**Inventory Management**	The solution must allow program administrators to view edits made to inventory amounts.
59.	**Inventory Management**	The solution must allow identified program administrators at the state and local agency level to add, delete, or edit commodities.
60.	**Food Distribution Sites**	The solution must allow program administrators to add, modify and delete mobile sites associated with a local agency, as needed.
61.	**Food Package Issuance**	The solution must allow users to receive one food package per month according to the United States Department of Agriculture (USDA) CSFP Food Package Maximum Monthly Distribution Rates for elderly participants: https://www.fns.usda.gov/csfp/commodity-supplemental-food-program-csfp

62.	Food Package Issuance	The solution must allow users to issue a bimonthly food package whereby certified participants will receive two months of food every other month.
63.	Food Package Issuance	The solution must capture the type and quantity of each commodity distributed, as described by units, packages, bags, boxes, cans, pounds, ounces etc.
64.	Food Package Issuance	The solution must utilize check boxes and/or drop-down fields for selecting types and quantities of foods distributed.
65.	Food Package Issuance	The solution must prevent users from selecting commodities that are unavailable.
66.	Food Package Issuance	The solution must capture the date and location of all food issuances.
67.	Food Package Issuance	The solution must perform edit checks and issue warnings if food issuance shows an overage or underage of the food package maximum monthly distribution rate.
68.	Food Package Issuance	The solution must allow users to indicate if a participant refuses a commodity(ies).
69.	Food Package Issuance	The solution must alert users if a participant or proxy has not picked up food for two (2) consecutive months.
70.	Food Package Issuance	The solution must allow users to capture when Senior Farmers Market Coupons are issued to participants.
71.	Food Package Issuance	The solution must allow users to select the individual who commodities are issued to (e.g., participant or proxy).
72.	Dual Participation	The solution must allow users to search for participants by last name, first name, date of birth, address, participant ID and certification status to ensure there is no duplication.
73.	Dual Participation	The solution must alert the user if a participant has already been issued a food package for the calendar month and prevent another issuance in the same calendar month.
74.	System Generated Report Capabilities	The solution must provide parameter-driven caseload reports by organization, county and zip code during specific reporting periods.
75.	System Generated Report Capabilities	The solution must provide a report of participants who did not pick up a monthly package include the name, phone number and email address.
76.	System Generated Report Capabilities	The solution must provide a report of ethnicities of participants served during specific reporting periods.
77.	System Generated Report Capabilities	The solution must provide GIS mapping capabilities that offer a visual distribution of CSFP sites and participants served by organization and county.
78.	System Generated Report Capabilities	The solution must provide the ability to create ad-hoc statistical reports by age, gender, ethnicity, city, county, zip code, household income, employment status and certification status.
79.	System Generated Report Capabilities	The solution must provide real-time, parameter-driven commodity reports to show commodities received and issued by organization during specific reporting periods.
80.	System Generated Report Capabilities	The solution must provide real-time, parameter-driven reports showing inventory availability by organization during specific reporting periods.

81.	**System Generated Report Capabilities**	The solution must provide real-time, parameter-driven reports showing distribution information including participant information, commodities provided at distributions, site and date of distribution, as well as any comments or notes entered for the participant file.
82.	**Training**	The vendor must provide the following training opportunities and resources for program administrators at the state and local agency level including: • Up-to-date user manuals • Pre-recorded online trainings Live web-based trainings prior to implementation
83.	**Training**	The vendor must provide a training agenda and reference materials fifteen (15) days prior to conducting web-based training activities.
84.	**Training**	The vendor must provide user manuals, containing instructions and screen shots, describing how to complete participant certification, food issuance, commodity receipting and inventory management within the system.
85.	**Training**	A test site mirroring the production site must be available for training purposes and be refreshed on a monthly basis.
86.	**Support**	The vendor must provide help desk services for all active users.
87.	**Support**	The vendor must supply a toll-free phone number for local agency and state staff to call for assistance.
88.	**Support**	The vendor must ensure that help desk tickets are responded to within 24-hours, Monday- Friday.
89.	**Support**	The vendor must ensure that help desk tickets are resolved within 24-48 hours when program operations are impacted such as: • Participant certification • Commodity issuance Receipt of inventory
90.	**Support**	The vendor must supply supplementary remote support services to assist users experiencing issues with participant certification, food issuance and/or inventory management.
91.	**Support**	The vendor must notify the Department fifteen (15) days prior to all scheduled maintenance.
92.	**Support**	The solution must include unlimited technical support for state and local agency staff.
93.	**Security**	The solution must require users to utilize multi-factor authentication technology, compliant with National Institute of Standards and Technology (NIST) 800-63 Authenticator Assurance Level 2, prior to accessing data and using the solution. Certification of compliance must be provided to the Department.
94.	**Security**	The solution must allow for multiple security roles, such as view, enter, edit, delete, query and export in each distinct module.
95.	**Security**	The solution must comply with the NYS Enterprise Information Security Office, ITS Information Security Policies and Standards. (https://its.ny.gov/eiso/policies/security). The solution is subject to verification of compliance to be conducted by the Department.

96.	Security	The solution must enable authorized CSFP users to lock non-administrative access to system components in the event of a suspect incident or security breach.
97.	Transition	At the end of the contract, the vendor must migrate contents of the solution to the Department, its designee or a new contractor.
98.	Transition	Upon completion or termination of the contract, data security procedures to ensure confidentiality must be taken to remove, delete, and destroy all databases, data files, backup data, archives, off-site stored data, and compressed/zipped data associate with the solution, according to the NYS Sanitation/Secure Disposal Standard (NYS-S13-003).