Amendment of Solicitation

Date of Issuance: 8/16/21

Solicitation No. 8300001183

Requisition No. 8300024242

Amendment No. 3

Hour and date specified for receipt of offers is changed: ☒ No ☐ Yes, to: _____ 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 <u>prior</u> 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>U.S. Postal Delivery or Personal or Common Carrier Delivery:</u>
OMES Central Purchasing
Will Rogers Building
ATTN: Teresa Terry
2401 N. Lincoln Blvd., Ste. 116
Oklahoma City, OK 73105

Teresa Terry
Contracting Officer

(405) 521-2432
Phone Number

Teresa.terry@omes.ok.gov
E-Mail Address

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 a new Exhibit 1-B.

b. All other terms and conditions remain unchanged.

_____
Supplier Company Name (**PRINT**)

_____
Date

_____
Authorized Representative Name (**PRINT**)

_____
Title

_____
Authorized Representative Signature

Exhibit 1-B
Oklahoma Department of Human Services
Technical and Functional Requirements for the SNAP Program

1. Data Files:
   a. The Supplier will provide a daily transaction history file of all transactions impacting benefit authorizations for reconciliation, audit, and investigative purposes to the State.
   b. The FNS Southwest Regional office has requested that the Oklahoma Supplier provide a monthly transaction file on CD-ROM.
   c. The Supplier shall provide three data files to the state as well as FNS files specified below.
   d. The State files layouts are attached:
      i. Appendix 1B.1: All Activity File (received daily)
      ii. Appendix 1B.2: Benefit Aging File (received daily)
      iii. Appendix 1B.3: Expungement File (received monthly)
      iv. Appendix 1B.4: Benefit Liability File (received daily)
   e. FNS Data Files:
      i. The Supplier is required to support the data requirements of the federal government, and specifically FNS, for the SNAP EBT program. See Appendix 1B.5 for detailed file specifications for each data file.
      ii. The four data files described below shall be provided to or retrieved from the federal government on a schedule as required by FNS.
      iii. AMA File-
         1. On a business day basis, the Supplier must provide data necessary to support increases/decreases to the projects ASAP account balance to the Federal Reserve Bank of Richmond.
         2. The Federal Reserve Bank will serve as the Account Management Agent (AMA) for the FNS SNAP Program EBT benefit account.
         3. The AMA will interface with the Treasury Department's Automated Standard Application for Payments (ASAP), and will establish ASAP account funding limits based on projected SNAP program activity established by FNS for the State for SNAP EBT activity and perform reconciliations required by FNS.
         4. Consequently, it will be necessary for the Supplier to interface with the AMA and provide the necessary data.
         5. The Supplier must provide summary information by availability date, including but not limited to, the following data elements:
         6. Benefit authorizations, including adjustments
         7. Expungement
         8. The transmission of issuance and returned benefit data elements shall be through daily automated batch processing in a file format specified by the Federal Reserve Bank of Richmond. File specifications may be obtained by contacting the Federal Reserve Bank of Richmond at 804-697-8384.
      iv. STARS- On a weekly basis, the Supplier shall provide detailed net daily SNAP redemption data by retailer identification number to STARS, the FNS SNAP redemption database, through the Benefit Redemption Systems Branch (BRSB) in Minneapolis. STARS provides data to FNS field offices, area offices, regional offices and the national office to monitor compliance with regulations by retailers, federal Reserve Bank member institutions, and EBT vendors that participate in the SNAP Program. The data format and requirements of this file are specified by FNS.
      v. Alert File -

1. The Supplier shall provide transaction data, starting at implementation of operations, of store transaction history on a daily basis to FNS through the ALERT file.
2. The Supplier shall be responsible for settling and reporting any manual vouchers that carry over from the previous EBT system.

vi. REDE File- The Supplier shall access the FNS's REDE system daily, Monday through Friday, for the exchange of retailer data. The file contains notification of newly authorized EBT retailers and EBT retailers who have been withdrawn or disqualified as participants in the SNAP program. The Supplier is also responsible for removing a withdrawn or disqualified retailer from the EBT redemption process within two (2) days of notification from FNS. The file also contains updated changes to the data for the retailers.

vii. The on-line method of entering AMA issuance should serve as a back-up to batch processing; any manual data entry will require State on-line certification before it will be allowed to update ASAP and requires special equipment and software provided by FRB. The technical requirements for on-line data entry capability are available from FRB of Richmond.

viii. Upon implementation of batch processing, the State, and its Supplier must be certified by FNS to ensure the accuracy of data transmission.

2. Account Set-up and Maintenance:
   a. Account Set-up and Maintenance Records- Each new account being established will require an Account Setup to be sent through Real-time messaging interface between DHS and the Supplier.
   b. The following rules apply:
      i. Account Setup/Maintenance records received via near-real time messaging transactions will be processed and a response code will be provided (positive or negative) as to the result of the transaction.
      ii. Each Account on the Supplier's system will have only one cardholder with a unique card number (PAN) and PIN.
      iii. Account Record must be established prior to posting of any benefit records.
      iv. When sending an update to the client demographic information, the State will send all the demographic information in the record, including the Payee Indicator identifying which person on the account is being updated.
      v. The Supplier's system will overlay the information on the database for the client with the information in the record for the case number/payee indicator combination.

3. The Account Maintenance File/Real Time message will support the following functions:
   a. Add New Accounts
   b. Maintain Accounts (Demographic updates, Deactivate primary)
   c. Add and Deactivate Alternate Cardholders.

4. Account Record Processing:
   a. For all incoming account records (batch or real time messages) the Supplier system shall determine the action to be taken based on the disposition of the case number on the database.
   b. The following identifies the actions to be taken by the system based on the existence of the case number, the incoming Payee Indicator, and the incoming Cardholder Access values.
   c. Payee Indicator (PI) Field:
      i. The PI for alternates (02-99) must be maintained on the Supplier's system.
      ii. The State will send a new PI for each new alternate being added to the case.
      iii. The PI will not necessarily be sent by the State in sequence. For example the State could send a PI of 04 and the next PI for that case could be 08 and the next PI for that case could be 06.
      iv. The State will not reactivate a deactivated cardholder (Primary PI or Alternate PI).
   d. Client Re-enrollment:
      i. The Supplier shall not close accounts even when an account is closed on the DHS system.
      ii. If a client was receiving benefits, left the program and then came back to the program, it will only be necessary to redirect benefits to the previously established account.

      iii.If the client does not have the original card issued, the client will be advised on how to request a replacement card.

      iv.The State of Oklahoma client re-enrollment is accomplished through the external file process by updating the access to an account by sending the Supplier either a "1" for active or a "0" for no access in the cardholder access field.

5. Benefit Authorization:

   a.The Supplier shall receive and process all authorization records transmitted by the State and shall have procedures in place to prevent duplicate benefit issuances.

   b.Should a duplicate benefit issuance occur the Supplier shall be responsible for restoring benefit authorizations to their approved levels, within twenty-four (24) hours.

   c.Any funds expended prior to the restoration of authorized benefit levels become the financial responsibility of the Supplier.

   d.The Supplier shall process benefit authorizations and post the authorized benefit amounts to the appropriate EBT accounts, based on the unique case numbers, benefit type, and unique authorization number generated by the State for each benefit authorization.

   e.Benefit Availability – Batch:

      i.Currently SNAP benefits are staggered on the 1st, 5th and 10th days of the month.

      ii.On the specified availability date, benefits shall be accessible by 12:01 a.m. CST.

      iii. Monthly ongoing SNAP benefits shall be posted as available. The State shall provide an availability date, which is included in the benefit detail record passed to the Supplier in the monthly batch file.

      iv.The Benefit records may contain benefit availability dates for past, current, or future availability dates.

      v.Benefits with the current or past available date are accessible to the client immediately after successful processing is completed.

      vi.Benefits dated for future availability are applied to the accounts but remain unavailable until the specific future availability date has been reached.

      vii.When access to the benefits is attempted, either via the Administrative Terminal (AT) or by a client via a transaction, the date of availability checked, and if the date has been reached, the benefits are available to the recipient.

   f.Online- Benefit Availability:

      i.Benefits transmitted real time with date of availability equal to current date will be available immediately.

      ii.The Real-time Messaging Benefit Maintenance records transmitted from the State to the Supplier is used to send initial benefits, one-time benefits, or supplemental benefits for Emergency cases only.

      iii.The message contains authorization information including the benefit document number, type of benefit, amount, and available date and time.

   g.Benefit Aging:

      i.   USDA regulations require that SNAP benefits residing on an EBT system, which are not used for a nine (9) month period be "expunged" from the State's EBT system and returned to USDA. This procedure is commonly referred to as the "aging" process.

      ii.   USDA regulations also require that SNAP households be notified in writing that they will no longer have access to the aged benefits at least thirty (30) days prior to the benefits being aged.

      iii.   The State requires an aging process which will work in the following manner:

            1.DHS will not place benefits in dormant status but does require the Supplier to report aged benefits at 30, 60 and 240 days.

            2.Each benefit authorization will be expunged on a month-by-month basis in the following manner:

a. When benefits are added to the database, the benefit last used timestamp should be set to the benefit available date.

b. All benefits on a case should be utilized in a first in, first out (FIFO) basis with the exception of disaster benefits which are always to be expended prior to any other benefit.

c. The Supplier shall expunge individual benefit grants (not the entire account) after the respective benefit grant has been in the EBT account for 270 days without any client activity on the account.

d. Expungement benefits shall not be reinstated.

e. Farmer market cards will be expunged on a date selected by the state each year.

f. The daily benefit-aging file will include a header record, a detail record for each benefit type and benefit record being reported on, and a trailer record.

g. The detail record will include an aging indicator that identifies the aging period for the benefits, as well as the remaining balance on the benefits.

h. Expungements are not to occur prior to the posting of all daily account activity.

h. Settlement/Reconciliation: At a minimum, the Supplier shall provide settlement and reconciliation processes that replicate or improve the State's current settlement and reconciliation processes:

i. The Supplier shall maintain ledger accounts at the program and state levels.

ii. Subsequent to the daily settlement cutoff, the EBT system must be balanced and reconciled.

iii. The Supplier shall compute the end-of-day net position or balance for each benefit program.

iv. An audit trail shall exist so that reconciliation can be performed at the individual EBT account level up through the program and state levels.

v. For each level, the end of day net position is equal to: Opening balance + credits - debits = End of day balance.

vi. On a daily basis, the Supplier shall ensure that the EBT system as a whole is in balance.

vii. The client accounts equal the change in the net position of program accounts at a summary level.

viii. The Supplier shall also ensure that the change in the net position in the sum of the program accounts is equal to the change in the net position (obligations outstanding) for the funding agencies.

ix. As SNAP are authorized by the State's eligibility systems, reports are generated that provide benefit authorization detail.

x. The benefits issued in the State's eligibility systems are associated with the appropriate EBT account number by the Oklahoma EBT interface system.

xi. The EBT interface system creates and transmits a corresponding demographic record to the EBT system for each new benefit record being added, as well as transmitting the benefit files to the Supplier.

xii. The Supplier shall provide DHS with Daily Activity Files and Authorization Reports to ensure that all benefits passed to the EBT system have been posted or otherwise accounted for.

xiii. The Oklahoma EBT interface system Daily Authorization Reports provide the availability date for the monthly issuance benefits.

xiv. Supplier system must compare benefit postings on the EBT system to the totals that are expected to be available for the respective day. The Daily Authorization Report must provide all detail necessary for DHS to conduct an independent verification of system reconciliations.

xv. Supplier system must compare benefit authorizations for SNAP to the totals the Supplier posts to the Account Management Agent (AMA) System for the respective date. The Daily

Authorization Report must provide all detail necessary for DHS to conduct an independent verification of system reconciliations.

xvi. The Supplier shall provide DHS with a daily Activity File to determine the amount of funds to settle on a daily basis. The State performs the draw down for settlement of SNAP transactions through the U.S. Treasury's Automated Standard Application for Payment (ASAP) System which is supported by the Federal Reserve Bank (FRB) of Richmond.

xvii. The Supplier shall balance and reconcile EBT accounts daily, including all debits and credits for all transactions for issuances, and redemptions.

xviii. The Supplier's EBT system shall operate on a twenty-four (24) hour processing cycle.

xix. At a designated cutoff time, as agreed upon by the State each day, the Supplier shall close out the current processing day and commence the next processing day, performing at a minimum the balancing and reconciliation processes described in the FNS EBT Reconciliation: Guidance for State Agencies.

xx. The twenty-four (24) hour period between the cutoff time on Day 1 and Day 2 constitutes the EBT transaction day. The specified cutoff time must allow the Supplier sufficient time to originate ACH payments for next work day settlement, including Monday settlement for Friday, Saturday and Sunday transactions and next work day settlement after a legal holiday.

xxi. The Supplier shall ensure that the ACH file enters the banking system in a timely manner to allow settlement of authorized transactions on the following business day.

xxii. The EBT cutoff shall coincide with the cutoff time of the prevailing EBT transaction switch to reduce the need for carry over accounting and the Supplier shall notify the State of any suspense or carry over accounting amounts

xxiii. The Supplier shall return to the State any funds that could not be settled to the retailer within thirty (30) calendar days of the initial ACH.

xxiv. The Supplier shall require and monitor the return of unsettled funds from all third-party processors in accordance with the requirements of this section

6. FNS Requirements

   a. The Supplier shall meet SNAP Program reconciliation requirements of 7 CFR §274.12(j)(1)(i) and be consistent with FNS reconciliation guidance of November 1999.

   b. State Responsibilities

      i. DHS has the responsibility for ensuring that benefits authorized in the eligibility system are posted to the Supplier's EBT System or otherwise accounted for.

      ii. DHS will ensure that SNAP benefits posted to the Supplier's EBT system are correctly reported to the AMA.

      iii. DHS is responsible for draw down through the ASAP system for SNAP benefits utilized by clients.

      iv. DHS will verify the liability remaining in the Supplier's EBT system at the end of the processing day for SNAP benefits against the outstanding liability on the Federal Reserve Bank's ASAP system.

      v. DHS will approve all adjustments to the ASAP account requested by the Supplier through the AMA System.

      vi. DHS will notify the Supplier of any variances that it encounters in a timely manner and will require the Supplier to satisfactorily resolve the variances in accordance with the timeframes set forth in the Contract.

   c. Supplier Responsibilities

    i. The Supplier is responsible for the daily settlement of funds, including back-up purchase procedures, if used in the Oklahoma EBT system, to benefit redeemers either directly or through financial intermediaries such as Third Party Processors (TPPs).

    ii. The Supplier is responsible for handling both credit and debit adjustments to the client's EBT account in the manner and timeframe dictated by Federal regulations.

iii. The Supplier shall ensure that settlement reports, such as the State Batch Issuance Report, used for the daily draw down, are received by DHS by 6:00 a.m. CST.

iv. The Supplier is responsible for providing detailed and accurate reports that allow DHS to reconcile benefit postings to the EBT system, settlement of benefits utilized by clients, and the outstanding liability remaining on the EBT system at the end of the processing day.

d. Retailer/TPP/ Settlement

    i. Settlement to retailers and Third Party Processors (TPPs) networks shall be through the existing commercial banking ACH infrastructure.

    ii. The Supplier shall have an originating and receiving relationship with the ACH, either directly or through one of its subcontractors.

    iii. For transaction processing and settlement purposes, the Supplier shall also have access to the appropriate regional network(s) and be capable of settling POS transactions.

    iv. For retail merchants, third parties, or other benefit redeemers that are directly connected to the Supplier's system, the Supplier shall originate an ACH credit for the total net balance due for EBT benefits redeemed during the EBT processing day being settled.

    v. The benefit redeemer credits shall be entered into the ACH for settlement on the next banking day.

e. Transaction Processing

    i. The Supplier will be responsible for the authorization of client initiated SNAP transactions.

    ii. The Supplier shall have the capability to receive and process client transactions from POS devices.

    iii. The Supplier shall ensure that clients access their SNAP benefits only at POS terminals in "FNS" authorized food retailer locations.

    iv. The Supplier shall meet the interoperability requirements with other states.

    v. The Supplier shall have the ability to generate, process, and return approved/denied messages to and from POS devices as appropriate.

    vi. The State shall be provided with a description of all POS error codes.

    vii. Transaction authorization will require the following:

        1. Accepting transactions coming from an authorized transaction acquirer

        2. Authorizing or denying transactions

        3. Sending timely response messages back to the transaction acquirer authorizing or rejecting client transactions

        4. Logging the authorized/denied transactions for subsequent settlement and reconciliation processing, transaction reporting, and for viewing through transaction history

        5. The EBT system will go through a series of checks and processes to determine whether a transaction being initiated by a client should be approved.

        6. These checks should include determining whether:

           a. The merchant has a valid FNS authorization number

           b. The card number (PAN) is verified and the card is active

           c. The number of consecutive failed PIN tries has not been exceeded

           d. The PIN is verified as being entered correctly;

           e. The PAN and PIN are linked to only one case;

           f. The account is active;

           g. The EBT account holds a sufficient balance in order to satisfy the transaction request.

        7. If any one of the above conditions is not met, the Supplier shall deny the transaction.

        8. The Supplier shall ensure that client benefit accounts are not overdrawn and shall assume all liability if an account overdraft does occur.

        9. The system must return a message to the retailer/provider indicating the reason for denial (e.g., invalid PAN, invalid PIN, NSF, etc.).

f. Service Requirements

    i. It is the responsibility of the Supplier to ensure that the EBT system meets performance, technical standards and regulations, as found in 7 CFR 274.8 (b), entitled "Performance and Technical Standards, in the areas of:

        1. System processing speeds
        2. System availability and reliability
        3. System Security
        4. Ease-of-use
        5. Third party processors requirements
        6. Minimum card requirements
        7. POS terminals
        8. Transactions receipts
        9. Performance bonding
        10. Minimum transaction set;
        11. Interoperability;
        12. Waivers.

    ii. In order of precedence, the Supplier will use:

        1. Federal regulations;
        2. FNS policy memos;
        3. State requirements set out in the contract;
        4. Prevailing industry performance standards

    iii. If there is a conflict within the governing regulations and guidelines regarding a specific standard, the State will determine the appropriate standard to which the Supplier must adhere. In determining the appropriate standard, the State will allow consultation and input from the Supplier, however the final decision will remain with the State. The Supplier shall comply with all relevant processing speed requirements as stated in 7 CFR §274.8 (b) (2).

    iv. As defined in this RFP, the EBT system central computer shall permit no more than two inaccurate EBT transactions for every 50,000 EBT transactions processed. The transactions to be included in measuring system accuracy shall include:

        1. All SNAP transactions occurring at POS terminals and processed through the host computer
        2. Manual transactions entered into the system and
        3. Credit adjustment to EBT accounts.

    v. The Supplier will resolve all errors in a prompt manner but no more than fifteen (15) business days except where Federal regulations provide for shorter timeframes.

    vi. The Supplier shall provide valid back-up purchase procedures for FNS authorized retailers when the EBT system is unavailable due to:

        1. Unscheduled outages.
        2. Planned outages
        3. Notification procedure, including timeline, by which retailers will be notified of an outage and to use back-up procedures.

g. Interoperability Requirement

    i. The Supplier shall support the federal requirement of processing interoperable SNAP transactions. Interoperability and Portability can be found in the Federal Register, Vol. 68, No. 122, June 25, 2003.

    ii. In addition, the Supplier shall have the capability of accepting and processing Oklahoma SNAP client transactions occurring at out-of-State (non-Oklahoma) retailers.

    iii. Interoperability regulations must be referenced in all agreements with retailers and third party processors.

       iv. Agreements with third party processors shall specify that the third party processor is required to load and update BIN numbers for all states.

       v. Retailer agreements shall direct Oklahoma retailers to execute SNAP redemption transactions for an out-of-state card.

7. SNAP Transactions

    a. Online Transactions

       i. Supplier shall provide the ability for SNAP to be used with online purchases for all existing approved retailers.

       ii. Supplier shall provide the ability to add additional retailers who meet the FNS qualifications for approval.

    b. SNAP Purchase and Returns

       i. An approved transaction allows the merchant to accept food benefit authorizations from a cardholder as payment for allowable food items.

       ii. For all SNAP transactions the Supplier shall validate through the FNS REDE system that the transactions originated at an FNS authorized retail location.

       iii. The Supplier shall maintain a database of authorization numbers for all current FNS authorized retailers in accordance with the Retailer Validation Requirements specified in 7 CFR §274.8 (a) (2).

       iv. The Supplier shall verify the retailer identification number is that of an FNS-authorized retailer prior to completing its processing of a transaction.

       v. The Supplier must assure refunds to SNAP recipients can only be in the form of credits to the EBT accounts.

       vi. The Supplier must provide safeguards that assure refunds and/or returns to recipients are reasonable and limited by designated amounts that when exceeded will be detectable. The designated amount shall be set at $100.00 for a calendar month per account unless the return or refund is provided through the dispute process. These safeguards must protect the rights of retailers and recipients. Further, refund requests, made outside the dispute process (requested by the retailer or State) due to duplicate authorizations, shall be returned to the client (upon Supplier or State verification).

       vii. The Supplier must provide safeguards to assure client accounts are credited within a reasonable timeframe once verified.

    c. Manual Authorizations

       i. The Supplier shall process manual SNAP transactions, including purchases and returns, including:

           1. Retailers who do not have immediate access to a POS device at the time of purchase, including stationary food stores that choose to make home deliveries to FNS certified households

           2. House-to-house trade routes that operate on standing orders from customers

           3. Food buying cooperatives, farmers markets, and other retailers authorized to participate in the SNAP Program

           4. Retailers who do not possess a POS terminal, such as those who do not qualify to receive State provided equipment based on their total monthly FNS SNAP sales.

           5. Retailers who have POS equipment, but their POS terminals are inoperable, there are issues with the telecommunications network between the POS terminal and the EBT host processor, or the EBT system is down or otherwise not available.

           6. The Supplier will bear all liability for any losses resulting from back-up purchase procedures when the result of the loss is due to the Supplier or subcontractor's telecommunications, network, or host processor system failures.

       ii. Back-up purchase procedure(s) shall be designed and distributed by the Supplier to FNS-authorized retailers for use in processing manual SNAP transactions.

    d. SNAP Voice Authorization

    i.The retailer is required to complete the back-up purchase procedure and receive a voice authorization from the EBT system prior to completing the SNAP sale.

    ii.The client is required to produce their EBT card and complete the procedure.

    iii.The Supplier shall provide a toll-free telephone number to retailers to obtain authorizations for the back-up procedure.

    iv.The authorization process should be automated as part of the Help Desk ARU functionality.

    v.Upon providing a telephone authorization for a manual SNAP transaction, the Supplier shall place a "hold" on the amount of benefits necessary to fund the transaction.

    vi.The Supplier shall maintain the hold on SNAP benefits until the manual transaction is "cleared", up to a maximum of fifteen (15) calendar days.

    vii.A retailer has fifteen (15) calendar days to submit the manual transaction, either electronically or by paper copy, to complete the transaction.

    viii.If the retailer fails to submit the transaction within the fifteen (15) days, the hold shall be released and the use of these funds shall revert back to the client. The retailer or acquirer bears the liability for the transaction if the back-up purchase procedure is not submitted in a timely basis.

    ix.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.

    x.There shall be no more than three (3) "stand-in" purchases allowed on each account within a twenty-four (24) hour period. Stand-in processing must be authorized by the Financial Administrator of Electronic Payment Systems or approved representative prior to implementing said procedures.

    xi.The Supplier's system shall be designed to prevent merchants from representing back-up procedure transactions in subsequent months, except as defined and closely monitored by the following situation:

        1.Adjustments consistent with requirements at 7 CFR §274.8 (d).

e.Voucher Clear. There are two methods by which a manual transaction can be cleared:

    i.If the authorized retailer has a POS device, the retailer will convert the manual transaction to an electronic transaction for transmission to the Supplier when the POS device is again able to communicate with the EBT Host.

    ii.If the retailer is a non-traditional or low-volume (per FNS waiver) FNS authorized retailer who does not have a POS device, the back-up procedure shall be followed.

f.Voids or Cancellations

    i.A transaction may be voided/cancelled by a retailer at a POS device.

    ii.The void/cancellation message will include the trace number, the exact dollar amount, and other identifying information from the original transaction and shall not be restricted to the POS in which the transaction occurred, in other words the void/cancellation shall be tied to the card, not a POS terminal.

    iii.The Supplier shall have the capability to accurately process the void or cancellation transaction and have the effect of the void/cancelled transaction immediately and appropriately reflected in the client's EBT account.

g.Balance Inquiry

    i.Balance Inquiry is a part of the mandated transaction set.

    ii.A SNAP client shall be able to obtain a real-time account balance at a POS (SNAP only), or through the ARU or CSR.

    iii.The balance inquiry transaction prints a receipt with the current available balance of a cardholder's food benefits.

h.Reversals

i. A POS transaction may be reversed if for some reason the completion of the transaction cannot take place at the originating POS device (e.g. communication failure with the device, a device malfunction, or a late response from the Supplier).

ii. The entity (specifically the TPP, authorized retailer/benefit acquirer) within the response chain where the transaction error is recognized will generate a reversal message back to the Supplier.

iii. As defined within the EBT ISO message specifications, the reversal message will include the trace number, the exact dollar amount, and other identifying information from the original transaction.

iv. The Supplier shall have the capability to accurately process the reversal transaction and have the results reflected immediately and appropriately in the client's account.

i. Adjustment Processing

i. The Supplier or retailer/TPP can initiate an adjustment to resolve errors and out-of-balances related to system problems. FNS has applied a broad interpretation to what constitutes systems errors.

ii. The Supplier, in response to a client complaint directly from the client or forwarded by the State, will initiate an adjustment to resolve a transaction error.

iii. The adjustment will reference an original settled transaction, which is partially or completely erroneous. The Supplier shall have the capability to process the adjustment and have this reflected in the client's account consistent with 7 CFR 273.13(a)(4).

iv. In addition, the Supplier shall provide a mechanism for the State to comply with client notification requirements at 7 CRF 273.13 (a)(4). These regulations can be found at: http://www.fns.usda.gov/fsp/EBT/EBT_REGULATIONS.htm

v. Adjustments made by the Supplier must be in compliance with USDA regulations.

vi. Adjustments made by the Supplier will cause money to be moved either to or from the client's EBT account, and will impact the daily settlement.

vii. Timely notification must be provided to the State of pending debit adjustments to the clients account so that notification can be provided to the client in accordance with CFR 273.13 and CFR 273.15.

j. Key-Entered

i. The Supplier shall accept and process EBT transactions where the card number (PAN) has been manually entered (key-entered) into the POS device.

ii. Transactions may be key-entered at times when a card presented by a client is damaged or the POS device is unable to accurately read the magnetic stripe.

iii. The validation of the client's PIN is federally mandated on key-entered transactions.

iv. If a PIN pad is defective or for other reasons a PIN does not accompany the transaction to the EBT host for processing, the Supplier shall deny the transaction.

v. The Supplier shall adopt other security measures to prevent client and retailer abuse/misuse of the key-entry feature.

vi. The Supplier shall ensure that the PAN printed on the transaction receipt is truncated.

vii. The Supplier's system must be able to selectively disable or deny the capability of an EBT-only POS device from completing key-entered transactions via functionality on the Administrative Terminal.

viii. The Supplier shall track key-entered transactions by card number and by retailer site.

k. Claims Repayment: The Supplier shall have the capability to recover and account for non-settling overpayments to SNAP recipients on behalf of the State.

l. Settlement and Closeout Transactions

i. The Supplier shall have the capability to process and maintain an audit trail for any settlement and closeout transactions necessary to transition in and out of the contract or as required during the life of the contract.

ii. The Supplier shall provide these extraordinary transactions to the State for written approval prior to their execution

m. Transaction Fees: FNS regulations prohibit the charging of a fee for any SNAP transactions.

n. EBT Administrative Terminal. At a minimum, the SNAP Administrative Terminals will support in real time a transaction set that shall include these functions in addition to the requirements in Exhibit 1-A (General Requirements) applicable to all programs:

    i. EBT Account Set-up;

    ii. EBT Account Maintenance;

    iii. Benefit Authorization; or Cancellation (prior to availability date);

    iv. Transaction History by FNS;

    v. Repayment Functionality;

    vi. Retrieval of Archived Data;

    vii. Retailer enable/disable functionality;

    viii. Cards issued by county.

o. Update Screens

    i. Update screens are limited in access to the appropriate personnel within the State.

    ii. EBT Account Set-up functionality is used in production by the State.

    iii. The benefit authorization screen may be used to add benefits to fraud investigator's EBT accounts.

    iv. Card issuance and replacement screens are used daily by the local county offices and State Office off-site EBT Specialists.

    v. Card cancellation and replacement is conducted by the local county office, State Office EBT Specialists and in conjunction with the Client Help Desk.

    vi. The majority of changes to the EBT card status are handled by the State office, as are card replacements.

    vii. Initial card issuance is normally handled through the on-line transaction process.

    viii. All update screens must capture and display the associated user entering or updating programs and history of all changes for a minimum of 180 days.

p. 180-Day History

    i. Current EBT account balances and a minimum of a rolling 180-day transaction history for each account shall be maintained for on-line access through the EBT administrative terminals.

    ii. After 180 calendar days, transaction history data must be maintained off-line for a minimum of three (3) full years (i.e., three years in addition to the current year), or longer if required by FNS or Federal legislation.

    iii. At a minimum, the data elements available for inquiries shall include the following for each transaction:

        1. PAN (card number)

        2. EBT account number

        3. Client case identification number

        4. Benefit program identifier

        5. FNS Number

        6. Retailer Name

        7. Retailer identification numbers (FNS and acquirer) and Regulation E data for retailer information

        8. Terminal identification number

        9. Transaction type

        10. Transaction request/approved amount

        11. Beginning balance

        12. Ending balance

        13. Transaction date

14. Transaction results (approval code or denial reason)
15. Transaction time at host computer
16. Unique trace number for each transaction.
q. Federal Investigative Access
   i. In order to assist in ongoing investigations, FNS must have access to the State agency Administrative Terminals for selected field office, regional office, and investigative staff.
   ii. The Supplier must provide on-line inquiry-only access to the State's Administrative Terminals that is browser based to the locations identified by FNS.
   iii. Access shall include a method to interface with the EBT host or transaction history from multiple locations through internet, VPN or handled directly between FNS and the Supplier's system using standard methods employed for other States (or subsequently designed if standard doesn't exist).

8. Retailer Customer Service
   a. Retailer Customer Service
      i. The Supplier shall provide Retailer/Merchant Customer Service to provide retailer EBT support via a toll-free, "1-800" number, 24 hours a day, 7 days per week, and 365 days a year.
      ii. The retailer Help Desk shall be located within the same geographical area as the client help desk and meet all performance standards as required by the client help desk.
      iii. The Supplier shall provide a retailer portal for retailers to access deposit, dispute and adjustment activity.
      iv. The Supplier shall provide for the capability of DHS staff to remotely monitor live calls coming into the retailer CSR's at all CSR levels.
   b. Service Requirements (Standards)
      i. The Supplier shall ensure through technical design, resource allocation, and staffing that each retailer call is answered in accordance with the Performance Standards set out in the contract.
      ii. For reporting purposes, the Supplier shall provide ARU and Retailer Customer Service Center activity data. See General specification 25.j.
      iii. Additionally, TTY (Teletypewriter) capability must be provided to retailers/merchants with hearing disabilities.
      iv. The Supplier shall provide a retailer Help Desk that is:
         1. Toll-free and without charge or fee to the retailers;
         2. Toll free number for retailers used exclusively for retailer support;
         3. Operated and staffed in an industry standard manner, subject to approval by the State;
         4. Provides access controls that ensure security of retailers account information by verifying the FNS retailer number at call entry.

9. Voice Authorizations:
   a. The Supplier shall equip and program the ARU to provide voice authorization for SNAP transactions.
   b. CSR's shall also support voice authorizations
   c. EBT-only Retailer Support: The Supplier shall provide via the Retailer Help Desk, the following additional services for EBT-only retailers:
      i. Support and problem resolution on EBT-only POS equipment;
      ii. Settlement information and reconciliation procedures;
      iii. Support on system adjustments and resolution of out-of-balance conditions;
      iv. General information as requested by callers;
      v. Referrals to the DHS Finance Division EPS Office on questions regarding state and federal policies, as appropriate.

10. POS Requirements

a. Equipment/Software and Maintenance
   i. The State provides POS equipment to all EBT-Only Retailers for the SNAP program.
      1. The Supplier shall utilize the VeriFone 510 POS terminals currently owned by the State.
      2. The State currently owns less than 400 EBT-only POS terminals.
      3. Thirty (30) days prior to conversion the new Supplier shall:
         a. transfer all uninstalled POS terminals to its warehouse
         b. immediately begin maintaining all State owned POS terminals
         c. continue to maintain and repair terminals throughout the life of this contract.
      4. The Supplier shall be provided a copy of the previous Supplier's maintenance information.
      5. The Supplier shall continue to track all repairs for each individual POS terminal.
      6. It is not anticipated that any additional terminals will be needed during the life of the contract.
b. The terminal software will be programmed to guide the user through every step of the process, providing transaction-processing capability for retailers and clients alike.
   i. The software program shall include a "training mode" that does not transmit any data or access benefits while in training mode.
   ii. When the terminal is in training mode the POS terminal must clearly print "Training Mode" on all receipts.
   iii. The POS terminal must be able to accept remote software downloads which shall occur only with the approval of the DHS Financial Administrator of Electronic Payment Systems.
c. The Supplier shall maintain all POS equipment throughout the life of this contract, maintaining a maintenance database on all repairs, by POS and permanently replacing POS terminals that exceed the maintenance threshold of seven (7) internal processing repairs.
d. To ensure compliance with ANSI standards, the Supplier must ensure that unique terminal IDs are used for government supplied POS terminals and must be included as part of the SNAP transaction data set, at a minimum.
e. The State no longer owns EBT-only wireless terminals but instead current Supplier provides forty-nine (49) VeriFone Vx680 wireless terminals to participating farmers markets and direct-to-market farmers at no charge to the markets or to DHS. Supplier shall provide maintenance on this equipment.
f. POS Transaction Sets: The EBT system must be able to accept EBT transactions from POS devices located in authorized FNS retailers only, must have a unique terminal ID number, and only allow authorized SNAP transactions at EBT-only retailers. No cash back transactions are allowed.

11. Retailer Management
a. The Supplier shall be responsible for managing retailer participation in the Oklahoma EBT program.
b. The Supplier's primary roles and responsibilities include:
   i. Providing every FNS authorized retailer with the opportunity to participate in the EBT system;
   ii. Ensuring that the Oklahoma EBT system is interoperable with other States' EBT systems as defined in 7 CFR §274.8 (b) (10) and (10) (i).
   iii. Assuring that a sufficient number of retailers have agreed to participate in the system to allow clients adequate access to SNAP benefits, including those clients that normally shop at "non-traditional" retailers such as farmers' markets;
   iv. Assuring that the participating retailers and third party processors understand their responsibilities in regards to the policy, operating rules, and operations of the EBT system;

v. The Supplier shall enter into an agreement with the retailer and third party processor in accordance with 7 CFR §274.3 (c). These agreements are subject to review and approval by the State and FNS prior to execution;

vi. Maximize the use of the existing commercial POS terminals, consistent with 7 CFR §274.3;

vii. Installing, maintaining and otherwise supporting Supplier-provided EBT-only POS equipment as necessary in accordance with FNS policy for retailer participation as defined in 7 CFR §274.3 (b). "Otherwise supporting" shall include but is not limited to reimbursing EBT-only retailers for supplies and supplying telephone lines if requested;

viii. Retrieve POS from retailers no longer accepting SNAP;

ix. Providing Help Desk services to retailers for resolving issues/problems on Supplier-supplied EBT-only POS equipment and helping resolve settlement and dispute questions and issues;

x. Maintain the retailer database;

xi. Conduct an annual survey of lane coverage in retail stores

xii. Training retailers

xiii. The Supplier will conduct quality assurance, calling a percentage of retailers following installation. Quality assurance standards will be agreed upon between the state and the Supplier;

xiv. If a subcontractor is used a portion of the technician's pay will be based on the responses received from the retailers "during the calls conducted in 12 above", regarding the quality of installation/training. Written feedback will be provided to the State monthly;

xv. The Supplier shall maintain sufficient inventory of POS equipment for replacement;

xvi. POS replacements must be shipped within twenty-fours (24) hours in metro areas (Oklahoma City and Tulsa) and within forty-eight (48) hours for all remaining counties;

xvii. The Supplier may mail replacement terminals with printed instructions for installation, but must provide telephone or on-site technical assistance if necessary or requested;

xviii. The Supplier shall maintain a database of POS installations and repairs by retailer and shall include dates of installation and number of repairs. This database is to be made available to the State upon request.

xix. The Supplier shall maintain a retailer help desk, specifications will be provided during the Design phase.

c. Service Requirements (FNS Standards)

i. Federal regulations at 7 CFR §274.3(a)(1)(ii) require that newly authorized EBT-only retailers shall have access to the EBT system within two weeks of FNS authorization.

ii. However, whenever a retailer chooses to employ a third party processor to drive its terminals or elects to drive its own terminals, access to the system shall be accomplished within a thirty (30) day period or a mutually agreed upon time, to enable any required functional certification to be performed by the Supplier.

iii. Federal regulations in 7 CFR §274.8(b)(1) require that for leased line communications, 98% of transactions shall be processed within ten (10) seconds or less, and 100 % of transactions will be processed within fifteen (15) seconds. For dial-up systems, 95 % of transactions shall be processed within fifteen (15) seconds or less, and 100 % of transactions shall be processed within twenty (20) seconds.

d. EBT-Only Retailers: According to Federal regulations at 7 CFR §274.3(b) POS terminals shall be deployed as follows:

i. For an authorized food retail store with SNAP benefit redemption amounting to fifteen (15) % or more of total food sales, all checkout lanes shall be equipped;

ii. For an authorized food retail store with SNAP benefit redemption representing less than fifteen (15)% of total food sales, supermarkets shall, receive one terminal for every $11,000 in monthly redemption activity up to the number of lanes per store. All other food retailers shall receive one terminal for every $8,000 in monthly redemption activity up to the number of lanes per store.

  iii.For newly authorized food retailers, the Supplier and the food retailer shall negotiate a mutually agreed level of terminal deployment up to the number of lanes per store with at least one terminal deployed. If the Supplier and the food retailer are unable to reach a mutual agreement, the State will make the decision.

  iv.All conversion of EBT Only retailers POS terminals, including software must be completed prior to the contracted conversion date.

 e.Third Party Processors

  i.To support retailers that deploy their own terminals, within thirty (30) calendar days of the start of the contract, the Supplier shall provide the State with interface specifications that would enable these retailers and third party terminal drivers to interface directly with the Supplier to perform SNAP EBT transactions.

  ii.The State and FNS must approve all interface specifications prior to being implemented by the Supplier.

  iii.The Supplier shall provide these specifications to retailers and third party terminal drivers as well.

  iv.The Supplier shall certify third party processors.

  v.The Supplier shall not unduly withhold certification for retailers and third parties that enter into direct connect arrangements with the Supplier.

  vi.Third party processors are responsible for all equipment, software and/or the cost of data lines necessary to communicate with the Supplier's host system.

  vii.The Supplier shall certify that third party processors connected to the EBT system comply with FNS regulations and other State requirements.

  viii.The Supplier shall develop for State and FNS review and approval an agreement to be executed with all TPP's and their retailers.

  ix.The agreements must include handling of back-up purchase procedures.

  x.The successful Supplier shall enforce the agreements at the request of the State when problems are identified in TPP activities.

  xi.Requirements of third party processors shall include, but are not limited to:

   1.Terminal Identification

    a. Each TPP must give each terminal, within a store site, a unique terminal identification number and include the unique terminal identification number with every transaction submitted to the Supplier.

    b. The Supplier shall include the unique terminal identification number in the ALERT data submitted to FNS.

   2.Transactions

    a. Each TPP must be able to support the entire transaction set included in FNS regulations.

    b. The Supplier must be able to process all of these transactions and shall not display any confidential client information.

    c. The Supplier shall assure that the PAN will be truncated when printed on receipts.

   3.Interoperability

    a. Each TPP must be able to process transactions for EBT cards issued by all States for all POS equipment each TPP supports.

    b. The Supplier shall assure that the PAN will be truncated when printed on receipts.

   4.Balance information: Each TPP must be able to display the client's remaining balance on the printed receipt for all POS equipment they support and shall not display any confidential client information.

   5. FNS Authorized Retailers: Each TPP shall only route SNAP transactions for retailers authorized by FNS to redeem SNAP benefits.

12. Support of Group Living Arrangements
    a. In addition to the traditional retail merchants, SNAP Program merchants may include drug/alcohol treatment centers, blind/disabled group living facilities, battered women and children shelters, homeless meal providers, restaurants, elderly/disabled communal dining facilities, meal delivery services, and route vendors. Being designated a SNAP Program merchant may not necessarily require the installation of POS equipment. However, group living arrangements meeting the monthly minimum SNAP redemption total and which have been authorized by the USDA FNS as retailers in the SNAP Program shall have the option to receive EBT-only POS devices.
    b. To support these facilities, the Supplier shall install POS devices in the facilities. Each facility site is required to have its own POS terminal. This would allow for the benefits from the client's account to be deposited into the facility's bank account at their financial institution just as is done for any other authorized merchant.
13. Retailer Web Site
    a. The Supplier shall develop and maintain a web site for SNAP Retailers.
    b. The web- based application will be security protected to ensure a user has access to only that information applicable to each approved retailer agreement.
    c. Reports will be defined during the design phase.
    d. The following minimum requirements shall be available:
        i. Website to be available via public website;
        ii. Site will be up 24 hours per day, 7 days per week, 365 days per year unless DHS has preapproved a scheduled maintenance outage which will occur during off peak hours as determined by DHS.
        iii. Must have adequate number of in-coming port for activity;
        iv. At a minimum, the Supplier shall provide support in English.
        v. Capture and maintain retailer e-mail addresses and transmit, via batch file, addresses to DHS;
        vi. Must have settlement information available;
        vii. Supplier will use industry best security practices and allow retailers to manage account specific information such as E-mail, PIN, Secret Question / Answer for password resets;
        viii. Provide 3 years of 1099 data;
        ix. Provide links to DHS specified sites
        x. Data to be included will be decided in the Design phase, but at a minimum will include account settlement transactions and history.
        xi. The Retailer Help Desk shall assist with problem resolution and answer questions regarding the operation of the web site.
    e. Client Web Site
        i. The Supplier shall develop and maintain a web site for SNAP Clients.
        ii. The web-based application will be security protected to ensure a user has access to only that information applicable to them.
        iii. Reports will be defined during the design phase.
        iv. The following minimum requirements shall be available:
        v. Website to be available via public website
        vi. Site will be up 24 hours per day, 7 days per week, 365 days per year unless DHS has preapproved a scheduled maintenance outage which will occur during off peak hours as determined by DHS;
        vii. At a minimum, the Supplier shall provide support in English and Spanish.
        viii. Must have adequate number of in-coming port for activity;
        ix. Must provider account balance as well as transaction history;
        x. Capture and maintain client e-mail addresses and transmit, via batch file, addresses to DHS;

     xi.   Supplier will use industry best security practices and allow client to manage account specific information such as E-mail, PIN, Secret Question / Answer for password resets;

     xii.   Provide links to DHS-specified sites;

     xiii.   Data to be included will be decided in the Design phase.

     xiv.   The Client Help Desk shall assist with problem resolution and answer questions regarding the operation of the web site.

14. Required SNAP Reports

    a. Account Activity Reports (Daily): A report that reflecting all account actions received from the State via batch or on-line during an EBT processing day, or taken on behalf of the State by the Supplier (i.e., account expungements). The reports shall provide detail on every transaction that impacts an EBT account balance. The reports shall show the amount of the transaction (i.e., account action), type of transaction, date and time of transaction, and who originated the transaction (batch or online). A separate daily Account Activity report file shall be provided for all Online Purchases transactions made.

    b. Terminal Activity Reports (Daily): This report show all transactions that will result in funds being moved (i.e., settled) to a retailer, or third party processor. The report shall list at a minimum the transaction type, amount, transaction date and type, settlement date, merchant and terminal identifier, and benefits impacted. The report shall provide settlement totals for each entity for which funds will be moved, as well as suspense totals, if any, for transactions that will not be settled until the next processing day

    c. Clearing Report (Daily): This report shall provide at a summary level the total funds that are being settled for the processing day and requiring funding. This report shall balance to the totals from the terminal activity reports.

    d. Unsettled Funds Report (Daily): This daily report will show funds returned from a retailer that could not be settled to the retailer. At a minimum the transaction type, amount, transaction date and type, funds returned, FNS retailer number, merchant and terminal identifier, benefits impacted, and the client's case number. The report shall provide totals for each entity.

    e. Database Value Report (Daily): This report shall provide the value of the outstanding liability for unused benefits residing on the EBT system at the end of the processing day. Totals shall be maintained by benefit type, and roll-up to program type. The ending balance for the previous day shall become the beginning balance for the current processing day. The ending balance for the current processing day shall be reconciled by taking into account the beginning balance for the processing day (which is the ending balance from the previous day) and adding or subtracting as appropriate the account activity detailed from both the Terminal Activity and Account Activity Reports.

    f. Administrative Action Reports (Daily): This report lists all administrative actions attempted and completed either by the system or users logged onto the EBT system. Each user will only be reported once. The Report shall identify the transaction type and the EBT account affected. Administrative actions include changes to client, case, or account data (e.g., client name or address), account closure, and benefit expungements.

    g. Administrative Terminal Benefit Authorization Report (Daily): This report shows all benefit authorizations that are added or cancelled to the EBT system through the administrative terminal functionality. This audit report shall include at a minimum the benefit amount, benefit type, and the User ID of the administrative terminal operator responsible for the benefit activity.

    h. Merchant Back-up Purchasing Procedures Report (Daily): This report shows all voice authorizations of SNAP transactions performed by retailers. The Report shall contain, at a minimum, the merchant name and FNS number, the transaction amount and type, the date and time, the PAN, the client performing the transactions, and whether the merchant is a traditional or non-traditional merchant. The report should also include the authorization data established by the back-up purchase procedures and whether the transaction is cleared, opened or expired.

i.Monthly Out-of-State Activity Report: This report shows all Oklahoma client transactions occurring outside of the State. This report shall include case name (last name, first name), case number, PAN, transaction date/time, post date, terminal ID, store name, store address including City and State, transaction type, response code, reversal code, state, FNS number, benefit type, authorization number, balance/requested amount and completed amount.

j.Report Unauthorized Card Use (Daily): A daily report by case name (last name, first name) and case number of the caller reporting the unauthorized use.

k.Benefit Aging Reports (Monthly): This report provides a list of clients who have not accessed their benefits 330 calendar days.

l. Fraud Reports: The Supplier shall recommend a set of fraud reports that will help the State manage and detect fraud within the SNAP Program. Examples of such reports the State is anticipating are Even Dollar Transactions, Excessive Large Dollar Transactions by USDA store code, and multiple reversals over $50.00 by same client, Multiple Withdrawals/Same Day, Multiple Transactions within 5 Minutes, and manual (Key-entered) Card Entry Reports. The Supplier may also recommend other fraud reports that it anticipates the State would find valuable.

m.Retailer Management Report (Monthly): The Supplier shall provide a monthly report that lists all new FNS-authorized retailers and provides the following information:

    i.FNS number, site name and address;
    ii.FNS approval date;
    iii.Date the retailer agreement was mailed;
    iv.Subsequent contacts (if any);
    v.Return date of the retailer agreement;
    vi.Date the POS equipment is mailed to retailer;
    vii.Test dates;
    viii.Production ready date

n.Retailer Status Report (Weekly): This report that lists all FNS-authorized retailers including FNS number, site name, address, telephone number, FNS REDE file record date, agreement date, enrolled date, ACH form date and number of EBT-only POS terminals.

o.Retailer Problem Report (Weekly): This report is of all non-active retailers including FNS number, site name, address, telephone number, redemption volume, retailer status, problem identifier and date reported.

p.POS Terminal Inactivity Report (Monthly): This report shows the POS terminal inactivity based on calendar days. The report shall identify, by retailer including FNS number, site name, and address, and number of days over 30 that a retailer has been inactive. The count is reset upon use of the POS equipment and starts over.

q.Retailer Help Desk Statistics: A summary of the number of calls received on the retailer hotline by reason (SNAP voice authorization, terminal problems, settlement questions, etc.) for both ARU and CSR. Statistics regarding retailer help tickets, including number of tickets opened, tickets closed, and reason for ticket, shall be provided. Daily statistics regarding the Help Desk performance (i.e., number of calls, number of rings before answered, number of abandoned calls, number of busy signals received) shall be collected and reported. The Supplier shall distinguish and report the statistics for both EBT-only and third party retailers.

r.Billing Report: In an electronic format, detail reports substantiating the monthly billing for EBT SNAP services. The reports shall include detail information to allow the State to validate the bill. The file shall contain only those cases that are allowed.