



Request for Information

For: NJ WIC Management Information Systems

Event	Date	Time
Request for Information Submission Due Date	10/23/2020	2:00 PM

Dates are subject to change. All times contained in the Request for Information refer to Eastern Time.

Request for Information Issued By:
State of New Jersey
Department of Health
Division of Management and Administration

Using Agency:
State of New Jersey
Department of Health
Division of Family Health

REQUEST FOR INFORMATION SUMMARY SHEET

Issue Date:	09/25/2020
Closing Date and Time:	10/23/2020 2pm EST
Issuing Office:	Department of Health
RFI responses are to be sent via email to:	centralprocurement@doh.nj.gov

1. PURPOSE AND INTENT

This Request for Information (RFI) issued by the New Jersey Department of Health (Department) is intended to gather information on WIC Management Information Systems (MIS) options. All systems must be approved by FNS for transfer to other states. We are interested in obtaining industry information on web-based systems that are capable of operating in all standard web browsers. The state is interested in replacing its current system, versus making required technical updates to the existing system. We are also interested in numbers of user states to take advantage of future enhancements that may be shared between states.

This RFI is for informational purposes only. No award will result from this RFI. Information submitted by any Vendor is done so voluntarily and with the understanding that a formal Bid Solicitation may or may not be issued subsequent to this RFI. This issuance does not constitute a commitment to issue a Bid Solicitation, an award, or pay any costs incurred in preparation of a response to this request. Failure to respond to the RFI does not preclude subsequent participation in any procurement process which may be developed as a result of this RFI.

If this RFI does result in the issuance of a Bid Solicitation, the Department reserves the right to contract with more than one (1) vendor in the event that one product package does not meet all of the Department's needs.

2. OVERVIEW AND NEED FOR INFORMATION

The WIC program is a Federal health, nutrition, and prevention program. It has a successful record of improving the diet and safeguarding the health of infants and children under age five and pregnant, postpartum, and breastfeeding women who are at risk for nutrition-related illness. The New Jersey WIC program is administered by the Department and funded by the United States Department of Agriculture (USDA) Food and Nutrition Service (FNS). On average, the program serves approximately 134,000 participants per month through approximately 90 service delivery sites.

The current statewide data management system utilizes an older version of the Maryland WoW system which has not been updated to keep pace with technology. The system has reached a point where it is not supportable without extensive upgrades. This RFI will help us to determine if we should continue to make the technical upgrades to the existing system or replace the system. We are approaching this RFI from the assumption that transferring an updated version of an approved system may be more cost effective than re-writing the existing system.

3. REQUESTED INFORMATION

The Department is requesting an overview of the system(s) available in the market and how the system(s) meets each of the functional areas as described in the most current version of the FNS Functional Requirements Documents (FRd) for a Model

WIC System. (<https://fns-prod.azureedge.net/sites/default/files/apd/FReD-v2.0-Final.pdf>) (Responding Vendors should include in their response completed copy of *Attachment A: - FNS Requirements Guide System Functional Areas*)

In addition, the Department is requesting a combination of narrative description, screenshots and/or diagrams which include the following elements:

- Overview of the proposed System available for use by to the New Jersey WIC Program
- Examples of the user interface
- Explanation of the general system design including:
 - Technical architecture
 - Network structure (Zero Footprint Web versus Client-Server, etc.)
 - System components, processes, and functions
 - Logic flow
 - Technical specifications
 - Compliance with NIST security standards
 - Authentication standards compliant with the New Jersey Statewide Information Security Manual (SISM)
[https://www.nj.gov/it/docs/ps/NJ Statewide Information Security Manual.pdf](https://www.nj.gov/it/docs/ps/NJ_Statewide_Information_Security_Manual.pdf) (EFF. March 2018).
 - Environments: Hardware, Communication, Software
 - Database, web, and application server(s)
 - Application language
 - Operating system
 - Compatible web browsers
 - Page responsiveness for mobile
 - Server database
 - Training Module
 - Interfaces
 - WIC Shopper mobile application
 - CAP of Lancaster (For special formula NJ WIC currently contract with CAP of Lancaster)
 - EBT Processor Solutran's S3™ and SOAR
 - Universal interface for batch and flat files transfers
- System reliability including the backup and recovery process.
- Data migration process and options for knowledge transfer/training for system maintenance and operation.
- Equipment and other peripheral hardware that may be needed for full operating capacity.

- Compliance with relevant WIC Universal MIS-EBT Interface standards.
- Support for Transport Layer Security (TLS) or Secure Sockets Layer encryption (SSL) for electronic transmissions of data with 128 bits key or higher encryption.
- Support for 128 bits key or higher encryption for classified information storage.
- Support for integration and data exchanges with other health and social service programs.
- Options for configuring/customizing the functionality of the system to specific NJ WIC requirements.
- Features that provide communication channels for WIC authorized retailers, participants, and staff, including but not limited to Web access, Portals, or online apps.
- Any future changes or enhancements to the system that would be implemented prior to -December 2021.
- Support for MIS system scanned documents i.e. Binary Large Object (BLOB) and Character Large Object (CLOB) encryption process.
- Other states who have implemented the system, including number of system users, participant caseload and estimated monthly maintenance and operations cost.
- Is the system offered under the direction of a System Users Group? If yes, please describe the general requirement of the User Group.
- Any other system features provided by the system that would enhance WIC system operations.

4. REQUEST FOR INFORMATION (RFI) SUBMISSION

Responses to this RFI should be submitted electronically via email to centralprocurement@doh.nj.gov no later than October 23, 2020 at 2:00 PM.

Responses should include the following:

- 1) Firm's contact information, i.e. name address, contact person, phone number and email.
- 2) One (1) electronic copy of RFI response.

Do not include any pricing information with your response.

Responses should not exceed 25 pages, not including attachments or exhibits.

5. CONTENTS OF RFI SUBMISSIONS

Responses to this RFI will be considered government records and may be released to the public pursuant to N.J.A.C. 17:12-1.2(b), or under the New Jersey Open Public Records Act (OPRA), N.J.S.A. 47:1A-1.1 Et. seq., or the common law right to know.

All information submitted to the State in response to this RFI is considered public information notwithstanding any disclaimers to the contrary submitted by a Respondent. Proprietary and confidential information may be exempt from public disclosure by OPRA and/or the common law.

6. AREAS OF INQUIRY

Company Background & Information

- A. Company name;
- B. Company address;
- C. Company point of contact for RFI response including name, title, phone number, and email address;
- D. Company area(s) of expertise, including products and services offered.
- E. How long has your MIS available for transfer been on the market?
- F. What WIC agencies are current users of the product?
- G. Number of system Users?

Attachment A: FNS Requirement Guide

For each WIC functional requirements, specify using one of the responses below if the system performs that function. Include any additional comments about how the system performs the function or any unique features of the system that relate to that function.

Respond:

- **YES**- if the system currently performs this function.
- **NO**- if the system does not currently perform this function.
- **PARTIALLY**- if the system currently performs some of this function.
- **FUTURE ENHANCEMENT**- currently the system does not perform this function, but planning is taking place to add.

Reference	WIC Functional Requirements	Indicate whether the system performs this function Y/N	Include any relevant details about how the system performs this function, or unique features related to the function
3.1	Certification		
<i>3.1.1</i>	<i>Create and Locate Data Records</i>		
3.1.1.1	Create New Applicant Record		
3.1.1.2	Search for Applicant/Participant Record		
<i>3.1.2</i>	<i>Manage Application Process</i>		
3.1.2.1	Maintain Basic Information on Applicant/Participant		
3.1.2.2	Screen Applicant for Prior Enrollment		
3.1.2.3	Determine Adjunct or Automatic Income Eligibility		
3.1.2.4	Determine Documented Income Eligibility		
3.1.2.5	Maintain Waiting List		
<i>3.1.3</i>	<i>Determine Nutrition Risk of Applicant</i>		
3.1.3.1	Maintain Applicant Nutrition and Health Characteristics		
3.1.3.2	Calculate Body Mass Index and Produce Automated Growth Chart		
3.1.3.3	Capture and Document Blood Test Results		
3.1.3.4	Determine Nutrition Risk and Calculate Priority		
<i>3.1.4</i>	<i>Complete Certification</i>		
3.1.4.1	Assess Applicant for Temporary Certification/Presumptive Eligibility		

	Requirements and Documentation Status		
3.1.4.2	Certify Applicant		
3.1.4.3	Maintain Proxy Information		
3.1.4.4	Issue Identification Card		
3.1.5	<i>Prescribe Food Package</i>		
3.1.5.1	Select and Tailor Food Prescription		
3.1.5.2	Change Food Prescription		
3.1.6	<i>Process Participant Changes and Transfers</i>		
3.1.6.1	Change Family/Household Grouping		
3.1.6.2	Change Participation Status and/or Category		
3.1.6.3	Process In-State Transfers and Produce VOC		
3.1.6.4	Process Out of State Transfers and Produce VOC		
3.2	Nutrition Education, Health Surveillance, and Referrals		
3.2.1	<i>Maintain Nutrition Education Data</i>		
3.2.1.1	Create Participant Care Plan		
3.2.1.2	Track Nutrition Education Contacts and Topics Covered		
3.2.2	<i>Perform Participant Referrals</i>		
3.2.2.1	Track Incoming and Outgoing Referrals		
3.2.3	<i>Provide Voter Registration Information</i>		
3.2.3.1	Provide Voter Registration Information		
3.2.4	<i>Determine Immunization Status</i>		
3.2.4.1	Screen and Refer Participant for Immunization Services		
3.3	Food Management		
3.3.1	<i>Maintain Food Categories/Subcategories</i>		
3.3.1.1	Maintain Food Category/Subcategory Table		
3.3.2	<i>Maintain Foods and Food Package Information</i>		
3.3.2.1	Establish and Maintain Approved Foods		
3.3.2.2	Set up and Maintain Food Package Data		
3.3.2.3	Determine Food Package Proration Schedule		
3.3.3	<i>Maintain Food Instrument Data</i>		
3.3.3.1	Record Food Instrument Types		
3.3.3.2	Establish Food Instrument Maximum Allowed Amounts		
3.3.4	<i>Maintain UPC Database and Food Item Maximum Allowed Amounts</i>		
3.3.4.1	Maintain UPC Database for WIC Authorized Foods		
3.3.4.2	Establish Food Item Maximum Allowed Amounts		
3.4	Food Benefit Issuance		
3.4.1	<i>Issue Paper Food</i>		

3.4.1.1	Prepare Individual Food Instruments		
3.4.1.2	Print Food Instruments		
3.4.1.3	Process Food Instrument Changes		
	<i>Issue Benefits via EBT</i>		
3.4.2.1	Establish EBT Account		
3.4.2.2	Add Participant(s) to an Account		
3.4.2.3	Issue Electronic Benefits		
3.4.2.4	Issue EBT Card		
3.4.2.5	Obtain Account Balance		
3.4.2.6	Update EBT Account Information		
3.4.2.7	Remove Participant(s) from an Account		
3.4.2.8	Process Changes to Electronic Benefits (Benefit Adjustments, Voids and Reissuance)		
3.4.2.9	Process Changes to EBT Card (Status Changes/Card Replacements)		
3.5	Food Benefit Redemption, Settlement and Reconciliation		
3.5.1	<i>Pay Vendor for Food Benefits Redeemed via EBT</i>		
3.5.1.1	Process Vendor Payment		
3.5.1.2	<i>Reconcile EBT Benefits</i>		
3.5.1.3	Retrieve Benefit Issuance File		
3.5.2	Retrieve Transaction History Data /Reconcile Redeemed, Adjusted, Voided, and Expired Benefits with Issuance File		
3.6	Financial Management		
3.6.1	<i>Manage Grants and Budgets</i>		
3.6.1.1	Track Grants		
3.6.1.2	Maintain State Agency Budget Information		
3.6.1.3	Maintain Local Agency Budget Information		
3.6.2	<i>Monitor Program Expenditures</i>		
3.6.2.1	Monitor NSA Expenditures		
3.6.2.2	Monitor Food Expenditures		
3.6.2.3	Perform Financial Modeling		
3.6.2.4	Manage Cash Flow		
3.6.3	<i>Process Manufacturer Rebates</i>		
3.6.3.1	Estimate Total Annual Rebates		
3.6.3.2	Calculate Rebate and Prepare Invoice		
3.6.3.3	Monitor Rebate Collections		
3.7	Caseload Management		
3.7.1	<i>Capture and Maintain Caseload Data</i>		

3.7.1.1	Capture Data on Potentially Eligible Population		
3.7.1.2	Capture Historical Participation Data		
3.7.2	<i>Allocate Caseload</i>		
3.7.2.1	Determine Maximum State Caseload		
3.7.2.2	Prepare Local Agency Caseload Allocation Estimates		
3.7.2.3	Record Caseload Allocations		
3.7.3	<i>Monitor Caseload</i>		
3.7.3.1	Track Actual Participation		
3.7.3.2	Conduct Caseload Reallocations		
3.8	Operations Management		
3.8.1	<i>Monitor Administrative Operations</i>		
3.8.1.1	Maintain Information on Local Agencies and Clinics		
3.8.1.2	Analyze Local Agency Operations		
3.8.1.3	Support Clinic/Patient Flow Monitoring		
3.8.2	<i>Manage Participant Outreach</i>		
3.8.2.1	Maintain Outreach List for Local Agencies		
3.8.2.2	Track Outreach Campaign Activities		
3.8.3	<i>Monitor Customer Service</i>		
3.8.3.1	Document and Track WIC Customer Service Calls		
3.8.3.2	Document Complaints		
3.8.3.3	Track Call or Complaint Outcomes		
3.8.4	<i>Provide Survey Capability</i>		
3.8.4.1	Monitor Participants' Views of WIC Program Services		
3.8.5	<i>Maintain Inventory</i>		
3.8.5.1	Maintain Inventory of Serialized Items, including card inventory and ordering procedures		
3.8.5.2	Maintain Inventory of Non-Serialized Items		
3.8.6	<i>Monitor Program Integrity</i>		
3.8.6.1	Monitor Participant Integrity		
3.8.6.2	Monitor Clinic Integrity		
3.8.6.3	Track Participant Sanctions		
3.8.6.4	Track Administrative Hearings		
3.9	Vendor Management		
3.9.1	<i>Manage Vendor Peer Groups</i>		
3.9.1.1	Establish Vendor Peer Groups		
3.9.1.2	Update Vendor Peer Group/Criteria		
3.9.2	<i>Create and Locate Data Records</i>		
3.9.2.1	Create New Applicant Record		

3.9.2.2	Search for Vendor Record		
3.9.3	<i>Maintain Vendor Authorizations</i>		
3.9.3.1	Maintain Vendor Application Data		
3.9.3.2	Track Vendor Authorization Process		
3.9.3.3	Maintain Vendor Price Survey Data		
3.9.3.4	Authorize Vendors		
3.9.3.5	Maintain Authorized Vendor Data		
3.9.4	<i>Monitor Vendor Training</i>		
3.9.4.1	Track Scheduled Vendor Training		
3.9.4.2	Track Attendance at Vendor Training and Technical Assistance Conducted		
3.9.5	<i>Support Vendor Communications</i>		
3.9.5.1	Produce Correspondence to Vendors		
3.9.6	<i>Perform Confidential High-Risk Vendor Analysis</i>		
3.9.6.1	Determine Vendor Peer Group (High Risk Analysis)		
3.9.6.2	Determine High Risk Vendors (Paper Environment)		
3.9.6.3	Determine High Risk Vendors (EBT Environment)		
3.9.7	<i>Track Compliance Investigations</i>		
3.9.7.1	Maintain Special Investigator Record for Compliance Buys		
3.9.7.2	Maintain Food Benefit Redemption Data from Compliance Buys		
3.9.7.3	Maintain Compliance Buy Data		
3.9.7.4	Support Inventory Audits		
3.9.8	<i>Track Routine Monitoring</i>		
3.9.8.1	Maintain Routine Monitoring Data		
3.9.9	<i>Monitor Sanctions and Appeals</i>		
3.9.9.1	Manage Vendor Sanctions		
3.9.9.2	Monitor and Track CMP Payments		
3.9.9.3	Maintain Vendor Appeal Data		
3.9.10	<i>Coordinate with Food Stamp Program</i>		
3.9.10.1	Maintain Food Stamp Program Violation Data		
3.9.10.2	Report WIC Sanctions to the Food Stamp Program		
3.10	Scheduling		
	<i>Maintain Master Calendar</i>		
3.10.1.1	Maintain Master Calendar		
3.10.2	<i>Manage Appointments</i>		
3.10.2.1	Perform Appointment Scheduling		

3.10.2.2	Perform Mass Rescheduling		
3.10.2.3	Track Appointment Outcomes		
3.10.3	<i>Generate Appointment Notices</i>		
3.10.3.1	Generate Appointment Notices		
3.11	System Administration		
3.11.1	<i>Maintain System Data Tables</i>		
3.11.1.1	Maintain System Code Table Data		
3.11.2	<i>Administer System Security</i>		
3.11.2.1	Locate User Record		
3.11.2.2	Maintain User Identification		
3.11.2.3	Maintain User Capabilities		
3.11.2.4	Monitor Unauthorized Access		
3.11.2.5	Monitor Record Updates		
3.11.3	<i>Manage System</i>		
3.11.3.1	Perform System Back-Up/Restoration		
3.11.3.2	Import/Export Data Files		
3.11.3.3	Provide Version Control		
3.11.4	<i>Archive System Data</i>		
3.11.4.1	Archive and Restore Historical Data		
3.11.4.2	Purge Unnecessary Data		
3.12	Reporting		
3.12.1	<i>Generate Standard Reports</i>		
3.12.1.1	Generate Standard Reports		
3.12.2	<i>Conduct Ad Hoc Queries and Generate Reports</i>		
3.12.2.1	Conduct Ad Hoc Queries and Generate Reports		
3.12.3	<i>Maintain Data Warehouse</i>		
12.3.1	Maintain Data Warehouse		
3.13	EBT Functionality		
3.13.1	Establish EBT Account		
3.13.2	Add Participant to an Account		
3.13.3	Issue EBT Card		
3.13.4	Obtain Account Balance		
3.13.5	Update EBT Account Information		
3.13.6	Remove Participants from Account		
3.13.7	Process Changes to EBT Card		
3.13.8	Issue Electronic Benefits		
3.13.9	Process Changes to Electronic Benefits		
3.13.10	Reconcile EBT Benefits		

3.13.11	Retrieve Benefits Issuance File		
3.13.12	Retrieve Transaction History Data		
3.13.13	Reconcile Issues and EBT Redemptions		
3.14	EBT Interface		
3.14.1	Account Maintenance		
3.14.1.1	Create EBA		
3.14.1.2	Update EBA		
3.14.1.3	View EBA Details		
3.14.1.4	Get EBA Details		
3.14.1.5	Get Household ID using card number		
3.14.2	Benefit Maintenance		
3.14.2.1	Add / Adjust Benefits		
3.14.2.2	Get Benefit Balance		
3.14.3	Local Agency Maintenance		
3.14.3.1	Create Local Agency		
3.14.3.2	Update Local Agency		
3.14.3.3	Deactivate Local Agency		
3.14.4	Clinic Maintenance		
3.14.4.1	Insert Clinic		
3.13.4.2	Update Clinic		
3.13.4.3	Deactivate Clinic		
3.14.5	Retailer Maintenance		
3.14.5.1	Create Retailer		
3.14.5.2	Update Retailer		
3.14.5.3	Deactivate Retailers		
3.14.6	Category / Subcategory Maintenance		
3.14.6.1	Get Category Information		
3.14.6.2	Get Sub-Category Information		
3.14.7	Cardholder / Card Maintenance		
3.14.7.1	Add Cardholder / Card		
3.14.7.2	Get Cardholder / Cards		
3.14.7.3	Get Cardholder / Cards for Household		
3.14.7.4	Deactivate Card		
3.14.7.5	Replace PIN		
3.14.7.6	Unlock PIN		
3.14.8	Batch File Interfaces		
3.14.8.1	Daily Interface Reconciliation Batch File		
3.14.8.2	Redemption Batch File		

3.14.8.3	Vendor Batch File		
3.14.8.4	Cat / Sub cat Batch File		
3.14.8.5	Maximum Allowable Price Batch File		
3.14.8.6	Benefit Month Reconciliation File		
Additional System Functions			
3.15	Farmers Market Nutrition Program (FMNP)		
3.15.1	Provide means to deliver and track issuance of FMNP benefits		
3.15.2	Provide redemption data of FMNP benefits		
3.15.3	Provide financial management and report of all necessary information to manage the FMNP		
3.15.2	Senior Market Nutrition Program (SMNP)		
3.15.2.1	Provide means to deliver and track issuance of Senior Market Nutrition Program		
3.15.2.2	Provide redemption data of Senior Market Nutrition Program		
3.15.2.3	Provide financial management and report data of all necessary information to management the Senior Nutrition Program.		
3.16	Disaster Mode		
3.16.1	Provide the ability to issue benefits during a disaster, including natural disaster or the current pandemic situation		