

# WIC EBT DEMONSTRATION PLAN

EBT ITN# ITN03161FCO1

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## INTRODUCTION

The Offeror(s) selected for the “shortlist” following evaluation of the responses are required to provide live functional demonstrations of major components of their eWIC system and services that are intended to be the solution(s) to the Department’s requirements for WIC EBT functionality. In addition, the Offeror(s) should demonstrate how settlement, recoupment and farmer’s market EBT processing is or will be implemented in the eWIC system.

## DEMONSTRATION OBJECTIVE

The Offeror will physically demonstrate the use of the Offeror’s EBT system intended to support this contract. The Offeror will be required to successfully demonstrate the system’s capability to: a) support Florida MIS WIC EBT processing; b) support WIC State Office capability to input EBT void transactions; c) support recoupment processing; d) provide a control of a host generated tracking number (HGTM) for each transaction; e) support proper interaction using the required data elements described in this ITN, in a specific data array including the HGTM. These functionalities are specified in the requirements within APPENDIX II of this ITN.

## LOCATION AND DATE/TIME

The EBT WIC demonstration will be held at the WIC State office at 2585 Merchants Row Blvd. Tallahassee, FL 32311.

The demonstration period will span one (1) day from 8am to 5:00 pm EST. The planned dates are February 20 through February 22 or as amended by the State Procurement Office.

## DEMONSTRATION INFORMATION

The WIC State Office will provide written test scripts to exercise system functionality and confirm successful processing interfaces exist. Should the Offeror fail to successfully demonstrate the required functionality, that failure must be remedied during the demonstration period to continue as a viable Offeror.

## COMMUNICATION DURING ITN PERIOD

All communication will be in writing through the Procurement Manager for this acquisition. No technical discussions or communications are permitted other than through the Procurement Manager to ensure all information exchange is properly documented and provided to all participating in this acquisition.

## GENERAL TEST REQUIREMENTS

### OFFEROR RESPONSIBLE

The Offeror should bring at least one stand-beside Unit (POS) and EBT Cards to properly demonstrate purchases and void transactions.

## WIC DEMONSTRATION TEST SCRIPTS

The WIC State Office has developed test scripts that will be used to script the steps in the evaluation of each of the key functions. A copy of the test scripts is provided to each Offeror for their demonstration. The test script will describe the task required and the expected output of that task. These criteria will be used to determine if the Offeror has successfully completed the necessary test demonstration step.

The following general functions will be part of the test scripts:

1. Categories and SubCategories
2. Approved Product List (APL)
3. Vendors
4. Household Account and EBT Card
5. Benefits
6. Void of Benefits
7. Purchase transaction (Offeror provides appropriate physical POS device in test environment in Tallahassee)
8. Purchase void transactions
9. Manual void processing and transactions
10. NTE Processing
11. Settlement Processing
12. Recoupment Processing - Presentation on how recoupment processing and on-line representation of recoupment during the processing day will be implemented.
13. Farmer's Market EBT Processing

## CONFIGURATION AND LOCATION

The Offeror's demonstration will be conducted in the WIC Information Technology room. The demonstration room will be set up to allow network connectivity over the DOH guest WIFI account or hotspot.

## SCHEDULE OF DEMONSTRATION ACTIVITIES

A schedule of activities has been included below to guide the demonstration. Time frames for each test have been estimated and will change with the response time of each test. Test scripts that outline every step for each performance objectives will be followed during the demonstration and will capture either Pass or Fail.

## DEMONSTRATION ACTIVITIES

<i>Task Name</i>	<i>Duration</i>	<i>Start</i>	<i>Finish</i>
<b>Arrival of attendees, Sign-In and Offeror Setup (computers, etc.)</b>	<b>30 mins</b>	<b>9:00 AM</b>	<b>9:30 AM</b>
<b>Introduction</b>	<b>15 mins</b>	<b>9:30 AM</b>	<b>9:45 AM</b>
<b>System Check</b>	<b>15 mins</b>	<b>9:45 AM</b>	<b>10:00 AM</b>
Verify connectivity to EBT system and operations of stand- beside POS device			
<b>Morning Activities (breaks taken as needed)</b>	<b>2 hours</b>	<b>10:00 AM</b>	<b>12:00 PM</b>
<b>Overview of EBT Admin Terminal Functions</b>			
Accounts			
Cards			
Users			
Transactions			
Reconciliation			
Categories/SubCategories/Unit of Measure			
Vendors			
Products			
<b>Lunch Break</b>	<b>90 mins</b>	<b>12:00 PM</b>	<b>1:30 PM</b>
<b>Afternoon Activities (breaks taken as needed)</b>	<b>3 hours</b>	<b>1:30 PM</b>	<b>4:30 PM</b>
<b>Point of Sale Device Transactions</b>			
Balance Inquiry - Swipe Cards			
Balance Inquiry - Manual Entered Card Numbers			
Purchase Transactions - Non-Mixed			
Purchase Transactions - CVB Non-Mixed			
Purchase Void Transactions - Non-Mixed			
Purchase Void Transactions - Mixed Basket			
Purchase Void Transactions - CVB Mixed Basket			
Purchase Void Transactions - CVB w/Regular WIC Items			
Perform Manual Void from eWIC Admin Site			
<b>NTE Transactions</b>			
Purchase Transactions with NTE deductions			
Purchase Void Transactions with NTE deductions			
<b>Settlement Processing</b>			
<b>Recoupment Processing</b>			
<b>Farmer's Market EBT Processing</b>			
<b>Wrap-up</b>			