



Child and Adult Care Food Program



West Virginia Department of Education
Web-Based CACFP Application Quotation
For

RFQ: WV-EDD256653
Monday, August 21, 2006
Featuring the CNPweb®

Table of Contents

| | |
|---|-----------|
| TABLE OF CONTENTS | 1 |
| CNPWEB OVERVIEW | 1 |
| Project Background | 1 |
| CNPweb Software Solution | 1 |
| Company Overview..... | 3 |
| Products and Customer Base..... | 3 |
| References | 4 |
| CONCEPTUAL OVERVIEW..... | 9 |
| CNPweb Overview | 9 |
| Program Year Activities..... | 9 |
| Program Enrollment..... | 10 |
| PACKET & FORM STATUSES..... | 10 |
| SPONSOR ACTIONS | 11 |
| PROGRAM YEAR ROLLOVER..... | 11 |
| Reimbursement Claims | 12 |
| CLAIMS STATUSES | 13 |
| SPONSOR ACTIONS | 14 |
| User Tools | 14 |
| SPONSOR SUMMARY..... | 14 |
| FORM STATUS SUMMARY | 14 |
| Input Errors | 15 |
| Original Forms vs. Revised Forms..... | 15 |
| Advances | 16 |
| CNPweb Key Advantages..... | 16 |
| 3.1.A APPLICATION FUNCTIONS REQUIREMENTS | 18 |
| Overview..... | 18 |
| 3.1.A.1 Applications Response | 19 |
| 3.1.A.2 Single Application Response | 19 |
| 3.1.A.3 Application Tracking Response | 19 |
| 3.1.A.4 Application Modification Tracking Response..... | 19 |
| 3.1.A.5 Application Approval Tracking Response | 20 |
| 3.1.A.6 Provider and Provider Transfer Response | 20 |
| 3.1.A.7 Data Input Check Response | 20 |
| 3.1.A.8 Suspend Payment Response | 20 |
| 3.1.A.9 Data Rollover Response | 20 |
| 3.1.A.10 Seriously Deficient Response | 20 |
| 3.1.A.11 Sponsor Training Response..... | 20 |
| 3.1.A.12 Correspondence Response | 21 |
| 3.1.A.13 Program Participation Response..... | 21 |



| | |
|---|-----------|
| 3.1.A.14 Federal Digital Documentation Response..... | 21 |
| 3.1.B CLAIMS & PAYMENT FUNCTIONS REQUIREMENTS..... | 22 |
| Overview..... | 22 |
| 3.1.B.1 Online Claims Response..... | 23 |
| 3.1.B.2 Claims Processing Frequency Response..... | 23 |
| 3.1.B.3 Claims Reporting Level and Revisions Response..... | 23 |
| 3.1.B.4 Financial System Integration Response..... | 24 |
| 3.1.B.5 FIMS Response..... | 24 |
| 3.1.B.6 Year Summary View Response..... | 24 |
| 3.1.B.7 Edit Checks and Overrides Response..... | 24 |
| 3.1.B.8 Batch Uploads Response..... | 25 |
| 3.1.B.9 POS Sheets Response..... | 26 |
| 3.1.B.10 Roster of Eligibility Response..... | 26 |
| 3.1.B.11 Certified Provider List Response..... | 26 |
| 3.1.B.12 Advances Tracking Response..... | 26 |
| 3.1.B.13 Advances Edit Check Response..... | 26 |
| 3.1.B.14 Advances Recovery Response..... | 27 |
| 3.1.B.15 Email Reminders Response..... | 27 |
| 3.1.C REPORT FUNCTIONS REQUIREMENTS..... | 28 |
| Overview..... | 28 |
| 3.1.C.1 FNS-44 Response..... | 28 |
| 3.1.C.2 Customized Reports Response..... | 29 |
| 3.1.C.3 Crystal Reports Response..... | 29 |
| 3.1.C.4 Report Export Response..... | 29 |
| 3.1.C.5 Printed Claim Response..... | 29 |
| 3.1.C.6 Program Reports Response..... | 29 |
| 3.1.C.7 Mail Merge Response..... | 30 |
| 3.1.D ACCESS REQUIREMENTS..... | 31 |
| Overview..... | 31 |
| 3.1.D.1 System Maintenance Response..... | 31 |
| 3.1.D.2 Security Levels Response..... | 32 |
| 3.1.D.3 Multiple Sponsor Access Response..... | 32 |
| 3.1.D.4 Sponsor User Management Response..... | 32 |
| 3.1.E TECHNOLOGY REQUIREMENT..... | 33 |
| Overview..... | 33 |
| 3.1.E.1 Technology Response..... | 33 |
| 3.1.F DOCUMENTATION REQUIREMENTS..... | 34 |
| Overview..... | 34 |
| 3.1.E.1 User Manuals Response..... | 34 |
| AUDIENCE ANALYSIS..... | 34 |
| INFORMATION MANAGEMENT STRATEGY..... | 35 |



| | |
|---|-----------|
| STATE USER ASSISTANCE..... | 35 |
| SPONSOR-LEVEL USER ASSISTANCE..... | 36 |
| ONLINE HELP | 37 |
| GETTING STARTED GUIDE FOR SPONSORS..... | 38 |
| 3.1.E.2 Electronic Format Response..... | 39 |
| 3.1.G TRAINING REQUIREMENTS | 41 |
| Overview..... | 41 |
| 3.1.G.1 OCN Training Response..... | 41 |
| 3.1.G.1 Word Format Response..... | 43 |
| 3.1.H WARRANTY REQUIREMENT..... | 44 |
| Overview..... | 44 |
| 3.1.H.1 Warranty Response..... | 44 |
| WARRANTY..... | 44 |
| MAINTENANCE..... | 45 |
| END USER SUPPORT..... | 46 |
| CUSTOMER SUPPORT..... | 47 |
| INCIDENT SECURITY LEVELS & RESPONSE..... | 47 |
| SERVICE LEVEL AGREEMENT (SLA)..... | 48 |
| PROJECT MANAGEMENT METHODOLOGY..... | 51 |
| Overview..... | 51 |
| Project Management..... | 51 |
| CNMS PROJECT METHODOLOGY..... | 53 |
| CNPWEB BASELINE..... | 53 |
| Capturing User and System Requirements..... | 54 |
| JAD SESSIONS..... | 54 |
| GAP ANALYSIS..... | 55 |
| Project Team..... | 55 |
| Quality Management..... | 56 |
| ACCEPTANCE METHODOLOGY..... | 57 |
| INDEX..... | 58 |

CNPweb Overview

Project Background

The Office of Child Nutrition (OCN) of the West Virginia Department of Education (WVDOE) oversees the administration of the National School Lunch Program, the School Breakfast Program, the Summer Food Service Program, the Special Milk Program, and the Child and Adult Food Program. The Office of Child Nutrition is committed to replacing their current web-based and paper-based claims system and application processing database for the Child and Adult Care Food Program (CACFP). By utilizing changes in technology, the OCN intends to enhance the application and claims management processes.

The objective of the RFQ is to evaluate the market for a commercial off-the-shelf (COTS) child nutrition management system (CNMS) that provides web-based applications and claims processing for the CACFP and Family Day Care Home Program (FDCH) that will support its current users. The CACFP currently has more than 250 day center centers with 400 operating sites. The FDCH currently has 10 sponsors with over 2,000 sites.

CNPweb Software Solution

It makes a big difference when a state chooses the right tools and company for managing its growing child nutrition program.

CNPweb® – the emerging child nutrition management system leader – allows your staff to easily set up and monitor sponsor participation in USDA and state programs including National School Lunch Program, Child and Adult Care Food Program, Summer Food Service Program with the Simplified Summer Food Program, and Food Distribution Program. CNPweb has been in production for more than five years and is being used by many states to manage the School Nutrition Program, Child and Adult Care Food Program, Summer Food Service Program and Food Distribution Program.

CNPweb allows each sponsor organization to easily submit and revise its enrollment forms, reimbursement claims, and other program paperwork, such as sponsor budgets and annual financial reports online. The CNPweb also supports both sponsor-level and center-level claims reporting, allows sponsors to upload claims data from supporting information systems, and can be customized to meet your state's specific program requirements.

Dynamic Internet Solutions (DIS), an Arizona-based consulting firm, built CNPweb from the ground up, based on more than ten years experience in automating child nutrition programs across the United States. With staff that understands child nutrition program requirements, DIS is a leader in the development, implementation, and support of child nutrition management programs.

CNPweb offers the greatest value on the market today and provides a comprehensive, adaptable, and cost-effective alternative for any state looking for a proven off-the-shelf software application to manage the USDA School Nutrition Program.

We have provided this list of the CNPweb prominent features for your review.

- **Claims Processing Level.** To our knowledge, CNPweb is the only CNMS on the market that offers both site-based and sponsor-based claim processing. Each state chooses its claim processing level by setting a system configuration parameter. When it comes time to submit a claim, the CNPweb evaluates this parameter and decides which form to display for claim processing.
- **Reporting Options.** CNPweb uses runtime version of the Crystal Reports viewer to display reports, offering great flexibility for setting up and running reports. You can easily add customized reports to the online reports library, allowing you to meet future reporting requirements without a major investment. In addition, the Crystal Reports interface allows you to export report data to several formats, including portable document format (PDF), Microsoft Excel®, and rich text format (RTF).
- **Easy Correction.** Data entry errors on an application, claim, or any other online form are easily corrected because the CNPweb clearly displays error messages adjacent to the error on the same page. This helps users to resolve data input errors independently and reduces the number of support calls you receive.
- **Easy Navigation.** CNPweb utilizes breadcrumb trail navigation for easy access to all features, which dynamically generates a trail of previous page titles as the user navigates through the site, providing instant access back to them.
- **Data Change Tracking.** CNPweb tracks changes and maintains a revision history, making it easy to identify and respond to changes. Approved online documents become part of the revision history and cannot be edited. In addition, CNPweb highlights each changed data element so the user can see the changes in a revised form, and provides a quick way to view the previous information as well.
- **Easy Access.** The CNPweb is entirely web-based and offers users access to the application 24 hours a day, 7 days a week, allowing data entry at the earliest possible time permitted by federal regulations.
- **Database Independence.** CNPweb is database independent and runs on most of the popular database programs such as SQL Server or Oracle. This allows IT directors to decide on database technology changes without concern for data migration requiring rewriting source code at the database level.
- **Data Security.** CNPweb offers a comprehensive security strategy through roles-based security that allows you to restrict data access for each user role. State users can be set up for access to all sponsor data, while end-users associated with sponsors can be limited to only view their

organization's data. Reports are also restricted within the security mechanism so that only selected users can access reports as authorized by the state agency.

- **Easy to Learn.** *CNPweb* comes with professionally developed and fully integrated online help with separate versions for state and sponsor users.
- **Easy Management.** *CNPweb* displays the status of all enrollment packets and claims forms at a glance, allowing state users to track submissions and revisions throughout the program year.

As you review the details of our quotation, *CNPweb* features, and DIS track record with other state child nutrition programs, we are confident that you will recognize the value-added benefits of our offer for the short- and long-term needs of the WVDOE.

Company Overview

Founded by Steve Brooks and Joe Mays in January 2001, DIS provides a wide variety of information technology products and services to local, state, and federal government agencies. Our child nutrition management system, *CNPweb*, is the program of choice for eight states, including Alaska, Delaware, Indiana, Kansas, Missouri, Montana, Oregon, and Wisconsin. Our senior management staff each have more than 15 years experience in designing and implementing child nutrition management systems, and have automated programs for Arizona, Alaska, Delaware, Georgia, Indiana, Kansas, Missouri, Montana, Nebraska, Nevada, Ohio, Oregon, Pennsylvania, Washington, and Wisconsin. Prior to co-founding DIS, Steve Brooks and Joe Mays had both provided new and innovative solutions for other companies in developing web applications for the child nutrition programs.

Products and Customer Base

CNPweb is a web-based child nutrition management system that collects enrollment data, meal counts, financial cost data, and other important information from individual schools, school systems, sponsors, childcare centers, and any other organization that participates in the National School Lunch Program, School Breakfast Program, After School Snack Program, Special Milk Program, Child and Adult Care Food Program, the Summer Food Service Program including Seamless Waiver and Simplified Summer Food Program, and the Food Distribution Program.



Currently, DIS has installed CNPweb or has contractually scheduled installation in the following states:

| State | CNPweb Modules | | | |
|---------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| | SNP | CACFP | SFSP | FDP |
| Alaska ¹ | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Delaware | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Indiana | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Kansas ² | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | |
| Montana | <input checked="" type="checkbox"/> | | <input checked="" type="checkbox"/> | |
| Missouri | | <input checked="" type="checkbox"/> | | |
| Oregon ³ | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| Wisconsin | | | | <input checked="" type="checkbox"/> |

¹ Alaska CACFP is scheduled for October 1, 2006.

² Kansas CACFP and SFSP are scheduled for implementation.

³ Oregon implementations are scheduled for December 2006 through December 2007.

References

DIS is pleased to provide the following project references with this proposal.

| 1. Project Reference - Indiana Department of Education | |
|---|---------------------------------|
| Client Organization: | Indiana Department of Education |
| Location: | State of Indiana |
| Client Contact Name: | John Todd |
| Client Contact Position: | Systems Analyst / Team Leader |
| Client Contact Phone: | (317) 232-0865 |
| Client Contact Fax: | (317) 232-0855 |
| Client Contact Email: | jtodd@doe.state.in.us |
| Summary of Services | |
| Developed a web-based system to manage the USDA School Nutrition Programs, Child and Adult Care Food Program, Summer Food Service Program, and Food Distribution Program. | |



| 1. Project Reference - Indiana Department of Education | |
|--|--|
| Project Details | |
| <p>Indiana contracted with DIS to replace their existing systems that managed the USDA programs. DIS conducted a series of design sessions to determine the exact requirements to match the expectations and needs of the client. The requirements were evaluated and detailed design documents were produced. DIS then produced prototype screens of intended functions along with the data model design. After gaining approval from the client, DIS developed a web-based system written in Microsoft ASP, utilizing Oracle as the database platform. This system was designed to be used as a sponsor-level or site-level claiming system. In May of 2002, the State of Indiana began using the system with the state staff doing all of the data entry. The first year the application was used as a sponsor-level claiming system. The following year, the state opened the system to the School Food Authorities and began operating the system as a site-based claiming system. The LEAs were able to successfully utilize the system with instruction documents and without formal training. The School Nutrition system is in its fourth year of production. DIS continues to support the system with changes as the USDA publishes new guidelines and continuous to provide enhanced functionality.</p> <p>This project encompassed the full development lifecycle of the systems required for the state to manage the National School Lunch, School Breakfast, After School Snack, Special Milk, and Summer Food Seamless Waiver programs. DIS managed the project through the requirements gathering, design, coding, testing, implementation, training, support, and maintenance phases. DIS is continuing to provide maintenance, support, and enhancements to the School Nutrition Programs. This system was developed to be database independent and the State of Indiana is using an Oracle database for the storage of all information.</p> | |
| Project Duration | |
| DIS began working with the State of Indiana in January of 2001, and is currently under contract with the state providing support and enhancements. | |
| Contract Amount | |
| 1.5 Million | |

| 2. Project Reference - Kansas Department of Education | |
|---|--------------------------------|
| Client Organization: | Kansas Department of Education |
| Location: | State of Kansas |
| Client Contact Name: | Jodi Mackey |
| Client Contact Position: | Child Nutrition Director |
| Client Contact Phone: | (785) 296-2276 |
| Client Contact Fax: | (785) 296-0232 |
| Client Contact Email: | jmackey@ksde.org |
| Summary of Services | |
| <p>Provided CNPweb as base system to replace existing CNP2000 system. Assisted state developers in data migration, system modifications, and enhancements. Provide on-going support and technical assistance.</p> | |



| | |
|--|--|
| 2. Project Reference - Kansas Department of Education | |
| Project Details | |
| <p>The State of Kansas contracted with DIS to provide our base system along with services to replace their existing CNP2000 system. Kansas was interested in the enhanced functionality provided by CNPweb and the ability to do site level claiming. DIS' role is to provide training and mentorship to Kansas' in-house development staff, in addition to providing changes and enhancements to the core functionality of the system. DIS met with state staff to train them on the internal architecture of the system and document the data migration between CNP2000 and CNPweb. The State of Kansas is currently in its second year of production with the School Nutrition Program. DIS continues to provide support and technical assistance in their conversion of the Summer Food Service Program and Child and Adult Care Food Programs.</p> <p>Conducted JAD sessions, assisted in data migration strategies, developed enhancements to claim payment system, and modified FNS-10 reporting requirements. Continue to conduct training and technical assistance to client's programming staff.</p> | |
| Project Duration | |
| DIS began working with the State of Kansas in October 2003, and is currently under contract to provide support and services. | |
| Contract Amount | |
| \$100,000 | |

| | |
|--|---------------------------------|
| 3. Project Reference - Montana Department of Public Instruction | |
| Client Organization: | Montana Department of Education |
| Location: | State of Montana |
| Client Contact Name: | Christine Emerson |
| Client Contact Position: | Director of Child Nutrition |
| Client Contact Phone: | (406) 444-2502 |
| Client Contact Fax: | N/A |
| Client Contact Email: | cemerson@mt.gov |
| Summary of Services | |
| To implement CNPweb in the State of Montana to manage the School Nutrition and Summer Food Service Programs. | |
| Project Details | |
| DIS met with Montana and performed a gap analysis of their unique requirements and the functionality built into CNPweb. After making the customizations, DIS installed the SFSP and SNP systems. Montana is in their first year of production with both systems. | |
| Project Duration | |
| DIS has been working with Montana for approximately one year and continues to provide services. | |
| Contract Amount | |
| \$100,000 | |



| 4. Project Reference - Alaska Department of Education | |
|--|---|
| Client Organization: | Alaska Department of Education |
| Location: | State of Alaska |
| Client Contact Name: | Stacy Goade |
| Client Contact Position: | Program Coordinator, Child Nutrition Services |
| Client Contact Phone: | (907) 465-8708 |
| Client Contact Fax: | (907) 463-5279 |
| Client Contact Email: | stacy_goade@eed.state.ak.us |
| Summary of Services | |
| To implement CNPweb in the State of Alaska to manage the School Nutrition, Child and Adult Care, Summer Food Service, and Food Distribution Programs. | |
| Project Details | |
| <p>DIS participated as a sub-contractor with a large company that won the bid to provide a Child Welfare System and Child Nutrition System to the State of Alaska. DIS was sub-contracted to provide the Child Nutrition portion of the contract. For reasons unknown to DIS, the contract with the State of Alaska and the large company was terminated. Having received a partial amount of the intended contract, DIS elected to contact the Child Nutrition department and subsequently provided the Summer Food Service program. After using the SFSP system for a year, the State of Alaska contracted with DIS to replace their existing systems with the other modules of CNPweb to manage the School Nutrition, Child and Adult Care, and Food Distribution programs. The State of Alaska is operating CNPweb as a sponsor-based claiming system and is in their first year of production.</p> <p>DIS met with state agency staff, performed a detailed JAD session, and produced a gap analysis identifying the changes needed to CNPweb to meet the needs of the State of Alaska. After review and approval, DIS modified CNPweb for the identified requirements. DIS implemented the application and conducted on-site training with the state staff. DIS continues to support the system that is in its first year of production.</p> | |
| Project Duration | |
| DIS has been working with Alaska for 2 years and is working on their third and fourth modules. | |
| Contract Amount | |
| \$300,000 | |

| 5. Project Reference - Delaware Department of Education | |
|--|----------------------------------|
| Client Organization: | Delaware Department of Education |
| Location: | State of Delaware |
| Client Contact Name: | Dr. Sandra Brunson |
| Client Contact Position: | Child Nutrition Director |
| Client Contact Phone: | (302) 739-4717 |
| Client Contact Fax: | (302) 739-6397 |
| Client Contact Email: | sbrunson@doe.k12.de.us |
| Summary of Services | |
| To implement CNPweb in the State of Delaware to manage the School Nutrition Program. | |

5. Project Reference - Delaware Department of Education

Project Details

DIS contracted with the State of Delaware in 2000 to provide a system to manage their Summer Food Service Program. The state subsequently contracted with DIS to provide a system to manage the Child and Adult Care Food Program. Following the successful implementation of these two systems, the state contracted with DIS to provide a system to manage the School Nutrition Program. At that time, DIS had completed the SNP module for the State of Indiana, and it was used as a base system for Delaware's implementation. DIS conducted on-site JAD sessions with the state staff and produced a detailed gap analysis document of the changes to be implemented. DIS subsequently made the changes and implemented the system. DIS then provided on-site training for the state staff, in addition to on-site training classes for the School Food Authorities. CNPweb is in its second year of production with the state.

Project Duration

DIS has been working with Delaware for five years and has a continuing relationship.

Contract Amount

\$350,000

Conceptual Overview

CNPweb Overview

Before addressing the specific business functions requirements established by the WVDOE, DIS offers a brief conceptual overview of the CNPweb from the perspective of a user.

CNPweb is a child nutrition management system designed to assist your state agency with the implementation and administration of the various USDA child nutrition management programs, including:

- School Nutrition Program (SNP)
- Child and Adult Care Food Program (CACFP)
- Summer Food Service Program (SFSP)
- Food Distribution Program (FDP)

For state agency users, CNPweb provides the tools that allow the state agency to administer these programs and the sponsor organization participation throughout each program year. In addition, a state agency user may perform sponsor tasks or may assist sponsors in performing tasks using the CNPweb.

For sponsor-level users, CNPweb provides the tools that allow sponsor users to submit, review, and maintain the required program paperwork throughout each program year.

Program Year Activities

During a program year, the state agency and sponsor users perform the following general tasks to support the Child and Adult Care Food Program.

Before the start of the program year:

- State agency users prepare the program year.
- Sponsors submit their enrollment or renewal packets.
- State agency users approve the enrollment packets.

Throughout the program year:

- Sponsors use the CNPweb to report their participation and submit monthly reimbursement claims.
- State agency users approve the claims and authorize payments to sponsors.
- State agency users maintain sponsor and program information as needed.
- Sponsors revise their enrollment information as changes occur.

- State agency users approve the sponsor enrollment changes.
- Sponsors revise paid claims as necessary.
- State agency users approve and pay revised claims.

Program Enrollment

The *CNPweb* uses the packet concept to organize all of the enrollment forms from a single sponsor. This concept allows the sponsor to quickly and easily identify which forms it must submit to complete its enrollment. It also provides the state agency user with a quick and easy way to locate and review all of the enrollment forms for a single sponsor together.

Each sponsor must submit an online enrollment packet to participate in the program. In general, an enrollment packet for the Child and Adult Care Food Program consists of:

- **Sponsor Information Sheet** – Describes the organization and its contacts for the child nutrition program.
- **Center Information Sheets** – Describes each sponsored center and its participation in the child nutrition program. Each organization submits one center information sheet for each participating sponsored center.
- **Provider Information Sheets** – Describes each provider and its participation in the child nutrition program.
- **Budgets** – Describes the administrative and operating budget for qualifying CACFP and FDCH sponsors.
- **Off-line Forms** – A state agency can add off-line forms (such as eligibility forms) to a packet. The *CNPweb* provides access to easily download these forms. Once the sponsor submits the form, they report the submission date with their packet information in the *CNPweb*.

The *CNPweb* was designed to collect program participation information at the site level. This design feature reflects the site-level approval for programs, and allows state agencies using the *CNPweb* the option of site-level reporting. This feature sets the *CNPweb* apart from other child nutrition management programs.

Packet & Form Statuses

The *CNPweb* uses statuses to identify the location of enrollment forms in the creation and approval process. The *CNPweb* uses the same statuses to track original applications and application revisions. The following table summarizes the statuses used by the *CNPweb* for enrollment forms and packets.

| Status | Description |
|---------------|---|
| Errors | The <i>CNPweb</i> uses the Errors status when a form contains input errors. The errors must be corrected before the sponsor can submit the form or packet to the State for review and approval. |

| Status | Description |
|--------------------|---|
| Pending Submission | The CNPweb uses the Pending Submission status with packets. The Pending Submission status means that the sponsor has successfully created an enrollment form that is part of its packet. If the State returns one or more packet forms for correction, the remaining forms have the Pending Submission status. |
| Pending Approval | The CNPweb uses the Pending Approval status when the packet or form revision is waiting for the State's review and approval. |
| Needs Correction | The CNPweb uses the Needs Correction status when the State returns one or more forms for correction. The State can return any enrollment form (original or revision) to the sponsor for correction. |
| Approved | The CNPweb uses the Approved status when the State has reviewed and approved a packet or form revision. An approved form remains in the CNPweb. If the sponsor needs to make additional changes, it must revise this form. The CNPweb keeps a history of the original form and every revision throughout the program year. |

Sponsor Actions

The following table identifies the actions a sponsor can take on an enrollment form based on its status.

| Status | View | Edit | Delete | Revise |
|--------------------|------|------|--------|--------|
| Errors | ■ | ■ | ■ | |
| Pending Submission | ■ | ■ | ■ | |
| Pending Approval | ■ | | | |
| Needs Correction | ■ | ■ | ■ | |
| Approved | ■ | | | ■ |

Program Year Rollover

The CNPweb rolls over selected sponsor and program data from a previous program year. Typically, the state agency elects to roll over portions of the application forms. The CNPweb rolls over data from the most current version of the application on file for the previous program year. This allows sponsor users to review the rolled over information and edit it as necessary, reducing the effort required to submit renewal enrollment packets.

Reimbursement Claims

The CNPweb provides the tools that allow sponsor organizations to easily submit and revise monthly reimbursement claims, and allow the state agency to review and pay claims. The CNPweb uses the information provided on the sponsor, center, and provider information sheets to determine a sponsor's participation and the months each organization can submit a reimbursement claim.

Each state agency has the option to set the claims reporting level.

- **Sponsor-level claims** – Allow sponsors to summarize all claim information for the month from every sponsored site.
- **Center-level claims** – Require sponsors to submit separate claim forms for each sponsored center for each claim month.

The state agency has the option to require the same reporting level for all sponsors, or to allow some sponsors to report at a center level and allow others to report at a sponsor level.

When the state agency allows center-level claims, each sponsor has two methods for submitting the original monthly claim.

- **Online forms** – Allows the sponsor to fill in claims forms on the CNPweb and submit them electronically to the state agency. The sponsor submits a separate claim form for each sponsored center, and the CNPweb calculates the sponsor summary claim in a separate form.
- **File upload** – Allow the sponsor to prepare a data file from another software application, such as POS system, using a file layout specification provided by the state agency. The sponsor uploads the file, and the CNPweb puts the data into the appropriate forms and calculates the sponsor summary claim in a separate form.

The state agency has two options for approving reimbursement claims, and sets the option for each sponsor organization.

- **State approval** - For some sponsor organizations, the state agency requires the sponsor to submit a claim for review before approving and paying it. A state agency user must use the CNPweb to review and approve each claim.
- **Automatic approval** - For some sponsor organizations, the state agency automatically approves a claim when the sponsor submits it.

When the state agency processes claims payments, the CNPweb records claims payments in the *Sponsor Summary* tool. The sponsor can easily see a record of all authorized claims payments made during the program year.

Sponsors cannot make changes to a paid claim, but they can revise a paid reimbursement claim as necessary throughout the program year, within the USDA limitations.

- **Upward revisions** (results in an increased reimbursement) – The CNPweb accepts revisions with upward adjustments up to 90 days past the end of the claim month.

- **Downward revisions** (results in a decreased reimbursement) – The CNPweb accepts revisions with downward adjustments until the state agency closes the program year to claims revisions.

The state agency reviews and approves each claim revision, and the CNPweb keeps a copy of the original claim and each approved claim revision. With each claim revision, the CNPweb calculates the net payment amount and processes this amount through the claims payment process. The sponsor can easily see the revised claim payment in its record of claims payments made during the program year.

Claims Statuses

The CNPweb uses statuses to identify the location of claims in the creation and approval process. The CNPweb uses the same statuses to track original claims and claim revisions. The following table summarizes the statuses used by the CNPweb for claims.

| Status | Description |
|--------------------|---|
| Errors | The CNPweb uses the Errors status when claims contain input errors. The errors must be corrected before the sponsor can submit the claim to the State for approval and payment. |
| Pending Submission | The CNPweb uses the Pending Submission status when a reimbursement claim is ready to submit to the State for approval and payment. The sponsor must check the certification checkbox to move the claim to the Pending Approval status. |
| Pending Approval | The CNPweb uses the Pending Approval status when the claim is waiting for the State's review and approval. |
| Approved | The CNPweb uses the Approved status when the State has reviewed and approved a claim. Based on the CNPweb configuration options, the CNPweb may automatically approve a sponsor claim without a State review. An approved claim remains in the CNPweb. |
| Paid | The CNPweb uses the Paid status for a claim when the State has posted the claim payment. The sponsor cannot change to a paid claim, but must submit a claim revision. The CNPweb keeps a history of the original claim and every revision throughout the program year. If a revision results in an upward or downward adjustment, the State corrects the payment accordingly. |

Sponsor Actions

The following table identifies the actions a sponsor can take on a reimbursement claim based on its status.

| Status | View | Edit | Delete | Revise |
|--------------------|------|------|--------|--------|
| Errors | ■ | ■ | ■ | |
| Pending Submission | ■ | ■ | ■ | |
| Pending Approval | ■ | | | |
| Approved | ■ | | | |
| Paid | ■ | | | ■ |

User Tools

The *CNPweb* provides two major tools that give sponsor users easy access to the critical information they need for program participation and provide state agency users easy access to the critical information they need for program management.

Sponsor Summary

The *Sponsor Summary* page provides easy access to the information about a sponsor organization and its participation in a child nutrition program. It is the most important tool for sponsors, allowing them to:

- Submit program paperwork.
- Track the status of program paperwork.
- Revise program paperwork as needed throughout the program year.
- Track payments authorized to the organization.
- Review a list of the organization's users.

Both state agency users and sponsor users access the Sponsor Summary.

Form Status Summary

The *Form Status Summary* page summarizes the enrollment and claims activities for all sponsors participating in the program. This tool enables state agency users to monitor program submissions and provides easy access to forms waiting for review and approval.

This tool groups the same type of form together (sponsor application, reimbursement claim, etc.) and then groups the forms according to status, regardless of which sponsor created them. All forms in the same status appear on a list together.

This tool is the most convenient for these types of tasks:

- Locating and accessing forms that need approval.
- Checking the overall progress of form submissions at any point in the program year.

Input Errors

The *CNPweb* allows sponsor users to submit information easily using online forms. However, the forms are designed to verify the input data against a wide range of business rules and other data validation checks to ensure that submitted forms contain valid and complete data.

A user cannot submit a form with data input errors. If the *CNPweb* identifies one or more data input errors on a form, it assigns the Errors status to the form. The user is notified with a confirmation message about the Errors status, and the Errors status appears in the *Sponsor Summary* and *Form Status Summary* tools.

The *CNPweb* uses three levels of error messages on the form to assist the user in locating and correcting the data input errors.

- **Page validation error messages** appear at the top of the form and identify each form section that contains an input error. The user can click on the section to quickly navigate to any form section that contains an input error.
- **Section validation error messages** appear at the start of each form section that contains an input error. They identify the field number with the error and an explanation of the error.
- **Field validation error messages** appear next to a field with an input error. The field is highlighted and a tool tip provides detailed error information.

The *CNPweb* error message system helps users to resolve data input errors independently and reduces the number of support calls to the state agency.

Original Forms vs. Revised Forms

The original version of any online form (enrollment form or claim) goes through the approval process and becomes part of the form's revision history. When a sponsor needs to amend an online form, the *CNPweb* tracks the revision through the approval process, and once it is approved, adds it to the form's revision history.

Every approved form remains permanently in the *CNPweb* as part of the sponsor's record for the program year. A sponsor can revise any form as often as necessary, and the complete revision history remains available for review. The *CNPweb* places the current version on top of the revision history to make it easy for users to identify.

When a sponsor submits a revised form (application or claim), the *CNPweb* uses highlighting to identify each field on the form that changed from the previous version. This makes it easy to identify the changes on each form revision and facilitates the review and approval process. In addition, the

CNP^{web} also allows the user to display the previous response in the changed field using a pop-up tool tip that appears when the user places the mouse over a changed field.

Advances

As part of the enrollment or renewal process, some sponsor organizations request Center and Home advances. After approving sponsor enrollment packets with an advance request, your state agency can establish the advance amounts and post advances to the sponsors.

- If a sponsor has submitted a claim for reimbursement, CNP^{web} issues an advance payment based on the most recent claim from the organization that has been processed.
- If a sponsor has not submitted a claim for reimbursement, CNP^{web} issues an advance payment based on the estimated reimbursement that the organization would earn during the months for which they have requested advance payment.

A sponsor may choose to receive a full or partial advance payment for meal reimbursement.

- A full advance is 100% of the estimated amount that the organization would earn during the month for which the advance payment is issued.
- A partial advance is 50% of the estimated amount that the organization would earn during the month for which the advance payment is issued.

Estimates are based on the anticipated number of meals that would be served to enrolled participants during the month multiplied by the rate per meal specified by USDA. The state determines and approves the amount for each advance.

You can edit unposted advance amounts. When you post the advances, you authorize payment to the sponsor. The CNP^{web} displays the amount of each advance for the sponsor organization as an open balance transaction.

As a sponsor submits claims, the CNP^{web} recovers the advance amount when calculating the payment for the sponsor. The CNP^{web} displays the recovered advance amount for the sponsor. When the sponsor's claim amount is greater than its advance, the CNP^{web} calculates the sponsor payment amount.

After you establish the advances and post them, you can process the advance payments separately or include them in your routine sponsor payment processing, depending on your state agency's policies and procedures.

CNPweb Key Advantages

The CNP^{web} offers many advantages to state agency and sponsor users throughout the program year.

- All sponsor information is centrally located for easy access.
- Sponsors have direct, online access to the various forms they must submit during the program year.

- Sponsors use the Internet to submit applications annually and claims monthly. The state agency receives the forms instantly without the delays of mail or fax delivery, because of the online connection.
- Error messages assist users to fill in forms completely and accurately before submitting them to the state agency, and check forms for consistency with other sponsor information.
- Sponsors can review the status of their forms in a central location.
- State agency users can review the status of all sponsor forms (enrollment and claims) forms in a central location.

3.1.A Application Functions Requirements

Overview

The following table identifies the ability of the *CNPweb* to meet the stated application functions requirements and the page in this quotation with our requirement response.

| 3.1.A Application Requirements & Descriptions | | Status | Page |
|---|---|---------------------------------|------|
| 3.1.A.1 | Provide a management information system that will allow the web-based submission and renewal for both Family Day Care Home (FDCH) and Child and Adult Care Food Program (CACFP). The online application will support the U.S. Department of Agriculture (USDA) program requirements, which include the following: | Yes, this specification is met. | 19 |
| 3.1.A.1.a | Complete and approve Sponsor/Institution annual application. | Yes, this specification is met. | |
| 3.1.A.1.b | Complete and approve center application. | Yes, this specification is met. | |
| 3.1.A.1.c | Complete and approve budgets form for Adult Care Center, Child Care Center, and Family Day Care Homes (FDCH). | Yes, this specification is met. | |
| 3.1.A.1.d | Complete and approve FDCH provider application. | Yes, this specification is met. | |
| 3.1.A.1.e | Validate each form using system-defined business rules and edit checks. | Yes, this specification is met. | |
| 3.1.A.2 | Allow submission of a single application for those participating in multiple CACFP programs. | Yes, this specification is met. | 19 |
| 3.1.A.3 | Manages processes and tracks receipt of documents during application period. | Yes, this specification is met. | 19 |
| 3.1.A.4 | Track and display changes made to applications. | Yes, this specification is met. | 19 |
| 3.1.A.5 | Track, manage, and document management review, pre-approval, and technical assistance visits. | Yes, this specification is met. | 19 |
| 3.1.A.6 | Track FDCH provider information and the transfer of those providers to different sponsors. | Yes, this specification is met. | 20 |
| 3.1.A.7 | Perform application edit check to ensure accurate data entry on all enrollment forms. | Yes, this specification is met. | 20 |
| 3.1.A.8 | Allow the payment of claims to be suspended, i.e., the application does not pass all necessary business rules or the sponsor has been terminated. | Yes, this specification is met. | 20 |

| 3.1.A Application Requirements & Descriptions | | Status | Page |
|--|--|------------------------------------|-------------|
| 3.1.A.9 | Automatically roll over data from previous program year. | Yes, this specification is met. | 20 |
| 3.1.A.10 | Track and manage the Seriously Deficient process. | Yes, this specification is met. | 20 |
| 3.1.A.11 | Track, manage, and document sponsor training attendance. | No, this specification is not met. | 20 |
| 3.1.A.12 | Track and document all correspondence with sponsors, such as phone conversations, e-mails, and letters (certified letter number tracking). | No, this specification is not met. | 21 |
| 3.1.A.13 | Track program participation information for sponsors and sites. | Yes, this specification is met. | 21 |
| 3.1.A.14 | Track compliance with federal regulations using required digital documentation. | No, this specification is not met. | 21 |

The following sections provide a detailed response to each of these application function requirements.

3.1.A.1 Applications Response

CNPweb is compliant with this requirement. This requirement is supported by the functional features of CNPweb. For an overview of how CNPweb processes enrollment packets, see “Program Enrollment” on page 10.

3.1.A.2 Single Application Response

As part of the normal implementation process, DIS customizes the application forms to meet the needs of each state agency. CNPweb was originally designed to document and record a separate online application for each of the CACFP programs. DIS will customize the CNPweb to meet this requirement as part of the normal implementation within the scheduled timeline, and will provide the customization cost in the cost proposal.

3.1.A.3 Application Tracking Response

CNPweb is compliant with this requirement. For an overview of how CNPweb processes enrollment packets, see “Program Enrollment” on page 10.

3.1.A.4 Application Modification Tracking Response

CNPweb is compliant with this requirement. For an overview of how CNPweb tracks changes to approved forms and how easily a user can identify the form changes, see “Original Forms vs. Revised Forms” on page 15.

3.1.A.5 Application Approval Tracking Response

CNPweb is compliant with this requirement. For an overview of how CNPweb processes enrollment packets and the approval process, see “Packet & Form Statuses” on page 10.

3.1.A.6 Provider and Provider Transfer Response

CNPweb is compliant with this requirement. The CNPweb collects provider information and allows state agency users to transfer providers between sponsor organizations.

3.1.A.7 Data Input Check Response

CNPweb is compliant with this requirement. For more information about form validation and form input errors, see “Input Errors” on page 15.

3.1.A.8 Suspend Payment Response

CNPweb is compliant with this requirement. There are two features that prevent payment of claims.

- The CNPweb does not allow a sponsor to submit a claim in a program year until it has an approved enrollment packet on file for the program year.
- The state agency has the option to suspend a sponsor from payment with a checkbox available in the sponsor entry form.

3.1.A.9 Data Rollover Response

CNPweb is compliant with this requirement. For more information, see “Program Year Rollover” on page 11.

3.1.A.10 Seriously Deficient Response

While this feature is not part of the CNPweb baseline, DIS has provided this functionality for other state agencies. DIS will customize the CNPweb to meet this requirement. The CACFP enhancement will cover tracking providers who have been terminated for cause and declared seriously deficient or debarred from participating in the CACFP and listed on the National Disqualification List.

3.1.A.11 Sponsor Training Response

While this feature is not part of the CNPweb baseline, this functionality is available in one state agency implementation. DIS will customize the CNPweb to meet this requirement within the scheduled timeline, and will provide the customization cost in the cost proposal.

3.1.A.12 Correspondence Response

While this feature is not part of the *CNPweb* baseline, this functionality is available in one state agency implementation. DIS will customize the *CNPweb* to meet this requirement within the scheduled timeline, and will provide the customization cost in the cost proposal.

3.1.A.13 Program Participation Response

CNPweb is compliant with this requirement. The *CNPweb* identifies the program participation information for each sponsor organization and each center as part of the sponsor entry and site entry forms.

3.1.A.14 Federal Digital Documentation Response

DIS will customize the *CNPweb* to meet this requirement within the scheduled timeline, and will provide the customization cost in the cost proposal.

3.1.B Claims & Payment Functions Requirements

Overview

The following table identifies the ability of the CNPweb to meet the stated claims and payments functions requirements and the page in this quotation with our requirement response.

| 3.1.B Claims & Payment Requirements & Descriptions | | Status | Page |
|--|---|---------------------------------|------|
| 3.1.B.1 | Deliver internet based online claiming for the following programs: | Yes, this specification is met. | 23 |
| 3.1.B.1.a | Adult Care Center | Yes, this specification is met. | |
| 3.1.B.1.b | Child Care Center | Yes, this specification is met. | |
| 3.1.B.1.c | Family Day Care Homes | Yes, this specification is met. | |
| 3.1.B.1.d | Validate each claim using system defined business rules and edit checks. | Yes, this specification is met. | |
| 3.1.B.1.e | Provide online payment summary for each voucher payment. | Yes, this specification is met. | |
| 3.1.B.2 | Process reimbursement claims as frequently during a month as desired for both FDCH and CACFP. | Yes, this specification is met. | 23 |
| 3.1.B.3 | Allow the web-based entry of original or revised claims at the sponsor or site/provider level. | Yes, this specification is met. | 23 |
| 3.1.B.4 | Integrate with the State's financial payment system. | Yes, this specification is met. | 24 |
| 3.1.B.5 | Electronically reconcile claims processed with out payment system (FIMS) automatically with manual overrides. The program must have the ability to import the record of payment from FIMS. | Yes, this specification is met. | 24 |
| 3.1.B.6 | Provide a full year summary view of all claims and earnings. | Yes, this specification is met. | 24 |
| 3.1.B.7 | Edit check all claims in order to be approved for payment and provide for State override capability. The successful vendor shall provide a detailed narrative explanation for each of its CACFP reimbursement claim edit checks to completely document the payment process. | Yes, this specification is met. | 24 |
| 3.1.B.8 | Accept batch uploads from 3 rd party sponsor level software, such as Minute Menus | Yes, this specification is met. | 25 |
| 3.1.B.9 | Produce participant level POS sheets in PDF format and allow submission of claim data at this level. | Yes, this specification is met. | 26 |

| 3.1.B Claims & Payment Requirements & Descriptions | | Status | Page |
|---|---|---------------------------------|-------------|
| 3.1.B.10 | Provide an integrated roster of eligibility for validating Free, Reduced, or Paid claim enrollment data at the participant level. | Yes, this specification is met. | 26 |
| 3.1.B.11 | Produce a certified list of approved/active FDCH providers per month. | Yes, this specification is met. | 26 |
| 3.1.B.12 | Track entry and management of claim advances. | Yes, this specification is met. | 26 |
| 3.1.B.13 | Edit check all advance requests prior to payment approval. | Yes, this specification is met. | 26 |
| 3.1.B.14 | Track and schedule advance and assessment fund recovery. | Yes, this specification is met. | 26 |
| 3.1.B.15 | Allow state agency staff to create event-triggered email reminders and warnings. | Yes, this specification is met. | 27 |

The following sections provide a detailed response to each of these claims and payments function requirements.

3.1.B.1 Online Claims Response

CNPweb is compliant with this requirement.

- For more information about claims processing in general, see “Reimbursement Claims” on page 12.
- For more information about how the CNPweb validates the information submitted on claims form, see “Input Errors” on page 15.

3.1.B.2 Claims Processing Frequency Response

CNPweb is compliant with this requirement. The state agency always has access to the claims as sponsors submit them for review and approval. There is no limit imposed by the CNPweb to the number of times that a state agency can process the claims payment cycle during a month.

3.1.B.3 Claims Reporting Level and Revisions Response

CNPweb is compliant with this requirement.

- For more information about claims reporting levels, see “Reimbursement Claims” on page 12.
- For more information about revised claims, see “Original Forms vs. Revised Forms” on page 15.

3.1.B.4 Financial System Integration Response

CNP*web* is compliant with this requirement. DIS has successfully integrated the CNP*web* with financial systems at state agencies including PeopleSoft, Oracle Financials, and IBM, and has provided solutions for exporting CNP*web* data in paper and various electronic formats. After a requirements analysis, DIS can provide specific details about the financial systems integration.

3.1.B.5 FIMS Response

CNP*web* is compliant with this requirement. DIS has successfully integrated the CNP*web* with state agency financial systems, including importing financial system data, such as payment records, into the CNP*web*. After a requirements analysis, DIS can provide specific details about the financial systems integration.

3.1.B.6 Year Summary View Response

CNP*web* is compliant with this requirement. For more information, see “Sponsor Summary” on page 14.

3.1.B.7 Edit Checks and Overrides Response

CNP*web* is compliant with this requirement. There are more than 100 business rules and edit checks currently in the CNP*web* baseline application that are applied to claims before they can be approved for payment. DIS has provided a subset of these rules here to illustrate the level of detail used to validate claims. After a requirements analysis, DIS can provide specific details about the specific business rules and edit checks that would be required by the WVDOE.

The following business rules are applied to claims before they can be approved.

- A claim cannot be processed unless there is an approved application for the sponsor.
- A claim cannot be created until the claim month has passed.
- An original claim must be submitted within 60 days of the last day of the claim month, and only one original claim can be submitted for a claim month.
- A revised claim cannot be submitted for a claim month that has no original claim.
- Revised claims with upward adjustments must be submitted within 60 days of the last day of the claim month.
- State agency users can submit original or revised claims at any time.
- Sponsor users can submit a revised claim with a downward adjustment at any time.
- A sponsor can submit only one one-time exception claim in a 36-month period, and the state agency must approve the one-time exception.

- All claims (original and revised) have a system generated claim submission date, and must identify the claim period by month and year.
- Each claim must have a system generated submitted by user.
- Paid claims cannot be modified.
- Once the sponsor checks the payment checkbox and submits the claim, the sponsor can no longer modify the claim.

The claim data for operating centers and providers must pass specific validation rules before being approved for payment. The following representative list illustrates the types of edits performed on claims data, but is not exhaustive.

- The total number of center/providers for the claim month must be equal to or less than the number of approved applications for the operating month for all types (child care center, outside school hours, Head Start, adult care center, at-risk after school, homeless shelters, Tier I, and Tier II).
- The average daily attendance for each center/provider for the claim month must be equal to or less than the total participation enrollment for the type (child care center, outside school hours, Head Start, adult care center, at-risk after school, homeless shelters, Tier I, and Tier II).
- The number of operating days for the claim month for centers and providers cannot exceed 32.
- The total eligible count must be equal to the sum of all program eligible (free, reduced, and paid) and must be equal to or less than the sum of the total participant enrollment for all centers (child care center, outside school hours, Head Start, adult care center, at-risk after school, and homeless shelters).
- The sum of each meal type (breakfast, AM snack, lunch, PM snack, supper, and night snack) claimed for children in each program (free, reduced, and paid), plus the sum of each meal type claim for adults must be equal to or less than the number of operating days for centers multiplied by the number of program eligible participants.
- The sum of all center meals for each meal type (breakfast, AM snack, lunch, PM snack, supper, and night snack) must be equal to or less than the sum of all center average daily attendances multiplied by the center operating days, excluding the average daily attendance for at-risk after school centers.
- If the sum of all center meals for a meal type (breakfast, AM snack, lunch, PM snack, supper, and night snack) is greater than zero, at least one center application must be approved for the meal type, excluding center applications for adult day care and at-risk after school snack.

3.1.B.8 Batch Uploads Response

CNPweb is compliant with this requirement. For more information about batch uploads, see "Reimbursement Claims" on page 12.

3.1.B.9 POS Sheets Response

CNPweb is compliant with this requirement. The CNPweb has the capability to upload claim data from various supporting computer systems, including provider point of sale (POS) systems. After a requirements analysis, DIS can provide specific details about the participant level POS sheets and provider level claims.

3.1.B.10 Roster of Eligibility Response

CNPweb is compliant with this requirement. While not part of the baseline CNPweb features, DIS has provided roster of eligibility functionality for the Delaware Department of Education. The roster of eligibility feature tracks child eligibility, including the letter of eligibility expiration, the child's birth day (for age-determined ineligibility), and the child's program level.

The roster of eligibility tracks child eligibility monthly, including monthly adjustments due to changes in family income (changes in program level or program entry/exit), expired letter of eligibility, and automatic ineligibility due to the child's age.

When each center or provider claim is approved (original and revisions), the CNPweb attaches a snapshot copy of the roster of eligibility, including each eligible child and status as part of the claim permanent record. This allows for easy review of eligibility with any claim review.

The CNPweb requires rosters for centers and providers based on the USDA program requirements. After a requirements analysis, DIS can provide specific details about the business rules and other features for the WVDOE roster of eligibility.

3.1.B.11 Certified Provider List Response

CNPweb is compliant with this requirement. DIS has experience with enhancing CNPweb to interface with various state certifying agencies that certify and document Day Care Home Providers. Each certification and interface process varies by state. DIS will customize the CNPweb to meet WVDOE's specification for this requirement within the scheduled timeline, and will provide the customization cost in the cost proposal.

3.1.B.12 Advances Tracking Response

CNPweb is compliant with this requirement. For more information about advances, see "Advances" on page 16.

3.1.B.13 Advances Edit Check Response

CNPweb is compliant with this requirement. For more information about advances, see "Advances" on page 16.

3.1.B.14 Advances Recovery Response

CNPweb is compliant with this requirement. For more information about advances, see "Advances" on page 16.

3.1.B.15 Email Reminders Response

CNPweb is compliant with this requirement. During August 2006, DIS is rolling out a CNPweb enhancement for two states that allows automated email notifications. The functionality allows the state agency to define event-driven email notifications and produce broadcast email notifications. After a requirements analysis, DIS can provide specific details about how the email reminders feature would be implemented for the WVDOE.

3.1.C Report Functions Requirements

Overview

The following table identifies the ability of the CNPweb to meet the stated report functions requirements and the page in this quotation with our requirement response.

| 3.1.C Report Requirements & Descriptions | | Status | Page |
|--|---|---------------------------------|------|
| 3.1.C.1 | Create the FNS-44 report that meets the WVDOE and Federal Government's approval. The FNS-44 report will provide for the separate reporting of facilities by type and the average daily attendance for facilities by type. | Yes, this specification is met. | 28 |
| 3.1.C.2 | Deliver twenty-five pre-developed reports for reporting sponsor, claim, FNS-44, and review information. Reports to be identified during the development period. | Yes, this specification is met. | 29 |
| 3.1.C.3 | Allow state staff to create ad-hoc reports using Crystal Reports. | Yes, this specification is met. | 29 |
| 3.1.C.4 | Export data in formats that can be imported into other software packages like Excel, Word or Access. | Yes, this specification is met. | 29 |
| 3.1.C.5 | Produce a paper claim that the WV Auditors will accept and process for payment. | Yes, this specification is met. | 29 |
| 3.1.C.6 | Produce reports for analysis and management of the program. | Yes, this specification is met. | 29 |
| 3.1.C.7 | Create mail-merged labels and letters. | Yes, this specification is met. | 30 |

The following sections provide a detailed response to each of these report function requirements.

3.1.C.1 FNS-44 Response

CNPweb is compliant with this requirement. The CNPweb uses a two-step process to create FNS-44 reports.

- The user identifies the report type (30 day, 60 day, 90 day with revision number if appropriate, closeout, or other type) and the reporting period. The CNPweb uses these parameters to prepare the data for the FNS-44 report.
- The user identifies the report criteria and the CNPweb generates the FNS-44 report using the prepared data.

3.1.C.2 Customized Reports Response

CNPweb is compliant with this requirement.

3.1.C.3 Crystal Reports Response

CNPweb is compliant with this requirement. CNPweb uses runtime version of the Crystal Reports viewer to display reports, offering WVDOE great flexibility for setting up and running reports. When a state agency staff member creates a new report using Crystal Reports, they must update three CNPweb tables to set up and define the report parameters, and then the report appears in the CNPweb Reports menu.

CNPweb makes it easy for WVDOE to add customized reports to the online reports library, providing an added value that allows you to meet your future information needs.

3.1.C.4 Report Export Response

CNPweb is compliant with this requirement. The Crystal Report interface allows you to export any report to a number of different formats which can be printed, emailed, or imported into other applications and documents. Formats include:

- RPT (Crystal Reports) to save the report in the native Crystal Reports format.
- PDF (portable document format) to save the report for viewing with the free Adobe Acrobat Reader. A PDF report can be placed on websites, attached to emails, and shared easily with other computer users.
- XLS (Microsoft Excel) to import the report into Microsoft Excel or other applications.
- RTF (rich text format) to import the report into Microsoft Word® or other applications.

3.1.C.5 Printed Claim Response

CNPweb is compliant with this requirement. DIS will work with WVDOE to determine an acceptable report format and add this report to the CNPweb Reports menu.

3.1.C.6 Program Reports Response

CNPweb is compliant with this requirement. The CNPweb contains a library of more than 20 existing reports in the following categories:

- Sponsor reports
- Claims reports
- USDA reports

- Accounting reports
- Label reports

3.1.C.7 Mail Merge Response

CNP^{web} is compliant with this requirement. The CNP^{web} provides data transfer capability of contact and address data for bulk mail merges. It also provides reports that generate mailing labels.

3.1.D Access Requirements

Overview

The following table identifies the ability of the CNPweb to meet the stated access requirements and the page in this quotation with our requirement response.

| 3.1.D Access Requirements & Descriptions | | Status | Page |
|--|---|---------------------------------|------|
| 3.1.D.1 | Provide ability for State Agency to maintain and manage system table, which includes but is not limited to: | Yes, this specification is met. | 31 |
| | 3.1.D.1.a Federal and State Reimbursement Rates | Yes, this specification is met. | |
| | 3.1.D.1.b Program Fiscal Years. | Yes, this specification is met. | |
| | 3.1.D.1.c System Error Messages. | Yes, this specification is met. | |
| | 3.1.D.1.d System Security. | Yes, this specification is met. | |
| 3.1.D.2 | Contain multiple security levels with access and system rights to manage both OCN and sponsor users. | Yes, this specification is met. | 32 |
| 3.1.D.3 | Ability to have multiple users per sponsors as necessary (such as multi-site sponsors) including various security levels with access and system rights. | Yes, this specification is met. | 32 |
| 3.1.D.4 | Multi-user sponsors should have at least one user with a security level that can manage all other users of that sponsor. | Yes, this specification is met. | 32 |

The following sections provide a detailed response to each of these access requirements.

3.1.D.1 System Maintenance Response

CNPweb is compliant with this requirement. Within the application maintenance features, a state agency user can be assigned to an access group that provides a diverse set of security access levels to an assortment of system configuration options, including:

- Sponsor organization setup and maintenance (including centers and providers).
- User login setup and maintenance.
- Access group setup and maintenance.
- USDA reimbursement rate setup and maintenance.
- Program year setup and maintenance, including turning on/off submission capabilities.

- Packet document (forms required for offline submission with enrollment packets) setup, upload, and maintenance.
- Program notification setup and maintenance.

System error message can be changed, but we prefer that they do not get changed because the system does calculations based on error message content. The state agency can coordinate changes through DIS technical staff as there is no user interface for error message changes.

3.1.D.2 Security Levels Response

CNPweb is compliant with this requirement. CNPweb offers one of the most comprehensive security features of any CNMS. Through the roles based security features, a state agency can restrict the add, edit, delete, and view capabilities of any forms available through CNPweb. In addition, the state agency can set up a limitless number of roles. State users can be set up for access to all of the sponsors online, while end-users associated with sponsors can be limited to only their sponsor organization's data.

Reports are also restricted within the security mechanism so that only selected users can access reports as authorized by the state agency.

At a technical level, at login, the user enters a user ID and password. The system verifies the user exists in the user configuration files and sets a valid user indicator in the user's session, along with the user's access group membership. These values are also stored in the database to handle session timeout issues. Each subsequent page request verifies that the user ID is valid and takes appropriate action.

3.1.D.3 Multiple Sponsor Access Response

CNPweb is compliant with this requirement. The state agency can assign a sponsor-level user to one or more sponsor organizations. This allows the user to view the data for each assigned sponsor organization according to the user's access group profile.

In addition, each sponsor user can be assigned to a separate access group for each CNPweb application based on the user's role in the program. This means that a user could have the same or different access in each participating program.

3.1.D.4 Sponsor User Management Response

CNPweb is compliant with this requirement. The CNPweb determines user privileges based on the access group membership. The baseline CNPweb allows state users to maintain user information for all sponsors. With a slight modification, this feature can be changed to allow a sponsor user to only modify users associated with the same sponsor organization. After a requirements analysis, DIS can provide specific details about how the sponsor user management feature would work for the WVDOE.

3.1.E Technology Requirement

Overview

The following table identifies the ability of the *CNPweb* to meet the stated technology requirement and the page in this quotation with our requirement response.

| 3.1.E Technology Requirement & Description | | Status | Page |
|--|---|---------------------------------|------|
| 3.1.E.1 | Run over a SQL Server database. Cold Fusion development is preferred. Active Server Pages (.ASP) development is acceptable. The product will reside on an IBM eServer xSeries 365 server using a Microsoft Windows 2003 operating system. | Yes, this specification is met. | 33 |

The following section provides a detailed response to the technology requirement.

3.1.E.1 Technology Response

CNPweb is compliant with this requirement. *CNPweb* was written in Microsoft Active Server Pages® (ASP) and is hosted by a Windows server with Microsoft Internet Information Server® (IIS). All presentation logic, business rules, and data access are written in ASP with form definitions, error rules, and user configuration stored in standard relational tables. *CNPweb* is database-independent and is currently in production with Oracle and SQL Server database implementations.

3.1.F Documentation Requirements

Overview

The following table identifies the ability of the CNPweb to meet the stated documentation requirements and the page in this quotation with our requirement response.

| 3.1.E Documentation Requirements & Descriptions | | Status | Page |
|---|--|---------------------------------|------|
| 3.1.F.1 | Produce user manuals that describe the functionality of the system from both a state employee and sponsor's perspective. | Yes, this specification is met. | 34 |
| 3.1.F.2 | Provide an electronic version of the documentation and it will be written using Microsoft Word. | Yes, this specification is met. | 39 |

The following sections provide a detailed response to each of these documentation requirements.

3.1.E.1 User Manuals Response

CNPweb is compliant with this requirement. DIS understands the end-user support is a critical element in the implementation of CNPweb software solution. We develop user assistance tools, such as training materials and online help, based on industry standards, relevant research, and best practices reported throughout the software training industry.

Audience Analysis

The primary audience for the CNPweb user assistance consists of two major groups, state-level users and sponsor-level users. For information analysis purposes, the audience definition includes the following characteristics:

- **The audience members must operate the CNPweb with minimal assistance.** While all users have some support available through regional resources (including other users), OCN experienced staff, and an OCN or local help desk, the goal of our user assistance strategy is to develop independent use of the CNPweb for all users.
- **Most of the audience members have experience completing program-related activities using other tools and methods.** Our user assistance strategy teaches the user of the CNPweb to perform program-related tasks. We include some information about the child nutrition programs and the OCN related policies and procedures, but only as they relate to CNPweb operation. Some audience members may need additional training about the child nutrition programs and OCN policies and procedures that are outside of the scope of our user assistance strategy.
- **Many of the audience members have not used an online system to submit child nutrition program paperwork and participation information.** We emphasize the process for

completing business tasks using the key features of the *CNPweb* software, and point out the benefits of having an online, electronic means to participate in CNPs and to monitor program participation.

- **Each audience member has basic computer skills.** The prerequisite skills include: turning on a computer, accessing the Internet, opening a website with a browser, and interacting with web-based applications. In addition, we expect that most audience members have experience with downloading files from the Internet, using browser favorites or bookmarks, and interacting with pop-up blocker software.

Information Management Strategy

In the development of the *CNPweb* user assistance tools, DIS utilizes information management strategies appropriate for supporting adult users of software applications. In general, all of our user assistance tools have the following characteristics.

- **Use blocks of need-to-know information.** Content organization allows critical information to be the most visible, and places nice-to-know details, details that support user mastery, in supporting locations.
- **Anticipate user questions.** Every fact in the user assistance tool is included or referenced in a topic where a user needs to have it. The most important piece of information in the user assistance tool is the answer to the current user's question.
- **Emphasize business task completion.** The purpose of the user assistance tool is to help a user accomplish a business task. Topics are focused on completing business tasks, and the user is not distracted by unnecessary software information.
- **Provide multiple paths to the same information.** The user can take advantage of a table of contents, a detailed index, and internal cross-references to quickly locate any information within the user assistance tool.
- **Present information in a format appropriate for its use.** For example, a procedure is written as step-by-step instructions in the order performed, and comparisons use tables to illustrate features side-by-side. This minimizes the amount of reading necessary to locate the desired information.
- **Support just-in-time delivery.** A traditional outline approach gives larger sections more importance in a document. In reality, the fact that a user needs now is the most important piece of information, and our user assistance tools make it easy to find what you need.

State User Assistance

The state-level user uses the widest range of *CNPweb* features to perform tasks. The state-level user needs to learn the most about the application because they must perform the following types of tasks:

- **Sponsor-level operations tasks** such as submitting an enrollment packet on behalf of a sponsor or submitting a claim on behalf of a sponsor.

- **State-level program operations tasks** such as enrollment packet approval, authorizing payments, and reviewing enrollment progress.
- **Application operations tasks** such as adding sponsors, entering reimbursement rates, and user maintenance.

Depending on your State's security needs, policies and procedures, or other factors, you may restrict state-level users to a specific subset of features that they need to perform their job tasks.

Pre-Implementation

During a typical installation, key members of the state agency work closely with DIS staff to identify critical characteristics and business rules for *CNPweb*. Through this process, these state agency users become experts in their portion of the application, and serve as expert users to support the rest of the state agency staff during the implementation phase.

In addition, state-level users would benefit from reading the *Getting Started Guide for Sponsors*, a handbook that explains how the *CNPweb* implements the child nutrition program features and requirements. For more information, see "Getting Started Guide for Sponsors" on page 38.

To support the implementation, DIS provides a copy of the vanilla online help system. While the vanilla online help does not include customization and enhancements made to support WVDOE business rules and specific programs, it does cover the majority of the operations tasks needed to reach implementation. State agency staff may print selected pages from the online help to create an ad-hoc training and reference manual.

Post-Implementation

Once the *CNPweb* begins production, DIS provides user assistance through online help. For each state, we customize the vanilla help system to cover features added to the base application for the state. We provide a separate help system for both the state-level and sponsor-level users. For more information, see "Online Help" on page 37.

The customized help development window runs past the *CNPweb* customization development window. The online help cannot be completed until after the *CNPweb* customizations are in place. As soon as the customized online help for state-level users becomes available, it will be placed in the production environment, replacing the vanilla online help.

Sponsor-Level User Assistance

To support the end-users at the sponsor level, DIS has a two-tier strategy for providing efficient and effective user assistance tools. The end-users of the *CNPweb* have a job to perform, and it is the goal of DIS to provide user assistance tools that allow the users to quickly and efficiently incorporate the software into their existing business practices.

Pre-Implementation

For pre-implementation sponsor training, DIS recommends that the OCN makes available the customized *Getting Started Guide for Sponsors*. This user assistance tool provides an overview of how the CNPweb implements each of the CNP features and requirements. It provides an excellent introduction to the CNPweb, its use, and its features for new users at all levels. This manual can be posted on the OCN website and downloaded by sponsor users for local printing. For more information, see "Getting Started Guide for Sponsors" on page 38.

Post-Implementation

Once the CNPweb begins production, DIS provides user assistance through online help. For each state, we customize the vanilla help system to cover features added to the base application for the state. We provide a separate help system for both the state-level and sponsor-level users. For more information, see "Online Help" below.

The customized help development window runs past the CNPweb customization development window. The online help cannot be completed until after the CNPweb customizations are in place. As soon as the customized online help for sponsor-level users becomes available, it will be placed in the production environment, replacing the vanilla online help.

Online Help

DIS supplies both a state-level and a sponsor-level online help system that provides users with a comprehensive reference manual covering CNPweb features. A user could consult the online help for any of the following reasons:

- The user needs to learn how to use a new feature.
- The user needs to remember how to perform an infrequently performed task.
- The user needs a better understanding of the workings of a known feature.

The online help design supports each of our information management strategies and has the following characteristics.

- A tri-pane user interface provides access to the content in the main (right) window, and access to both a table of contents and index in the left pane.
- An expand/collapse table of contents allows users to obtain detailed outline information upon request.
- A multiple level index allows users to locate terms, services, and features quickly and easily, and link to the topics that provide the information.
- Expanding instructions allow a new user to request more details about a procedure, while providing experienced users with an overview of the steps involved.
- Hyperlinks allow users to jump to related content, providing a quick way to navigate through the help system.

Each help system is organized into chapters:

- **Introduction** provides a general overview of the *CNPweb*.
- **Program Overview** provides background information about each child nutrition program, including information about enrollment/renewal packet contents, form statuses, and claims reporting.
- **A Year in the Life** puts the pieces together for users. It takes users through the steps they must perform at each phase of the program year, and provides links to detailed instructions.
- The remaining chapters provide details about *CNPweb* features and step-by-step procedures to complete tasks.

DIS provides the following online help systems as training deliverables during the implementation process.

- **Online help (vanilla).** The core *CNPweb* application comes with a complete and comprehensive vanilla online help, with separate editions for state and sponsor users. We provide this electronic tool as HTML pages with the core implementation within the *CNPweb* application. This help system is superseded by the personalized online help, which is customized for WVDOE enhancements to the core *CNPweb* features.
- **WVDOE online help.** This version of the online help comes in separate editions for state and sponsor users, and covers the range of features customized for WVDOE for each user audience. We provide this electronic tool as HTML pages, and it becomes available post-implementation within the *CNPweb* application.

The advantages of providing a user/reference manual as online help instead of as a print manual include the following:

- Each user always has access to the online help within the *CNPweb* application.
- Updates to the help system are applied electronically without end-user action required. This means that each user has access to the most recent version, without having to deal with change pages.
- The electronic format allows for extensive hyperlinking, making it easier for a user to navigate through the topics to find the answer she needs now.

Getting Started Guide for Sponsors

The *Getting Started Guide for Sponsors* provides an overview of the *CNPweb* features for each child nutrition program. It is designed to be the starting point for each user.

In general, the guide contains the following information:

- A brief overview of the child nutrition program and its features.
- An explanation of how the *CNPweb* implements these program features.
- How to access the *CNPweb*.

- How to access the online help system.
- How to use the help system, including how to print help pages and how to bookmark important help pages for quick reference.
- Tips for beginning users.
- Tips and tricks for more advanced users.
- Screen captures from the application.

In the appendix, the guide includes other supporting information for sponsor organizations, including:

- Sponsor checklist to help sponsor organizations keep important information in one place.
- Enrollment checklist to support sponsors during the enrollment period.

Depending on the state agency's business requirements, the appendix may include technical information, such as the claim upload file layout for states implementing site-level claims.

Specifically, DIS provides the following versions of this guide:

- ***Getting Started Guide for Sponsors (vanilla)*** . This version of this print manual covers the core features of the *CNPweb* and will be used by state-level users in pre-implementation training. We provide one guide that covers the Child and Adult Care Food Program (CACFP). We provide this manual in PDF format for local download and printing. This print manual is superseded by the *WVDOE Getting Started Guide for Sponsors* which becomes available for implementation training.
- ***WVDOE Getting Started Guide for Sponsors***. This version of the print manual covers the range of *CNPweb* sponsor features customized for the WVDOE and supersedes the vanilla version. We provide one guide that covers the Child and Adult Care Food Program (CACFP). We provide this manual in PDF format for local download and printing.

3.1.E.2 Electronic Format Response

CNPweb is compliant with this requirement. The following table identifies the format for each user assistance tool that DIS will provide to WVDOE with the Child and Adult Care Food Program implementation. While we typically do not provide our user assistance tools in Word format, we can provide this service to the WVDOE.



| User Assistance Tool | Version | Native Format | Word file |
|------------------------------------|----------------|----------------------|-------------------------------------|
| Getting Started Guide for Sponsors | Vanilla | PDF | <input checked="" type="checkbox"/> |
| Getting Started Guide for Sponsors | Customized | PDF | <input checked="" type="checkbox"/> |
| Online Help (state user) | Vanilla | HTML | <input checked="" type="checkbox"/> |
| Online Help (state user) | Customized | HTML | <input checked="" type="checkbox"/> |
| Online Help (sponsor user) | Vanilla | HTML | <input checked="" type="checkbox"/> |
| Online Help (sponsor user) | Customized | HTML | <input checked="" type="checkbox"/> |

3.1.G Training Requirements

Overview

The following table identifies the ability of the CNPweb to meet the stated training requirements and the page in this quotation with our requirement response.

| 3.1.G Training Requirements & Descriptions | | Status | Page |
|--|---|---------------------------------|------|
| 3.1.G.1 | Provide up to two formal full day training classes for state agency staff based on the implementation phases. | Yes, this specification is met. | 41 |
| 3.1.G.2 | Produce all training documentation in Microsoft Word format. | Yes, this specification is met. | 43 |

The following section provides a detailed response to each of these documentation requirements.

3.1.G.1 OCN Training Response

DIS is compliant with this requirement. DIS proposes a knowledge transfer strategy that includes two days of training for state agency staff with the following outline.

- Overview of CNPweb features, data, and data structure.
- Program year data, setup, and maintenance, including program year and reimbursement rates.
- Sponsor organization data, initial setup, and maintenance, including sponsors, centers, and providers.
- Program options, impacts, and setup, including claims reporting level and enrollment packet contents.
- User security and user roles data, initial setup, and maintenance.
- Program communication options and features, including email notifications, login program notices, mail merge export files, and label reports.
- Data input error types, identifying forms with input errors, resolving input errors, and using error messages.
- Original vs. revised forms (applications, claims, and annual financial reports), revision history tracking, and marking form changes on revisions.
- Sponsor information tools, including the use of a selected sponsor and the components of the Sponsor Summary tool.



- State user tools, including the Forms Status Summary tool, tracking submission progress, and identifying forms for approval.
- Enrollment features, including creating enrollment forms, submitting enrollment packets, online enrollment forms, offline enrollment forms, reviewing and approving enrollment packets, rejecting enrollment forms, revising enrollment forms, approving revised enrollment forms, and reviewing enrollment form revision history.
- Claims features, including creating claims, claims reporting levels, online claims forms, uploading claims data, claims approval options, approving claims, rejecting claims, revising claims, claim revision rules, approving revised claims, and reviewing claims revision history.
- Accounting features, including processing claims payments, posting claims payments to the general ledger, CNPweb financial interface to the state agency's financial management system, manual adjustments, and reviewing sponsor claims payments.
- Reports features, including preparing and producing FNS-44 reports, Crystal Reports user interface, specifying report parameters, and report output options.

The objective of a successful knowledge transfer plan is defined by our ability to make the OCN staff self-sufficient in the usage, maintenance, and support of CNPweb. DIS's knowledge transfer approach bridges the gap between classroom training and hands-on application support including new development. Our strategy maximizes the state agency's investment in both software and training.

It is important to note that a knowledge transfer strategy concentrates on the educational aspects about the software being used to manage the child nutrition program, and not the intricacies of the child nutrition program. A good knowledge transfer strategy requires commitment from both the trainers (knowledge source) and the recipients (knowledge receivers) that will be benefiting from the knowledge transfer approach.

DIS has had first hand experience in the following areas:

- Training state administrative staff on proper usage of the features associated with CNPweb software. Typically, the state-level user works with the widest range of CNPweb features.
- Training state administrative staff on how to properly train end-users on appropriate usage of the features associated with CNPweb software. This concept of training is commonly referred to as train the trainer.
- Train the state technical staff on how to provide maintenance and enhancements. The two areas commonly covered are target domain and software knowledge:

| Component | Description |
|-------------------------|---|
| Target domain knowledge | Target domain knowledge includes knowledge about the business processes, which the system being implemented is to support, as well as knowledge about how the new information system will affect the business organization as such. |

| Component | Description |
|--------------------|---|
| Software knowledge | Software knowledge includes knowledge about the different aspects of the software product, such as architectural knowledge, design knowledge, and knowledge about other required technological resources. |

During a typical installation, key state agency staff work closely with DIS staff to identify critical characteristics and business rules for CNPweb. Through this process, these core state agency users become experts in their portion of the application, and serve as expert users to support the rest of the state agency staff during the implementation phase.

3.1.G.1 Word Format Response

DIS is compliant with this requirement. To support the state agency training, DIS uses portions of the user assistance tools described in "3.1.E.2 Electronic Format Response" on page 39. These documents will be made available to the WVDOE in electronic format as Microsoft Word files.

Any ad hoc materials developed specifically for these training sessions will be developed in Microsoft Word and will also be made available to the WVDOE.

3.1.H Warranty Requirement

Overview

The following table identifies the ability of the CNP^{web} to meet the stated warranty requirements and the page in this quotation with our requirement response.

| 3.1.H Warranty Requirements & Descriptions | | Status | Page |
|--|--|---------------------------------|------|
| 3.1.H.1 | Provide a 90 day warranty period for each module of the software. The warranty period will begin immediately following user acceptance or production implementation, whichever is first. Services provided during the warranty period include unlimited phone and email support, software updates and program fixes or any state agency identified anomalies reported. | Yes, this specification is met. | 44 |

The following section provides a detailed response to each of these warranty requirements.

3.1.H.1 Warranty Response

DIS is compliant with this requirement. DIS warranties all work that is performed for a period of 90 days. The warranty period begins on the date the system or function is installed and applies to both the base system and customization. After the 90 day period, continuing coverage is provided by a maintenance and support agreement. Maintenance and support agreements are for a period of one year and are renewable prior to agreement termination. DIS maintains two full copies of the customer's software and database structures including basic reference data. One copy is a mirror image of the customer's production installation and the other is a development copy used for new enhancements and testing. DIS utilizes Microsoft Visual SourceSafe to track all changes and revisions to the software.

Warranty

The following sections describe the warranty provided by DIS for the CNP^{web} software solution.

Base Install Components

DIS warrants that commencing from the date of delivery to customer, and continuing for a period of ninety (90) days, the software substantially conforms to its published specifications. The software is provided AS IS. Customer's sole and exclusive remedy and the entire liability of DIS under this limited warranty will be that DIS will repair the software if reported. In no event does DIS warrant that the software is error free or that the customer will be able to operate the software without problems or interruptions.

Restrictions. This warranty does not apply if the product (a) has been altered, except by DIS, or (b) has not been installed, operated, or maintained in accordance with instructions supplied by DIS.

Customized Components

DIS, LLC warrants that commencing from the date of delivery to customer, and continuing for a period of ninety (90) days; the software substantially conforms to its published specifications. The software is provided AS IS. Customer's sole and exclusive remedy and the entire liability of DIS under this limited warranty will be that DIS will repair the software if reported. In no event does DIS warrant that the software is error free or that the customer will be able to operate the software without problems or interruptions.

Restrictions. This warranty does not apply if the product (a) has been altered, except by DIS, or (b) has not been installed, operated, or maintained in accordance with instructions supplied by DIS.

Requirements beyond the Warranty

DIS makes no warranty for software developed by a third party that is used by this application including, but not limited to, operating systems, databases, web server software, report writers, browsers, etc.

Maintenance

The following sections describe the software maintenance practices and services provided by DIS for the CNPweb software solution.

Base Install Components

DIS offers an annual renewable maintenance agreement for the support of the CNPweb following the initial system warranty period. Subscriber will pay the maintenance fee prior to the commencement of the term, starting with the service commencement date. Service will be provided for one year following the commencement date. The software maintenance services will be provided remotely to the subscriber.

Software maintenance services will include:

- **Call-In Maintenance Services.** Call-in maintenance services will be provided during WVDOE normal business hours of 6:00 AM – 6:00 PM Monday - Friday EST.
- **On-line Maintenance Services.** On-line Maintenance Services are available during hours as prescribed by WVDOE of 6:00 AM – 10:00 PM Monday - Sunday EST. If immediate response is required, an on-call technician will be notified and will provide the necessary response.
- **Software Upgrade Service.** Subscriber will receive software upgrades as they are made generally available during the term.

Customized Components

All customized components provided by DIS are covered under the same conditions as the base install components.

Requirements beyond Annual Maintenance

DIS does not provide maintenance and support for software developed by a third party that is used by this application including, but not limited to, Operating Systems, Databases, Web Server Software, Report Writers, Browsers etc.

DIS does not provide support for questions from customers and end users that do not pertain to the correct use and operation of the *CNPweb*. Any questions concerning the rules and regulations and interpretation thereof pertaining to the USDA programs is the responsibility of the USDA and the states administering the programs.

DIS does not provide support for customer's and end user's hardware, software, and networking environment, and this is the responsibility of each agency's respective IT departments.

End User Support

DIS provides end user support through a help desk manned by a Support Technician. The Support Technician has a functional knowledge of the operation of the *CNPweb*. The estimated number of yearly hours of end user support required to support the system is 600 hours.

DIS offers end-user support by the following two methods.

| Method | Hours |
|--------|--|
| Phone | 6:00 AM – 6:00 PM Monday – Friday EST |
| Web | 6:00 AM – 10:00 PM Monday – Sunday EST |

The end user support site is located in Phoenix, Arizona. There is currently no location or subsidiary in West Virginia.

Phone Support Process

A DIS support technician will enter the incident in the support database, logging the date, time, caller, and description. The technician will assist the user in resolving the incident. After successful completion, the technician will log the duration and resolution. If the support incident cannot be resolved by the technician, the incident will be forwarded to a systems engineer. If needed, the engineer will contact the user for additional guidance and instruction. If an incident requires a fix or modification to the software, the user and state will be notified of the adjustment required. The systems engineer will facilitate the change and follow the necessary procedures to update the state's software. The user will be notified of the changes and the support technician will confirm successful resolution and update the support database.

Web Support Process

The user will enter an incident in the DIS on-line support website. The system logs the date, time, user, and description of the incident. An e-mail is generated and forwarded to the support technician. The support technician will resolve the issue or forward it to a support engineer. The user will be contacted for any additional information required and will be notified upon successful resolution.

Customer Support

Customer support will be provided by a DIS help desk manned by a Support Technician. The Support Technician will have a functional knowledge of the operation of the CNPweb. The estimated number of yearly hours of end user support required to support the system is 100 hours.

DIS offers customer support by the following two methods.

| Method | Hours |
|--------|--|
| Phone | 6:00 AM – 6:00 PM Monday – Friday EST |
| Web | 6:00 AM – 10:00 PM Monday – Sunday EST |

If required, an engineer could be dispatched to the customer site by next business day. Travel expenses are not covered in the support agreement and all expenses would be reimbursed by the state.

Incident Security Levels & Response

Each incident will be assigned a security level. The security levels are designated as Code Red, Code Orange, Code Yellow, and Code Green.

| Security Levels | Definition |
|-----------------|--|
| Code Red | The reported error is having a material impact on critical business operations at the enterprise level that cannot be worked around and that need to be corrected as soon as reasonably possible (e.g., a transaction processing application for an e-commerce system has crashed and cannot be rebooted). |
| Code Orange | The reported error is having a material impact on important business operations that can be worked around or deferred for only a limited period of time (e.g., delay in daily reports is causing work stoppages). |
| Code Yellow | The reported error is degrading business operations in a way that delays or interferes with some non-critical business operations and can be worked around for a reasonable time (e.g., slow down in generation of reports that need to be produced in the next few days). |
| Code Green | The reported error is having a minor impact on business operations that can be worked around and a fix should be included in the next Software Update (e.g., cosmetic changes to screen layouts, requests for feature enhancements, or updates to Documentation). |



Response time begins when an incident is logged in a proper form from the customer. Incidences received after normal hours are logged at the beginning of the next business day (except, Code Red cases may be logged sooner if DIS personnel are available). Response time ends with customer's notice that it has commenced diagnosis and error correction efforts.

| Security Levels | Estimated Response Time |
|-----------------|-------------------------|
| Code Red | Within one (1) hour |
| Code Orange | Within three (3) hours |
| Code Yellow | Next Working Day |
| Code Green | Reasonable Time |

The customer support site is located in Phoenix, Arizona. There is currently no location or subsidiary in West Virginia.

DIS currently has an installed base of eight states. No formal user group has been established, but collaboration among customers has occurred and is encouraged. DIS would be open to hosting a user meeting at an industry conference or mutually agreed upon location.

DIS generally receives notice of legislative changes from the installed customer base. After notification, DIS solicits understanding of the changes from all of the customers involved. Changes are made to each customer's system and implemented as soon as reasonably possible. In the past, when given reasonable notice, changes were available for the period the regulations were implemented.

DIS can generally fulfill ad-hoc data requests by next business day after receipt of requirements. When a request for ad-hoc data services is received, a system engineer will gather the requirements from the customer. An estimate of time is produced and a quotation for services is delivered to the customer. When approved, the data will be generated and provided as requested. If it is anticipated the data will be required at other times, the estimate could include the price of creating a data extraction or report to be run on demand.

Service Level Agreement (SLA)

The following levels of services are proposed by DIS to fulfill the requirements as outlined in this RFP. They will be incorporated into a Service Level Agreement. This service agreement will utilize existing service procedures employed by DIS with changes to meet WVDOE's specific needs and terminology.

DIS offers support by the following three methods.

| Method | Hours | Description |
|---------|--|--|
| Phone | 6:00 AM – 6:00 PM Monday – Friday EST | Initial requests will be handled by a Support Technician and will be escalated to a System Engineer as needed. Phone support will be available to the state and end users if selected. |
| Web | 24x7 Monday – Sunday | State and End Users can navigate to the DIS on-line support system and enter a service request via the web. This service is available 24x7 except when the system is down for maintenance. |
| On-site | | On-site support will be not be available to end users, but to customers only. On-site support will only be utilized in situations where remote support cannot resolve the issue. The customer will be billed for reasonable travel and accommodation expenses separately from this agreement for the period of time a support engineer is on site. |

Incident Categories and Response Times

Each support incident will be assigned a category, and each category has a specific response time.

| Category | Definition | Response Time |
|--------------------|--|--|
| 1 Major Problem | The system is unavailable to all users and customers or any Category 2 problem that has not been addressed for more than eight (8) business hours. | Response will be within (1) hour after notification of incident. If the problem cannot be corrected within that time frame, an estimate of time required for correction will be furnished. |
| 2 Critical Problem | The system is only partially available to some users and/or only partial functions of the system are available, preventing accomplishing daily business operations, or a Category 3 problem that has persisted for more than seventy-two (72) hours. | Response will be within (3) hours after notification of incident. If the problem cannot be corrected within that time frame, an estimate of time required for correction will be furnished. |
| 3 Minor Problem | Degradation of non-critical application functions. | Response will be by the Next Working Day after notification of incident. If the problem cannot be corrected within that time frame, an estimate of time required for correction will be furnished. |



| Category | | Definition | Response Time |
|----------|------------------------------|---|---|
| 4 | Enhancement Request | Designing and building new functionality. | Response will be within a reasonable time after notification of incident. An estimate will be provided of the cost and effort involved. After customer approval, the enhancements will be completed by an agreed-upon date. |
| 5 | Question or Informal Contact | | Response will generally be at the time of notification; otherwise, will be completed in a reasonable amount of time. |

The support agreement will cover the software as supplied by DIS, including the base and customized components. It is the customer's responsibility to maintain service agreements for any third-party software, such as operating systems, database software, third-party reporting tools, and hardware agreements. The customer will be responsible for regular backups of the database and DIS will not be held responsible for data loss as a result of hardware or network errors. The customer agrees to reimburse DIS for any reasonable costs for time spent correcting problems or restoring data that can be attributed to failure of customer's environment that is outside the control of DIS.

The customer agrees to provide DIS with reasonable access to the system to provide support as required. Remote access through VPN, PCAnywhere, or comparable methods is highly encouraged. In the event remote access cannot be provided, the number of hours that will be required for DIS to provide updates to the software or database will increase. If remote access is not allowed, qualified customer personnel will need to be available during support hours to assist DIS engineers in required updates to the system. The customer agrees to not hold DIS at fault if customer assistance is not available or responsive.

Project Management Methodology

Overview

DIS has found considerable commonality in all Child Nutrition Program projects where the exploitation of a commercial off the shelf (COTS) system is key and essential to the objectives of the project. We therefore have formulated and adopted a project management approach that can be applied to any state's child nutrition management system (CNMS) project, and still follow sound project management principals in doing so.

The project management methodology deployed by DIS for projects leverages experience gained by similar state projects with common technological needs and CNMS best practices.

The primary focuses of this methodology includes:

- **Structured JAD session** for mining requirements documented in the RFQ. DIS experience shows that a thorough review between DIS and the state agency's functional experts identifies how the stated requirements fit within the business practice. The outcome of the JAD session is the delivery of a gap analysis document.
- **Gap analysis** document identifies functionality that is absent from the COTS system and produces software design documents that cover in greater detail the functionality that must be added to support the requirements of the RFQ.

DIS has production installations of *CNPweb* in several states across the country. Therefore, we have a COTS system for the child nutrition programs, which covers many features and common business practices that we utilize during the initial requirements validation and gathering phase of the project.

Exploring and comparing the state requirements with the functionality of a baseline system like *CNPweb* also helps us to leverage the value existing in production software developed for other states with the cost of implementing the requirements of the RFQ.

Project Management

When possible and practical, DIS follows the documented and generally accepted project management methodology described in the 2005 Edition of *PMBOK Guide*. However, the on-site project management team is responsible for modifying the methodology as appropriate to satisfy the requirements of a given project and respond to specific customer requests.

The PMI project management methodology described in the *PMBOK Guide* addresses the following project management knowledge areas:

- **Integration Management** – This component of the methodology covers the processes required to improve the likelihood that the various elements of the project are properly coordinated.

Integration management also addresses making tradeoffs among competing objectives and alternatives to meet stakeholder needs and expectations.

- **Scope Management** – This component of the methodology covers the processes required to improve the likelihood that the project includes the work required, and only the work required, to complete the project successfully. Scope management is an important component of the project management methodology because scope control improves the odds that a project can be completed on time and within budget.
- **Time Management** – This component of the methodology covers the processes required to improve the likelihood of a timely project completion. Time management involves clearly defining activities, properly sequencing activities, accurately estimating the duration of activities, correctly scheduling activities, and controlling changes to the schedule.
- **Cost Management** – This component of the methodology covers the processes required to improve the likelihood that the project is completed within the approved budget. Cost management involves resource planning, cost estimating, cost budgeting, and cost control.
- **Quality Management** – This component of the methodology covers the processes required to improve the likelihood that the project will satisfy the requirements for which it was undertaken. Quality management involves planning, assurance, and control. The methodology addresses management of the project as well as the product of the project.
- **Human Resource Management** – This component of the methodology covers the processes required to most efficiently utilize project personnel, where personnel is defined as representatives from the relevant stakeholder groups (project sponsors, management, staff, customers, and consultants). Human resource management involves organizational planning, staff acquisition, and team development.
- **Communications Management** – This component of the methodology covers the processes required to improve the timely and appropriate generation, collection, dissemination, storage, and disposition of project information. Communications management provides the critical links among people, ideas, and information. The methodology addresses communication planning, information distribution, performance reporting, and administrative closure.
- **Risk Management** – This component of the methodology covers the systematic process of identifying, analyzing, and responding to project risk. Risk management includes maximizing the probability and consequences of positive events and minimizing the probability and consequences of adverse events to project objectives. The methodology addresses risk planning, identification, qualitative analysis, quantitative analysis, response planning, and control.

CNMS Project Methodology

DIS has augmented its project approach to specifically support the implementation of *CNPweb*. DIS applies an array of child nutrition program knowledge, information technology skills, and *CNPweb* as a functional baseline to facilitate the automation needs of the child nutrition programs. The right solution may require a different mix of these elements for specific solutions. At times, only incremental enhancements to *CNPweb* may be required; at other times, new functionality may have to be designed and new features developed to support the functional requirements outlined in the RFQ. Regardless of the approach, DIS is equally adept.

If new functionality is needed, DIS reviews and makes available to the state new software developed by DIS for any other *CNPweb* client. This strategy proves very helpful in producing new deliverables in a timely manner. Using the value-added features that DIS develops for other clients expedites new projects while keeping implementation costs down.

In all cases, however, a strong disciplined project methodology ensures the success of work performed at any scale. DIS has evolved its CNMS project methodology over numerous projects and is experienced at applying it to projects similar in scale to the project represented in the RFQ.

We think of this methodology as guideline and sage advice based on the best experience of DIS staff and clients. It is a roadmap, helping us to plan and execute projects from beginning to end as cost effectively and efficiently as we can.

We modify our project management strategy to fit the timeline for each specific state agency's project requirements and priorities. We can discuss the specifics of our project management approach for the WVDOE at the project kick-off.

CNPweb Baseline

DIS uses *CNPweb* as a baseline system to identify the requirements for the WVDOE CACFP application. *CNPweb* has been in production since 2002 and continues to be enhanced as more states adopt it as their CNMS.

By using the DIS CNMS project methodology and *CNPweb* as a baseline, collaboration is encouraged between states and the cost of ownership for *CNPweb* is reduced. Some of the other advantages to this approach include:

- Common features such as audit trailing and revision handling are already incorporated into the system.
- Results of the business needs analysis are significantly improved and the time to complete the changes the client needs is reduced.
- Best practices such as site-level reporting or traditional sponsor-level reporting are features already available for the state agency choose from with little or no additional time to implement.

DIS methodologies are a set of principles, practices, and resources that describe and give guidance on what we do and how we do it. It applies to all of our child nutrition program projects, regardless of size, so that consistency is applied. The methodologies are designed to:

- Embody our staff's years of successful experience in CNMS projects by helping clients apply information technology to meet business needs.
- Be adaptable to specific client and project needs.
- Be accessible and useful to different audiences, including managers, team members, and clients.
- Through *CNPweb*, continuously refine, improve, and update as new technologies, techniques, and features are revealed by our clients.

Capturing User and System Requirements

The IT industry is plagued by projects where functional requirements are not satisfied during development, resulting in expensive redevelopment and users accepting incomplete functionality. In contrast, DIS offers a rigorous method of defining and maintaining application requirements as the result of our extensive project experience. As a leader in the CNMS market, DIS possesses valuable knowledge and insight that greatly facilitate gathering accurate and complete functional requirements the first time.

JAD Sessions

DIS facilitates joint application design (JAD) sessions with end users to define and document business requirements. The goal of the JAD session is to uncover requirements within various functional areas and to work toward a high-level system design.

During the JAD sessions, we will:

1. Develop an understanding of the current systems. This entails capturing high-level data requirements and their relationships.
2. Verify and document the required functions, processes, activities, and tasks associated within each business area.
3. Verify and document requirements for forms and reports.
4. Understand and document the business rules necessary for the successful operation of the system.
5. Understand and document the interaction of *CNPweb* with external systems.

Our experience indicates that users often struggle to express the exact features and requirements they want for a comprehensive CNMS. To facilitate this process, DIS utilizes *CNPweb* as a picture book to stimulate user interaction and drive deeper into the detail of each requirement. Our strategy allows

users to visualize how the system supports the business process and allows users to focus more attention on defining complete business requirements.

Gathering and documenting requirements is merely the beginning of the overall requirements management process. We maintain requirements as living documents that support all remaining phases in the project lifecycle and must adapt to the changing needs of stakeholders. Requirements management involves the organization, communication, and management of changing requirements of the application. Managing changing requirements effectively is critical to keeping a project on track.

Gap Analysis

The most important tool for the gap analysis is the gap analysis checklist, a list of the requirements written in question format. The project team uses the checklist to compare the functionality of CNPweb against the requirements of the RFQ expanded by the outcome of the JAD session. The checklist provides recommendations for meeting the requirements. It also provides a place to document what did or did not meet the requirements.

When scheduling and performing the gap analysis, you should allow enough time to do an in-depth review. The key to an efficient and effective project is to collect detailed information that can be used for individual task lists and the project plan.

The results are summarized in a meeting with key project staff from DIS and WVDOE. These results can be transferred to task lists only after they have been approved by both DIS and WVDOE. This meeting should be held shortly after the analysis, so that information is fresh in everyone's memory

Project Team

The following table identifies the project team proposed by DIS for the implementation of the CNPweb software solution for WVDOE.

| Team Member | Role Description |
|---------------------------|---|
| Project Manager | The project manager has total responsibility for a project and its successful completion. The project manager must work closely with the sponsor to ensure that adequate resources are applied. The project manager also has responsibility for planning and ensuring that the project is successfully completed on time and within budget. We will usually assign the project manager early in the process so the plan can be owned by the person responsible for its execution. Typically, we find that the state has also assigned a project manager or director to the Child Nutrition Project. This individual works closely with the DIS project manager. |
| Software Engineer Manager | The software engineer manager works directly with the business analyst and the project manager to evaluate the level of skill required to modify CNPweb or to add new functionality, and assigns that work to the appropriate technical resource. This resource will also work closely with the business analyst to ensure the gap analysis and/or software design documents are documented to the level necessary to move into development. |



| Team Member | Role Description |
|---------------------------------------|--|
| Business Application Delivery Manager | The business application delivery manager works closely with the business analyst and the WVDOE staff assigned to the project. This resource is responsible for reviewing the Child Nutrition Program business processes that WVDOE project staff are requesting, discussing best business practices with them, and sharing experiences and decisions made from other child nutrition projects. This position requires a considerable amount of experience in working on similar projects. Often this resource facilitates the JAD sessions and assists in completing the gap analysis document. |
| Enterprise Architect | The enterprise architect works with the DIS development team and the software engineer manager to ensure that the DIS development standards are met. This role is especially important while CNPweb is migrating to Microsoft .NET using C# as the coding language of choice. This resource is knowledgeable in both ASP and ASP.NET. Where possible, DIS may take advantage of the resources available in .NET to deliver a solution, for example, using Web Services to support a new function that is considered a CORE part of the CNPweb. |
| Senior Technical Writer | The technical writer performs the documentation analysis, designs the user assistance tools, and develops each of the documentation deliverables. This individual requires knowledge of adult learner theory and user interface design, along with extensive technical writing experience and knowledge of the software development process. DIS takes pride in the documentation and online help delivered with CNPweb. |
| Web Developer | The web developers selected to participate in this project have Child Nutrition Program software development experience specifically with the CACFP module of CNPweb. They are also very seasoned software developers and have excellent project experience. |
| Software Quality Assurance Technician | The software quality assurance technician works with the web developers and software engineer manager to ensure that all portions of the CNPweb perform as designed. This position requires an individual with extensive software development and quality assurance experience, along with in-depth knowledge of the CNPweb application. |

Quality Management

Independent Verification and Validation (IV&V) is a quality control process that is incorporated into all phases of the DIS system development lifecycle and sets DIS apart from other providers. IV&V assures early detection of conflicting and non-congruent requirements, as well as specifications that don't match requirements or otherwise cannot support known requirements. IV&V also increases the toughness and effectiveness of integration and system testing and results in enhanced accuracy for training materials. Without IV&V, other providers fail to recognize the project development savings obtainable by detecting requirement and design problems early within the application development lifecycle.

DIS bases its IV&V activities at on the following guiding principles and assumptions:

- **The DIS overall development methodology invokes testing from the beginning.** DIS methodology specifies the creation of discrete and testable work products throughout the development life cycle. Testing personnel are assigned and testing activities begin in the project planning phase.

- **Testing is independent of development.** The person who produces a product is not eligible to validate that the product meets a given requirement.
- **All project deliverables are tested.** All project work products and deliverables, including documentation, work plans, computer programs, sub-system builds, and complete systems, incorporate IV&V activities.
- **Early problem detection is critical.** It is more desirable and less expensive to detect a defect earlier than later in the development life cycle.
- **Testing is a planned activity.** Testing activities are planned within the project plan and use a combination of IV&V techniques. It is understood that unplanned spontaneous testing may on occasion be requested, but it is recognized as undesirable and inadequate in ensuring an acceptable degree of product quality.
- **The builder of a work product is responsible for its quality.** The builder of a work product is responsible for the quality and completeness of the product. IV&V helps confirm the product's quality and completeness by uncovering unforeseen or unexpected defects.
- **Testing is priority and risk based.** To make the most effective use of testing resources, the testing effort is prioritized based on the degree of risk associated with the likelihood of defects or failures and the consequences of defects or failures.
- **Testing requires specialized skill and knowledge.** Testing is fundamentally different from construction and requires a different mind set and skill set. As a result, successful testing requires staff with specialized knowledge in testing concepts and techniques.
- **The progress of independent testing is measured and reported quantitatively.** Independent testing results are captured and reported quantitatively throughout the project.
- **DIS supports ongoing quality process improvement efforts.** Our goal is to pursue continual improvement in industry accepted quality processes in general, IV&V and testing processes in particular, and the overall quality and reliability of our delivered products.

Acceptance Methodology

User Acceptance Testing is functional testing performed by the customer or end users. Although it can play a very important role, it is the only type of testing considered as "optional" in the system development process. When acceptance testing is conducted, it normally begins near or at the completion of the formal system testing performed by a QA team. The primary difference between system and acceptance testing is that system testing confirms that the system operates as specified and as designed while acceptance testing confirms that the system meets the user's business needs.

Index

A

advances, 16
 editing, 16
 recovery, 16
Alaska CNPweb implementation, 4, 7
automatic claims approval, 12

B

breadcrumb trail navigation, 2
budgets, 10
business rules
 claims, 24
 definition, 36
 form validation, 15
 JAD session, 54
 roster of eligibility, 26
 written in ASP, 33

C

CACFP application, 19
center information sheet, 10
center-level claims. *See* claims
certified provider list, 26
claims, 12
 advances, 16
 approval options, 12
 approve, 9, 10, 15
 business rules, 24
 edit checks, 24
 file upload, 1, 12, 26
 monitor submissions, 14, 15
 original vs revised, 15
 payment, 9, 10, 12, 13, 16
 processing frequency, 23
 processing level, 2, 12
 reporting options, 12
 revisions, 10, 12, 14
 roster of eligibility, 26
 site-level reporting, 1, 2, 5, 6, 10, 12, 39
 statuses, 13, 14
 submit, 9, 14
 suspend payment, 20
CNPweb, 3
 advantages, 16
 background, 1
 baseline, 53
 financial system integration, 24
 in production, 1
 Internet access, 17
 maintenance, 45
 overview, 9

service level agreement, 48
state implementation, 3, 4
support, 46
technology, 33
USDA programs supported, 3
warranty, 44
Crystal Reports, 2, 29, 42

D

data input errors, 2, 15
data rollover, 11
data security. *See* security
database independence, 2, 33
Delaware CNPweb implementation, 4, 7, 26
downward revisions (claims), 13
Dynamic Internet Solutions, 1, 3

E

email notifications, 27
enrollment, 10
 approve, 15
 approve packet, 9
 data rollover, 11
 monitor submissions, 14, 15
 off-line forms, 10
 original vs revised forms, 15
 packet, 3, 10, 11, 16, 41, 42
 packet contents, 10, 32
 revisions, 9, 14
 statuses, 10, 14
 submit packet, 9, 14
error messages, 15
errors status (claims), 15
errors status (enrollment), 15

F

features overview, 1, 9
FNS-44, 28
Form Status Summary tool, 14

G

gap analysis, 6, 7, 8, 51, 55, 56
Getting Started Guide for Sponsors, 36, 37, 38, 39, 40

H

highlighted form changes, 2, 16

I

independent verification & validation (IV&V), 56
Indiana CNPweb implementation, 4
Internet access, 17

J

JAD session, 6, 7, 8, 51, 54, 55, 56

K

Kansas CNPweb implementation, 4, 5
knowledge transfer, 41, 42

M

mail merge, 30
maintenance
 base install components, 45
 customized components, 46
 online, 45
 telephone, 45
Microsoft Active Server Pages, 33
Microsoft Excel, 2, 29
Microsoft Internet Information Server, 33
Microsoft Word, 39, 40, 43
Missouri CNPweb implementation, 4
Montana CNPweb implementation, 4, 6

N

navigation, 2

O

off-line forms. *See* enrollment:off-line forms
online help, 3, 37
 advantages over print user manuals, 38
 customized, 36, 37, 38
 design, 37
 organization, 38
 vanilla, 36, 37, 38
 versions, 38
open balance transaction, 16
Oracle database, 2
Oracle Financials, 24
Oregon CNPweb implementation, 4

P

PDF (portable document format), 2, 29, 39, 40
PeopleSoft, 24
PMBOK Guide, 51
POS claims file upload, 12
program notifications, 32
program year
 activities, 9
 claims payments, 13, 14

management, 3
monitor submissions, 14, 15
rollover, 11
 setup, 31
project background, 1, 2
project management, 51
 CNMS project methodology, 53
 CNPweb baseline, 53
 components, 51
 gap analysis, 51, 55, 56
 JAD session, 51, 54, 55, 56
 project team, 55
 quality management, 56
 requirements, 54
 user acceptance testing, 57
project team, 55
provider information sheet, 10
provider transfer, 20

Q

quality management, 56

R

report
 export options, 29
 FNS-44, 28
 options, 2
 security, 32
revision history, 2, 15
role-based security, 2, 32
rollover, 11
roster of eligibility, 26
RTF (rich text format), 2, 29

S

security, 31, 32
 data, 2, 32
 reports, 3, 32
site-level claims. *See* claims
software upgrades, 45
sponsor information sheet, 10
sponsor organization setup, 31
Sponsor Summary tool, 12, 14
sponsor users, 9, 14
 claims tasks, 14
 enrollment tasks, 11
 management, 32
 program participation, 21
 resolving errors, 15
 sponsor data access, 32
 Sponsor Summary tool, 14
 user assistance tools, 36
SQL Server, 2
state agency training, 41
state agency users, 9
 Form Status Summary tool, 14

Sponsor Summary tool, 14
user assistance tools, 35

statuses

claims, 13, 14
enrollment, 10, 11

support

incident security levels and responses, 47
online, 47
on-site, 49
telephone, 46

T

training for state agency users, 41

U

upward revisions (claims), 12

USDA

programs supported, 9
reimbursement rates, 31

user assistance tools

audience analysis, 34

information management strategy, 35

user manual

Word format, 39

user manuals, 34

Word format, 43

user security, 32

user setup, 31

user tools, 14

V

validation edit checks, 15

W

warranty, 44

base install components, 44

customized components, 45

web-based access, 2

Wisconsin CNPweb implementation, 4



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| <p>FEE: LICENSE FOR SOFTWARE</p> <p>REQUEST FOR QUOTATION</p> <p>THE WEST VIRGINIA PURCHASING DIVISION FOR THE WEST VIRGINIA DEPARTMENT OF EDUCATION IS SOLICITING BIDS TO PROVIDE THE AGENCY WITH A WEB CLAIMING SYSTEM AND APPLICATION PROCESSING DATABASE FOR THE CHILD AND ADULT FOOD PROGRAM PER THE ATTACHED SPECIFICATIONS.</p> <p>A MANDATORY PRE-BID MEETING IS SCHEDULED FOR 08/04/06 AT 10:00 AM AT THE WEST VIRGINIA DEPARTMENT OF EDUCATION LOCATED AT THE STATE CAPITOL COMPLEX, 1900 KANAWHA BOULEVARD EAST, BUILDING 6, IN CHARLESTON, WEST VIRGINIA. MEETING WILL BE HELD IN ROOM 044 LOCATED IN THE BASEMENT OF THE BUILDING.</p> <p>ALL INTERESTED BIDDERS ARE REQUIRED TO PARTICIPATE IN THIS MEETING. FAILURE TO PARTICIPATE IN THE MANDATORY PRE-BID CONFERENCE SHALL AUTOMATICALLY RESULT IN DISQUALIFICATION. NO ONE PERSON CAN REPRESENT MORE THAN ONE VENDOR.</p> <p>DEADLINE FOR TECHNICAL QUESTIONS IS 08/10/2006. QUESTIONS MAY BE ASKED DURING THE PRE-BID MEETING OR SUBMITTED IN WRITTING TO KRISTA FERRELL AT KFERRELL@WVADMIN.GOV OR VIA FAX AT 304-558-4115. QUESTIONS CONCERNING BID SUBMISSION MAY BE SUBMITTED AT ANY TIME.</p> | | | | | | |

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5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30.
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| <p>AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>QUANTITIES: QUANTITIES LISTED IN THE REQUISITION ARE APPROXIMATIONS ONLY, BASED ON ESTIMATES SUPPLIED BY THE STATE SPENDING UNIT. IT IS UNDERSTOOD AND AGREED THAT THE CONTRACT SHALL COVER THE QUANTITIES ACTUALLY ORDERED FOR DELIVERY DURING THE TERM OF THE CONTRACT, WHETHER MORE OR LESS THAN THE QUANTITIES SHOWN.</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THIS CONTRACT IS AUTOMATICALLY NULL AND VOID, AND IS TERMINATED WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>REV. 04/11/2001</p> <p>VENDOR PREFERENCE CERTIFICATE</p> <p>CERTIFICATION AND APPLICATION* IS HEREBY MADE FOR PREFERENCE IN ACCORDANCE WITH WEST VIRGINIA CODE, 5A-3-37 (DOES NOT APPLY TO CONSTRUCTION CONTRACTS).</p> | | | | | | |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

Request for Quotation

RFQ NUMBER
EDD256653

PAGE
4

ADDRESS CORRESPONDENCE TO ATTENTION OF:
**KRISTA FERRELL
 304-558-2596**

VENDOR

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| DATE PRINTED | TERMS OF SALE | SHIP VIA | F.O.B. | FREIGHT TERMS |
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BID OPENING DATE: **08/22/2006** BID OPENING TIME **01:30PM**

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| <p>A. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS AN INDIVIDUAL RESIDENT VENDOR AND HAS RESIDED CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR AND HAS MAINTAINED ITS HEAD-QUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY I WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR 80% OF THE OWNERSHIP INTEREST OF BIDDER IS HELD BY ANOTHER INDIVIDUAL, PARTNERSHIP, ASSOCIATION OR CORPORATION RESIDENT VENDOR WHO HAS MAINTAINED ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS CONTINUOUSLY IN WEST VIRGINIA FOR FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION; OR</p> <p>() BIDDER IS A CORPORATION NONRESIDENT VENDOR WHICH HAS AN AFFILIATE OR SUBSIDIARY WHICH EMPLOYS A MINIMUM OF ONE HUNDRED STATE RESIDENTS AND WHICH HAS MAINTAINED ITS HEAQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA CONTINUOUSLY FOR THE FOUR (4) YEARS IMMEDIATELY PRECEDING THE DATE OF THIS CERTIFICATION.</p> <p>B. APPLICATION IS MADE FOR 2.5% PREFERENCE FOR THE REASON CHECKED:</p> <p>() BIDDER IS A RESIDENT VENDOR WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES WORKING ON THE PROJECT BEING BID ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN</p> | | | | | | |

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TITLE _____ FEIN _____ ADDRESS CHANGES TO BE NOTED ABOVE

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PAGE
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| <p>THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID; OR () BIDDER IS A NONRESIDENT VENDOR EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS OR IS A NONRESIDENT VENDOR WITH AN AFFILIATE OR SUBSIDIARY WHICH MAINTAINS ITS HEADQUARTERS OR PRINCIPAL PLACE OF BUSINESS WITHIN WEST VIRGINIA EMPLOYING A MINIMUM OF ONE HUNDRED STATE RESIDENTS WHO CERTIFIES THAT, DURING THE LIFE OF THE CONTRACT, ON AVERAGE AT LEAST 75% OF THE EMPLOYEES OR BIDDERS' AFFILIATE'S OR SUBSIDIARY'S EMPLOYEES ARE RESIDENTS OF WEST VIRGINIA WHO HAVE RESIDED IN THE STATE CONTINUOUSLY FOR THE TWO YEARS IMMEDIATELY PRECEDING SUBMISSION OF THIS BID.</p> <p>BIDDER UNDERSTANDS IF THE SECRETARY OF TAX & REVENUE DETERMINES THAT A BIDDER RECEIVING PREFERENCE HAS FAILED TO CONTINUE TO MEET THE REQUIREMENTS FOR SUCH PREFERENCE, THE SECRETARY MAY ORDER THE DIRECTOR OF PURCHASING TO: (A) RESCIND THE CONTRACT OR PURCHASE ORDER ISSUED; OR (B) ASSESS A PENALTY AGAINST SUCH BIDDER IN AN AMOUNT NOT TO EXCEED 5% OF THE BID AMOUNT AND THAT SUCH PENALTY WILL BE PAID TO THE CONTRACTING AGENCY OR DEDUCTED FROM ANY UNPAID BALANCE ON THE CONTRACT OR PURCHASE ORDER.</p> <p>BY SUBMISSION OF THIS CERTIFICATE, BIDDER AGREES TO DISCLOSE ANY REASONABLY REQUESTED INFORMATION TO THE PURCHASING DIVISION AND AUTHORIZES THE DEPARTMENT OF TAX AND REVENUE TO DISCLOSE TO THE DIRECTOR OF PURCHASING APPROPRIATE INFORMATION VERIFYING THAT BIDDER HAS PAID THE REQUIRED BUSINESS TAXES, PROVIDED THAT SUCH INFORMATION DOES NOT CONTAIN THE AMOUNTS OF TAXES PAID NOR ANY OTHER INFORMATION DEEMED BY THE TAX COMMISSIONER TO BE CONFIDENTIAL.</p> | | | | | | |

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PAGE
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| <p>UNDER PENALTY OF LAW FOR FALSE SWEARING (WEST VIRGINIA CODE 61-5-3), BIDDER HEREBY CERTIFIES THAT THIS CERTIFICATE IS TRUE AND ACCURATE IN ALL RESPECTS; AND THAT IF A CONTRACT IS ISSUED TO BIDDER AND IF ANYTHING CONTAINED WITHIN THIS CERTIFICATE CHANGES DURING THE TERM OF THE CONTRACT, BIDDER WILL NOTIFY THE PURCHASIN DIVISION IN WRITING IMMEDIATELY.</p> <p>BIDDER: <u>DYNAMIC INTERNET SOLUTIONS</u></p> <p>DATE: <u>08/21/06</u></p> <p>SIGNED: <u>Joseph G. Maner</u></p> <p>TITLE: <u>PRESIDENT</u></p> <p>* CHECK ANY COMBINATION OF PREFERENCE CONSIDERATION(S) IN EITHER "A" OR "B", OR BOTH "A" AND "B" WHICH YOU ARE ENTITLED TO RECEIVE. YOU MAY REQUEST UP TO THE MAXIMUM 5% PREFERENCE FOR BOTH "A" AND "B". (REV. 12/00)</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> | | | | | | |

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PAGE
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| <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: 21</p> <p>RFQ. NO.: EDD256653</p> <p>BID OPENING DATE: 08/22/2006</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID: ----- 603-825-0901 -----</p> <p>CONTACT PERSON (PLEASE PRINT CLEARLY): ----- JOSEPH G. MAYS -----</p> | | | | | | |

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PAGE
8

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| ***** THIS IS THE END OF RFQ EDD256653 ***** TOTAL: | | | | | | <u>\$105,000</u> |

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

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|----------------------------------|------------------------------------|-----------------------------------|
| SIGNATURE <i>Jack B. Merz</i> | TELEPHONE <i>(603) 895-0795</i> | DATE <i>8/21/06</i> |
| TITLE <i>PRESIDENT</i> | FAX <i>86-1014708</i> | ADDRESS CHANGES TO BE NOTED ABOVE |

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

**REQUEST FOR QUOTATIONS
WV DEPARTMENT OF EDUCATION
EDD256653**

GENERAL INFORMATION

The Acquisition and Contract Administration Section of the Purchasing Division (State) for the West Virginia Department of Education (WVDOE) is soliciting quotations to provide management software for its Child and Adult Food Program.

The WVDOE is currently advertising for the replacement of existing web based and paper claiming system, and its application processing database.

1.1 Schedule of Events:

| | |
|---|------------|
| Release of the RFQ..... | 07/21/2006 |
| Mandatory Pre-Bid Meeting..... 10:00 a.m. | 08/04/2006 |
| Vendor Question Deadline (see note below)..... 4:00 p.m. | 08/08/2006 |
| Final Addendum issued (if required)..... | 08/10/2006 |
| Bid Opening Date | 08/22/2006 |

NOTE: All vendor questions are required to be submitted in writing and received no later than the date listed above. Questions received after the appointed time will not be accepted.

1.2 Mandatory Prebid Conference:

A mandatory pre-bid meeting will be required. The date and time shall be Friday, August 4, 2006 from 10:00 a.m. until 12:00 noon in room 044 which is located in the basement of the WVDOE's main headquarters.

OPERATING ENVIRONMENT

2.1 Location:

The WVDOE is located in the State Capitol Complex, Building 6, 1900 Kanawha Boulevard, East, Charleston, WV 25305-0330. The Office of Child Nutrition is located in room 248 of the building at that address.

2.2 Background Information about the WVDE (<http://wvde.state.wv.us/>):

The Office of Child Nutrition currently oversees the National School Lunch Program, School Breakfast Program, Summer Food Service Program, Special Milk, and Child and Adult Food Program. The Child and Adult Food Program has more than 250 day care centers with roughly 400 sites, and the Family Care Home Program has 10 sponsor with approximately 2000 homes. It is the intent of this RFQ to utilize changes in technology to enhance application and claims management process.

PROCUREMENT SPECIFICATIONS

3.1 Requirements:

3.1.A Application Functions

Program will:

- 3.1.A.1 Provide a management Information System that will allow the web-based submission and renewal for both Family Day Care Home (FDCH) and Child & Adult Care Food Programs (CACFP). The online application will support the U.S. Department of Agriculture (USDA) program requirements which include the following:
 - 3.1.A.1.a Complete and approve Sponsor/Institution annual application.
 - 3.1.A.1.b Complete and approve center application.
 - 3.1.A.1.c Complete and approve budgets form for Adult Care Center, Child Care Center, and Family Day Care Homes (FDCH).
 - 3.1.A.1.d Complete and approve FDCH provider application.
 - 3.1.A.1.e Validate each form using system-defined business rules and edit checks.
 - 3.1.A.2 Allow submission of a single application for those participating in multiple CACFP programs.
 - 3.1.A.3 Manages processes and tracks receipt of documents during application period.
 - 3.1.A.4 Track and display changes made to applications.
 - 3.1.A.5 Track, manage and document management review, pre-approval and technical assistance visits.
 - 3.1.A.6 Track FDCH provider information and the transfer of those providers to different sponsors.
 - 3.1.A.7 Perform application edit checks to ensure accurate data entry on all enrollment forms.
 - 3.1.A.8 Allow the payment of claims to be suspended, i.e., the application does not pass all necessary business rules or the sponsor has been terminated.
 - 3.1.A.9 Automatically roll over data from previous program year.
 - 3.1.A.10 Track and manage the Seriously Deficient process.
 - 3.1.A.11 Track, manage and document sponsor training attendance.
 - 3.1.A.12 Track and document all correspondence with sponsors, such as phone conversations, e-mails, and letters (certified letter number tracking).
 - 3.1.A.13 Track program participation information for sponsors and sites.
 - 3.1.A.14 Track compliance with federal regulations using required digital documentation.
- ⇒ (See attached sample application packet)

3.1.B Claiming and Payment Functions

Program will:

- 3.1.B.1 Deliver internet based online claiming for the following programs:
 - 3.1.B.1.a Adult Care Center.
 - 3.1.B.1.b Child Care Center.
 - 3.1.B.1.c Family Day Care Homes.
 - 3.1.B.1.d Validate each claim using system defined business rules and edit checks.

- 3.1.B.1.e Provide online payment summary for each voucher payment.
- 3.1.B.2 Process reimbursement claims as frequently during a month as desired for both FDCH and CACFP.
- 3.1.B.3 Allow the web-based entry of original or revised claims at the sponsor or site/provider level.
- 3.1.B.4 Integrate with the State's financial payment system.
- 3.1.B.5 Electronically reconcile claims processed with our payment system (FIMS) automatically with manual overrides. The program must have the ability to import the record of payment from FIMS.
- 3.1.B.6 Provide a full year summary view of all claims and earnings.
- 3.1.B.7 Edit check all claims in order to be approved for payment and provide for State override capability. The successful vendor shall provide a detailed narrative explanation for each of its CACFP reimbursement claim edit checks to completely document the payment process.
- 3.1.B.8 Accept batch uploads from 3rd party sponsor level software, such as Minute Menus®.
- 3.1.B.9 Produce participant level POS sheets in .PDF format and allow submission of claim data at this level.
- 3.1.B.10 Provide an integrated roster of eligibility for validating Free, Reduced, or Paid claim enrollment data at the participant level.
- 3.1.B.11 Produce a certified list of approved/active FDCH provides per month.
- 3.1.B.12 Track entry and management of claim advances.
- 3.1.B.13 Edit check all advance requests prior to payment approval.
- 3.1.B.14 Track and schedule advance and assessment fund recovery.
- 3.1.B.15 Allow state agency staff to create event-triggered email reminders and warnings.

3.1.C. Report Functions

Program will:

- 3.1.C.1 Create the FNS-44 report that meets the WVDE and Federal Government's approval. The FNS-44 report will provide for the separate reporting of facilities by type and the average daily attendance for facilities by type.
- 3.1.C.2 Deliver twenty-five pre-developed reports for reporting sponsor, claims, FNS-44, and review information. Report to be identified during the development period.
- 3.1.C.3 Allow state staff to create ad-hoc reports using Crystal Reports.
- 3.1.C.4 Export data in formats that can be import into other software packages like Excel, Word or Access.
- 3.1.C.5 Produce a paper claim that the WV Auditor's will accept and process for payment.
- 3.1.C.6 Produce reports for analysis and management of the program.
- 3.1.C.7 Create mail merged labels and letters.

3.1.D Access

Program will:

- 3.1.D.1 Provide ability for State Agency to maintain and manage system table which include but not limited to:
 - 3.1.D.1.a Federal and State Reimbursement Rates.

- 3.1.D.1.b Program Fiscal Years.
- 3.1.D.1.c System Error Messages.
- 3.1.D.1.d System Security.
- 3.1.D.2 Contain multiple security levels with access and system rights to manage both OCN and sponsor users.
- 3.1.D.3 Ability to have multiple users per sponsors as necessary (such as multi-site sponsors) including various security levels with access and system rights.
- 3.1.D.4 Multi-users sponsors should have at least one user with a security level that can manage all other users of that sponsor.

3.1.E Technology

Program will:

- 3.1.E.1 Run over a SQL Serve database. Cold Fusion development is preferred. Active Server Pages (.ASP) development is acceptable. The product will reside on an IBM eServer xSeries® 365 server using a Microsoft Windows 2003 operating system.

3.1.F Documentation

Vendor will:

- 3.1.F.1 Produce user manuals that describe the functionality of the system from both a state employee and sponsor's perspective.
- 3.1.F.2 Provide an electronic version of the documentation and it will be written using Microsoft Word.

3.1.G. Training

Vendor will:

- 3.1.G.1 Provide up to two formal full day training classes for state agency staff based on the implementation phases.
- 3.1.G.2 Produce all training documentation in Microsoft Word format.

3.1.H. Warranty Period

Vendor will:

- 3.1.H.1 Provide a 90 day warranty period for each module of the software. The warranty period will begin immediately following user acceptance or production implementation, whichever is first. Services provided during the warranty period include unlimited phone and email support, software updates and program fixes for any state agency identified anomalies reported.

3.2 Scope of Work:

The scope of work for this RFQ is the procurement of CACFP Management Software. The vendor will be responsible for the delivery, training, and assist WVDE staff in the installation of software awarded under this RFQ.

3.3 Installation

The software package will be completely functional and installed within ninety (90) days of award.

3.4 Invoicing:

The Vendor shall submit invoices, in arrears, to the Agency at the address on the face of the purchase order labeled "Invoice To" pursuant to the terms of the contract.

Payment will be made only after software has been installed, is operational, and has been accepted. Invoices for maintenance services, including any per copy charges may not be submitted more frequently than monthly and State law forbids payment of invoices prior to receipt of services.

3.5 Demonstration (if requested):

The demonstration (if requested) will take place in the vicinity of Charleston, West Virginia. Demonstrations will not be used in the evaluation of this RFQ, except to verify the vendor's ability to meet mandatory specification(s) listed in section 3.1 of this RFQ. The qualifying bidder will be responsible for set-up of the demonstration and for expenses incurred in preparing for and providing the demonstration. Purchasing will provide qualifying bidders a minimum one-week notice to prepare the demonstration. Bidders may not have a choice as to demonstration date or time.

3.6 Vendor Responses:

Vendor shall provide written response to each specification listed. This response must reference each mandatory specification listed in section 3.1 and the vendor must explicitly state whether or not their bid meets the specification with a "Yes, this specification is met" or "No, this specification is not met" answer. In the case of an omission, the vendor's lack of affirmative response will be interpreted as not meeting specifications. All mandatory specifications must be met at the time of bid opening. Future capabilities or planned enhancements not yet available shall be considered as not meeting specifications. Vendor bears the responsibility of including price and time quotations at the quoted hourly rate for all programming necessary to satisfy each specification. Any omissions and/or errors in pricing for extras not clearly listed in the vendor's response will be assumed to be included in the base cost of the software. Vendor shall also include all pertinent operational literature.

The total cost will be calculated based upon the vendor's response to the purchase price of all software meeting required specifications. Vendor is required to use the attached Cost Proposal page and complete lines a – e on that page. Any additional costs considered relevant to the vendor's response must be clearly identified on this page. Additional information referenced from the cost page may be attached at the vendor's discretion.

Vendor will bid a base software installation cost along with an hourly rate for minor enhancements and improvements unforeseen at the time of installation.

Date Submitted: 8/01/06

Submitted to: West Virginia Purchasing Division
Charleston, WV 25305

Submitted by:
Name of Firm: Dynamic Innovator Solutions

Address: 7030 W. MORNING DOVE DR. GLENDALE, AZ 85308

Telephone: (623) 895-0795

Evaluation Formula:

| | | | |
|---|--------------------|--------------------|-----|
| Base Software Installation Cost: | | \$ <u>32,775</u> | (a) |
| Hours needed to customize: | <u>50</u> | | (b) |
| Hourly Rate: | X \$ <u>105.00</u> | | (c) |
| Customization Cost: | | +\$ <u>5,250</u> | (d) |
| Total Cost of installed software package: | | = \$ <u>38,025</u> | (e) |

Lines a, c, d, and e must be filled out completely or this quotation will be considered non-responsive.

b - the amount of hours for customization is estimated (for the purposes of evaluation only) at this time. The actual hours needed for program customization is anticipated to fluctuate and unknown at this time. The vendor's rate will be established as a result of this award, but the quantity of hours will be considered open ended, to be authorized in advance by the WVDOE.

Addendum Numbered 1 through 2 were received prior to my signing this proposal document.

I certify by my signature below that the costs quoted in this RFQ are correct and that I have the authority to obligate the company to perform under the conditions outlined in page 1 through 5.

Joseph G. Mays

Print or Type:

Signature

Joseph G. Mays

Date

8/31/06

Name

President

Title/Position

(623) 895-0795

Telephone