**ATTACHMENT A**

**SOLICITATION NO. 8300001183**

This Solicitation is a Contract Document and is a request for proposal in connection with the Contract awarded by the Office of Management and Enterprise Services as more particularly described below. Any defined term used herein but not defined herein shall have the meaning ascribed in the General Terms or other Contract Document.

**General Purpose**

The purpose of this Request for Proposals (RFP) is to solicit proposals on behalf of the Oklahoma Department of Human Services (DHS or OKDHS) and the Oklahoma State Department of Health (OSDH) from qualified vendors for a proven and successfully implemented Electronic Benefit Transfer (EBT) System that meets quality, performance, and cost constraint requirements, including licensing, development, implementation, training, and maintenance that that meets quality, performance, and cost constraint requirements to deliver benefits using EBT that include the possibility of using any one, or a combination of more than one, or a technology not listed such as: EBT, Debit Card Services, Direct Deposits, Time & Attendance payment services, Biometric services, and hybrid cards for the delivery of the following benefits:

* For DHS:
  + SNAP
  + Farmer’s Markets
  + Temporary Assistance to Needy Families (TANF)
  + Time & Attendance system
  + Child Support Enforcement
  + State Supplemental Payment
  + Adoption Payments
  + DDSD Payments
  + Foster Care, including clothing
  + Adoption Subsidy
  + Refugee Assistance Payments:
    - Energy Assistance
    - Debit Card Services
    - Debit Card Services with restricted cards
    - Debit Card Services for other State Agencies
    - Direct Deposit Services in conjunction with the Debit Card Program
  + Provider and Retailer web portal
* For OSDH:
  + WIC benefits (e-WIC or eWIC).

While no additional programs beyond those listed are anticipated at this time, the State reserves the right to add programs as well as system enhancements in the future and partner with other Oklahoma State Agencies including the addition of the following:

* + - * + School Lunch Program in association with the Department of Education;
        + Publication of client notices associated with EPS programs;
        + TANF work and school Programs Self-Directed Services.

The State also reserves the right to add, change, or remove programs or to leverage emerging technologies.

**1.** **Contract Term and Renewal Options**

The initial Contract term, which begins on the effective date of the Contract, shall be for a period ending the following September 30 or an earlier date not exceeding one (1) year. The Contract may be renewed for up to six (6) additional one-year periods. The Contractor agrees the Contract may be extended as necessary to facilitate the award and finalization of a new contract, and to provide all reasonable assistance to facilitate the transition to a new Supplier. The contract shall not be effective prior to the approval of the State CIO or designee and the United States Department of Agriculture, Food and Nutrition Service and shall not be binding until approved. State CIO approval is required for any extensions of the Contract term or modifications of the Contract. FNS approval may be required for any extensions of the Contract term.

**2.** **Scope of Work**

The contract will include licensing, hosting, annual software maintenance and support, implementation services to configure the solution, and training, to be provided in accordance with Supplier’s proposal response to the solicitation requirements, attached hereto as Exhibits 1-A, 1-B, 1-C, 1-D, and 1-E applicable to the Oklahoma Department of Human Services and Exhibit 2 applicable to the Oklahoma State Department of Health, and the agreed-upon Statements of Work, Service Level Agreements, and schedules of deliverables and milestone payments for each using agency. Specifications and requirements stated in Exhibit 1-A apply to the solutions further specified in Exhibits 1-B, 1-C, and 1-D. Any duplication of specifications or requirements between Exhibits 1-A, 1-B, 1-C, and 1-D is for the purpose of defining the requirements at the general level (Exhibit 1-A) and the requirement as applied to the specific solution (Exhibits 1-B, 1-C, and 1-D).

**3. Contractor Relationship:**

In accordance with 2 CFR Part 200 (Uniform Grant Guidance), the relationship between the OSDH and the Contractor for this contract is that of a vendor.

**4.. Definitions**

As used herein, the following acronyms and terms shall have the following meaning unless the context clearly indicates otherwise.

* 1. *ACH*- Automated Clearing House: A funds transfer system governed by the rules of the National Automated Clearing House Association (NACHA) which provides for the interbank clearing of electronic entries for participating depository institutions.
  2. *AMA -*  Account Management Agent
  3. *APL*- Approved Product List
  4. *ARU*- Automated Response Unit
  5. *ASA*- Average Speed of Answer
  6. *AT*- Administrative Terminal
  7. *CSR*- Customer Service Representative
  8. *CVB*- Cash Value Benefit
  9. Daycare - “Time & Attendance System” and “Child Care” are used synonymously in this document.
  10. *EBT*- Electronic Benefit Transfer. The term “EBT" is used synonymously with the labor, software, software development or modification, equipment and services described in this solicitation.
  11. *EEV*- Employee Verification Program
  12. *EIT*- Electronic and Information Technology
  13. *EPPIC*- Electronic Payment Processing and Information Control
  14. *EPS*- Electronic Payment System: DHS business unit responsible for managing this contract and associated systems and processes.
  15. *FEI*- Federal Employer Identification Number
  16. *FINA*- Federal Immigration and Nationality Act
  17. *FIPS*- Federal Information Processing Standards
  18. *FMNP*- Famers Market Nutrition Program
  19. *FNS*- USDA Food and Nutrition Service
  20. *GAO*- Government Accountability Office
  21. *Gateway –* Virtual equivalent of a POS terminal
  22. *Government provided WIC EBT POS*- All hardware software telecommunications components require to perform WIC EBT redemption in the grocery checkout lane. This shall include but not limited to POS device receipt, UPC scanner, pin-pad, telecommunications, cables and other accessories.
  23. *HIPPA*- Health Insurance Portability and Accountability Act
  24. “Host Computer” All hardware software and telecommunications components within the contractor span of control that are nested in providing services described in this contract.
  25. *ICD*- Interface Control Documents
  26. *IP*- Internet Protocol
  27. *IVR*- Interactive Voice Response
  28. *JAD*- Joint Application Design
  29. *MIS*- Management Information System
  30. *NIST*- National Institute of Standards and Technology
  31. *NTE*- Not to Exceed
  32. *OMB*- Office of Management and Budget
  33. *OKDHS or DHS*- Oklahoma Department of Human Services
  34. *OSDH*- Oklahoma State Department of Health
  35. *PAN*- Primary Account Number
  36. *PHI*- Public Health Information
  37. *PHOCIS*- Public Health Oklahoma Client Information System
  38. *PIN*- Personal Identification Number
  39. *PLU*- Price Look Up
  40. *POS*- Point of Sale or Point of Service
  41. *R&R*- Read and Review
  42. *SaF*- Store and Forward
  43. *SNAP*- Supplemental Nutrition Assistance Program
  44. *SSL*- Secure Socket Layer
  45. *TBD*- To be Determined
  46. *TPP*- Third Party Processor
  47. *UPC*- Universal Price Code
  48. *USDA*- United States Department of Agriculture
  49. *WGS*- WIC Grants to States
  50. *WIC*- Special Supplemental Nutrition Program for Women, Infants, and Children
  51. *VPAT*- Voluntary Product Accessibility Template
  52. *VRU –* Voice Response Unit (AKA ARU, IVR)