

Re-procurements and System Conversions

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EBT Next Generation 2020

You've Implemented eWIC - What's Next?

It is never too early to start planning for:

The next eWIC procurement and contract

A possible conversion to a new eWIC service provider / system as result of re-procurement

▶ Re-Procurement

Re-procurement Timeline - Start Early



Look at your current eWIC contract end date and work backwards



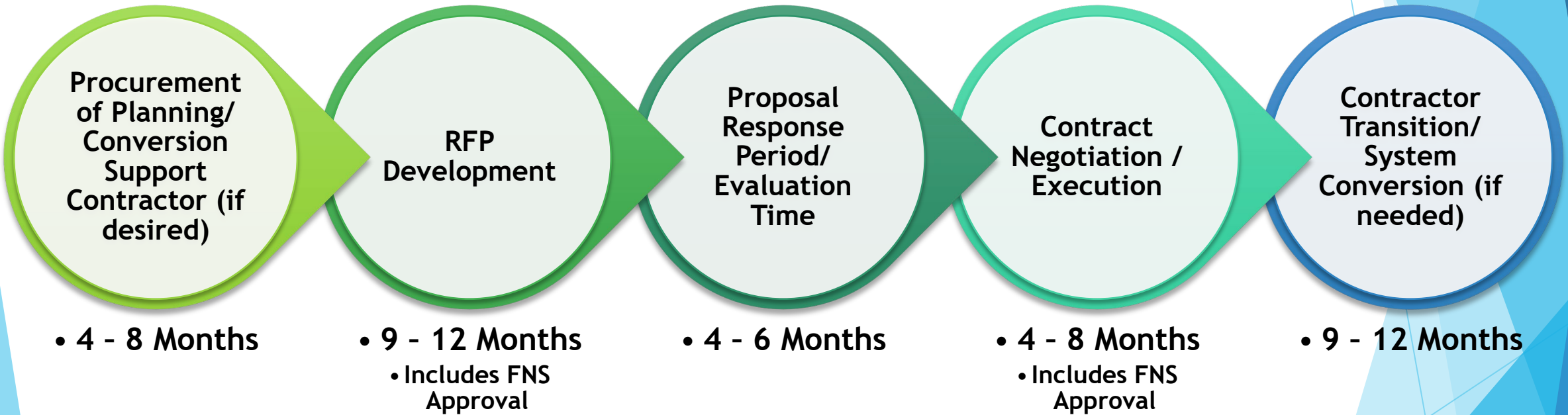
Rules of thumb

Start three years before the end of your contract
RFP release two years before contract end date
New contract signed one year before contract end date



Add buffer for possible delays

Timeline Must Consider



**Durations can be longer or shorter depending on state internal processes, approval times, and other factors*

RFP Content Considerations

- ▶ Some text from a previous RFP may be reused, but it needs close review
- ▶ There are differences between an initial RFP and a re-procurement:
 - ▶ Initial implementation activities will not apply to a state with an operating eWIC system
 - ▶ Need to address contractor transition or system conversion activities
 - ▶ Industry standards and federal requirements may have changed

RFP Content Considerations: Conversion

- ▶ Conversion planning and execution
- ▶ Testing
- ▶ How much historical transaction data will be transferred
- ▶ Stand-beside / other equipment replacement
- ▶ Card redesign

RFP Content Considerations: Things You Can Start Now

- ▶ Make note of things in the current contract that you would like to change
- ▶ This might include:

Service level requirements and remedies if not met

Additional system functionality / reports

Resource requirements

New innovations

Pricing approach

▶ System Conversion

How is Conversion Different from Initial Implementation?

- Minimal impact on clinic users
- Retailers already enabled
- Conversion is “big bang”

Conversion Activities

Contractor coordination / knowledge transfer



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graph TD; A[Contractor coordination / knowledge transfer] --> B[Conversion / transition plan development]; B --> C[Interface development / testing]; C --> D[Data conversion testing]; D --> E[User Acceptance Testing];
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Conversion / transition plan development

Interface development / testing

Data conversion testing

User Acceptance Testing

Conversion Activities (Continued)

Trial Runs

Replacement of stand-beside devices and clinic PIN PADS

Transition of IVR and portal routing

Transition of TPP routing

Database conversion and validation

Other Conversion Activities

New card design / card replacement

Updates to participant materials

Review and approve new eWIC service provider stand-beside agreement

Training on new eWIC service provider administrative and reporting functions

Questions?

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