

eWIC Vendor Team Meeting

February 27, 2014 1:30pm

ATTENDEES: Mike Scott-Total Retail Solutions; Nancy Campbell-Brookshire's; Norman Williams-Walmart; Pauline-Walmart; Sherry-Supervalu; Polly Martin-Arkansas Grocers and Retail Merchants Association; Mark Pierce-Harps; Michelle Clark-Brookshire's; Carol Mounts-Kroger; Jennifer Simpson-Kroger; Perry Young-Young's Thriftway; Teresa Guerrero, MIS Section Specialist; Alison Whitten, MIS Project Coordinator; Doris Allen, Food Delivery Section

- **Introduction**

- Teresa McManus left the Arkansas WIC Program in early February.
- Due to Teresa's departure, the MIS section has had to rearrange duties between the remaining staff. Alison Whitten has taken on a lot of Teresa McManus' duties, and Teresa Guerrero has taken on some of Alison's old duties, one of which is the eWIC Vendor Team Meeting. Teresa G. will be leading eWIC Vendor Team Meetings and Alison Whitten will take minutes and keep the website up to date. As always, please feel free to email or call Teresa or Alison if you have any questions or concerns about anything.

- **PIC RFP (Project Implementation Contractor)**

- The advertisement closes on Friday, March 7, 2014 and must be evaluated and reviewed by the Legislative Peer Review before it can be awarded.
- The WIC program anticipates the evaluation process to be completed and submitted for State Legislative Peer Review by April 23, 2014
- The State Legislative Peer Review will be conducted in June 2014, and we anticipate contract award July 1, 2014

- **Offline Module and Claims Processing RFP's**

- Offline Module Developer
 - Internal review by Agency Procurement Office is completed
 - Next step is submission by Agency to Arkansas Office of State Procurement
- Claims Processor
 - Internal review by Agency Procurement office in progress
 - Next step is to secure a requisition to an outline agreement in preparation for submission to Arkansas Office of State Procurement

- **POS Systems for the eWIC Lab**

- Secured bids, made selection and completing process to purchase Retailix ISS45 and NCR ACS-IR systems
- Prior to installation, Teresa is working with IT to add computer drops, electrical outlets, and carts for the systems.
- The Arkansas eWIC Team decided not to go with RORC system
 - Even though third most common in AR, still only small number of vendors currently use RORC and have heard from couple of these vendors that

they are changing to another POS system. Concern that by rollout, there will not be a large enough footprint in AR to justify cost of system. There would also be limited technical service if there is a problem.

- The Arkansas eWIC Team has decided to go with a stand beside system as the third POS system in lab.
 - Teresa has requested formal quotes from JPMA and Solisystems for the stand beside system.

- **Test and Production Cards**

- The Arkansas eWIC Team is currently reviewing the Texas contract and Arkansas requirement for purchasing smart cards as well as contacting other smart card states for similar purchasing agreements.

- **POS Systems Not Yet Certified**

- If your POS system has not yet been certified by another smart card/offline state, speak to your reseller who needs to speak with the developer.
- Upfront (Networks POS) and Logicvision (AR Cash Register) are two of the systems we know have not been certified.
- If you would like a list of certified systems, please email Teresa or Alison. You can also find this information on the webpage.
- Technical Workgroup – (suggested by Jason Cooper) we haven't forgotten this suggestion, however our IT and MIS are currently short staffed. Once we are fully staffed, we would like to start this workgroup up.

- **Vendor Reimbursement Policy**

- After conversations with TX and FNS, Teresa is completing the draft for vendor reimbursement policy for review by USDA
 - For integrated systems, a dollar amount would be reimbursed toward the upgrade to smart card compatible card access devices (CAD) for each lane excluding self-service lanes and pharmacy. One would be allowed at the customer service desk for balance inquiries.
 - For nonintegrated systems, the dollar amount of a stand beside system would be reimbursed for the stand beside system or equivalent dollar amount toward a certified system.
- These funds will be requested from USDA FNS no later than June 1, 2014
- We need the VARs to tell us the estimated number of CAD's you will be replacing or non-integrated systems you'll need.
- Teresa will send out an email to the VAR's requesting this information. We will need this information within the next four weeks.
- Please do not buy equipment until you receive state guidance. We will not be able to reimburse you unless the equipment is purchased during build-up to and pilot.
- Timeframe: The State will not be able to reimburse if the equipment is purchased during development, which is where we are now. Once we are

building up to the pilot and in pilot, we will work backward – vendor orders, buys, installs, State certifies – all before go live date.

- **eWIC Policy Review/Revisions**
 - The Arkansas eWIC Team is conducting initial review and revision of policy and vendor agreements to reflect changes with eWIC
 - Current Vendor Agreement ends 8/31/2015
 - New Vendor Agreement will go into statewide rollout (3 years; 9/1/2015-8/31/2018)
 - We are working on an interim policy for pilot and rollout that will include vendors accepting checks and EBT
- **Website Update**
 - New State Activity Map
 - Updated meetings page
 - Polly Martin graciously puts eWIC info on website Arkansas Grocers and Retail Merchants Association
 - Check site out and let me know what else you'd like to see on it
- **Questions/Comments**
- **Next Meeting: Conference Call April 17, 2014 1:30pm**