

Local Agency Hardware Support Agreement

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Attn: Deb Grundmanis, WIC MIS, Data, and Operations Unit

email a scanned, signed copy to:

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We _____ (Agency/ID), request to implement County (locally) owned hardware in conjunction with the HuBERT and WINNIE applications to provide WIC services. This agreement includes the following items:

- We agree to provide hardware support for all non-State owned hardware.
 - The State will provide a help desk call line for the HuBERT and WINNIE applications and any misc. State-provided hardware, such as card readers, signature pads, and portable scanners.
 - 2022 WINNIE and HuBERT minimum hardware specs:
 - Windows 10
 - Microsoft Office Suite 2016 or later
 - Processor: 4 cores minimum, 2.2 gigahertz (GHz) or faster processor
 - RAM: 8 gigabytes (GB)
 - Hard disk space: at least 30 GB for WINNIE
 - Graphics card: DirectX 9 or later with WDDM 1.0 driver
 - Display: 1024x768
 - Adequate space for HuBERT (500 MB) and .NET 3.5 installations
 - .NET 3.5 or higher is required to operate the HuBERT program
 - An updated anti-virus package is required
 - In WINNIE, SWIPe is required to use the card reader, signature pad, and scanner
(A link to this software will be provided by the state office prior to beginning WINNIE rollout.)
- Hardware maintenance and support will be provided by Local IT. **Note: tables, touch screens, and pen devices do NOT work with HuBERT and Windows 10.**
- Any computer imaging and non-WIC software support will be provided by Local IT
- We agree to match or exceed the requirements of State hardware support
 - Support requests are responded to within the same day
 - Critical hardware replacement is provided within 24 hours
- All laptops and portable computing devices will be required to run auditable full disk encryption software.

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- If the computing device is transferred to someone else within the agency, WIC applications need to be uninstalled.
- If the computing device is transferred to another organization, the hard disk needs to be wiped of data or destroyed.

Please provide the specifications of local computers to be used with WIC applications below:

Make	Model	CPU Type	RAM Amount

The MDH WIC Program must approve replacement hardware too, to ensure compatibility with WIC applications.

Signed _____	Date _____	_____	Date _____
(CHS or Agency Administrator Signature)		(Local IT Supervisor Signature)	
_____		_____	
(printed name)		(printed name)	
_____		_____	
(position)		(position)	
_____		_____	
(agency)		(agency)	

Minnesota Department of Health - WIC Program 85 E 7th Place, PO BOX 64882, ST PAUL MN 55164-0882; 651-201-4444, health.wic@state.mn.us, www.health.state.mn.us; To obtain this information in a different format, call: 651-201-4444