



**MAR 15 2017**

**United States  
Department of  
Agriculture**

Food and  
Nutrition  
Service

Northeast Region

10 Causeway St.  
Room 501  
Boston, MA 02222

Eric Beane, Acting Director  
RI Department of Human Services  
Louis Pasteur Building  
57 Howard Avenue  
Cranston, RI 02920

Dear Acting Director Beane:

The Food and Nutrition Service (FNS) has reviewed the response provided by the Rhode Island (RI) Department of Human Services (DHS) on December 8, 2016 to FNS Conditions of Approval for the July 2016 Implementation Advance Planning Document Update (IAPDU).

The IAPDU was received on July 25, 2016. Responses to FNS questions were received on September 9, 2016 and a final version of the IAPDU was submitted on October 3, 2016. The IAPDU updated contract costs, revised the cost allocation and included Rhode Island's vision and roadmap for the RIBridges system for FFY 2017.

The prescribed conditions and our responses are noted below. For those Conditions that FNS determined were Not Met or Partially Met, documentation as noted should be submitted by April 30, 2017.

*Condition 1 - Not Met*

Provide detailed reconciliation of functionality delivered and costs for design, development, and testing for ABAWD, eDRS, Mass Benefit Replacement, NDNH, Disaster SNAP and Claims Processing. This documentation must include dates of:

- a. Receipt of Deloitte deliverables
- b. Rhode Island acceptance and payment for same

*FNS Response to Condition 1*

Submitted documentation lacks dates for receipt of deliverables and acceptance for same. While costs were noted in the spreadsheet, it is unclear if they were actual payments. The documentation as requested should be submitted.

*Condition 2 - Partially Met*

Documentation of fixes to be covered under Deloitte CA 39 – Warranty for Release 7 through February 2017.

*FNS Response to Condition 2*

Submitted documentation consisted of the December 7, 2016 JIRA P1-P4 spreadsheet. The reply indicated that the P1-P4 spreadsheet was provided weekly and it was

unknown how many fixes there would be under warranty. Post implementation status calls and reports indicated defects that had been fixed and tested were appearing again. A comprehensive list of all defects fixed under warranty, including release date should be submitted.

*Condition 3 - Not Met*

Detailed timeline for the proposed deliverables in the FFY 17 Roadmap to address deferred functionality and defects and how testing will be accomplished and validated before releasing to production. FNS may request results of testing once the timeline is identified.

- a. January/February 2017
- b. April/May 2017
- c. August/September 2017

Please also provide information regarding all workarounds that are in place to meet federal requirements until the deferred functionality has been addressed.

***FNS Response to Condition 3***

Submitted documentation included a Release Schedule with only a month next to each planned change. There was no detailed timeline, nor plans on how testing would be conducted and validated. The response also noted that the Department had modified the planned releases to March, June, and September with no further explanation as to what had been modified. In addition no information was provided on workarounds for deferred functionality and defects. FNS recognizes that the Deloitte contract is being renegotiated; once negotiations are complete, the documentation requested should be submitted.

*Condition 4 - Met*

Provide plans for observations noted as High/Medium Risk from September IV&V Report:

- a. Observation 217 (H) – Key Performance Indicators needed to support measuring progress towards system stabilization
- b. Observation 219 (H) – Defects Resolved in UAT/Pilot found in Production (834 transaction, application errors, data synch) similar or identical; evidence that resolutions were not fully deployed in production
- c. Observation 218 (M) – Change Management with FIS impacting production system operations

***FNS Response to Condition 4***


Submitted documentation stated:

- a. The State plans to address the KPIs in January. Currently, the State is addressing the observation by tracking a large amount of data and reviewing metrics on a daily basis, which enables progress measurement towards system stability.

- b. This observation was closed as there was not specific data provided to the State to address this statement.
- c. A Change Management document was submitted indicating a plan and a State/FIS distribution list for Incident Reports, Scheduled Maintenance and Issue/Event Notifications. The distribution list was provided to FIS on 10/26/16.

We continue to work with the State in regards to RIBridges stability and provide technical assistance as needed. Please contact either Bonnie Brathwaite, Northeast Regional SNAP Director, at 617-565-6397, or Jennifer Renegar of the FNS State Systems Office at 616 942-4111 ext 128 or [jennifer.renegar@fns.usda.gov](mailto:jennifer.renegar@fns.usda.gov) with questions or comments.

Sincerely,

  
Kurt Messner  
Regional Administrator  
Northeast Region

cc: Matt Stark  
Iwona Ramian  
Ben Shaffer