

Task Plan

TASK 1 – QA Project Initiation, Planning and Management

- 1.1. QA Project Initiation Meeting
- 1.2. QA project status report
- 1.3. Quality Assurance Monitoring Plan
- 1.4. Final QA Work Plan and Schedule
- 1.5. Risk Assessment and Management Plan

TASK 2 – MIS T&I and EBT Contractor Project Initiation, Planning and Management

- 2.1. Project Initiation Meeting
- 2.2. Review and Evaluate MIS T&I and EBT Contractors' Work Plans

TASK 3 - System Design

- 3.1. Attend and Evaluate System Orientation Training
- 3.2. Attend and Support Joint Application Design Session and Technical Memorandum
- 3.3. Review and Evaluate Detailed Functional Design and Detailed Technical Specifications Documents

TASK 4 - System Transfer, Modification, and Testing

- 4.1. Attend MIS T&I and EBT System Transfer Initiation Meeting
- 4.2. Monitor MIS T&I and EBT System Transfer, Modification, and Testing
- 4.3. Review and Evaluate MIS T&I and EBT Contractor Certification of Readiness for UAT
- 4.4. Prepare and Submit Independent Certification of Readiness for UAT

TASK 5 - User Acceptance Test (UAT)

- 5.1. Attend UAT Phase Initiation Meeting
- 5.2. Monitor and Evaluate UAT Data Conversion
- 5.3. Monitor System Installation
- 5.4. Monitor and Evaluate System Operations Support and Training
- 5.5. Develop UAT Plan
- 5.6. Develop UAT Script
- 5.7. Support UAT
- 5.8. Review and Evaluate MIS T&I and EBT Contractors' Report and Certification of Readiness for Pilot
- 5.9. Prepare and Submit Independent Certification of Readiness for Pilot

TASK 6 – Retailer Certification for EBT

- 6.1. Prepare Retailer Certification Requirements
- 6.2. Retailer Certification Test Scripts and Criteria
- 6.3. Attend and Evaluate System Pre-Test
- 6.4. Attend and Evaluate On-Site Certification Testing

TASK 7 - Pilot Test

- 7.1. Attend System Pilot Initiation Meeting
- 7.2. Monitor and Evaluate Pilot Data Conversion (MIS T&I only)
- 7.3. Monitor and Evaluate Training
- 7.4. Monitor and Evaluate System Pilot Test
- 7.5. Review and Evaluate MIS T&I and EBT Contractor Pilot Report/Certification of Readiness for Rollout
- 7.6. Prepare and Submit Independent Certification of Readiness for Rollout

TASK 8 - Rollout

- 8.1. Attend System Rollout Initiation Meeting
- 8.2. Monitor and Evaluate User Training, Conversion and Implementation

TASK 9 – System Post Implementation Assessments / System Verification and Certification

- 9.1. Prepare and Submit System Post Implementation Evaluation
- 9.2. Prepare and Submit System Documentation Audit

TASK 1 – QA PROJECT INITIATION, PLANNING AND MANAGEMENT

The Contractor shall provide for a project initiation meeting, prepare the plans that shall guide and track the project's progress and initiate QA project status reporting.

The Contractor shall perform the following subtasks for this phase effort:

1.1 QA Project Initiation Meeting

Deliverable 1: QA Project Initiation Meeting Memorandum

The Contractor shall attend an initiation meeting with the TDH staff either on site at the WIC central office or via conference call. The Contractor shall present its work plan and schedule for the State's review and written approval, and discuss the process of revising/changing the work plan after State approval. Within five (5) business days following the meeting, the Contractor shall submit to the State a technical memorandum documenting all agreements, understandings, and contingencies arising from the project initiation meeting in a format approved by the State.

1.2 QA project status report

Deliverable 2: QA project status report

The Contractor shall prepare and electronically submit to the TNWIC Project Director, at least once a month, detailed reports on the MIS T&I and EBT overall project status, work accomplished during the previous month, objectives and State responsibilities for the next month, decision and/or information requests outstanding, problems and warnings, and schedule and budget issues in a format approved by the State.

The Contractor shall incorporate and provide regular updates, when the Contractor submits the QA project status report, to any previously submitted and approved work plans or tasks, e.g. risk assessment and management plan, review and evaluation of Detailed Functional Design Document (DFDD) and Detailed Technical Specification Document (DTSD), etc. and schedules. During UAT, the Contractor shall provide QA project status report on a weekly basis.

1.3 Quality Assurance Monitoring Plan

Deliverable 3: Quality Assurance Monitoring Plan

The Contractor shall submit to the State for its review and written approval a comprehensive and detailed quality assurance monitoring plan, describing in detail the Contractor's approach to the provision of quality assurance services for the project. The Contractor's Plan shall:

- a) Address the requirements of the Contractor as defined in the contract.
- b) Be integrated with the final MIS T&I and EBT Contractors' activities, tasks and schedules; and,
- c) Identify and incorporate TN WIC tasks and activities inclusive of the level of effort.

Revisions to this plan should be updated in the QA project status report referenced in 1.2 as needed.

1.4 Final Quality Assurance Work Plan and Schedule

Deliverable 4: Final QA Work Plan and Schedule

The Contractor shall deliver to the State for its review and written approval a final quality assurance work plan and schedule, no later than twenty (20) business days after receiving the work plans from the MIS T&I and EBT contractors.

Revisions to this plan should be updated in the QA project status report referenced in 1.2 as needed.

1.5 Risk Assessment and Management Plan

Deliverable 5: Risk Assessment and Management Plan

The Contractor shall evaluate the risks to the project and prepare a risk assessment and management plan linking risk analysis findings with specific mitigation strategies and identifying the timeframe and individuals responsible for each mitigation. The Contractor shall submit the risk assessment and management plan to the State for its review and written approval no later than twenty (20) business days after receiving the MIS T&I and EBT Contractors' project initiation plans. The Contractor, in conjunction with the PMSC, shall utilize the approved risk assessment and management plan to monitor project risks throughout the MIS T&I and EBT project and update it as needed with new or emergent risks.

Revisions to this plan should be updated in the QA project status report referenced in 1.2 as needed.

TASK 2: MIS T&I AND EBT IMPLEMENTATION CONTRACTOR PROJECT INITIATION, PLANNING AND MANAGEMENT

2.1 Project Initiation Meeting

The Contractor shall attend the MIS T&I and EBT project initiation meeting convened by the PMSC at the WIC central office for a two (2) to three (3) day time frame or a time frame as determined by the State. The Contractor shall review the MIS T&I and EBT Contractors' work plans, schedules, and deliverables. Should the MIS T&I implementation and the EBT implementation become a two-stage project, the Contractor shall separately attend both the MIS T&I implementation initiation meeting and the EBT implementation initiation meeting convened by the PMSC.

2.2 Review and Evaluate MIS T&I and EBT Implementation Contractors' Work Plans

Deliverable 6: Review and Evaluate MIS T&I and EBT Contractors' Work Plans

The Contractor shall review and evaluate the MIS T&I and EBT work plans in terms of their respective contract requirements and the overall project requirements. The Contractor shall

prepare component reports for each individual plan, presenting the results of its review and evaluation, noting any deficiencies identified and providing a plan and suggestions for their remedy. The Contractor shall provide the component reports to the State and the PMSC no later than ten (10) business days after receiving each of the MIS T&I and EBT contractors' plans. The component reports to be addressed by this task and deliverable are as follows:

- a) MIS T&I Contractor Work Plans
 - 1. System Transfer, Modification and Testing Plan
 - 2. Final Work Plan & Schedule
 - 3. Training Plan and Materials
 - 4. Pilot Implementation Plan
 - 5. Conversion Plan
 - 6. Disaster Plan
 - 7. Security Plan
 - 8. Help Desk Plan
 - 9. Operations Manual
 - 10. Risk Assessment & Management
- b) EBT Contractor Work Plans
 - 1. Project Management Plan
 - 2. Final Work Plan & Schedule
 - 3. Pilot Implementation Plan
 - 4. Retailer Management Plan
 - 5. Vendor Survey
 - 6. Vendor Assessment Report
 - 7. Retailer & TPP Processor Agreements
 - 8. Systems Security Plan
 - 9. Training Plans, Guides & Materials
 - 10. Integrated Vendor Certification Test Scripts
 - 11. Client Automated Response Unit (ARU) Script
 - 12. Retailer ARU Script
 - 13. Customer Services Operations Development
 - 14. Risk Assessment & Management

The MIS T&I and EBT Contractors are required to provide each of these work plans in draft and final versions. The Contractor shall review the draft and final submission of each plan to ensure that Contractor and State concerns have been addressed. The Contractor shall identify any deficiency in a final work plan submission and report each deficiency in a follow-up technical memorandum within ten (10) business days noting the specific problems identified.

Revisions to the technical memorandum should be updated in the QA project status report referenced in 1.2 as needed.

The Contractor shall accommodate the possibility that the above listed work plans may be submitted individually rather than as a group and that this task may consist of reviewing and evaluating twenty-four (24) discrete reports.

TASK 3 – SYSTEM DESIGN

3.1 Attend and Evaluate System Orientation Training

Deliverable 7: Attend and Evaluate System Orientation Training

The Contractor shall be on site to attend and evaluate in a written report the system orientation training provided by the MIS T&I Contractor in support of UAT, pilot and rollout phases of the MIS T&I project. The Contractor shall determine if the training (1) met contractual requirements; (2) reflected the approach and content expressed in approved training plans and materials; and (3) was comprehensive and sufficient to meet the intent of the training. The Contractor shall submit the system orientation training report to the State, the MIS T&I Contractor and the PMSC within ten (10) business days of the completion of the training so that they may address any inadequacies.

3.2 Attend and Support Joint Application Design Session and Technical Memorandum

Deliverable 8: Attend and Support Joint Application Design Session and Technical Memorandum

The Contractor shall be on site to attend and support the fifteen (15) days of joint application design (JAD) session held to develop and finalize any system parameter changes and required interfaces for the MIS T&I and EBT project. The Contractor shall report any design decisions made in the course of the session. Within ten (10) business days after the completion of all JAD sessions, the Contractor shall provide to the State a technical memorandum documenting the design decisions recorded.

3.3 Review and Evaluate Detailed Functional Design Documents and Detailed Technical Specifications Documents

Deliverable 9: Review and Evaluate the Detailed Functional Design Documents and Detailed Technical Specifications Documents

The Contractor shall review and evaluate the final detailed functional design and detailed technical specification documents submitted by the MIS T&I and EBT Contractors. The Contractor shall ensure that the documents are comprehensive, sufficient to the need, adhere to industry and federal standards, and correctly reflect any design decisions reached in the design sessions. At a minimum, the Contractor shall review and evaluate the following:

1. Functional Design Document (MIS T&I only)
2. Functional Design Document (EBT only)
3. Detailed Design Document (MIS T&I only)
4. Detailed Design Document (EBT only)
5. Interface Specifications for Client/Cardholder Portal

6. EBT/MIS T&I Interface Specifications Document
7. Integrated Processing Guidelines
8. Retailer & Third Party Processor (TPP) Interface
9. Specifications
10. Card Design
11. Graphics & Collateral Materials

The Contractor shall review both the draft and final versions of the listed design documents and shall ensure all Contractor and State concerns have been met. The Contractor shall submit to the State within fifteen (15) business days, a technical memorandum detailing any remaining deficiencies, noting the specific problems identified and how they may be addressed.

Revisions to this technical memorandum should be updated in the QA project status report referenced in 1.2 as needed.

TASK 4 – SYSTEM TRANSFER, MODIFICATION AND TESTING

4.1 Attend MIS T&I and EBT System Transfer Initiation Meeting

Deliverable 10: Attend MIS T&I and EBT System Transfer Initiation Meeting/Meeting Memorandum

Following acceptance by the State of the final design documents for each project effort, the Contractor shall conduct via conference call a system transfer initiation meeting to review tasks, schedule, and roles and responsibilities for the system transfer initiation phase of the project. Within two (2) business days of the meeting, the Contractor shall provide a summary memorandum of the meeting to the State, providing a list of attendees, key topics discussed, issues identified, decisions reached, and any action items arising from the meeting.

4.2 Monitor MIS T&I and EBT System Transfer, Modification and Testing

The Contractor shall monitor and report on the MIS T&I Contractor's and the EBT Contractor's performance in terms of the development and technical testing of the system for the respective approved plans, schedules, and contract requirements during the duration of these activities. The Contractor shall evaluate the results of the MIS T&I Contractor's initial conversion of legacy system data and note any concerns with an attendant plan for their remedy. The Contractor shall report the findings of this on-going monitoring verbally during project status meetings and record and incorporate them in the QA project status report.

4.3 Review and Evaluate MIS T&I Contractor and EBT Contractor Certification of Readiness for UAT

The Contractor shall review and evaluate reports submitted by the MIS T&I and EBT Contractors regarding their System Transfer, Modification, and Technical Testing, in which they detail the defects detected with their respective remedies and certify the readiness of the system to support meaningful and productive UAT. The Contractor shall, in person, attend and evaluate

a system key function walkthrough demonstration by the MIS T&I and EBT Contractors held on-site at WIC central office in Nashville, Tennessee.

4.4 Prepare and Submit Independent Certification of Readiness for UAT

Deliverable 11: Review and Evaluate MIS T&I and EBT Contractors' Transfer, Modification, and Testing Report and UAT Readiness Certifications/Independent Certification of Readiness for UAT

Following a review of the MIS T&I and EBT Contractors' reports and certifications of readiness for UAT, the Contractor shall document the results of their certifications and provide to the State an independent assessment of the system readiness for UAT in the timeframe detailed in the State approved UAT plan. Updates to this review and evaluation should be provided to the State as soon as identified.

TASK 5 – USER ACCEPTANCE TEST (UAT)

5.1 Attend UAT Phase Initiation Meeting

Deliverable 12: UAT Phase Initiation Meeting/Meeting Memorandum

The Contractor shall attend, via conference call or in person, the UAT phase initiation meeting in Nashville to review the UAT plan, schedule, deliverables and risks. Within two (2) business days of the meeting, the MIS T&I Contractor is expected to deliver to the Contractor a technical memorandum documenting all agreements, understandings, and contingencies arising from the UAT initiation meeting. The Contractor shall, within two (2) business days of receipt of the MIS T&I Contractor's memorandum, submit to the State a written evaluation of the memorandum identifying any discrepancies or deficiencies determined by this review.

5.2 Monitor and Evaluate UAT Data Conversion

Deliverable 13: UAT Data Conversion Report

The Contractor shall evaluate the MIS T&I Contractor's conversion of legacy system data to be used in support of UAT, reporting to the State, in writing, any concerns and offering an attendant plan for remedy. The Contractor shall document whether or not the converted data can be used to support pilot and rollout.

5.3 Monitor System Installation

Deliverable 14: UAT System Installation Report

The Contractor shall monitor the MIS T&I and EBT Contractors' installation of systems on the test platform to support UAT. The Contractor shall ensure that the system is installed correctly and operational for UAT and shall report to the State, in writing, any deficiencies as they are detected, along with a plan for their remedy. The Contractor shall assess and recommend in

writing any improvements needed in processes, checklists and support from the State in preparation for pilot and rollout.

Revisions to this report should be updated in the QA project status report referenced in 1.2 as needed.

5.4 Monitor and Evaluate System Operations Support and Training

Deliverable 15: Monitor and Evaluate MIS T&I and EBT System Operations Support and Training

The Contractor shall attend and evaluate all training conducted by the MIS T&I and EBT Contractors prior to and during UAT. The Contractor shall ensure that the systems operation training for TDH IT support staff is sufficient to allow them to assume responsibility for system operations when the pilot is initiated. The Contractor shall monitor the required training and report to the State in writing within one week after the first training in a format approved by the State, the results of the monitoring, identifying any deficiencies as they appear with a plan for their remedy.

Revisions to this report should be updated in the QA project status report referenced in 1.2 as needed.

5.5 Develop UAT Plan

Deliverable 16: MIS T&I and EBT UAT Plan

In cooperation with the MIS T&I and EBT Contractors, the Contractor shall develop a UAT plan for the State's review and written approval describing the best approach for testing the overall system. The Contractor shall detail the tasks necessary to complete the State's acceptance testing, their sequence, and the staff assigned for each task. The Contractor shall fully describe in this plan how to manage and monitor the UAT, and, at a minimum:

- a) Detail all tasks necessary to prepare for and conduct the system UAT;
- b) Communicate to all responsible parties the tasks they are to perform and the schedule to be followed in performing those tasks;
- c) Define the environment in which the UAT shall be performed; and,
- d) Define procedures for documenting and coordinating error correction with the MIS T&I contractor in accord with their software version control procedures.

The State shall submit the UAT plan to FNS who shall evaluate the plan, request additional information if deemed necessary, and shall determine the level and type of FNS oversight based on the project risk factors and the UAT plan itself. Revisions to this plan should be updated in the QA project status report referenced in 1.2 as needed. The Contractor must adhere to FNS testing requirements which can found at <http://www.fns.usda.gov/apd/new-rule-system-testing>, and which may be updated from time to time.

5.6 Develop UAT Script

Deliverable 17: MIS T&I /EBT UAT Scripts

The State will conduct end-to-end testing of the system during MIS T&I UAT and must know of any parameter changes made to the base system. For the EBT UAT, the Contractor shall focus on the MIS T&I/EBT interface, interoperability, and reporting, and shall develop UAT scripts for each test that conforms to industry and federal standards and tests all system procedures and outputs and inputs from external systems such as EPI. The Contractor shall provide a script that builds upon and is in addition to the MIS T&I and EBT Contractors' internal testing and involves specific clinic, retailer, and State office scenarios.

During MIS T&I UAT, Tennessee WIC staff and the Contractor shall evaluate, as detailed in the approved schedule and work plan, the quality of the converted data to ensure its sufficiency for support of pilot and rollout. The Contractor shall ensure that the UAT is not considered complete until the system is capable of successfully processing the operations of all the UAT test procedures without significant (other than minor, non-functional) error or failure.

The Contractor shall ensure that the EBT and the MIS T&I UAT involve a regression process (errors shall be identified, fixed, and tested again) and shall require that the MIS T&I and EBT Contractors not only fix the errors identified initially but also run the resulting system through their system qualification tests prior to delivering it for the round of UAT. If at any time the percentage of failed test procedures exceeds twenty percent (20%) excluding minor, non-functional errors, the Contractor shall halt the UAT and return the system to the MIS T&I and EBT Contractors for correction.

During UAT, Tennessee WIC staff and the Contractor shall evaluate manuals and on-line help, ensuring that the UAT procedures instruct the testers to reference the user manuals or on-line help for directions regarding how to perform the required actions. The Contractor shall work with the MIS T&I Contractor and the PMSC to ensure that any inadequacies in the manuals or on-line help provided by the MIS T&I Contractor are corrected prior to final acceptance of those documents by the State.

This deliverable shall not be considered complete until the State determines that the UAT scripts are no longer needed for regression testing.

5.7 Support UAT

Deliverable 18: Support MIS T&I and EBT UAT

The Contractor shall support UAT and be available on-site as detailed in the approved UAT plan. The Contractor shall monitor the UAT for the duration of testing (MIS T&I and EBT) to ensure that test procedures are followed, and system problems/corrections are documented and reported.

The Contractor shall ensure that the system, as delivered by the MIS T&I Contractor and EBT Contractor for UAT, produces few enough errors as to be acceptable by the State. The Contractor shall provide that the UAT shall be ten (10) weeks in duration on-site and be completed in two (2) rounds - one to uncover any errors, and a second to verify that any errors identified have been fixed and that no new errors have been introduced. The Contractor shall make sure that the ten (10) week UAT duration does not include periods of suspended testing while defects are remedied or for other reasons.

At the conclusion of UAT, the Contractor shall, in the timeframe detailed in the approved UAT plan, provide to the State a technical memorandum documenting the UAT support provided.

5.8 Review and Evaluate MIS T&I and EBT Contractors' Report Certification and Readiness for Pilot

The Contractor shall review and evaluate reports submitted by the MIS T&I and EBT Contractors that detail the successful completion of UAT and certify the readiness of the system for meaningful and productive pilot.

5.9 Prepare and Submit Independent Certification of Readiness for Pilot

Deliverable 19: Review and Evaluate MIS T&I and EBT Contractors' Pilot Readiness Certification/Independent Certification of Readiness for Pilot

In the timeframe detailed in its approved schedule and work plan, the Contractor shall evaluate and document the MIS T&I and EBT Contractors' reports and certifications of readiness for pilot, and shall conduct an independent assessment of the system readiness for pilot (MIS T&I and EBT). The Contractor shall compile its review of the MIS T&I and EBT Contractors' readiness for pilot reports and its independent assessment in a report which, after review and written approval by the State, shall serve as the official UAT evaluation required by and submitted to FNS for its approval for the State to move to pilot.

TASK 6 – RETAILER CERTIFICATION FOR EBT

6.1 Prepare Retailer Certification Requirements

Deliverable 20: Retailer Certification Requirements

The Contractor shall prepare a list of retailer certification requirements that shall be provided to current and potential new WIC vendors in preparation for EBT retailer readiness certification, building upon and responsive to guidance provided by USDA/FNS' Retailer Certification Work Group. The requirements shall be reviewed and commented upon by the State and the EBT Contractor. Upon receipt of comments, the Contractor shall revise the requirements as needed and submit a final list of retailer certification requirements to the State for review and written approval, in the timeframe detailed in its approved schedule and work plan.

6.2 Retailer Certification Test Scripts and Criteria

Deliverable 21: Retailer Certification Test Scripts and Criteria
--

The Contractor shall prepare a set of test scripts and criteria to be applied in retailer EBT readiness certification, building upon and responsive to guidance provided by USDA/FNS' retailer certification work group and enhanced as needed with additional tests and scenarios for ad hoc testing. The State and the EBT Contractor shall review and evaluate these scripts and criteria and provide written comments noting any deficiencies. Upon receipt of comments, the Contractor shall revise the scripts and criteria as needed and submit a final set of test scripts and

criteria for written approval by the State in the timeframe detailed in its approved schedule and work plan.

6.3 Attend and Evaluate System Pre-Test

Deliverable 22: Attend and Evaluate System Pre-Test

Utilizing the test scripts and criteria, the State and the EBT Contractor shall conduct a pre-test of the EBT system as detailed in its approved schedule and work plan. The Contractor shall be on site to attend and evaluate this pre-test and provide a written report to the State within three (3) business days noting any deficiencies. The Contractor shall track and ensure the remedy of any noted deficiencies or defects. The Contractor shall modify the test script and criteria to address any deficiencies in these materials noted during the pre-test within three (3) business days.

6.4 Attend and Evaluate On-Site Certification Testing

Deliverable 23: Attend and Evaluate On-Site Certification Testing

Utilizing the finalized test scripts and criteria, the State and the EBT Contractor shall conduct on-site certification testing for a minimum of three (3) WIC vendors which shall be identified by the State. The Contractor shall attend and evaluate, at a minimum, three (3) of these onsite certifications and provide a written report to the State in the time frame detailed in its approved schedule and work plan, noting any deficiencies and providing recommendation for remedy.

TASK 7 – PILOT TEST

7.1 Attend System Pilot Initiation Meeting

Deliverable 24: System Pilot Initiation Meeting/Meeting Memorandum

State WIC staff shall convene pilot initiation meetings for both MIS T&I and EBT on site in Nashville. The MIS T&I and EBT Contractors' project managers and other key contractor staff as deemed necessary by the State WIC project team, the Contractor and PMSC, shall attend the meeting. The Contractor shall review the respective pilot plans, schedules, deliverables, and risks. Within two (2) business days of the respective meetings, the MIS T&I Contractor is expected to deliver a technical memorandum documenting all agreements, understandings, and contingencies arising from the pilot initiation meeting. The Contractor shall, within two (2) business days of receipt of the MIS T&I Contractor's memorandum, submit a memorandum to the State providing a review of the MIS T&I Contractor's memorandum noting any discrepancies or deficiencies.

7.2 Monitor and Evaluate Pilot Data Conversion (MIS T&I Only)

Deliverable 25: Pilot Data Conversion Report

The Contractor shall critically evaluate the MIS T&I Contractor's conversion of legacy system data to be used in support of pilot. The Contractor shall submit to the State the results of its

evaluation in the time frame detailed in its approved schedule and work plan, noting any concerns with a plan for their remedy.

7.3 Monitor and Evaluate Training

Deliverable 26: MIS T&I and EBT Pilot Training Report

Prior to pilot, the MIS T&I and EBT Contractors shall train the State agency and local agency pilot staff in the use of the new systems (MIS T&I and EBT). The Contractor shall attend and evaluate these training events for one (1) to two (2) weeks as determined by the State to ensure that required training and support is provided. The Contractor shall report in writing on this monitoring to the State and note any deficiencies with a plan for their remedy.

7.4 Monitor and Evaluate System Pilot Test

The Contractor shall monitor and report on the pilot test results throughout the course of the tests (MIS T&I and EBT). The Contractor shall critically evaluate the pilot test results and note any concerns with an attendant plan for their remedy. The Contractor shall verbally report the findings of this on-going monitoring during project status meetings and record and incorporate them in the written QA project status report. At the conclusion of the pilot tests, the Contractor shall provide, in the time frame detailed in its approved schedule and work plan, a technical memorandum documenting the monitoring activities conducted during the pilot test.

7.5 Review and Evaluate MIS T&I and EBT Implementation Contractors' Pilot Report / Certification of Readiness for Rollout

Upon successful completion of pilots, the MIS T&I and EBT Contractors shall provide detailed reports of the results of their activities, inclusive of defects detected and their remedy. The MIS T&I and EBT Contractors shall provide their certification of the readiness of the systems (MIS T&I and EBT) for rollout. The Contractor shall review and evaluate these reports and certifications.

7.6 Prepare and Submit Independent Certification of Readiness for Rollout

Deliverable 27: Monitoring Activity Memorandum, Review and Evaluate MIS T&I and EBT Contractors' Pilot Report and Rollout Readiness Certification/Independent Certification of Readiness for Rollout
--

Following a review of the MIS T&I and EBT Contractors' reports and certifications, the Contractor shall in the time frame detailed in its approved schedule and work plan document the results of this evaluation and provide an independent assessment of the system's readiness for rollout to the State. This assessment shall serve, after review and written approval by the State, as the official pilot evaluation required by and submitted to FNS for its approval for the State to move to rollout. This deliverable will not be considered completed until FNS approves the State to rollout.

TASK 8 – ROLLOUT

8.1 Attend System Rollout Initiation Meeting

Deliverable 28: System Rollout Initiation Meetings/Meeting Memorandum

The State shall convene system rollout (MIS T&I and EBT) initiation meetings onsite. The MIS T&I and EBT Contractors' project manager and other key contractor staff as deemed necessary by the Tennessee project team, plus the Contractor and PMSC, shall be on site to attend the meetings. The Contractor shall review the rollout plan, schedule, deliverables, and risks. Within two (2) business days of the meeting, the MIS T&I Contractor is expected to deliver a technical memorandum documenting all agreements, understandings, and contingencies arising from the rollout initiation meeting. The Contractor shall, within two (2) business days of receipt of the MIS T&I Contractor's memorandum, submit a memorandum to the State providing a review of the MIS T&I Contractor's meeting memorandum, noting any discrepancies or deficiencies.

8.2 Monitor and Evaluate User Training, Conversion and Implementation

During rollout, the Contractor shall monitor and evaluate the rollout training, data conversion, and system implementation (MIS T&I and EBT). The Contractor shall be on site to attend one (1) rollout training event to ensure that lessons learned from UAT and pilot training have been addressed and that effective training of the WIC staff is provided. During the course of rollout, the Contractor shall monitor and evaluate the conduct of data conversion, system startups, and adherence to schedule. The Contractor shall report the findings of this on-going monitoring verbally during project status meetings and record and implement them in the written QA project status report.

TASK 9 – SYSTEM POST IMPLEMENTATION ASSESSMENTS / SYSTEM VERIFICATION AND CERTIFICATION

9.1 Prepare and Submit System Post Implementation Evaluation

Deliverable 29: System Post Implementation Meeting and Assessment/System Verification and Certification

Approximately five (5) business days following rollout to the final local agency, a meeting shall be convened at the Tennessee WIC central office in which the status of the system following complete rollout shall be assessed. The MIS T&I and EBT Contractors, Contractor, PMSC, and Tennessee WIC staff must attend the meeting. Within five (5) business days after the meeting, the MIS T&I and EBT Contractors shall provide technical memoranda documenting all agreements, understandings and contingencies resulting from the system post implementation meeting.

Following the system post implementation meeting and as detailed in its approved schedule and work plan, the Contractor shall conduct an independent post-implementation assessment of the

new system, inclusive of its achievement of project goals and objectives. The Contractor shall conduct site visits and interviews at two (2) local WIC agencies selected by the State and at the State WIC office as part of this independent assessment. The Contractor shall provide verification and certification documentation that specifies all software, policies, procedures, reporting, and equipment are functioning as planned after the MIS T&I and EBT Contractors have corrected all issues determined during the post-implementation evaluations.

9.2 Prepare and Submit System Documentation Audit

Deliverable 30: System Documentation Audit
--

Upon completion of system implementation, the MIS T&I and EBT Contractors are expected to update all system source code, documentation, functional, technical, operations and user manuals, installation guides, and training materials to reflect any revisions made to the system. The MIS T&I and EBT Contractors shall return to the State any participant/program data that has been retained during the project. The Contractor shall audit this activity to ensure all materials have been updated, submitted, and/or returned as required and report the results of the audit in writing and in a format approved by the State. This shall be submitted to the State in the time frame detailed in the State approved schedule and work plan.