

**eWIC Vendor Team Meeting Minutes**  
**April 17, 2014**

**ATTENDEES: Mike Scott-Total Retail Solutions; Gary Loftis and Charlie Carter- Arkansas Cash Register Systems; Jason Cooper, Curtis Wiggins and Michelle Clark-Brookshire Grocery Company; Norman Williams-Walmart; Sherry-Supervalu; Polly Martin-Arkansas Grocers and Retail Merchants Association; Jennifer Simpson-Kroger; Jon King- Hay's Stores; Paul Rowton- Edwards Food Giant; Teresa Guerrero, MIS Section Specialist; Leslie Formeman, MIS Section Coordinator; Doris Allen, Food Delivery Section; Pamela Woodard George, Food Delivery Section Manager**

- **Requests for Proposals (RFP)**
  - **Project Implementation Contractor**
    - The advertisement closed on March 7, 2014 and has gone through the evaluation process.
    - Public notice of anticipation to award was posted on April 15, 2014 on the Arkansas Office of State Procurement website:  
[http://www.arkansas.gov/dfa/procurement/pro\\_intent.php](http://www.arkansas.gov/dfa/procurement/pro_intent.php)
    - The purpose of the posting is to establish a specific time in which vendors and agencies are aware of the anticipated award.
    - This notice is required to appear for a minimum of 14 calendar days. No official award can be issued prior to the end of the 14 day posting period.
    - Additionally, the Project Implementation contract cannot be awarded until it has received legislative approval. It has to be submitted by April 23, 2014 in order to get on the June agenda. We anticipate the contract to be officially awarded by July 1, 2014.
    - The Project Implementation Contractor will provide project management support and quality assurance/oversight. They will see us from where we are now in the development stage through pilot implementation and statewide expansion. They will be very involved with the retailer community, helping to make sure that all vendors are eWIC ready. They will also work closely with our other two contractors – the offline module developer and the claims processor
  - **Offline Module Developer and Claims Processor**
    - The internal review by the agency's procurement office of both RFPs is completed.
    - The RFPs have been submitted by the agency to the Office of State Procurement. The next step is to send them to USDA/FNS for final approval.
    - They will be advertised concurrently for 60 days. Unlike the Project Implementation Contractor, these two do not have to go to the State Legislative Peer Review because they are technical rather than professional/consultant services.
    - The Offline Module Developer will create a Smart Card eWIC interface for our current MIS system. This software will require modifications to the MIS system's source code which will then become maintained entirely in-

house by the Arkansas Department of Health's WIC Program and IT Services.

- The Claims Processor will provide, host and maintain Arkansas eWIC settlement services. Arkansas will be the first among the smart card states to have a state operated system with an outsourced claims processing.

- **eWIC Timeline**

- We anticipate the Project Implementation Contractor to start July 1, 2014.
- We expect the advertisement of the other two RFPs by late Spring with an award date of August 2014. We anticipate the delivery and acceptance of the offline module design and claims processing system by Spring 2015.
- Pilot in Miller County is still projected June 1 – August 31, 2015.
  - 1-2 months out, we'll conduct level 3 certifications and provide retailer training in the pilot area.
- Immediately following the pilot, our office will submit a cost evaluation study to FNS which may take up to 60 days to review and approve. Once approved, we may begin statewide rollout.
- If FNS requires the full 60 days, then statewide rollout will begin November 1, 2015.
- At our January meeting, a copy of the tentative phasing dates for statewide rollout was provided. The general consensus was the desire that it move more quickly. That is our desire as well; however, the speed of rollout depends on the number of clinic staff to handle it. Three to four weeks are anticipated between phases.
  - The dates indicated on the schedule are the "Go Live" date. Prior to that date, we will be in the stores and clinics providing training.
- Three months after statewide rollout, no more paper checks!

- **Calendar Month Transition**

- Moving from rolling month (date certified – 30 day valid period) to calendar month (static month)
- Food benefits issued on the eWIC card will be valid during the calendar month; in order for transition to be complete 6 months out from pilot date, begin transition on October 1, 2014
- Food benefits issued from one to three months based on policy and participant circumstances. This reduces the number of trips the participant must make to the local agency and reduces local agency traffic.
  
- Checks issued October 1 and afterward will be by calendar month. However, stores may still receive checks issued on rolling month valid during October through December. For example, checks issued in September for three months' worth of benefits will be on rolling month for Oct, Nov, Dec.
- Stores will experience an increase at first of month gradually beginning October 2014; complete switch by January 2015.

- **Test and Production Cards/Keys**

- We have received approval from the State to purchase smart cards from the Texas contract with Solisystems.

- Solisystems will also provide us with production and test keys needed to encrypt payment terminals.
- **Certifications**
  - Our office will conduct Level 3 certifications as we move closer to implementation/pilot date and then before going live in each phasing area – about 3-4 weeks between phases.
  - Once we begin to receive our test cards, we will be able to provide those and test scripts for pre-certifications.
  - Jason had inquired at a previous meeting whether self-certifications will be allowed. This decision may come from feedback during the pilot.
  - 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.
  - Check with our office too – Ohio is in process of certifying several systems new to offline WIC EBT.
  - If you would like a list of certified systems, please email or call Alison or Teresa. You can also find this information on the webpage.
  - FNS Conference Calls
    - There are a few USDA FNS Conference calls that vendors may participate on if you are interested; the Technical Documents Workgroup and the Retailer Certification Calls. The Retailer Certification Calls are discussions between Smartcard states regarding the standardization of Retailer Certifications.
    - If you are interested in participating in these calls, email or call Alison or Teresa.
- **Questions/Comments**
  - No questions or comments were raised.
- **Next Meeting**
  - Next conference call will be **Thursday, June 19, 2014** at 1:30. Call-in Number: 1-877-336-1831. Access Code: 8951404
  - If anything comes up before our next meeting, we will email everyone. As always, if you need anything please give Teresa Guerrero a call at 501-661-2087 or email at [teresa.guerrero@arkansas.gov](mailto:teresa.guerrero@arkansas.gov) or call Alison Whitten at 501-661-2551 or email at [alison.whitten@arkansas.gov](mailto:alison.whitten@arkansas.gov).

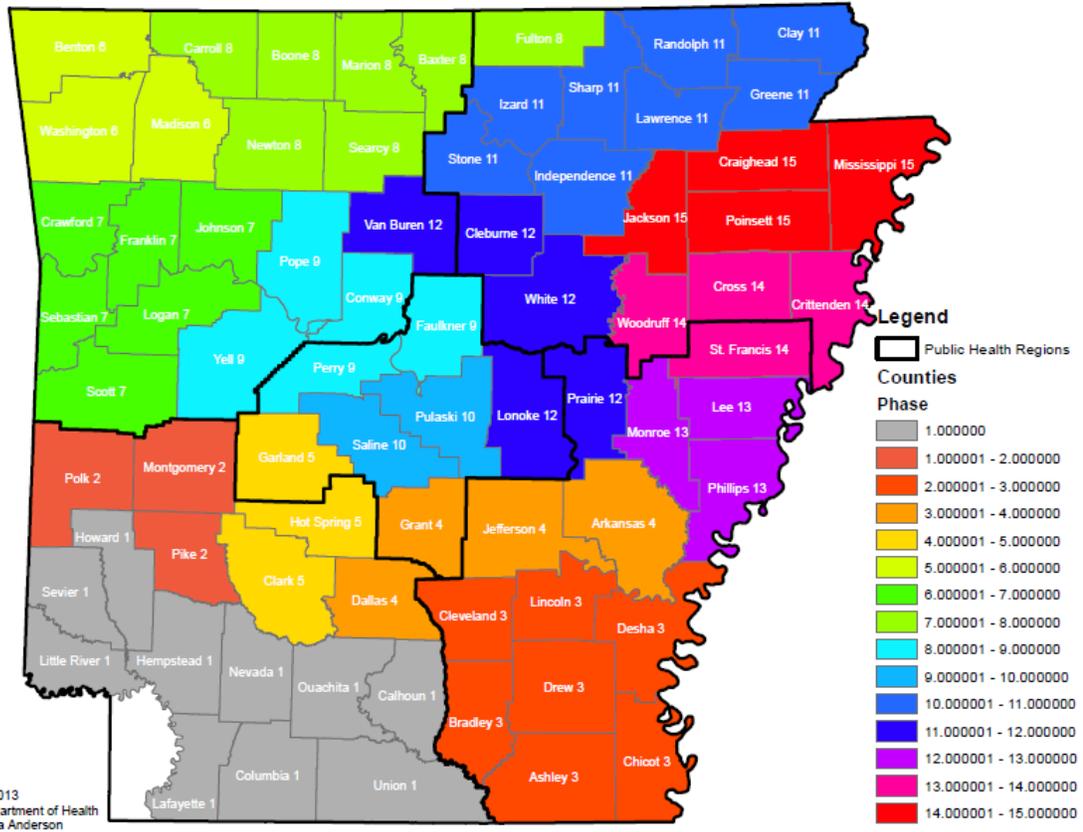
<b>PHASE (TENTATIVE)</b>	<b>COUNTY</b>	<b>REGION</b>	<b>CLINICS</b>	<b>RETAILERS</b>	<b>EBT DATE (TENTATIVE)</b>
<b>(PILOT)</b>	Miller	SW	1	7	<b>6/1/2015</b>
<b>1</b>	Little River	SW	1	3	<b>11/2/2015</b>
	Lafayette	SW	1	1	
	Hempstead	SW	1	4	
	Columbia	SW	1	6	
	Union	SW	1	6	
	Calhoun	SW	1	0	
	Ouachita	SW	1	7	
	Nevada	SW	1	1	
	Sevier	SW	1	3	
	Howard	SW	1	3	
<b>2</b>	Montgomery	SW	1	1	<b>12/7/15</b>
	Pike	SW	1	2	
	Polk	SW	1	3	
<b>3</b>	Chicot	SE	1	2	<b>1/11/16</b>
	Ashley	SE	2	4	
	Bradley	SE	1	1	
	Cleveland	SE	1	1	
	Lincoln	SE	1	1	
	Drew	SE	1	2	
	Desha	SE	2	3	
<b>4</b>	Grant	Central	1	2	<b>2/1/16</b>
	Jefferson	SE	1	9	
	Arkansas	SE	2	4	
	Dallas	SW	1	1	

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5	Garland	Central	1	13	2/15/16
	Hot Spring	SW	1	4	
	Clark	SW	1	3	
6	Benton	NW	3	22	3/14/16
	Washington	NW	3	26	
	Madison	NW	1	2	
7	Crawford	NW	1	7	4/4/16
	Sebastian	NW	2	14	
	Franklin	NW	1	3	
	Logan	NW	2	4	
	Scott	NW	1	3	
	Johnson	NW	1	2	
8	Carroll	NW	1	5	4/18/16
	Boone	NW	1	4	
	Baxter	NW	1	5	
	Marion	NW	1	4	
	Searcy	NW	1	2	
	Fulton	NW	1	1	
	Newton	NW	1	1	
9	Pope	NW	1	7	5/9/16
	Yell	NW	2	3	
	Conway	NW	1	3	
	Perry	Central	1	1	
	Faulkner	Central	1	11	
10	Pulaski	Central	4	42	6/6/16

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	Saline	Central	1	10	
11	Clay	NE	3	3	6/27/16
	Randolph	NE	1	2	
	Greene	NE	1	4	
	Sharp	NE	1	4	
	Izard	NE	1	4	
	Stone	NE	1	3	
	Lawrence	NE	1	4	
	Independence	NE	1	5	
12	Van Buren	NW	1	4	7/18/16
	Cleburne	NE	1	4	
	White	NE	2	13	
	Lonoke	Central	2	6	
	Prairie	SE	1	3	
13	Monroe	SE	1	2	8/1/16
	Lee	SE	1	1	
	Phillips	SE	1	3	
14	St. Francis	SE	2	4	8/22/16
	Woodruff	NE	1	2	
	Crittenden	NE	1	13	
	Cross	NE	1	4	
15	Mississippi	NE	2	9	9/19/16
	Craighead	NE	1	13	
	Poinsett	NE	3	5	
	Jackson	NE	1	4	

PHASE (TENTATIVE)	COUNTY	REGION	CLINICS	RETAILERS	EBT DATE (TENTATIVE)
COMPLETION OF FULL STATEWIDE EXPANSION					12/31/2016

### EBT Roll Out Phases



Date: December 19, 2013  
 Source: Arkansas Department of Health  
 Map created by: Sheba Anderson