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| **Date of Issuance:** | 8/26/21 | **Solicitation No.** | 8300001183 |
| **Requisition No.** | 8300001183 | **Amendment No.** | 2 |
| Hour and date specified for receipt of offers is changed: | [ ]  No  | [x]  Yes, to: | 11/19/21 |          CST |
| Pursuant to OAC 260:115-7-30(d), this document shall serve as official notice of amendment to the solicitation identified above. Such notice is being provided to all suppliers to which the original solicitation was sent. Suppliers submitting bids or quotations shall acknowledge receipt of this solicitation amendment prior to the hour and date specified in the solicitation as follows:(1) Sign and return a copy of this amendment with the solicitation response being submitted; or,(2) If the supplier has already submitted a response, this acknowledgement must be signed and returned prior to the solicitation deadline. All amendment acknowledgements submitted separately shall have the solicitation number and bid opening date printed clearly on the front of the envelope. |
| **ISSUED BY and RETURN TO:** |
| **U.S. Postal Delivery or Personal or Common Carrier Delivery:**OMES Central PurchasingWill Rogers BuildingATTN: Teresa Terry2401 N. Lincoln Blvd., Ste. 116Oklahoma City, OK 73105 | Teresa Terry |  |
|  | Contracting Officer |  |
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| **Description of Amendment:** |
| a. This is to incorporate the following: |
| On behalf of the State of Oklahoma, the Office of Management and Enterprise Services (OMES) gives notice of the following questions concerning this solicitation, received during the Wiki QA period, which closed on . All questions and procurement/agency responses are detailed below:**The link to Appendix 1.6 Current File Formats (Data Files) on the procurement page, directs to an error page. (“The page you are looking for cannot be found, has been moved or has been deleted.”) Can you please provide the appendix?****Response: See Amendment 1****In Bidders Instructions, Sections 8.1.J and 9.3, the State indicated that it would like two copies of the bid on thumb drives in “a machine readable” format. Would the State confirm PDF files are acceptable?****Response: Searchable PDF files are acceptable.****Bidder Instructions, Section 8.2.B.iv, indicates that we must include “Certificate of Insurance and Workers’ Compensation form.” We did not see the Certificate of Insurance and Workers’ Compensation form among the materials provided. Is the State looking for an ACORD form or was the form supposed to be supplied in the RFP?****Response: An ACORD form or other documentation provided by your insurer showing coverage and applicable limits is required. The State does not have a specific form for this requirement.****The Bidder Instructions, Section 8.1.G, as bidders to include three years of audited financial statements. Given the length of our audited financial statements (more than 200 pages), can Bidders provide these documents in by hyperlink only?****Response: That is acceptable.** **In the Bidder Instructions Section 15.1, the State indicates that it may award the contract to more than one bidder. However, the RFP does not seem to indicate that offerors can bid on portions of the services. Please confirm that offerors must bid on the complete scope of services in the RFP.****Response: Proposals will be accepted by functional area (SNAP, Time & Attendance, Debit Cards, and WIC). See Bidder Instructions, Section 15.1. The State reserves the right to award multiple contracts as a result of this RFP, as determined to be in the best interest of the state. There is no preference for an “all or none” award.****Exhibit 1-B.7.d, SNAP Voice Authorization, states “If the retailer cannot access the Supplier’s system because it is unavailable, the Supplier must allow for “stand-in” processing of SNAP purchases up to a minimum of $25 per transaction for which the Supplier shall be liable if funds in the client’s account are not sufficient.” Should this be “purchase up to a maximum of $25 per transaction”?****Response:** **Exhibit 1-C 6.k.ii states, “the following identifies the actions taken by the system….” There are not any requirements following this sentence. Can the State please clarify?****Response: That is an error and should not have been included in Exhibit 1-C. Refer to Exhibit 1-A, 11.d.****Exhibit 1-D.1.e states, “Each cardholder account balance shall be FDIC insured up to $100,000.” To ensure all bidders provide maximum FDIC coverage, would the State amend the RFP so that each cardholder account balance is properly insured up to $250,000, as is the standard FDIC insured limits?****Response: The insurance requirement in Exhibit 1-D.1.e is amended to: Each cardholder account balance shall be FDIC insured up to $250,000.****The requirements in Exhibit 1-C go from No. 13, Provider Management, to No. 15, Required Time & Attendance Reports. Can you confirm that no additional requirements (No. 14) are missing?****Response: Confirmed****The numbers seem to be out of order for the phases within Exhibit 1-E No. 2. Please confirm that the six phases are: Design, Development, Performance Testing, Transition In, Operations, and Transition Out.****Response: Yes, those are the 6 phases. However, all requirements in this section should be addressed, in the order provided in the solicitation and using the numbering stated in the solicitation.****Exhibit 1-D.12.b states: “i. Disputes occur when a cardholder identifies discrepancies in the balance of their debit card record, or when a merchant is not paid for transactions that provided goods or services to a cardholder.  ii. The Supplier must provide a process to initiate a dispute resolution procedure to identify the individual(s) affected and adjust funds to compensate and complete the transaction between the merchant/ATM and the cardholder. iii. All dispute findings will be reported to the State.”Providing information on dispute findings for the debit card program without cardholder consent would violate consumer protections and privacy laws. Would the State modify this requirement by removing “All dispute findings will be reported to the State.”?****Response: Exhibit 1-D, 12.b is changed to:****All dispute findings will be reported to the State if permitted by state and/or federal law.**1. **Bidder Instructions Cover Page. As there are multiple programs as part of this Request for Proposal?**

**Response: This solicitation includes four (4) programs in two different state agencies:**1. **OKDHS - SNAP**
2. **OKDHS - Time & Attendance**
3. **OKDHS - Debit Cards**
4. **OSDH – WIC**

**2.      Bidder Instructions Cover Page. some of the State’s Responses to the Vendors’ Questions may prompt additional questions.  Would the State consider adding a second round of questions by the vendors?****Response: An second round of questions is allowable. The deadline for submission of questions is 9/8/21****3.      Bidder Instructions Cover Page. As there are multiple State Requests for Proposal for similar services open at this time with many due close to the due date of this procurement, would the State consider adding at least a 30-day extension to the published due date of October 19, 2021?****Response: New Closing date will be 11/19/2021****4. Bidder Instructions, 8.1.D. The instructions state that a VPAT is to be included in the bid. Is a VPAT required for systems utilized by state staff or only systems utilized by recipients/participants?****Response: VPAT applies to all technology purchased or used by the state, unless an exception applies.****5.      Bidder Instructions, 8.1.D.ii.2.g. Will the State provide details as to what the “preference” for each of these bullet points will be in terms of points?** * **Preference will be provided for a Project Manager that resides in the State of Oklahoma.**
* **Preference will be provided for proposals that provide a Project Manager for each program (SNAP, Time & Attendance, Debit Card/Direct Deposit, e-WIC).**

**Response: The State does not include specific point values or weights as they will be used in evaluations.**1. **Bidder Instructions, 13 Evaluation. How many evaluation points are aligned to each of the Pricing Schedules - 1, 2 and 3?**

**Response: See question #5.**1. **Bidder Instructions, 15.1. As the State may award to the contract to more than one bidder, will the State accept bids for specific programs only or must a vendor submit a proposal for all services?**

**Response: The State intends to consider award of multiple contracts. Bidders are not required to submit a proposal for all services.** 1. **Bidder Instructions, 15.1. Would the State divide the potential contracts into two contracts by Department, which may result in two possible contracts or might the State award a contract by main service (such as SNAP, WIC EBT, Debit Card, and/or Child Care, etc.) if this approach is in the best interest of the State?**

**Response: See question #7.**1. **Attachment B, State of Oklahoma General Terms. Will the Sate please describe what the liability cap would be for a breach of contract claim by the State against the vendor?**

**Response: There is no cap on liability. Liability is based on the circumstances surrounding a claim.**1. **Attachment B, State of Oklahoma General Terms. Can the State share the history of liquidated damages assessed on the current vendor over the past 3 years?**

**Response: Neither OKDHS or OSDH has assessed any liquidated damages in the past 3 years.**1. **Attachment C2, Business Associate Agreement. The EBT vendor will not be receiving personal healthcare information or data in this relationship, even for the eWIC program, and thus the Business Associate Agreement (BAA) does not apply to this contract. Will the State remove the BAA from the required documentation?**

**Response: The necessity of a BAA can be determined upon receipt and review of a responsive Bid. A BAA is required when Supplier, at a minimum, has access to PHI. PHI is defined in 45 CFR 160.103 and also includes but is not limited to any information, whether oral, electronic or recorded in any form or medium: (i) that relates to the past, present or future physical or mental condition of an individual; (ii) the provision of health care to an individual; or (iii) the past, present or future payment for the provision of health care to an individual; and (iv) that identifies the individual or with respect to which there is a reasonable basis to believe the information can be used to identify the individual.**1. **Exhibit 1-A, 24.k.iv, Administrative Terminal Training Requirements. This requirement states that sufficient copies for each authorized administrative terminal user plus ten additional copies shall be provided to DHS. How many administrative terminal users will there be?**

**Response: DHS has 340 admin terminal users in SNAP, 360 admin terminal users in Time and Attendance, and 50 admin terminal users in the debit card programs. These are the current user counts, which are subject to change. Supplier will be expected to provide sufficient copies based on actual agency needs.** **13.   Exhibit 1-B,     General Question. The third level sub-points throughout this section are numbered identically to the primary point, rather than being numbered sequentially. Would the State please re-issue this Exhibit with updated numbering so the Bidder can accurately respond? For example, in 11. Retailer Management, point (b) has 19 sub-points, each numbered “11.” The 16th sub-point refers to “12 above” which does not exist.****Response: A corrected copy will be posted within the next week as a separate amendment.** **14.    Exhibit 1-B,     General         Question. Please provide the number of calls made to the IVR and live call center representatives for the last 3 months for the SNAP program broken out by English, Spanish, and other languages.** **Response: May 2021 – 134 Spanish CSR calls, 8,933 English CSR calls, 9,067 total CSR calls.  June 2021 – 149 Spanish CSR calls, 8,899 English CSR calls, 9,048 total CSR calls.  July 2021 – 142 Spanish CSR calls, 9,217 English CSR calls, 9,359 total CSR calls.  We do not have the stats on the IVR calls since those are automated.****15.   Exhibit 1-B,     General         Question. Please provide the number of calls made to the IVR and to live call center representatives for the last 3 months for the SNAP program broken out by the reason for the call and please provide the average call handling time.****Response: May 2021 average handling time was 3:41, June 2021 average handling time was 3:44, July 2021 average handling time was 4:00.  We don’t have data for the reasons for the calls.****16.    Exhibit 1-B, General Quesiton. How many SNAP cards are currently in an active status?****Response: There are approximately 284,318 active SNAP cases and all of them have at least one cardholder.  Many have an authorized rep cardholder as well.****17.    Exhibit 1-B,     General        Question. Are all SNAP cards currently issued via the over the counter process (OTC)?****Response: No, OKDHS issues card OTC and also by mail from our vendor.  Initial cards and cards for emergency situations or have child care linked to them are printed in the office (OTC) while many others are printed and mailed by the current vendor.****18.   Exhibit 1-B,   General Qustion. On average, how many SNAP cards are replaced annually via mail versus replaced OTC?****Response: Average of 9,151 SNAP cards are printed OTC on a monthly basis while average of 9,527 are printed and mailed by the current vendor on a monthly basis.****19.    Exhibit 1-B, General Qustion. What is the average monthly total benefit dollar amount for SNAP for all active cases receiving benefits?****Response: $135,000,000.00 per month.****20.    Exhibit 1-B      Item 7.d SNAP Voice Authorizations. The 9th requirement states the Supplier must allow for stand-in processing of SNAP purchases up to a “minimum” of $25 per transaction. Would the State change this to a "maximum" of $25 per transaction?****Response: Exhibit 1-B, Item 7.d.ix is changed to: If the retailer cannot access the Supplier’s system because it is unavailable, the Supplier must allow for “stand-in” processing of SNAP purchases up to a maximum of $25 per transaction for which the Supplier shall be liable if funds in the client’s account are not sufficient.****21.    Exhibit 1-B      Item 10          POS Requirements. How many exempt and non-exempt EBT-only retailers are there in Oklahoma’s SNAP program?****Response: There are 3,551 retailers across Oklahoma that accept SNAP benefits.  This includes both exempt and non-exempt retailers.****22.    Exhibit 1-B      Item 10          POS Requirements.           How many POS devices are deployed to the exempt EBT-only SNAP retailers?****Response: There are 62 exempt EBT-only machines that we provide that are deployed.  Some exempt retailers use their own POS device they purchased or rent.****23.    Exhibit 1-B      Item 10          POS Requirements. What entity is the acquirer for the State-owned Verifone 510 POS transactions today?****Response: The State owns its own Veriphone POS machines; however, they are old and so the current vendor has upgraded them to newer machines at the vendor’s cost and they are owned by the vendor.****24.    Exhibit 1-B      Item 10.e. Based on the State not owning the EBT-only wireless terminals and the terminals being owned by the current Supplier, is the bidder to use the current Suppliers Vx680 software application/load or maintain the load and the hardware?** **Response: The Supplier would need to supply their own wireless POS devices and any software needed for their use.****25.    Exhibit 1-B      Item 10.e. Does the maintenance include the wireless data service? If so, who is the current wireless service provider (i.e. AT&T) and is the service for 12 consecutive months or seasonal?** **Response: The current wireless service provider is AT&T but that is all covered by the current vendor so we do not have that information.****26.    Exhibit 1-B      Item 10.e. What entity is the current Supplier that will retain ownership of the terminals?****Response: Our current vendor is Conduent.  The State would be willing to work with any Bidder/Supplier on either the Bidder retaining ownership or the State purchasing them.  In reality, the State wants to get out of the POS machine business and would prefer the Bidder/Supplier maintain ownership.****27.    Exhibit 1-B, 5.g Benefit Authoirzations – Benefit Aging. This requirement states that farmer market cards will be expunged on a date selected by the state each year. How many farmer market cards are mailed and how many are issued OTC?** **Response: This is referring to Senior Farmers Market cards and not normal SNAP cards used at farmers markets.  All of these cards are vault cards and are mailed out by OKDHS.  This is approximately 1,400 cards a year. There are only two SNAP cards that can be used at a farmers market, a regular SNAP card and a Senior Farmers market card.  In the RFP a farmers market card is a Senior Farmers market card since the other card can be sued in any SNAP retailers.****28.    Exhibit 1-B, 5.g Benefit Authoirzations – Benefit Aging. Are carriers or brochures needed for farmer market cards?** **Response: OKDHS created its own card mailer for the Senior Farmers Market cards.****29.    Exhibit 1-C      , General Quesiton.           Please provide the number of calls made to the IVR and live call center representatives for the last 3 months for Child Care for English, Spanish, and other languages. Please include the reasons for the calls and the average call handling time.****Response: We do not have the data for the calls to the IVR for child care as this is automated.  May 2021 had 381 CSR calls, June 2021 had 343 CSR calls, July 2021 had 381 CSR calls.  We do not get the data for the reasons for the calls.****30.    Exhibit 1-C, General Question. How many certified active Child Care Providers are currently participating in the program?****Response: There are approximately 2,000 active child care providers accepting subsidized payments.  We do have some in other border states.****31.    Exhibit 1-C, General Quesiton.     How many Child Care cards are currently issued and active?** **Response: There are approximately 33,124 active child care authorizations and 237 active adult day care authorizations.  A child care case can have multiple authorizations but also, cases can have at least one authorized representative.  Child Welfare cases (foster children) can have multiple authorized rep and each gets their own card.****32.    Exhibit 1-C, General Quesiton. Are Child Care cards issued OTC or via mail? And if mail is used, how many are issued via the mail?** **Response: All child care only cards are issued OTC as the current vendor does not have the ability to print those cards and OKDHS prefers to get those cards out to clients ASAP so that they don’t miss any day’s attendance being paid by OKDHS.****33.    Exhibit 1-C, General Quesiton. On average, how many Child Care cards are replaced annually via the mail and how many replaced via the OTC process?****Response: All child care only cards are replaced by the OTC process even if the client requests the field office to mail the card from there.****34.    Exhibit 1-C, General Question. What entity is the current acquirer for Child Care Time & Attendance transactions?****Response: Currently, the State owns the POS devices used for time and attendance but the transaction information/data is captured and stored by the current vendor.  The State wants to move away from using POS devices and is currently using a mobile app in conjunction with the POS devices with an eye of moving to the mobile app completely.****35.   Exhibit 1-C, Item 1. The Requirement states, “The Supplier shall develop, test, implement and operate a Time & Attendance payment system”. Would the State consider a Child Care solution that is based on a parent to provider payment approach as operational in the States of Wisconsin and Kansas, rather than a Time & Attendance based solution? If the State is open to an alternate solution, please modify Schedule 1 – DHS Cost Proposal, Schedule 1-D for a Payment to Provider Option to be referenced for pricing. As the RFP allows for “Alternate Bids”, is it acceptable to submit the Child Care solution using this process?****Response: The State is open to considering options that would provide a tangible benefit to the State or its citizens. Bidders may propose alternates in accordance with the Bidder Instructions. Acceptance of alternates may be accepted if determined to be in the best interest of the State.****36.    Exhibit 1-E, 1.a.ii.5. For #5 Provider Manager, would the State clarify if “provider” is used to refer to a child care provider?  Is this role for the person that will manage the child care providers?** **Response: This role is the person who will manage how child care providers will get data and be paid.****37.    Exhibit 1-E, 1.a.iii.2.c. For the health and protection of State and vendor staff, and in case of corporate policies that may prevent travel, would the State alter or remove the in-person requirement for the Project Manager to be on-site in Oklahoma beginning each week at 8:00 am on Monday and shall remain until 5:00 pm on Friday?****Response: OKDH is willing to change this to having a Project Manager that is 100% available in a virtual environment. However, we reserve the right to require in-person, on-site service if determined to be in the best interest of the State to maintain the health of the project.****38.    Exhibit 1-E, 1.a.iii.2.e. For the health and protection of State and vendor staff, and in case of corporate policies that may prevent travel, would the State alter the requirement for the Project Manager(s) and/or Operations Manager(s) to be on-site in the State within forty-eight (48) hours upon request by the State through the life of the project?****Response: OKDHS is not willing to remove this requirement, if OKDHS determines on-site service is necessary for the health of the project. Additionally, this requirement applies to the entire length of the agreement.** **39.    Exhibit 1-E, 2.d.vi.     The description for the Administrative Terminal User’s Manual is the same as the description for the Call Center Scripts and Procedures Manual. Since both descriptions pertain to contents of the call center manual, would the State please provide the requirements for the Administrative Terminal User’s Manual?****Response: The Administrative Terminal Users are the employees of OKDHS who process the different requests, questions, and problems that occur with a client’s  account as well as handle recoupments, escheatments, expungements, manual claims, password re-sets, fiscal auditing, etc.  There are different roles for different users.****40.    Exhibit 1-E      2.f.vi. Would the State please explain what “JOPM” stands for? This acronym is not defined in the list in Attachment A, or elsewhere in the RFP.****Response: Joint Operational Phase Manual****41.    Exhibit 2, General Question. Please provide the number of calls made to the IVR and the number of calls to live call center representatives over the last 3 months for WIC for English, Spanish, and other languages.  Please include the reasons for the calls and the average call handling time.****Response: The state does not have the ability to provide a level of detail that can describe reason for calls, number of calls to live representatives, or average handling time. The state averaged 350 minutes of IVR usage per month over the past 3 months.****42.    Exhibit 2, General Question.          How many WIC cards are active today?****Response: Currently there are 156,974 active eWIC cards; however, please note that eWIC cards are not assigned an expiration date and are not expunged from the system unless the card status is manually changed by a State user or participant. For context, there are currently 39,160 active cards with active benefits.****43.    Exhibit 2, General Question.          Are all initial WIC cards issued OTC?****Response: Yes****44.    Exhibit 2, General Question.          On average, how many WIC cards are replaced annually via the mail and how many are replaced via the OTC process?****Response: The local agency handles all card issuances via the OTC process.** **45.    Exhibit 2,         1.o.i.1.            Is the State expecting the interface to coply with the existing format or is the State planning to upgrade the WUMEI Version?****Response: The State believes it currently fulfills the requirements to be WUMEI compliant. There has been no need to update any of our systems at this time and the state expects the interface to be WUMEI compliant.****46.    What brand and model of POS does OSDH currently own for WIC retailers? What components are included in a POS, for example: terminal, printer, handheld PINpad, scanner.** **Response: VeriFone Omni 5700 – Set includes each of the following: Terminal, Printer, handheld PINPad, scanner and power supplies.****47.    Exhibit  2,        1.p.vi. How many POS systems are to be maintained?****Response: 120 currently****48.    Exhibit  2,        1.p.vi. How many WIC retailers are using the State-provided EBT-only stand-beside equipment?****Response: Currently 17****49.    Exhibit  2,        1.p.vi. Exhibit 2 does not reference any equipment required for the WIC State or Clinic offices. Is there any equipment owned by the State that is located in the WIC offices? If so, what brand, model, and quantity is required?** **Response: No equipment is required at the local agency clinic sites. The State Office would require two complete POS terminal setups for Testing (one for Dial-Up and One for Broadband).****50.    Exhibit 3, C     DHS Historical Caseloads. When comparing the SNAP caseloads in the table to the FNS State Monthly Data for April and May of 2021, there is a SNAP caseload difference of around 200,000 cases. FNS’ table reflects:  April SNAP cases of 612,779 and May SNAP cases of 612,931, however the RFP shows 816,375 cases for 2020. Yet, in Schedule 1, DHS Cost Proposal, Schedule 1-C, the SNAP CPCM tiers range from less than 125,000 cases to more than 175,000 cases.****Please confirm the number of persons and the number of households reflected in the caseloads for SNAP for the years 2018, 2019 and 2020, and how the total number of SNAP caseloads was arrived upon.** **Response: The amount in the table for 2020 (816,375) is for the entire fiscal year not for just a specific month.  In 2020, OKDHS used the SNAP EBT system for issuing P-EBT benefits for 250,882 of qualified children who did not have an open SNAP case and so unique cases were created for them.  In our summary of total SNAP cases, we included those since they were in our SNAP EBT platform.****51.    Pricing Schedule 1,  1-A. Please provide a definition of “Debit Card Incentive Funds” as it is not defined.** **Response: Please see Bidder Instructions, Section 8.1.E.l:****Bidder should list any incentive programs provided at no cost to the State.****The State is providing the Bidder the option of offering incentive programs that would increase the value of the proposed cost to the State.****52.    Pricing Schedule 1,  1-A.     What date does the State anticipate converting for the Time and Attendance program?****Response: OKDHS anticipates conversions will take place on or before 9/30/2022; or, in accordance with the final approved contract Work Plan and timeline.** **53.    Pricing Schedule 1,  1-A.     What is the State looking to convert with the Flat Card Printer conversion?** **Response: The State is looking to upgrade and modernize their inventory of flat card printers as the State’s currently owned inventory is more than 10 years old.****54.    Pricing Schedule 1,  1-A.     Does the State of Oklahoma have an operational biometric solution today in use for Child Care?** **Response: The State does not currently use any biometric solutions at this time, but is willing to look into the feasibility of use if necessary.****55.    Pricing Schedule 1,  1-A.     If so, can the State share a description of the biometric technology in use?****Response: See question #54.****56.    Pricing Schedule 1,  1-A.     Based on the optional request for “Design and Development Biometrics Time & Attendance System”, is it correct that if this option is selected a change order request will be processed to support the requirements and cost?****Response: If selected, optional components may be included in the initial award or added through a change order request process post-award, at the option of the State.****57.    Pricing Schedule 1,  1-B.     Which program, SNAP or WIC EBT, is the price being requested for EBT-only terminals?****Response: All costs listed on Pricing Schedule 1-B apply to the OKDHS SNAP program. OSDH WIC costs are listed on Pricing Schedule 2.****58.    Pricing Schedule 1,  1-B.     What brand and model of EBT-only PIN terminals are used today for WIC?** **Response: Pricing Schedule 1-B does not apply to WIC. See Pricing Schedule 2 for WIC costs. However, if this question is pertaining to the Stand Beside POS terminals then the Response would be the same as for question 48 above. If not, then further clarification is needed as to what as is being asked in this question.** **59.    Pricing Schedule 1,  1-B.     What type of biometric functionality is the State seeking for the printers?****Response: Any biometric function that might be available for SNAP cards.****60.    Pricing Schedule 1,  1-B.     In the event the Supplier needs to replace an existing State-owned device with a new piece of equipment, who then owns the device?** **Response: Any equipment purchased by the State, including from the EBT Supplier, is the property of the State. If the Supplier prefers to own these devices, they would need to be provided at no cost to the State.****61.    Pricing Schedule 1,  1-B.     Is the replacement VeriFone VX 840 meant to be VX 640?****Response: No. We use a wireless POS device labeled as VeriFone VX 840.****62.    Pricing Schedule 1,  1-C.     What is the State’s current SNAP CPCM by tier?****Response: <125,000 – 140,000: $1.11****140,001-160,000: $0.95****160,001 – 175,000>: $0.75****63.    Pricing Schedule 1,  1-C.     The SNAP CPCM tiers are below the actual caseload volumes provided in Exhibit 3, C. Can the State confirm these tiers represented for pricing are accurate?****<125,000 – 140,000** **140,001 – 160,000** **160,001 – 175,000 >****Response: See question #50.****64.    Pricing Schedule 1,  1-C, Option 1.          Is the State seeking a 2 color or 4 color picture card for SNAP? Is SNAP the only program seeking a picture card?****Response: Suppliers are to propose options, with pricing, for the State to analyze the cost and benefits of potentially adding a photo to the SNAP cards only.****65.    Pricing Schedule 1,  1-C, Option 1. Based on the State issuing picture cards, who is storing the photo image, the State or vendor? This question is being asked based on Option 2 which indicates the Supplier issuing/mailing replacement cards may include a picture card/photo. In the event the Supplier is to issue the card, who will provide the photo images?****Response: The State would store the photo. The State may choose to have the photos stored by an agency other than OKDHS, such as the Department of Public Safety. The Supplier would be expected to work with the State concerning access to and use of the photos.****66.   Pricing Schedule 1,  1-C, Option 2.          What volume of SNAP cards today are being replaced by mail? How many cards are replaced OTC?** **Response: Approximately half of all cards issued are printed OTC and half are mailed out by the Supplier.****67.    Pricing Schedule 1,  1-C, Option 2.          Is the SNAP CPCM for Supplier issued/mailed replacement cards to be based on all replacement cards being mailed or will the State continue to replace cards OTC as well?****Response: The State will continue to maintain the right to print cards OTC for those situations deemed necessary, I.e. emergency or expedited SNAP benefits, etc.****68.    Pricing Schedule 1,  1-D, Base. What is the State’s current CPCM for Time & Attendance?****Response: OKDHS currently pays $3.25 per month for every active authorization that was used for that month.****69.    Price Schedule 2,      2-B. What is the State’s current CPCM for WIC households?****Response: $1.37 per household, per month****70.    Price Schedule 3,      Free Service Hours.          Within the State’s current contract with Conduent, how many free development hours were provided before professional service hours were charged?****Response: We are not aware of any free development hours that were provided.** **71.    Appendix 1-7, Disaster State Plan 2017, Readiness Plans.  Please provide the following documents or a link to allow bidders to fully understand the States plans to allow proper sizing and planning to be incorporated into proposals:** * **XEROX Business Continuity Plan (BCP) for Data Centers – Pandemic Plan**
* **XEROX Call Center BCP – Pandemic Plan**
* **XEROX Oklahoma City Project Office BCP – Pandemic Plan**

**Response: A copy of the most recent plan is attached.****72.    Appendix 1-7, Disaster State Plan 2017, Readiness Plans.  Over the past 5 years, how many Level 1, Level 2 and Level 3 disasters were declared by the State resulting in issuance of cards?****Response: OKDHS has never had to issue disaster SNAP cards in the past 15 years. When there have been disasters, i.e. tornadoes,, etc. we were able to have clients visit a different field office and get benefits. Oklahoma was tasked to issue disaster SNAP to victims of Hurricane Katrina and also Hurricane Andrew when people from those states (Louisiana and Texas) were brought to our state for re-locating but we were able to issue those benefits on our regular SNAP cards. We do have a disaster plan in place to issue Disaster SNAP cards if needed. We also would want to continue our Mobile Office that allows OKDHS to set up as a second responder to issue SNAP benefits on regular SNAP cards.****73.    Appendix 1-7, Disaster State Plan 2017, EBT Card Stock.  On average, how many disaster cards were issued for each Level 1, 2 and 3 disasters?****Response: As mentioned above, we have not issued disaster SNAP cards in the past 15 years. When we have experienced disasters (whether level 1, level 2, or level 3) it did not affect a large enough area of the state to deem it necessary to issue disaster cards.** |

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| b. All other terms and conditions remain unchanged. |
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| Supplier Company Name (**PRINT**) |  | Date |
|       |  |       |  |  |
| Authorized Representative Name (**PRINT**) |  | Title |  | Authorized Representative Signature |