|  |  |  |
| --- | --- | --- |
| J:\Function\Branding\- New OMES logo\Horizontal\OMES-logo-horiz-RGB.jpg |  | Amendment of Solicitation |

|  |  |  |  |
| --- | --- | --- | --- |
| **Date of Issuance:** | 8/26/21 | **Solicitation No.** | 8300001183 |
| **Requisition No.** | 8300001183 | **Amendment No.** | 5 |
| Hour and date specified for receipt of offers is changed: | [x]  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 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 |  |
|  | (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 the following questions concerning this solicitation, received during the Wiki QA period, which was to close on 9/8/2021 is now going to be extended to 9/9/2021 at 3:00 pm cst.1. **Exhibit 1-B, 5.g.5.2.e.** Please describe the Farmer market cards program. How is this card and benefit different from a SNAP EBT card and SNAP benefits?

The Farmer market cards are for a specific annual grant OKDHS receives for Senior Citizens who are eligible so they can purchase fresh fruits and vegetables during the harvest season. These cards are only issued to those Senior citizens who apply and are eligible and can only be used at specific farmers markets, unlike SNAP cards which can be used at any SNAP approved retailer. Also, the funds issued to a farmer market card are expunged at the end of the season.**2. Exhibit 1-B, 5.g.5**. An EBT processor doesn’t have visibility into the funds paid by or returned to a TPP. Would the State clarify this requirement to indicate it is the TPP’s responsibility to return unsettled funds as required by the RFP? Exhibit 1-B, 5.h.xxiv refers to unsettled funds from TPPs to retailers and that it should be returned to the client’s account and the EBT processor should require that TPPS return those funds and be able to monitor when those funds are returned to the account in question.  An example would be if a client orders food items online and is charged for those items but some of those items are not available at the time the order is fulfilled then those unsettled funds should be returned to the client’s account and the EBT processor should have a way to display that return of funds and require the TPP to return those funds directly to the account.**3. Exhibit 1-B, 12.** How many Support Group Living facilities require POS devices? We do not maintain a listing of all the Support Group Living facilities that use a POS device.**4.** **Exhibit 1-B, 13.d.v and 13.e.x.** Sharing confidential information such as email addresses may raise concerns about cardholder and retailer privacy. Could the State share the reason email addresses would need to be captured and provided to the State? The State uses these to communicate with retailers and with clients when there are situations that affect all clients or all retailers.**5. Exhibit 1-D, General Question**. How many recipients are currently receiving cash benefits via debit card? We issue cash benefits for the following; however, we use one card for multiple programs so some clients have one card but receive multiple deposits from multiple programs:**6. Exhibit 1-E, 2.a.xi, Training Plan.** Please confirm what materials are required to be provided by the vendor with each SNAP card issued via mail (i.e., card carrier, training brochure, card sleeve, etc.). Exhibit 1-E, 2.a.xi covers training material for all aspects of the different programs. Each SNAP card issued via mail would need at the minimum a card, a card mailer with information on how to PIN the card and information of use and contact number for questions, a card sleeve, and any information that the USDA FNS division would deem necessary.**7. Exhibit 1-E, 2.a.xi, Training Plan.** Please confirm what materials the vendor is responsible for providing to local offices for OTC issuance of SNAP cards (i.e., training brochure, card sleeve, etc.). Please see Q #6**8. Exhibit 1-E, 2.a.xi, Training Plan.** Please provide a sample of the required training materials to be included with SNAP initial and replacement cards issued OTC and via mail. Please see Q #6**9. Exhibit 1-E, 2.a.xi, Training Plan.** Is the vendor responsible for providing the State agency/clinics any printed materials other than the Child Care plastic card for OTC issuance (i.e., card carrier, training/user guide, etc.)? For conversion, any training material for learning the new system, how to use the time and attendance machines or app, etc.**10. Exhibit 1-E. 2.a.xi, Training Plan.** If vendor is responsible for training materials, please provide a sample of the required training materials to be included with Child Care initial and replacement cards. We currently do not have our vendor mail out child care only cards. If a vendor did so, we would want the card, a card mailer, card sleeve, how to activate/PIN the card, number to call for help.**11.** **Exhibit 1-E, 2.a.xi, Training Plan.** Please confirm what materials the vendor is responsible for providing to local offices for OTC issuance of WIC EBT cards (i.e., training brochure, card sleeve, etc.). Exhibit 1-E is not applicable to OSDH-WIC. Please see Exhibit 2 for requirements for the WIC EBT cards. The vendor is only responsible for providing the embossed cards. All other materials are distributed by the State.**12. Exhibit 1-E, 2.a.xi, Training Plan.** Please confirm what materials the vendor is responsible for providing to local offices for OTC issuance of WIC EBT cards and what materials are to be included with mailed replacement WIC EBT cards (i.e., training brochure, card sleeve, etc.) For OTC issued cards, please also provide the quantity, number of locations and frequency that the materials need to be provided. Exhibit 1-E is not applicable to OSDH-WIC. Please see Exhibit 2 for requirements for the WIC EBT cards. However, to clarify for OSDH-WIC: The vendor is only responsible for providing the embossed cards. All other materials are distributed by the State.**13.** **Exhibit 1-E, 2.a.xi, Training Plan.** Please confirm if the vendor is to provide card sleeves for all OTC and mailed cards for SNAP, WIC and Child Care. OKDHS would want a card sleeve included for all SNAP and Child Care only cards whether printed OTC or mailed. Exhibit 1-E is not applicable to OSDH-WIC. Please see Exhibit 2 for requirements for the WIC EBT cards. However, to clarify for WIC: WIC does not require provision of card sleeves for eWIC cards.**14.** **Exhibit 2, 1.l.ii.2.** Please define the Recon files and Price entry functionalities that are to be included on the Vendor Portal. Recon files will provide transactional history information to vendors and price entry functionality refers to a vendor’s ability to update pricing which can be completed through the POS terminal rather than the vendor portal.**15.** **Exhibit 2, 3.v.** Page 20, Paragraph 3:Can the state provide the ICD that is being utilized today for the WIC interface? No.**16.** **Exhibit 2, 3.x, Retailer Enablement Plan.** Page 21, Paragraph 2: Will the State please release a list of authorized WIC vendors and their ECR method (integrated system name or stand beside device)? See attachment “Authorized Vendor List 9-2021...”.**17. Exhibit 3 Background.** Under "Historical Caseloads 2020", the number of Child Recipients is 49,053. Does this number include P-EBT cases? If so, what is the number of children excluding PEBT children? This number (49,053) is the number of children with active child care authorizations.**18.** **Exhibit 3, Section E, OK State DOH (Oklahoma WIC Program).** Page 4, Paragraph 2: Can the state provide monthly household counts for the WIC program for the last three years? The previous 36 months of household counts are below:

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **2018** | **2019** | **2020** | **2021** |
| **January** |   | 41495 | 41357 | 39027 |
| **February** |   | 40730 | 40015 | 37700 |
| **March** |   | 40781 | 42077 | 38507 |
| **April** |   | 41450 | 42339 | 38609 |
| **May** |   | 41724 | 41540 | 38541 |
| **June** |   | 41600 | 41399 | 38285 |
| **July** |   | 42313 | 41326 | 38745 |
| **August** |   | 42366 | 41801 | 40682 |
| **September** | 44979 | 42517 | 41866 |   |
| **October** | 44984 | 42580 | 40899 |   |
| **November** | 42919 | 41272 | 39955 |   |
| **December** | 41566 | 40575 | 39452 |  |

**19.** **Attachment A.** Is it correct to assume the initial contract term will begin September 30, 2022 and will expire August 31, 2023? The current contract ends 09/10/2022, and that is the target go-live date for the contract resulting from this RFP. The start date of this contract would begin earlier, based on the Date of Award, to allow for implementation/transition as needed.**20. Attachment B, State of Oklahoma General Terms. 16.5 Limitation of Liability.**  Are there any state statutes that govern the liability of this type of contract between State and Supplier? Liability to be borne by the State of Oklahoma is governed through the Oklahoma Governmental Tort Claims Act (51 O.S. § 151-172).**21.** **Attachment C-1, 15.b. PCI** data security standards only apply to the Debit Card program. Will the State clarify that PCI standards are not applicable to the SNAP, Time & Attendance of WIC programs? The State clarifies that PCI data security standards apply to the use of debit cards for any and all cash programs and do not apply to SNAP, Time & Attendance, or WIC cards.**22. Attachment C-1, #17, d. ii**. Please confirm that the State's definition of a task is a specific request made by the State to the vendor and it is not related to a task performed by a vendor to maintain our system on an on-going basis for normal operations. It would be helpful if the State could provide an example. The State defines task as any required performance for the on-going maintenance of the EBT system that is delayed causing clients to not be able to access their benefits or perform tasks such as updating their account, getting a new card, seeing transaction and deposits, etc.**23. Attachment C-1, #17, d.iii.** Does "per occurrence" refer to all reports in single day? Yes.**24. Attachment C-1, #17, e. vii.** Can the State please provide examples of potential items that would apply to the " $2,500 per day for any item"? Would the State be amenable to making this a mutually agreeable item based on the situation that arises? An example would be not meeting the contract deadline. The State would be willing to discuss this with the vendor.**25.** **Appendix 1-3.** Please provide a complete description of the data contained in the file titled "8300001183Appendix1-3". As there is no reference to this Appendix in the RFP documents, please include the program to which this data applies and a description of what each column in the spreadsheet represents. This is the SNAP expungement file we create from the data we receive from the All Activity file we receive on a daily basis from our vendor. We compile the expungement info from those daily files into one monthly report for our use internally.**26.** **Follow up question for Exhibit 1-B, General Quesiton.** Does the State intend to print cards across offices? If the State wants cross office printing, how many data centers connect these 60 ish offices? ( this information is the state level network that interconnects the offices.) The State intends to be able to print SNAP and Time & Attendance cards OTC across to any and all field offices as well as allow workers in those offices to be able to print Time & Attendance cards.**27.** **Follow-up question for Exhibit 1-B, 5.g Benefit Authoirzations – Benefit Aging.** Based on OKDHS creating its own card mailer for the Senior Farmers Market, please confirm this is not an expense to be covered by the vendor? If the card carrier is an expense of the vendor, what is the qty on an annual basis? The card mailer for Senior Farmers market cards is created by OKDHS and is not an expense covered by the vendor.**28.** **Follow up question for Exhibit 1-C, General Question.** If there are 49,053 Child Recipients and child cases can have multiple authorizations, why are the monthly number of authorizations, 33,124, less than the number of child recipients? The number of monthly authorizations is the number of active authorizations that had activity that month and is an average. Some children are given an authorization but the parent never uses the authorization/care during that month for that child. In our system, that child is an active child with an authorization but the authorization is not an active authorization being used,.**29.** **Follow up question for Exhibit 1-C, General Question.** Based on the current vendor not printing the cards, who provides the printed cards for OKDHS to distribute? The current vendor provides card blanks to the field offices and the field office prints and distributes the Time & Attendance cards.**30.** **Follow up question for Exhibit 1-C, General Question.** How many active cards for Child Care are there currently and how many are replaced monthly OTC? A Time & Attendance client can have an authorized representative who has a card as well as have a combination SNAP/Child Care card. Also, children in foster care receiving child care can have multiple foster parents with cards so it is impossible to give an accurate count of all the child care cards. Again, since some Child Care cards are combination SNAP/Child Care cards, it is difficult to know how many are printed OTC monthly.**31.** **Follow up question for Exhibit 2, General Question.** Are the WIC replacement cards supplied to the State by the current vendor? If so, how many cards on a monthly or annual basis are required for local agencies to replace cards OTC? Yes, eWIC cards are typically ordered annually but depending upon caseload this may fluctuate. For the past two years, an order of 25,000 cards has been placed each year.**32.** **Follow up question for Pricing Schedule 1, 1-D, Base.** What is the definition of an authorization? Is there one authorization per month per child or adult per household authorized for care? An authorization is an approval for a child to attend a specific childcare facility under a specific client case. There can be more than one active authorization for a child if the child is attending two different facilities on different days or is listed on two different cases, i.e. separated parents.**33.** **Follow up question for Appendix 1-7, Disaster State Plan 2017, EBT Card Stock.** The Disaster Plan, Card Storage and Controls, references, " The card stock used for the Oklahoma Disaster Card is currently being stored at the Contractor Card Production Facility in Jefferson City, MO". How many cards does the State require of the Contractor to be stored ? And does the State require any printed reference materials to be stored along with the cards in the event of a disaster? The current vendor has 5,000 Disaster cards stored that can be overnighted within 24 hours to OKDHS and the ability to print another 20,000 and overnight them within 5 business days. OKDHS currently is working to have a sticker attached to each card that has the card number and case number so that it can be peeled off the card and placed on an inventory list next to a place for a name so the State can keep inventory of all Disaster cards distributed and to whom they were given. |

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