

## Request for Proposals #20046

### Special Supplemental Nutrition Program for Women, Infants and Children (WIC) – Training Services for the Bureau of Supplemental Food Programs

#### AMENDMENT #1

July 6, 2021

The following are official modifications, which are hereby incorporated into RFP #20046 – Special Supplemental Nutrition Program for Women, Infants and Children (WIC) – Training Services for the Bureau of Supplemental Food Programs.

Deleted language appears in strikethrough (“~~xxx~~”) and added language appears in red text. The information contained in this amendment prevails over the original RFP language.

Bidders should review all documents in their entirety to ensure all amended language and revised Attachments are incorporated and into proposals.

#### 1.0 CALENDAR OF EVENTS

<b>RFP 20046 - Special Supplemental Nutrition Program for Women, Infants and Children (WIC) – Training Services for the Bureau of Supplemental Food Programs</b>	
<u>EVENT</u>	<u>DATE</u>
Issuance of Request for Proposals	June 15, 2021
Deadline for Submission of Written Questions	<del>July 7, 2021</del> July 13, 2021 5:00 p.m. ET
Responses to Written Questions Posted by DOH	On or About <del>August 4, 2021</del> August 10, 2021
Deadline for Submission of Proposals	<del>August 25, 2021</del> August 31, 2021 5:00 p.m. ET
<u>Anticipated</u> Contract Start Date	June 1, 2022

#### 4.3.5 Training Learning Management System (LMS) Content Management and Website Administration is amended as detailed below:

The Contractor will act as a content manager in the NYS WIC LMS and manage all aspects of the training delivery services described in this RFP, for all training modalities. These management functions may include but are not limited to: maintaining training schedules/calendars, descriptions of trainings,

continuing education credits, if applicable, and user guides, as necessary, for staff to understand functionality of the site. The Contractor shall also oversee and maintain online training announcements and trainee self-service registration; registration confirmation; wait-list management, the provision of online learning (computer-based training and webinars), including synchronous and asynchronous; pre/post-tests, if required; evaluation tools; bulk enrollment and monitoring of staff completion progress for mandatory trainings; and the distribution of certificates of completion and applicable continuing education unit credits. Content management duties may also include ensuring availability of a reference library containing all current training materials for each training, including, but not limited to: course outlines and agenda; PowerPoint presentations; handouts; desk aids; and other resource tools as developed and/or requested by DOH.

~~The Contractor will also assume responsibility for the maintenance of the existing breastfeeding website, [www.breastfeedingpartners.org](http://www.breastfeedingpartners.org). The Contractor will not use the website, its name or logo for their own purpose or marketing strategies. The DOH shall approve all content for this website and will work with the Contractor to redesign and modernize the website, including optimizing it for use with mobile devices, and having it available in a language or languages (no more than 10) other than English. It is DOH's expectation that the modernization and redesign work will be completed within the first six (6) months after contract approval, or such other date as DOH and contractor mutually agree upon.~~

The Contractor will also assume responsibility for the management and maintenance of the existing BreastfeedingPartners website, under the domain name of [www.breastfeedingpartners.org](http://www.breastfeedingpartners.org), throughout the contract term. All website content is the property of the DOH, and the Contractor will not use the website, its name or logo for their own purpose or marketing strategies. The contractor will be responsible for the maintenance and renewal of the domain ([breastfeedingpartners.org](http://breastfeedingpartners.org)). The Contractor must utilize a domain name registrar that offers Multi-Factor Authentication (MFA) and must utilize the MFA for all accounts on systems that can make changes to the Domain Name System (DNS) records. The Contractor must also implement domain Sender Policy Framework (SPF) and Domain-Based Message Authentication, Reporting, and Conformance (DMARC).

The Contractor must implement hypertext transfer protocol secure (HTTPS) and hypertext transfer protocol strict transport security (HSTS) for the BreastfeedingPartners website. The Contractor will be required to perform website maintenance, including vulnerability scanning at various intervals throughout the contract term as requested by the DOH. The DOH reserves the right to perform such scanning itself with the vendor's cooperation. Remediation of any findings to be completed in a timeframe mutually agreeable to the DOH and Contractor. The Contractor shall also submit reports of scan outcomes and documentation of remediation upon DOH request.

All remote access and privileged accounts used for configuration and administration of the BreastfeedingPartners website must require MFA or other compensating controls to help prevent unauthorized access and changes that compromise the security of the website. The Contractor must also ensure that they adhere to standard PC hygiene (anti-malware, email, web filtering, etc.) for privileged users. The Contractor shall employ Denial of Service (DoS)/Distributed Denial of Service (DDoS) mitigations to ensure system availability.

The DOH shall approve all content for the [BreastfeedingPartners.org](http://BreastfeedingPartners.org) website and will work with the Contractor to redesign and modernize the website, including making it mobile friendly (ensuring compatibility and functionality with mobile devices such as smart phones and tablets using both Android and iOS). It is DOH's expectation that the modernization and redesign work will be completed within the

first six (6) months after contract approval, or such other date as DOH and contractor mutually agree upon.

The Contractor will be responsible for managing training in the NYS WIC LMS and maintaining the breastfeeding websites. The Contractor will not use either of these sites to promote themselves or advertise Contractor services outside of this contract. Monthly website maintenance fees charged by the contractor against the contract include general administration, oversight, maintenance, and support of the sites that may be required by the Contractor, as well as administrative and course management for all training components (classroom, online, and webinars). The contractor will be required to have a designated contact for technical assistance and support available to registrants/users navigating these websites, Monday through Friday, 8:30 am to 5:00 pm ET (excluding major holidays). Issues that the contractor will be expected to address include, but are not limited to: training registration questions/issues; technical issues with course operation/navigation; sign-in issues (user name and/or password reset); training cancellations; requests to take training not mapped to a person's job role; training completion certificate issues; user account maintenance; broken links; accessing and navigating any reporting features that users and/or supervisors may have access to. It is expected that the Contractor and DOH will work together to identify a more complete list of technical support tasks and an agreed upon timeframe for resolution (ranging anywhere from one business day to five business days).

The ongoing maintenance of both websites will include, but is not limited to: removal of outdated materials; the addition of updated materials and related links; the addition of pictures, pages, and module updates; punctuation and text edits; content reorganization; the addition of multimedia content; checking all hyperlinks for functionality (and fixing broken links upon DOH request); and any other activities necessary to maintain accuracy, relevance, and functionality of the sites and site content. The DOH will require quarterly reports from the Contractor, identifying content/functionality issues, identification of broken links and outdated materials, suggestions for changes, etc., which DOH must review and approve prior to any changes being made. DOH would also use the quarterly reports to identify changes to any site content it requests. Specifically excluded from ongoing website maintenance are activities involving actual training content modifications/updates (this includes training modules, reference library materials, handouts, desk aids, and other resource tools). These activities would fall under Curriculum Modifications.