

Request for Quotation:

Georgia SNAP Works Provider Portal

- Issue Date: 7/30/20
- Response Due Date: 8/17/2020, 5:00 pm E.S.T.
- Response Delivery: Email to jtaylor@ging.org
or mail to:
c/o: Jenny Taylor, Vice President, Career Services
Goodwill of North Georgia (GNG)
2201 Lawrenceville Highway, Suite 200, Decatur, Ga 30033
*(paper responses must be signed for as received by an employee at GNG
by the above due date, postmark date will not be accepted.)*
- Purchase Order: Will be issued by 9/1/2020; Funds shall be encumbered by 9/30/2020 through purchase order; Vendor selected will be expected to complete all deliverables within approved scope of work by 9/1/2021 or will forfeit balance of payment due.
- Response Format: Price quotation for each item in scope of work
Past work samples relevant to scope of work
Contact information for references associated with work samples presented
Key personnel bios and contact information
Proposed Timeline for each deliverable between 9/1/2020 to 8/31/2021
- Questions: Requests for clarification or questions may be sent by email to jtaylor@ging.org
All questions should be submitted in writing by email before 5:00pm EST 8/11/2020. Responses will be provided by 5:00pm EST on 8/13/20

Purpose

This RFQ is being issued in order to seek a vendor to build a software system to facilitate the automation of portions of the data exchange between providers and the state agency, Georgia Department of Family and Children Services for the operation of the SNAP Employment and Training program, known as SNAP Works in Georgia. Goodwill of North Georgia is acting as an agent on behalf of the State. The State retains final authority over this project.

A key problem for Georgia in designing a multi-agency, varying strategy approach to the challenge of moving its citizens out of poverty is the management, analysis, and dissemination of data regarding consumer needs, training and education resources, and outcomes. Ideally we can create an environment for our neighbors to move from survival to stability to success. Regional partners have begun addressing these issues through a variety of workgroups. We are seeking to ensure data that are currently siloed across organizations are made available to

inform the decisions surrounding efforts to help people receiving public benefits, in this case through the Supplemental Nutrition Assistance Program (SNAP) who either have a work requirement to satisfy or who volunteer to participate in Employment and Training (E&T) activities to gain knowledge, skills, credentials, and experience to improve their employability and ultimately obtain employment in living wage positions. The goal is to help people move off of public benefits the right way, through self-sufficiency. This project will focus on creating a system and a model that may be replicated across the state to benefit the SNAP Works Program.

Project Overview

Create a SNAP Works Provider Portal. A user-friendly, integrated, secure data warehouse incorporating relevant application programming interfaces (APIs) for data sharing and service coordination among workforce development (WFD) organizations both public and private who are providers for the Georgia SNAP Works program, operated by the Georgia Division of Family and Children Services. The goal will be an aligned system, with indicators to monitor effectiveness, gaps identified, where data drives decision-making, policy and strategic plans, and assessments for provider and system operational readiness are deployed. The long-term goal includes moving from agreements stipulating manual data sharing to both a data trust and a data warehouse with APIs across platforms.

Data should be “collected once, used many times”, using automation that is highly secure, meets legal requirements for privacy and confidentiality, and only accessible through role-based permissions by pre-authorized users and closed systems.

The focus of this project will be to coordinate care and data across all current and future providers for the SNAP Works program in Georgia, administered by the Georgia Department of Family and Children Services (DFCS), under authorization from the U.S. Department of Agriculture, Food and Nutrition Services (USDA-FNS), SNAP Employment and Training Program, coordinated by the state intermediary: Goodwill of North Georgia (GNG).

The intent is to more effectively coordinate the SNAP program with non-profit social services and community-based organizations, technical colleges, and other supporting organizations to increase awareness and participation rates among SNAP recipients in workforce development programs, ultimately leading to living-wage jobs.

SNAP W.O.R.K.s Provider Portal Design



In this illustration, blue arrows represent automation. Collect once, use many times through bi-directional APIs or batch-process flat files. A user only has to type in information once in the database their agency already uses, and then the data will be deployed through automated, secure channels to the data warehouse and then to the state. The data warehouse is the centralized system with role-based permissions to view and access the data, with roles and levels of access determined and controlled by the state of Georgia.

The value of an automated, integrated provider portal for the SNAP E&T program includes:

- Cost savings for labor-intensive data-entry for both DFCS staff and provider staff. The expectation is that each provider gathers data and inputs in their resident, existing database. The data is transferred to the portal through automated processes. The same is true for data input into Georgia Gateway, DFCS' database. Data is transferred through the portal from the data warehouse to Gateway and from Gateway through the portal back to the data warehouse and to the provider databases.
- Improved consistency across providers with systems approach and movement to institutional knowledge base vs. individual knowledge base.
- Increase in data accuracy due to fewer translations by multiple parties of the same data

- Better oversight with real time data and dashboard views of business intelligence software
- Increased opportunity for evaluation of performance and outcomes, knowing which combination of interventions result in the best outcomes for which sub-population of SNAP recipient
- Promotes expanded partnerships and collaborations among and between providers and the state agency to best serve the client
- Comprehensive approach to service delivery

I. BACKGROUND

The Georgia Division of Family and Children Services (DFCS) Food and Nutrition Unit, SNAP E&T has engaged Goodwill of North Georgia (GNG) a Georgia non-profit 501(c)3 organization as intermediary and technical assistance provider for the SNAP Works program. Through competitive RFP, GNG has engaged a third-party technology vendor to assist the entire statewide program with the development of business requirements, technical requirements, and a prototype for a provider portal and data warehouse for SNAP E&T.

The project already underway, or the first phase of the project, is projected for completion by September 30, 2020 and includes:

1. Discovery
 - Demos of provider systems with provider interviews and user stories
 - Collective Logic Model for SNAP Works
 - Data Dictionary for SNAP Works Program
 - Data Model and Technical Implementation Plan for SNAP Works, which includes the requirements from Deloitte for Georgia Gateway access, GaDFCS requirements, infrastructure setup and support during the build. Both Deloitte and the state will provide a written response to the plan detailing impact of access to Gateway for the E&T eligibility confirmation functionality.
2. Prototype Implementation
 - Application configuration: client tracking, referrals, responses, enrollment feature, case management module
 - Data warehouse configuration to store/retrieve data elements for management and reporting
 - Flat file batch process to automate upload/transfer of required documentation from providers to data warehouse for DFCS consumption. *(NOTE: With the development of APIs, flat file batch process uploads will no longer be required, as they will be usurped by the more sophisticated functionality of the next phase.)*

- Data Visualization / Business Intelligence Software dashboard customization
- 3. Prototype User Acceptance Testing. Vendor to provide test plan to be reviewed and approved by the state. At a minimum, the plan will identify the testing process, entrance criteria, exit criteria, acceptance by the state to move to production, tester make-up, etc.
- 4. Prototype Training, Administrator and User Documentation

All of the above are the property of the state of Georgia upon completion. The next phase of the project outlined in this document seeks to use the deliverables from the above engagement in order to launch the next phase of the project: to fully build the data warehouse, launch the portal, build and launch the integration/automation APIs, provide a plan for the initial implementation, including two years of hosting and ongoing support and then transition of hosting to the State.

Scope of Work

The SNAP Works Provider Portal will provide:

1. Confirmation of SNAP E&T eligibility from state database (Gateway) for reverse referrals from provider to DFCS
2. Referrals from SNAP E&T providers
3. Creation of a data warehouse for SNAP E&T program operations
4. A case management module where assessments, Individual Employment Plans and progress notes/case notes are transferred from provider databases at the client level to the data warehouse where they are stored and viewable by DFCS staff. These attachments or case note data fields will not transfer to Gateway, but instead reside in the data warehouse.
5. Integrations of provider's existing databases/electronic client recordkeeping systems
6. Business intelligence/ reporting of programmatic and financial functions (billing)
7. Data visualizations / dashboard for performance monitoring

Quotation should provide pricing for each item a-h separately below, as well as a summary of the all in costs, and any ongoing costs for helpdesk, hosting, licensing for the one year period after the launch and before transition of hosting to the state. Pricing provided for a-h should meet the requirements identified in 1-7 above. Additional details about what is meant to be included within the scope of the deliverables are found in sections III through VII. GNG may award purchase order(s) to multiple vendors or a single vendor for some or all of the following items. If multiple vendors are selected, they must work together to deliver a cohesive system. Roles and responsibilities of each would be negotiated before contract award if multiple vendors are selected:

II. DELIVERABLES

DFCS SNAP E&T seeks to engage GNG to secure a VENDOR through competitive procurement as its sub-contractor to build the full portal functionality according to the specifications identified and outlined by Georgia DFCS. DFCS is the owner and driver of the project, providing all oversight for the project and complete control and sole ownership of the SNAP E&T program data therein.

VENDOR will provide:

- a. Technical and system design documents.
- b. Detailed annotated wire frames with navigation and site map functionality, including forms, workflows, reports, and charts/graphs for dashboard which will be approved by DFCS prior to build.
- c. Integration for Automation: Portal interface with Georgia Gateway, achieved through bi-directional Application Programming Interface (API) between data warehouse and Gateway. A complete list of data elements that will be sent/received shall be included. For all elements coming from Gateway, DFCS OIT will review all data sharing and interface exchange agreements to make sure authority is present to share those elements with providers through the portal/data warehouse. All safeguarding requirements for these data elements must be enforced, both technically and legally, include specifications for how this will be accomplished.

Portal interface with Provider databases, achieved through bi-directional API between data warehouse and provider databases.

Partners (Current and Pending) & database utilized:

- Goodwill of North GA - CaseWorthy
- Chattanooga Goodwill Industries – Excel Spreadsheets
- Goodwill Industries Southern Rivers – ETO or CaseWorthy
- Goodwill Industries of Middle GA and the CSRA – Salesforce
- Goodwill of Southeast GA – CaseWorthy
- Goodwill Industries Big Bend – CaseWorthy
- Atlanta Technical College – Banner Student Information System
- Per Scholas – Salesforce
- CEFGA – Salesforce
- First Step Staffing – unknown
- Central GA Tech – Banner Student Information System
- Atlanta Career Rise – Apricot
- Technical College System GA Foundation – Banner Student Information System
- Nana Grants – Excel spreadsheets

- HOPE, Inc. – Excel spreadsheets
- CPACS – unknown
- Literacy Action – unknown
- Atlanta Center Self Sufficiency - unknown
- International Rescue Committee - unknown

Data elements for the bi-directional API are anticipated to be:

SNAP Works Portal to Georgia Gateway:

- Individual Employment Plan Module
- Enrollment and Hours of Participation Data Elements
- Work Support Services Data Elements
- Employment Data Elements

Georgia Gateway to the SNAP Works Portal:

- Customer first name
 - Last name
 - Client id number
 - Date of birth
 - SSN
 - Physical address
 - Mailing address
 - Residential county
 - SNAP-Work Registration Status
 - SNAP Eligibility Status
 - SNAP Benefit Issuance History
 - ABAWD Status
 - Education Details
 - Unearned Income
 - Earned Income.
- d. Integration for Automation: Portal interface with multiple provider databases, achieved through bi-directional APIs for the primary software packages licensed by current providers, and batch-process flat files for those not using the most frequently used database vendors: CaseWorthy, Salesforce, ETO, or Banner. A low-cost process for simplified onboarding of future providers through API or batch-process flat files should be established.
- e. Vendor will conduct user acceptance tests (UAT) with all current providers and DFCS staff to ensure the portal meets federal and state business requirements and produces expected outcomes.
- f. If the deliverable has met all requirements, is in compliance with both State and Federal law, and is accepted by the State, the portal will be launched with

administrative and user documentation with associated DFCS and provider training completed prior to launch.

- g. Software licenses and support procured for the project or portal shall be transferred to the State at the end of the project, therefore proprietary software and solution that cannot be transferred entirely to the state for its sole use and ownership should not be used to build the portal or any associated components. The State of Georgia retains 100% ownership and control of the portal and the data therein. Under the supervision and direction of DHS-OIT, VENDOR will host the portal and provide ongoing maintenance and support for one year during production plus one year from delivery of the completed portal after satisfactory UAT. Federal funds allocated to Georgia are paying for the system. Therefore the portal programming and all associated documentation, background materials and assets associated with the project belong to Georgia from day one. Georgia will have access to it immediately. To ensure the commensurate access and control, an escrow account shall be established for the duration of hosting on VENDOR servers. Escrow account containing all portal programming shall be available to DFCS in case of any future issues or dissolution of VENDOR prior to transition of hosting. Each new software version released shall be updated by VENDOR to the escrow account. Programming will be actively updated to the escrow account as soon as any new updates are applied and released to production use so that way there is no time gap between release and putting the released code in escrow. During any interim period of updates to programming, the escrow account shall be updated no less frequently than at least every six months and again immediately before transfer of hosting from VENDOR to the state.
- h. DFCS prefers the VENDOR host the portal and data warehouse during the one year development period, and for one year post go-live with helpdesk user support. Then the system, code, licenses, data and hosting will all transfer to Ga DFCS. A specific transition plan should be developed with details for the format and how the transfer will be accomplished and approved by the state in advance. At an agreed upon timeframe with three months written notice, the portal hosting and data will be handed over to the State for ongoing maintenance and operations.

Additional details about the project scope and deliverables are as follows:

III. ROLES AND RESPONSIBILITIES OF PROJECT LEADERS

- a. **DFCS SNAP Works Project Manager/System Administrator(s) (DFCS PM)**
The DFCS PM is responsible for:
 - i. Defining DFCS programmatic requirements with SNAP Works subject matter experts;

- ii. Coordinates with the OIT-PM to ensure the technical requirements are defined and met;
- iii. Coordinating business approval of all interim and final deliverables, including UAT;
- iv. Communicating progress, pitfalls, changes of course to Stakeholders;
- v. Communicating all project modifications to Stakeholders.
- vi. Approving all project related activities, processes and timelines.

b. GNG Project Manager (GNG PM)

The GNG PM has primary responsibility for:

- i. Coordinating with sub-contractors including VENDOR and all Providers, including those who are not direct sub-contractors of GNG in its role as intermediary – those providers who are direct contractors of DFCS
- ii. Ensuring project financial reporting, invoicing and payments are processed between DFCS and sub-contractors.

c. VENDOR Project Manager (VENDOR PM)

The VENDOR PM has primary responsibility for:

- i. Working with DFCS to implement approved requirements;
- ii. Coordinating vendor's development team efforts in fulfilling DFCS's requirements;
- iii. Communicating progress, pitfalls, changes of course to DFCS and GNG;
- iv. Negotiating requirements modification when needed;
- v. Managing all project related activities, processes and timelines.

d. DHS-OIT Project Manager (OIT-PM)

The OIT-PM is responsible for verifying that the delivered product satisfies the approved technical requirements, consults with the DFCS-PM to ensure programmatic requirements are met, and is responsible for Quality Assurance (QA) and verifying the portal deliverables meet security and system integration requirements. The system will become the state's to operate, so the OIT-PM should be involved and aware of the full operations of the portal

IV. PROCESSES AND PROCEDURES

1. Identification of Requirements

- 1.1 The VENDOR PM will confer with DFCS to identify the structure of the delivered product, the desired functionality of the product, and any performance issues.
- 1.2 The VENDOR PM will present DFCS's programmatic and technical requirements to the VENDOR Development Team for feasibility evaluation.
- 1.3 The VENDOR PM will meet with DFCS to review the VENDOR Development Team's findings and negotiate any changes to requirements as a result of these findings. The VENDOR PM will obtain DFCS's approval for the requirements to be implemented.

- 1.4 Training for system administrators to perform customizations to forms, menus, roles, lists, and workflows using system administration tools are included in the project scope of work and covered in the contract pricing.
- 1.5 GNG-PM should be involved and included on all meetings, reviews, and correspondence as the coordinator of the project, and as SME for multiple providers.

2. Recording Requirements

- 2.1 The VENDOR PM will deliver the requirements approved by DFCS to the VENDOR Development Team.
- 2.2 The VENDOR PM will number and enter each deliverable requirement into a Deliverable Requirements Tracking Matrix.
- 2.3 The VENDOR PM will document DFCS-approved requirements, and DFCS-approved modifications to the Deliverable Requirements Tracking Matrix.
- 2.4 GNG-PM should be involved and included on all meetings, reviews, and correspondence as the coordinator of the project, and as SME for multiple providers.

3. Modification of Requirements

- 3.1 Modification of requirements will be identified by the DFCS PM and communicated to the VENDOR PM.
- 3.2 The VENDOR PM will receive direction from DFCS to modify a requirement. The VENDOR PM will present the request to the VENDOR Development Team for feasibility analysis and project impact.
- 3.3 The VENDOR PM will inform the DFCS PM of project impact before modifications are implemented.
- 3.4 The VENDOR PM will incorporate the approved requirement modification into the Deliverable Requirements Tracking Matrix.
- 3.5 Approved modifications will then be implemented by the project team.
- 3.6 GNG-PM should be involved and included on all meetings, reviews, and correspondence as the coordinator of the project, and as SME for multiple providers.

4. Reconciling Requirements for Final Product Delivery

- 4.1 The VENDOR PM will use the Deliverable Requirements Tracking Matrix to verify that all approved requirements have been met.
- 4.2 The OIT QA Team will compile a brief Test Analysis to address the product's conformity to all approved requirements.

V. REQUIREMENTS MANAGEMENT TOOLS

1. Requirements Management: DFCS Scope of Work Requirements

There are 5 requirement areas within this Scope of Work

- 1.1 **System Administration** - Loading and linking content within the portal, including operations of the system and security.
- 1.2 **System Configuration** – Configuring the portal to meet DFCS's needs.

- 1.3 **Administrator & User Training** – Training staff to perform their tasks within the portal.
- 1.4 **Database Conversion and System Integration** – Transferring current data into the portal and setup of APIs.
- 1.5 **Ongoing Support** – DFCS prefers the VENDOR host the portal and data warehouse during development, and for one year post go-live with helpdesk user support. Then the system, code, licenses, data and hosting will all transfer to Ga DFCS.

1.1 SYSTEM ADMINISTRATION

During the System Administration training, VENDOR will train the DFCS SNAPWorks, GNG-PM as intermediary for its sub-contractors, and OIT team on system setup and assist them in making decisions on loading and linking content within the Portal. Where applicable, VENDOR will assist in bringing over data that is identified by DFCS, and approved by Georgia Information Rights Management (IRM) from Gateway and Provider databases. The following tasks describe the requirements for loading and linking content within the portal.

1.1.1 Creation of Portal URL

- i. **Training Portal** – insert URL (completion date)
- ii. **Test Data Warehouse** – insert URL (completion date)
- iii. **Production (Live) Portal** – insert URL (To be created prior to Go Live.)

1.1.2 Add DFCS system administrator users, add GNG Intermediary-role system administrator users

1.1.3 Organizations

There will be one organization for all DFCS programs. This organization will hold the user records for DFCS system administrators, data entry staff and program staff.

External Providers – Multiple organizations will house the basic information for providers in the community that partner with, refer clients to DFCS, or that DFCS refers clients to. Data sharing with External Providers will be two-way with the DFCS organization so that all users can access information housed within this organization. Further, once a client is enrolled at a provider and the requisite release of information is executed, providers may see basic participation information of the client with other providers. The system should allow for communication between providers about shared clients, but only once clients have been authorized by DFCS for services with each of the respective providers for E&T components.

1.1.4 SNAP E&T COMPONENTS

Components will be manually entered by the System Administrators and/or their designated Administrative users. Component (Program) setup will be discussed in the System Administration training and a final list will be developed. System Administrators will receive training and support to set up components/ programs.

1.1.5 Approval Groups

Approval Groups will be manually entered by the System Administrators and/or their designated Administrative users. Approval Group functionality will be discussed in the System Administration training. System Administrators will receive training and support to set up, customize and utilize Approval Group functionality.

1.1.6 Services

Services will be reviewed during System Administration training and System Configuration to determine whether they will be manually entered or as part of the DB conversion. Services will be discussed in the System Administration training and a final list will be developed. System Administrators will receive training and support to set up, customize and utilize Service functionality.

1.1.7 Report Mapping

Report Mapping will be discussed in the System Administration training. System Administrators will receive training and support to configure the necessary baseline reports in the Report Mapping area.

1.1.8 Participant Supports

Participant Supports include cash equivalents (gift cards for public transit, gas), clothing, books, tools, equipment, etc. provided to program participants by the provider and must be tracked at the client-level in units and \$ amount. Participant supports mapping will be discussed in the System Administration training. System Administrators will receive training and support to map any necessary Provider Services.

1.2 SYSTEM CONFIGURATION

The following tasks describe the requirements for configuring the system to meet DFCS's needs

1.2.1 Custom Roles

OIT System Administrator Custom Role: : This role will have full access to the portal. The users in this role will be responsible for creating and assigning other custom roles to end users. OIT will enforce access control and/or safeguarding requirements/constraints.

DFCS System Administrator Custom Role: This role will have full access to the portal. The users in this role will be responsible for creating and assigning other custom roles to end users.

Intermediary (GNG) System Administrator Custom Role: This role will have access to all of the Provider areas of the system for those providers who are sub-contractors to GNG. The users in this role will be responsible for monitoring sub-contractor provider end users.

Other roles: VENDOR during System Administration Training and System Configuration.

System Administrators will receive training and support to set up all identified Roles.

1.2.2 Custom Forms

DFCS, OIT, and GNG System Administrators will receive training and support to customize existing system forms as well as create additional forms necessary to collect the data required for the case management needs of their respective contractors and sub-contractors. All identified customizations will be documented in the Deliverable Requirements Tracking Matrix.

Custom forms to be created include, but are not limited to:

- SNAPWorks Provider Referral
- Reverse Referral Log
- Individual Employment Plan
- Work Support Service Request Form
- Job Placement Form

Other custom form needs may be identified during System Administration Training and System Configuration. All identified customizations will be documented in the Deliverable Requirements Tracking Matrix.

1.2.3 Case Note Templates

The Case Note section gives the user the ability to view and add case notes about the client whose record is being viewed. The case note function is not intended to be used to log services, identify goals or action plans, store contacts, or any other type of information that is already collected elsewhere in the portal/data warehouse.

There are two types of case notes:

- An open text field that can be used as a tool for the case manager's convenience.

- Case note templates are forms within the case note that are used across programs, such as authorization forms, release forms, acknowledgements, and form letters.

Case Notes and Case Note Template functionality will be reviewed during System Administration Training. Customer System Administrators will receive training and support to create all custom Case Note Templates.

1.2.4 Custom Workflows

The VENDOR Project Manager will work with the DFCS System Administrators to define the necessary data to be collected, as well as the flow and order in which it will be collected for each provider. All custom workflows will be determined by the DFCS and GNG System Administrators and documented on the Deliverable Requirements Tracking Matrix. DFCS and GNG System Administrators will receive training and support to create all custom workflows.

1.2.5 Custom Reports

DFCS has some custom reports to develop - the contract should include hours for VENDOR developers to create some of these reports and train DFCS resources on reports. The VENDOR PM and DFCS PM and GNG PM will coordinate with the System Administrators to assign which resources will complete which reports.

Custom reports to be created by VENDOR include, but are not limited to:

- SNAP E&T 50/50 Administrative Cost Invoice
- SNAP E&T 50/50 Participant Reimbursement Invoice
(Develop ability to track participant supports by client and pull for an aggregate report that that tracks revenue sources.)
- Personnel Activity Report (PAR)
- Monthly Participation Report
- Programmatic Report
- Participant Billing Roster
(Develop the formulas and calculations so that providers can bill in different ways: daily rate based upon attendance, staff time and effort, indirect rates and/or direct expense, etc.)
- Quarterly Report

A separate requirement's document will be created for each report assigned to a VENDOR resource. DFCS and GNG System Administrators will receive training and support to create custom reports.

1.2.6 Custom Queries for Business Intelligence and Data Visualization

Custom Queries to be developed by VENDOR will be determined by DFCS System Administrators and documented on the Deliverable Requirements Tracking Matrix.

Custom queries for data visualization to be created by VENDOR include, but are not limited to:

- Service rates
- Participant tracking
- Activity enrollments tracking
- Track contract numbers and associate them with projects/components/services
- Service tracking report with costs
- Credential tracking system in order to associate certificates with enrollments, determine which existed prior to enrollment, new credentials were obtained, track along with non-standard credentials (e.g. apprenticeships) for up to 1 year after project exit

DFCS, OIT, and GNG System Administrators will receive training and support to create all custom queries.

1.2.7 Custom Functionality

If during the portal configuration process it is determined that DFCS has specific and unique processes that require new or enhanced functionality, a separate requirements document will be created and delivered to the DFCS team and VENDOR Dev, which outline the requirements and any associated costs.

1.2.8 Data Sharing Configuration

OIT and DFCS will provide security and data-sharing protocols to be integrated into the portal and data warehouse to determine what providers can and cannot access, as well as what system administrator roles and user roles can and cannot access.

1.3 ADMINISTRATOR & USER TRAINING

All trainings will be conducted via webinar or virtual meeting and will be recorded and saved in an online training platform. The following tasks describe the requirements for training staff to perform their tasks within the portal:

1.3.1 System Admin Training

DFCS, OIT, and GNG System Administrators will receive training in all aspects of portal functionality to be utilized by DFCS. System Administration training will be scheduled in four 4-hour sessions at least one month prior to launch. Weekly System Configuration meetings will then be scheduled at least once per week for 1 ½ hours through go-live.

1.3.2 User Training (Super User Model) Train the Trainer

The VENDOR Trainer will train the DFCS and GNG Super Users. The DFCS and GNG Super Users will train the End Users. See the Scope of Work for

tentative training dates.

1.3.3 Reports Training

DFCS, OIT, and GNG System Administrators will receive Reports Training from the VENDOR Team. See Scope of Work for tentative training dates.

1.3.4 Advanced Training

DFCS, OIT and GNG System Administrators will receive Advanced Training (Business Intelligence and Data Visualization design and creation, and workflow development) from the VENDOR Project Manager as part of the System Administrator Training and System Configuration.

1.3.5 Develop Training Manuals for SNAP Works Portal

1.4 DATA TRANSFER

All required security controls for protecting data at-rest and in-transit must be met. DFCS will provide standard SQL files or CSV files and mapping for all data to be converted from provider databases to data warehouse. VENDOR will create ETL scripts against the staging tables. VENDOR will conduct a series of test ETL iterations until DFCS agrees that the mapping and translation are correct.

1.5 ONGOING SUPPORT

Help Desk with support tickets for 2 years post-launch:

- Tier One: portal expertise: end user errors, onboarding/off-boarding users
- Tier Two: technical expertise: fix defects, bugs, interact with Informatica/Amazon web services/Data Visualization / Business Intelligence Software
- Tier Three: change requests, portal roadmap
- Help with flat file uploads

- 2 **Requirements Management:** A Deliverable Requirements Tracking Matrix shall be developed and reviewed according to the frequency outlined in the project timeline.

VI. COST AND SCHEDULE

2.1 FNS has directed the State to have a signed contract in place to obligate funds from DFCS' 2020 SNAP E&T grant allocation and to complete the requirements of establishing this project by September 30, 2020 to produce the SNAP Works Provider Portal deliverables.

2.2 FNS is the sole funding source for this project and will provide oversight and support for the duration of this project and beyond, including ongoing operation and maintenance of the deliverable. The goal is to support Georgia's efforts to create a SNAP Works portal for the effective / compliant operation of the program to benefit Georgia citizens on SNAP.

2.3 Payment Schedule:

Services will be invoiced according to the following payment schedule:

- Contract Execution: 25% Deposit
- Progress Payment: III. a. deliverables complete 15% Payment
- Progress Payment: III. b. deliverables complete 15% Payment
- Progress Payment: III. c. Commencement UAT 15% Payment
- Final Approval: III. d. training and launch..... 30% Final Payment

VII. STAKEHOLDERS

The SNAP Works Provider Portal will be built by Vendor (VENDOR), contracted by Goodwill of North Georgia (GNG), under the authority of Georgia DFCS SNAP/SNAP E&T, and in collaboration with Georgia Department of Human Services (DHS) – Office of Georgia Gateway (OGG) and Office of Information Technology (OIT), Deloitte, with oversight by U.S. Department of Agriculture (USDA) – Food and Nutrition Service (FNS).

- 1. U.S. Department of Agriculture (USDA) - Food and Nutrition Service (FNS)**
 - a. FNS is the State’s federal partner and has directed the State to have a signed contract in place and complete the requirements of establishing this project by September 30th, 2020 to produce the SNAP Works Provider Portal deliverable.
 - b. FNS is the sole funding source for this project and will provide oversight and support for the duration of this project and beyond including ongoing operation and maintenance of the deliverable.

2. State of Georgia

2.1 Georgia Division of Family and Children Services, Food and Nutrition Unit - SNAP E&T Program (SNAP E&T)

- a. SNAP E&T maintains ownership and ultimate control of the portal and data therein and directs all activities of the project as the primary authority of the project and system.
- b. SNAP E&T will provide business requirements, clarifications and business resources to assist all stakeholders in the successful completion of this project.
- c. SNAP E&T will provide budgetary oversight by tracking and monitoring the budget throughout the lifecycle of the deliverable.

2.2 Georgia Department of Human Services - Office of Information Technology (OIT)

- a. OIT will provide input on technical requirements, security requirements clarifications, and technical consultation resources to assist in the successful completion of this project.

- b. OIT will house the SNAP Works Portal Interface data on a secure server on an ongoing basis once the build is complete, and will conduct ongoing operation and maintenance in consultation with Deloitte and Vendor.

2.3 Georgia Department of Human Services - Office of Georgia Gateway (OGG)

- a. OGG will be the liaison to bridge the consult partnership between Deloitte, Vendor and OIT to assist in any Georgia Gateway system-related requirements as needed for portal interface system development, security and ongoing maintenance.

3. Goodwill of North Georgia

- a. Goodwill of North Georgia (GNG) is the State's contractor who maintains a sub-contract with Vendor and SNAP Works partners for the purposes of this project.
- b. GNG will provide operational and functional requirements, clarifications, resources and support to assist in the successful completion of this project.

4. Vendor

- a. Vendor (VENDOR), is a subcontractor of Goodwill of North Georgia (GNG). While VENDOR is a subcontractor of GNG, the portal is being built for the State of Georgia for the operations of the SNAP E&T program.
- b. Vendor will receive data elements and business requirements from the State's twelve SNAP E&T partners and SNAP E&T staff.
- c. With this information, Vendor will complete the full build of the deliverable – and the portal that will interface with Georgia Gateway, in consultation with Deloitte and OIT.
- d. Vendor will provide the State with information outlining areas that need collaboration with OIT during different phases of the build.
- e. Vendor will build and establish security controls that comply with all applicable State and Federal law to process and transmit data in collaboration with OIT.
- f. Once complete, Vendor will hand over the full system and data to OIT and will be available to assist OIT in conducting ongoing maintenance operations, pricing should be provided for this for a one year period post-launch.
- g. The portal interface will include all the requirements needed by the State, FNS and the State's program areas for both the current providers and with the ability to expand to receive data elements through automation that is simple and low cost (<\$10,000 per additional provider database connected) from additional partners and staff such as:
 - Employment Services Case Management
 - Invoice and Billing Processing
 - SNAP E&T Measurements and Performance Outcome Reports
 - Provider Contract Management

5. Deloitte

- a. Deloitte will need to be available to assist Vendor and OIT with any Georgia Gateway system-related requirements as needed in the system development and ongoing portal interface maintenance process, including bi-directional API between portal and Gateway.