**Exhibit 1-A**

**DHS Specifications**

**General Requirements**

1. Federal requirements for EBT processing (CFR 274.8) shall be considered the minimum standards for the EBT system.
2. All EBT systems must meet the requirements of applicable federal and state laws and regulations, including but not limited to OAC 340:65-3-6-1.
3. Where specified in this RFP, the Supplier will be required to exceed federal requirements in order to meet state requirements.
4. All programs must comply with the Oklahoma Information Technology Accessibility Standards upon implementation.
5. The provided solution must have the capability to interface with a variety of systems.
6. Required interfaces are:
7. IMS/Mainframe including Connect: Direct batch transfer software and IMS-Connect real-time connections.
8. AS400 via Secure FTP
9. KIDS via Secure FTP
10. Child Support, which is on IMS/Mainframe.
11. The provided solution must be compatible with or exceed the DHS current system capabilities.
12. All services required under this contract shall be provided 24 hours per day, 7 days per week, and 365 days per year unless otherwise noted.
13. FNS Requirements
14. Supplier must complete and sign any forms required by FNS.
15. In addition, work performed under the Contract must conform to SNAP Program regulations at 7 CFR 271-285, which include but are not limited to, including all changes, updates, revisions and policy interpretations:
16. 7 CFR, Section §274.1, Electronic Benefit Transfer Issuance System Approval Standards;
17. Final Rule re: SNAP Program: Electronic Benefit Transfer Benefit Adjustments; Federal Register, Vol. 65, No. 129, Wednesday, July 5, 2000;
18. Final Rule re: SNAP Program: Electronic Benefit Transfer (EBT) Systems Interoperability and Portability; Federal Register, Vol. 68, No. 122, June 25, 2003; and,
19. Final Rule re: SNAP Program, Regulatory Review:  Electronic Benefit Transfer (EBT) Provisions of the Personal Responsibility and Work Opportunity Reconciliation Act of 1996; Vol. 65, No. 193, Wednesday, October 4, 2000.
20. The following regulations govern the administration of the SNAP Program issuance and use standards:
21. CFR § 274.1 through 274.8, Issuance and Use of Program Benefits; and,
22. All changes, updates, revisions, and policy interpretations of the Federal regulations as enacted by law or USDA – FNS.
23. The Supplier must comply with the software and automated data processing equipment ownership rights prescribed in 7 CFR 274.1(e).
24. The Supplier is responsible for ensuring that the Supplier's EBT system meets the processing requirements and criteria established by USDA-FNS.
25. File Transmissions
26. File Formats- The Supplier will be required to utilize current file formats and record descriptions unless otherwise specified or agreed to by the using agency Contract Monitor in writing and in advance. Current file formats are attached as Appendix 1.6.Current File Formats (Data Files).
27. Data Exchange
28. Real Time Messaging
29. Batch files
30. Batch file transmissions from the using state agency will occur based on a scheduled run time, as opposed to the Real Time messaging that will be sent to the Supplier on a continuous basis via an IMS connection between the Supplier and the State.  The schedule can be provided by the State to the Supplier upon request.  Both formats consist of recipient demographic and benefit information necessary to establish, update, and maintain accounts.
31. Batch files will be exchanged between the State and the Supplier using secured file transfer protocols, we are currently using Connect Direct, but reserve the right to change to the one being used by other State systems at the time of conversion.
32. The Supplier will return confirmation files to the State to report varying activities posted to the transaction history of the electronic payment account and to confirm receipt of information from the State.
33. All batch files must be processed within eight (8) hours of receipt.
34. The State will not allow any suspense or carry over accounting with benefit issuance.
35. All authorization, demographics and benefit files can and will be updated using both processes listed above.
36. Payment files for the DHS debit card will only be updated with a batch.
37. File Control Numbers
38. The State has implemented a “Control Number” process to ensure accurate file processing and duplicate   file editing for all batch processing. The Control Number is specific to the Batch ID for each sub-program type. In other words, Child Support file for Account set-up/maintenance will have a sequential control number different from the files received by TANF and SSP; SNAP files will have a sequential control number different from the files received for Time & Attendance system.
39. The State will increment the Control Number for each file sent within the program, with the exception of retransmitted files. For example, if the State sends control number 0000000023 for an Account set-up/maintenance File and the Supplier rejects the file during pre-processing, the State will correct and resend control number 0000000023. The Supplier will not increment the control number for validation until after the file has passed the preprocessing stage. This will allow for State resends of rejected files. To further clarify – the Supplier will not increment the control number if the entire file is rejected due to a header or trailer record error.  The Supplier will reject a file in its entirety if a control number is out of sequence. The reject for a control number sequence issue will identify the expected control number.
40. Installation of Data Lines
41. The Supplier will install data communications lines, software, and required equipment necessary for operation prior to the time it is necessary for testing of the system.  This includes card generation and PIN selection equipment and administrative terminal software necessary for retailer, client, provider, and recipient authorization.  The Supplier will work with OMES-IS personnel and processes as necessary. OKDHS will facilitate points of contact with OMES-IS.
42. The Supplier shall be responsible for the installation and maintenance of the dedicated line(s) and router and servers providing the communication link with the DHS mainframe and shall provide back-up routers/servers.
43. Third party processors are responsible for all equipment, software, and/or cost of data lines necessary to communicate with the Supplier’s host system.
44. All routers and communication lines in the DHS field and central offices will be owned and maintained by the State of Oklahoma.
45. Account Set-Up and Maintenance
46. The account set-up and maintenance function for SNAP requires generating an account set-up record for the system.   Each new account being established will require an Account Setup to be sent through Real-Time Messaging or the batch interface between DHS and the Supplier.
47. The following rules shall apply:
48. 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.
49. Each Account on the Supplier’s system will have only one cardholder with a unique card number (PAN) and PIN.
50. An Account Record shall be established prior to posting of any benefit records.
51. When sending an update to the client demographic information, the State will send all the demographic information in the record, which could include the Payee Indicator identifying which person on the account, is being updated. 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.
52. Account Maintenance File/Real Time Functions:
53. Add New Accounts
54. Maintain Accounts (Demographic updates, Deactivate primary)
55. Add and Deactivate Alternate Cardholders
56. Account Record Processing
57. 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. The following identifies the actions to be taken by the system based on the existence of the case number.
58. The SNAP and Time & Attendance system will provide an incoming Payee Indicator, and an incoming Cardholder Access values.
59. Payee Indicator (PI) Field:
60. The PI for alternates (02-99) must be maintained on the Supplier’s system.
61. The State will send a new PI for each new alternate being added to the case.
62. 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.
63. The State will not reactivate a deactivated cardholder (Primary PI or Alternate PI).
64. Client Re-Enrollment
65. The State of Oklahoma client re-enrollment is accomplished through the external file process by updating the access to an account by sending a code to the Supplier.
66. The Supplier shall not close accounts even when an account is closed on the DHS system.
67. 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.
68. If the client does not have the original card issued, the client will be advised on how to request a replacement card.
69. The exception is when a deceased indicator is received.
70. Authorized Representatives/Secondary Cardholders
71. The State of Oklahoma provides a household the option of selecting an alternate/secondary cardholder for each benefit type (Time & Attendance system, SNAP, and Debit Card).
72. The Supplier shall provide a system that allows for an individual card for the authorized representative(s)/secondary cardholder that has a unique card number and PIN.
73. The card shall have the authorized representative’s/secondary cardholder’s name embossed on the card. Time & Attendance can allow for more than one secondary cardholder.
74. A primary cardholder‘s record must always be received and processed prior to alternate records, or alternate information will be rejected.
75. Secondary card holders for the Debit card will be set up by the Supplier on the Supplier's system.
76. Equipment
77. Flat Card Printers **-** DHS currently issues and replaces EBT cards at the local County Office via the Data Card 55 SP flat card printer. The State currently owns 110 printers with one (1) printer located in each of approximately 60 local offices, one at State office for EPS, and one with the Mobile Office for disasters.  The remaining printers are utilized as back-up during maintenance and repair and during disasters. Supplier will be provided a copy of the current maintenance information and shall continue to track all repairs for each individual printer.
78. The Supplier shall transfer all flat card printers, not currently installed, to their warehouse and shall immediately begin maintaining the printers and shall continue to maintain and repair printers throughout the life of this contract.
79. Printing Functionality
80. Supplier shall support flat card printing function at local county offices and for remote printing by State Office staff.
81. Regardless of the method, at no time shall the Supplier capture the printing port for any one EBT program thereby requiring that one EBT program be closed before another EBT program can be opened and allowed to print cards.  Further the DHS State Office serves as off-site EBT Specialist for all counties throughout the State for the printing of SNAP cards.
82. Supplier shall provide a system that allows for remote site printing capabilities.  Once requested the printer will print the card at the local county office.  All requirements for card issuance remain in effect for this process.
83. DHS currently operates flat card printing from the assignment of IP addresses which is accessed via the printer menu on the personal computers printer function.  The Supplier shall support the printing of cards via this method or  support the printing function at local county offices and remote printing by State Office staff by alternative means.
84. DHS currently allows clients to request replacement SNAP cards to be mailed to them from the Supplier.  Supplier shall provide a system that allows for mailing of replacement cards directly to clients.
85. DHS anticipates replacing its flat card printer inventory. Printer driver functionality must remain in DHS’s possession.
86. Printers with Picture Production Capabilities- DHS currently does not issue EBT cards which displays client’s photograph.  The proposed system must support this capability in the event the Oklahoma legislature mandates this functionality through legislation. Specifics of the functionality will be determined at any time during the Contract period that the state initiates this process.
87. EBT-Only POS Terminals- See Exhibit 1-D.
88. Provider POS Terminals - See Exhibit 1-C.
89. Pin Terminals- The current system utilizes the VeriFone 510 POS terminal as the PIN terminal for SNAP and the VeriFone 570 POS terminal as the PIN terminal for the Time and Attendance System.
90. The Supplier shall be responsible for installing and maintaining PIN terminals throughout the life of the resulting contract.
91. The State requires the Supplier to operate and maintain the ability for clients to select their PIN via an ARU.
92. The State requires the Supplier to operate and maintain the ability for clients to select their PIN using a mobile app.
93. However; the State continues to provide the option for local pin capability to its clients for EBT Cards.
94. We currently have 70 county offices that could require PIN Terminals.
95. Supplier shall provide pin terminals for each EBT program that allows clients to PIN both card(s) locally.
96. Cards
97. Technical Specifications
98. It is the intent of the State to take a “phased out” approach in issuing a new designed card.
99. The Supplier should expect that while the functionality of both current and newly designed card will be identical; two different cards will be used during the phase out.
100. The debit card systems shall provide online, real time access to cash benefits/payments by clients/customers via an access card containing a magnetic stripe that supports electronic transactions by multiple programs in accordance with Reg E Requirements.
101. The EBT systems shall provide online, real time access to clients’ EBT accounts via a benefit access card containing a magnetic stripe that supports electronic transactions and can have additional programs, linked to the EBT card.
102. The Supplier shall design, produce, and mail Debit cards to DHS clients and customers in accordance with the specifications outlined in Exhibit 1-D.
103. The Supplier shall ensure that cards designed and produced for the Oklahoma systems complies with the specifications prescribed in the International Standards Organization (ISO) and American National Standards Institution (ANSI) standards relating to cards used for financial transactions.
104. The Supplier shall design, produce, and supply magnetic stripe cards for SNAP and the Time & Attendance systems to the State’s County Offices.
105. The Supplier shall include processes and functions for the State to issue, replace, and distribute SNAP and the Time & Attendance cards to clients.
106. The Supplier shall also maintain a centralized card issuance management database, which is to be described in their proposal, with replacement history on behalf of the state.
107. Access to monitor database at the county level by the state is required.
108. Card Design
109. EBT – The Supplier shall provide the State with a redesigned EBT card upon the request of the applicable State program.  This card will be used by both the SNAP and Time & Attendance programs.
110. The copyright for the design of the card, including all artwork and print, shall be owned by the State of Oklahoma in perpetuity.
111. The State will provide input to the design process and shall approve the card design.
112. The State retains the right to rename the new EBT card.
113. The face of the card will contain graphics approved by the State using a four-color printing process.
114. However no other security features, such as a hologram, fine line printing, or ultraviolet ink, are required for the card.
115. All EBT benefit cards shall have the following:
116. Client’s name and the Primary Account Number (PAN) embossed on the face of the card.
117. The back of the card shall clearly state, “Do Not Write PIN on Card”.
118. The toll-free numbers for Client assistance shall be printed on the card and the address for a secure Post Office Box where lost cards should be returned shall be included on the card and card sleeve
119. The FNS non-discrimination statement shall be printed on the card or card sleeve as follows:
120. The USDA is an equal opportunity provider and employer
121. A signature panel shall be provided on the back of the card
122. The following statement must be on the back of the card or on the card sleeve:

C:\Users\U91931\AppData\Local\Microsoft\Windows\INetCache\Content.MSO\E935BC9C.tmp

1. Track 2 Format
2. The State of Oklahoma cards currently have a non-expiring expiration date of “2049” encoded on Track 2.  The Service Code field is encoded with a value of “120”.  Cards provided by the current Supplier have a Card Authentication Value (CAV) encoded.  The encryption keys currently being utilized will be transferred to the new Supplier.
3. The Supplier shall continue to encode the CAV field on Track 2 with a cryptographic value to validate the Track 2 data contents.
4. Track 2 of the EBT benefit card(s) shall be encoded in accordance with ISO 7813.
5. The maximum character count in Track 2 shall not exceed 40 characters, including all control characters.
6. The layout of the Track 2 for the current EBT card is as follows:

|  |  |  |
| --- | --- | --- |
| Field Number | Field Name | Length |
| 1 | Start Sentinel | 1 |
| 2 | Primary Account Number | 16 |
| 3 | Field Separator | 1 |
| 4 | Expiration Date | 4 |
| 5 | Service Code | 3 |
| 6 | Card Authentication Value | 3 |
| 7 | Discretionary Data | 2 |
| 9 | Longitudinal Redundancy Check | 1 |
| 10 | Start Sentinel | 1 |

1. Card Number/BIN Number
2. The Supplier shall assign a 16 digit PAN that utilizes the State’s current BIN/IIN when new cards are issued. The State of Oklahoma’s current BIN/IIN for SNAP is 50814700 and for Time & Attendance system is 60340700. The State of Oklahoma’s current BIN for debit card is 521403.
3. The process the Supplier uses to calculate the PAN for issued cards shall not interfere with the existing card base being utilized by the State of Oklahoma’s clients.
4. Card Sharing/Linking
5. Linking of SNAP and Time & Attendance cards is currently conducted by the State’s County Offices. Remote printing occurs at the State Office level for all offices that require it.
6. Supplier system shall provide the capability to link multiple DHS EBT programs onto a single card. For example, clients who participate in both the SNAP and Time and Attendance programs must be able to have and use one card for both programs.
7. Supplier shall  provide the ability to linking multiple programs onto a single card with the least manual process.
8. Supplier must provide the capability for the state to share one card for both the SNAP and the Time & Attendance Systems.
9. Call Centers: The Supplier must provide a primary call center and back-up call center.
10. Client Selection of PIN:
11. Clients shall have the option at any time to select their own PIN by using a PIN select ARU.
12. The Supplier must provide a secure ARU PIN select procedure and a system that allows the hearing impaired access to pin their cards.
13. When a client requests a new EBT or debit card the existing PIN shall be transferred to the new card.
14. The system shall not generate a new PIN unless specifically requested by the client.
15. Compromised PIN:
16. Each client shall be able to report a compromised PIN by calling the Customer Service Help Desk.
17. The system shall allow the client to select his or her own PIN by using the ARU PIN Select procedure.
18. Cancelling Card:
19. Supplier shall provide the ability for the client to report a lost, stolen, or non-functioning card through a mobile app or by calling the Customer Service Help Desk.
20. Clients are required to call the Customer Service Help Desk to report a lost, stolen, or non-functioning card or to report this event through a mobile app prior to the State issuing a new card.
21. Federal regulations require that the customer must be able to report a lost or stolen card and request card replacement twenty-four (24) hours a day, seven days a week.
22. The old card shall be deactivated immediately.
23. The State shall also have the ability to cancel lost, stolen, or non-functioning cards via the Administrative Terminal but the Customer Service Help Desk will be the initial point of contact for clients.
24. The Customer Service Help Desk will not refer clients back to the State for cancellation of lost, stolen, or non-functioning cards.
25. Conversion Process:
26. The current EBT card and all corresponding data, including encrypted pin information, will be transferred to the new Supplier so that all current cards and PINS must work in the system without having to issue new cards.
27. If the State changes the EBT card the new card stock will be distributed and utilized beginning with system acceptance and implementation and will work in conjunction with the old card stock and its current data.
28. Data Warehouse:
29. The state requires a web-based Data Warehouse solution that includes all transactional data that is allowed by law for all systems.
30. The system must be easy to use, have multiple sort options and be able to join fields from other tables within the database (such as transaction date joined to client data).
31. It must have the ability to have both build and run Ad Hoc queries.
32. The queries must be downloadable into Excel, txt, and html formats at a minimum as well as printable.
33. Supplier must be able to import at a minimum three years of data from previous Supplier.  It must have multi-level security as to view only, enter selected search perimeters, or create queries.
    * + - 1. The Data Warehouse query functions shall be designed in accordance with requirements set forth by the State in the Design, Operations and Use Cases document. Response times on queries will be agreed upon and set forth in the Design, Operations and Use Cases document.
34. Administrative Terminal:
35. Federal, State, and County staff primarily use the Administrative Terminal application for card issuance, status, reissuance, and inquiries into the system.
36. In addition, designated State staff uses the administrative terminal to establish and fund accounts used for fraud investigations and to print cards.
37. State and Local staff also uses the Administrative Terminal to change the status of a client’s card.
38. The majority of changes to the EBT card status are handled by the State office, as are card replacements.
39. Initial card issuance is handled through the Administrative Terminal  process.
40. All update screens must capture and display the associated user entering or updating programs and history of all changes for at least 180 days unless otherwise stated in a specific requirement.
41. The State requires a browser based Administrative Terminal that conforms to DHS communications protocols and must be accessible through the current state equipment.
42. The Supplier shall provide Administrative Terminal access to State and Federal users, including the USDA-OIG and FNS field and regional offices and arrange for that access to be implemented at the same time the State’s EBT system is implemented.
43. The Supplier shall provide Administrative Terminal software and communication protocols to State and County offices.
44. Administrative Terminal functionality shall include multi-level access controls to ensure that only authorized individuals can process administrative transactions or access client account information through Administrative Terminals.
45. EBT Administrative Terminal-Training Requirements:
46. The Supplier shall provide training material that covers all of the functionality supported by the administrative terminal.
47. The material shall cover accessing the administrative terminal functions, security features within the system, and detailed explanation of the screens and functions supported by the administrative terminal application.
48. The training material shall include an administrative terminal manual.
49. Sufficient copies for each authorized administrative terminal user plus ten (10) additional copies shall be provided to DHS.
50. Administrative Terminal Security Functions
51. All aspects of the system shall have separate security functions to allow DHS to categorize users and authorize access by individual functions within the system.
52. The State will define the user profiles, enter and assign user ID’s and passwords for all DHS staff via the AT.
53. The security system will track users by county, which will be entered, updated, and maintained by the State via a county table maintenance function.
54. The Supplier shall provide a separate security interface that allows for privileged system administration users the ability to assign security functions.
55. The Supplier shall provide for users to reset passwords on-line by utilizing such features as secret questions.
56. User ID’s shall not be case sensitive.
57. The security system must support an automated process whereby the State will match a tape of terminated employees against administrative terminal users in order to purge personnel.
58. The Supplier shall develop processes to ensure that its terminated employees, including contractors and vendors, are purged on a quarterly basis.
59. The security system must have the ability to produce a list of current users with their current systems privileges to be able to match current roles and responsibilities.
60. Administrative Terminal Transactional Functions
61. At a minimum, the transaction set for all DHS programs that shall be supported by administrative terminals includes:
62. Adjustments (credits/debits)
63. Audit history of updates to all data sent
64. Authorization Search
65. Case/Cardholder/Client Search (by name, card, case, SSN)
66. Card History
67. Card issuance, linking, de-activation, cancellation and replacement
68. Manual Claims Entry
69. On-line reports
70. FNS Retailer Authorization number.
71. Provider Payment Inquiry
72. Password resets whether by users or State Security staff
73. Retailer/Provider Inquiry and Demographics
74. Security
75. Transaction History Inquiry (by name, card, case, SSN)
76. An Audit history of updates of all data sent
77. Broadcast Message (for Time & Attendance only)
78. The Supplier shall also support administrative transactions from an EBT Administrative Terminal.  Transactions that originate at administrative terminals located in State and county offices will be sent to the Supplier in on-line processing mode.
79. All screens will respond with requested data in less than twenty (20) seconds.
80. The Supplier shall not restrict the use of the back button on any function associated with the Administrative Terminal.
81. Inquiry Screens
82. The primary Administrative Terminal inquiry screens used by the State are the Provider, Case, Authorization, and Cardholder and Transactions Search Inquiry screens.
83. Navigation and data formatting on these screens shall be easy to use and understand, shall not be case sensitive, and shall perform searches upon the entry of partial data elements.
84. The State would expect that all inquiry data could be accessed by navigating from one screen to another without the need to enter the main menu.
85. Transaction data shall be returned in single line format with a minimum of ten (10) lines displayed.
86. Use of the “back button” for moving from one screen to another shall not be restricted.
87. Inquiry screens shall include a card history by case number with a reason for the replacement for a minimum of three (3) years.
88. Screens will be designed in accordance to State specifications during the design phase.
89. Cardholder/Client Screens
90. Cardholder/Client screens are limited in access to the appropriate personnel within the State.
91. Card issuance, replacement, and cancellation screens are used daily by the local county offices and State Office off-site EBT Specialists.
92. Initial card issuance is handled through the on-line transaction process.
93. All cardholder screens must capture and display the associated user entering or updating programs and history indefinitely.
94. Password Management:
95. Upon accessing the AT system for the first time, a user will be required to change their password to ensure it is not compromised.
96. The proposed solution will feature a program that forces the changing of the passwords after a set timeframe has expired.
97. The State will set this feature.
98. The default password expiration timeframe will be 30 days; however this is a parameter that may be changed by the State.
99. Password lockout will be enforced after three (3) consecutive invalid passwords; the password lockout threshold is also a settable parameter.
100. The password is to be stored in the database in one-way hashed form. It means it is not reversible, thus the password is only known to the holder. The system administrator will not know and cannot learn the password; however, a user with appropriate system administration rights may reset a password.
101. User passwords, reset passwords must be changed on first use.
102. Use Cases Required for Administrative Terminal include, but are not limited to:
103. View/Add/Update of Users by function
104. Card issuance/linking/deactivation/cancellation and replacement;
105. Provider/Case/Authorization and Cardholder inquiry screens;
106. History screens;
107. Transaction Inquiry screens;
108. Adjustments (credits/debits);
109. Manual claims entry;
110. Session Management;
111. Reporting;
112. History;
113. Broadcast messaging;
114. Response times.
115. Session Management:
116. The State requires a system that remembers the individual working session and can force the user to re-authenticate to get the session back if a session is not active for a configurable period of time.
117. The default session configuration is set at thirty (30) minutes; however this is a parameter that may be changed by the State.
118. The Supplier host will also enforce the navigation path restriction for different users.
119. The session information is to be stored not only in memory but also in a distributed database, thus no session information will be lost due to system fail-over of fail-back.
120. The State shall set the configured period of time during the design phase.
121. Administrative Terminal shall provide role-based, multi-level access controls to ensure that only authorized individuals can access cardholder data, perform direct deposit entries, convert direct deposit rejects to debit card, status and replace cards, access reports and/or settlement reports as dictated by the DHS Financial Administrator of Electronic Payment Systems.
122. The Supplier shall secure the necessary permissions to allow State Office staff access to assist in problem resolution when clients contact members of the Legislature, Governor’s Office, or the Director of Human Services.  These permissions shall include viewing of deposit history, card issuance, and transaction activity.
123. Supplier shall provide a mechanism to retrieve data online and to retrieve data once it has been moved offline in accordance with the record and to retrieve data in accordance with the record retention requirements of this contract.
124. Automated Response Unit (ARU):
125. The Supplier shall provide an ARU for clients to pin cards or to change their pin or check balances.  The ARU shall be available 24 hours per day, 7 days per week, and 52 weeks per year. The same toll-free, “1-800” number used to pin SNAP cards will be used for Time & Attendance clients.
126. At a minimum, the Supplier shall have the capability to provide ARU services in English and Spanish.
127. Teletypewriter (TTY) capability must be provided to clients with hearing disabilities.
128. The State provides access, at its local county offices, for clients to call the help desk and therefore requires the Supplier to block SNAP calls from pay phones.
129. Performance standards regarding number of rings prior to answer and average time on hold shall be as follows for the Automated Response Unit (ARU) measured over the calendar month:  At a minimum 99% of all calls will be answered within 4 rings (4 rings are defined as 25 seconds) and the remaining 1% shall be answered within 35 seconds.
130. Functional Requirements for Help Desk and ARU - The Customer Service Center and ARU shall support the following functions:
131. Security of Account Information-
132. Supplier will provide access controls that ensure security of clients account information by verifying case number, date of birth, and last four of SSN for ARU and address for CSR.
133. All increased security verification must be approved by the State.
134. Furthermore the Supplier shall accept the data as transmitted by the State without altering the data transmitted.
135. Card Activation-
136. Clients shall have the option at any time to select their own PIN by using a PIN select ARU.
137. The Supplier is required to provide a secure ARU PIN select procedure.
138. Password-
139. The Supplier shall offer the capability to provide customers the option of establishing a password, when requested.
140. Once established this would prevent cancellation of the card without the password being entered.
141. Report a Lost/Stolen/Damaged Card-
142. An option will be provided to select a CSR to report lost/stolen cards.
143. Prior to disabling the card, the caller’s identity must be confirmed.
144. The Supplier shall also display the date and local time that the caller placed the report.
145. Current Balance Inquiry-“Current Balance” shall provide “real-time” account balance information but shall not include deposits with a future availability date.
146. On-Line Transaction History- “Transaction History” shall provide information about the last ten (10) transactions by benefit program, i.e. transaction number, amount, date, and program.
147. Additional Transaction History-In addition to the on-line transaction history, a caller shall be able to request a minimum of three (3) month statement of transaction history by program for their account to be mailed to the last known client address within two (2) business days.  All activity including deposits shall be included.
148. PIN Change-Callers shall be given information needed about PIN re-selection procedures.
149. Report Unauthorized Card Use- Callers selecting this option shall be transferred to a Customer Service Representative for assistance in reporting unauthorized card use.
150. Benefit Availability Date- Callers selecting this option shall be given the date SNAP benefits will become available based on the issuance schedule.
151. Customer Service Representative (CSR):
152. The Supplier shall provide CSR’s to resolve client issues that cannot be resolved by the ARU, including requests for adjustments and disputes.
153. The Supplier shall provide sufficient CSR capacity to meet the contractual service standards for client calls referred to a CSR and shall provide at a minimum both English and Spanish speaking CSR’s.
154. The Supplier shall provide for the capability of DHS staff to remotely monitor live calls coming into the client CSR’s for all levels of the call center.
155. Automated Response Unit (ARU) Message
156. The State reserves the right to review and approve the transaction flow and content of all ARU messages, prompts, and customer service scripts prior to their implementation.
157. The Supplier shall not change ARU messages or menu functions without prior approval of the State.
158. The ARU shall contain the ability for clients to opt out to a CSR at any time.
159. Monthly Statistical Reports. The Supplier shall provide:
160. Monthly Automated Response Unit (ARU) and Customer Service Center activity data reports;
161. A monthly statistical client and retailer/provider help desk reports on all current state projects (nationwide) for the current month and previous two months for both ARU Units and CSR’s;
162. The report shall also include the contractually required performance standards for the State’s statistical reports being provided; and,
163. Exception reports that will be used to monitor compliance with the contract performance standards.
164. Monthly report of all SNAP disputed transactions and the resolution of said disputes.
165. Customer Service:
166. The Supplier will support a customer service help desk for SNAP and Debit Card clients, the retailers and providers, and the State office staff.
167. The Supplier shall provide the ability for DHS staff to remotely monitor live calls coming into both client and retailer CSR’s.
168. The monitoring will be available for all levels of the call center staff.
169. Client Help Desk:
170. The Supplier shall provide client/customer service 24 hours a day, 7 days per week, 52 weeks per year to provide current EBT account and benefit access information via a toll-free, “1-800” number.
171. At a minimum, the Supplier shall have the capability to provide client help desk services in English and Spanish.
172. Teletypewriter (TTY) capability must be provided to clients with hearing disabilities.
173. The ARU must have functionality to work with the TTY.
174. The State provides access, at its local County offices, for clients calling the help desk and therefore requires the Supplier to block SNAP calls from pay phones. Time and Attendance clients will only utilize the ARU
175. The Supplier shall provide the ability for DHS staff to remotely monitor live calls coming into the Supplier CSR’s at all staffing levels.
176. Customer Service Representatives: Performance standards regarding the Average Speed of Answer (ASA) and the abandoned calls for a Customer Service Representative (CSR) shall be as follows and shall be measured over a calendar month:
177. At a minimum, 98% of all calls will be answered within twenty-five (25) seconds
178. The remaining 2% shall be answered within forty (40) seconds.
179. Incoming calls which are placed on hold or transferred are not to be considered as “answered calls.”
180. Supplier shall have procedures in place to:
181. Assure these standards are achieved;
182. Provide for exception reporting to monitor compliance with these standards; and,
183. Procedures to handle exceptions.
184. System Availability:
185. The Supplier’s EBT host system(s) shall be available 99.9% of scheduled uptime, 24 hours a day, seven (7) days per week, and 52 weeks per year. Scheduled uptime shall mean the time the database is available and accessible for transaction processing, and excludes scheduled downtime for routine maintenance.
186. The total system, including the system’s central computer, any network or intermediate processing facilities under the control of the Supplier (either service provider or subcontractor to the Supplier) and test system, shall be available 99.9% of scheduled uptime, 24 hours per day, seven 7 days per week, and 52 weeks per year.
187. The State shall be notified 72 hours in advance of scheduled downtime for routine maintenance, which will occur during off-peak transaction periods.  The State shall determine the off-peak transaction periods based on usage.
188. The Supplier must provide the State with any scheduled downtime outside of that time required for routine maintenance.  Such downtime must be approved by the State and can be denied.
189. State Office Help Desk
190. The Supplier shall provide a State office Help Desk available from 8:00 a.m. to 5:00 p.m., Monday through Friday, except State holidays.
191. The State office Help Desk shall be available to assist central office staff in the EPS Unit or county staff with the following:
192. Problem resolution of issues that cannot be resolved through other means for all programs
193. Special reports/research
194. Technical assistance to State office staff
195. Assistance with deployment of new releases of the administrative terminal software
196. Technical assistance to County staff on resolving problems with flat card printers and PIN terminals
197. Ordering card stock and sleeves.
198. Cooperation with Detection and Investigation of Abuse:
199. The Supplier shall advise, assist and appropriately act to aid the State in detection and investigation of abuses by stores, recipients or workers, including but not limited to, reporting unusual activity.
200. This may entail cooperation with various authorities of the State and Federal agencies that are responsible for compliance with laws and regulations.
201. Stores authorized by the Food & Nutrition Service to accept SNAP benefits may become subject to monitoring and investigations by DHS investigators, USDA Compliance and Office of the Inspector General.
202. Reports Required for All Programs
     1. Although it is not expected that the formatting of the reports be duplicated, it is expected and required that the new Supplier duplicate the data currently provided.
     2. Additional reports will be defined during the Design Phase.
     3. Individual and aggregate reporting by program is required.
     4. The Supplier will be responsible for distributing appropriate daily, weekly and monthly reports to FNS and the State.
        * + 1. All daily reports shall be due by 6:00 am CST for the previous day’s activity.
            2. All weekly reports shall be due by close of business on Mondays.
            3. All monthly reports shall be due by the 10th of the following month and all quarterly reports shall be due by the 10th of month following the end of the quarter.
     5. The Supplier shall accommodate the informational needs of the State and FNS in its reporting package. This information shall be provided electronically (via web-based administrative terminals and electronic files transmitted to the State) or through other media that is mutually agreed upon and will be finalized during the design phase.
     6. The Supplier shall provide the capability for most reports to be available on-line and in exportable formats.
     7. The recommended file format shall be developed in collaboration with the State
     8. The Supplier shall also be able to support the retransmission of previously produced reports to the State on request, at no additional cost.
     9. The Supplier shall support at a minimum the requests for two previous generations for monthly reports (e.g., last two months), and at a minimum of 30 calendar days for daily reports.
     10. Reports provided to the State in a file transmission shall use standard ANSI carriage control for controlling the formatting of reports being printed.
     11. The reporting system shall produce information at the program and local office (e.g., county) summary level.
     12. Settlement and reconciliation reports shall be consolidated at the state level by program.
     13. Use Cases will be required for all reports
     14. Project Design/Conversion Development Reports
         1. This weekly report is a summary by task of completed major activities during reporting period.
         2. The report shall include problem identification, required corrective action and timeframe for resolution.
         3. The report will also include tasks required by federal and State agencies, as well as reports of delayed tasks, reason and revised completion date(s), and the scheduled activities for the next reporting period.
         4. In addition, this report shall include a summary of major tasks to be completed in the month ahead.
     15. Project Implementation/Conversion Reports
         1. This weekly report is also a summary by task of major completed and scheduled activities during reporting period for the conversion activities such as the status of:
            1. POS software conversion;
            2. Training (State, Federal and county staff, retailers and providers);
            3. Site acquisitions for conversion;
            4. Retailer, Child Care Providers, third party processor agreements and switch agreements;
            5. Call Center staffing levels, training and IVR script approvals;
            6. Design, Operations and Use Cases development;
            7. Interface Control Document;
            8. Training and Security manuals;
            9. Business Continuity and Disaster Planning documents
            10. System programming;
            11. Interface connections;
            12. Embosser deployment;
            13. Settlement functions;
            14. Test documents;
            15. Call Center staffing;
            16. Debit card issuance;
            17. Collaterals
         2. The report shall include problem identification, required corrective action and timeframe for resolution.
         3. The report will also include tasks required by federal and state agencies, as well as reports of delayed tasks, reason and revised completion date(s), and the scheduled activities for the next reporting period.
     16. Project Status Report
         1. This monthly report is a summary of significant events/accomplishments during the month, as well as outstanding issues and problems.
         2. Following the conversion to the Supplier’s EBT system, the Supplier shall include in the Project Status Report the detail data that documents the performance of the EBT system over the last month.
         3. Specifically, the Project Status Report shall detail the performance of the system against the following minimum processing requirements:
            1. EBT central computer shall be available 99.9% of scheduled up time;
            2. The total system under the Supplier’s control, either directly or contractually, including central computer, any network, intermediate facilities, or processor, shall be available 99.9% of scheduled up time;
            3. The host computer shall permit no more than two (2) inaccurate transactions per 50,000 transactions processed for SNAP;
            4. The host computer shall pay at 100% accuracy against the data transmitted for Time & Attendance system.
            5. Benefit authorizations to EBT accounts and ACH settlement shall occur accurately and on schedule 100% of the time.
            6. Monthly childcare authorization updates shall occur within 8 hours of transmission.
            7. Debit cards shall be mailed in accordance with the requirements outlined in Section C of the RFP.
            8. Cash deposits shall be made in accordance with the requirements outlined in Section C of the RFP.
            9. Expungement shall occur in accordance with the requirements outlined in Section C of the RFP.
            10. Call Center response times.
     17. Incident Reports
         1. Incident reports shall be produced by the Supplier and shall provide to the State an explanation of outages within the EBT system. Incident reports will include the following information:
            1. EBT Program affected;
            2. Date of Problem;
            3. Start time;
            4. End time;
            5. Other States impacted, if any;
            6. Problem Type;
            7. Detailed Problem Description;
            8. Detailed Problem Resolution;
            9. Prevention of future occurrences
            10. Name of individual completing report
         2. Initial incident reports are due within 24 hours of problem identification. Final incident reports are due within 96 hours of problem identification. Liquidation damages will apply for missing timeline.
     18. Batch Processing Reports
         1. The Supplier shall provide a standard set of daily batch processing reports to be used by the Supplier and the State to ensure the complete and accurate transfer of data during nightly batch processing.
         2. The reports shall include a Summary Report by file transmission that provides a confirmation for the processing of the batch file(s).
         3. The Summary Report shall contain summary verification data, including the total number of records received in the batch and the number of records by record type (e.g., number of add, change, and delete records).
         4. The report shall contain a summary of the processing of the transmission (i.e., number of records accepted and number of records rejected).
     19. Batch Exception Reports (Daily)
         1. This report will contain a listing of all records received within a batch, which were not processed by the Supplier.
         2. Each record included on the exception report will have a corresponding reason code indicating the cause of the rejection.
         3. In particular, Supplier shall clearly identify duplicate case exceptions.
     20. Card Issuance/Re-issuance Reports
         1. These reports shall provide daily audit and statistical reports of cards being issued and reissued to clients.
         2. Audit reports shall provide detail data by county of cards issued, reason for issuance (i.e., initial issuance or replacement for lost/stolen card) and number of replacements by recipient.
         3. Statistical reports shall provide data needed to manage the EBT program, such as the card reissue rate, the reasons for re-issuance, etc.
         4. The Supplier shall also provide a monthly audit report, by county and case number of all clients issued replacement cards in excess of one per quarter (3 months) over a one-year period.
         5. The Supplier shall suggest and recommend the statistical reports that will best help the State manage the card issuance process.
     21. Transaction Denial Summary Reports (Monthly): This report is a monthly statistical report that provides the number and percentage of client transactions denied and the reason for the denials (i.e., invalid authorization, invalid PIN, etc.)
     22. System Availability Report: The Supplier shall provide a monthly report of the host systems up and down time.
     23. Monthly Utilization Reports: This report details the number and type of transactions performed from each terminal provided.
     24. Network Statistics Report (Monthly): This report will provide a summary of transactions by time of day and day of month. The purpose of the report is to show the peak processing time for the EBT system.
     25. Management Statistics Report (Monthly):
         1. This is a report of transaction activity on the EBT system at a county and state level.
         2. Statistics provided shall include, at a minimum, benefits authorized for the previous month, transactions performed, the number of active cases on the system, number of active cards on the system, and the number of cards issued during the month.
     26. Access Definition Report (Monthly):
         1. This report provides detailing each currently authorized administrative terminal user with the ability to access the EBT data including identifying users with multiple profiles.
         2. The report shall also detail the level of access afforded the user through the EBT administrative terminal.
     27. Failed Logon Report (Daily): This is a report of users that have failed in their attempt to logon to the EBT administrative terminal.
     28. User Session Activity Report (Monthly): This is an audit report by User ID of all actions taken by the user on the EBT system from the administrative terminal.
     29. Customer Service Statistics Reports (Monthly)
         1. The Supplier shall provide on a monthly basis statistical reports that report on the statistics and effectiveness of the customer service functions for both the client customer service and retailer help lines.
         2. Statistics for both the ARU and Customer Service Representatives (CSR) shall be reported.
         3. The Supplier shall deliver the following reports for Client Help Desk Statistics:
            1. A summary of the number of calls received on the client hotline by reason (hot card, balance inquiry, transaction history, etc.) for both ARU and CSR.
            2. 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 and length of time calls are placed on hold shall be collected and reported).
     30. Ad-Hoc Reports
         1. Although requests for ad-hoc reports will not be frequent, there are times when additional reporting regarding data on the EBT system is required.
         2. The Supplier shall support these requests for ad-hoc reports on a timely basis.
         3. Reports required to resolve issues surrounding transaction, payment or system failures will be the responsibility of the Supplier.