Exhibit 2 Scope of Work

1. Supplier shall be responsible for establishing and operating an expedient system for issuing payments which will include but is not limited to payment by credit card, check writing, direct deposit, issuance of debit cards/visa gift cards, issuance of E-cards, Venmo, Paypal, Cash App etc. to clients and/or vendors based upon authorization from individuals, who are designated by the Oklahoma Department of Human Services with such authority and named specifically after award of contract.
2. Supplier shall maintain a fully operational system to issue payments, answer inquiries, receive authorizations and resolve routine issues during each state of Oklahoma business day (Monday through Friday from 8:00 A.M. to 5:00 P.M., excluding holidays officially recognized by the State). Voice messages and e-mails must be checked hourly and responded to the same business day.
3. Supplier shall establish an online site where requests for payments can be uploaded and processed and reports can be accessed by OKDH.
4. Supplier shall establish a security system for confidential records.
5. Supplier shall establish an accounting system in compliance with Generally Accepted Accounting Principles (GAAP). This includes, but is not limited to, separation of duties, use of control numbers and recording of transactions so that they can be easily tracked for statistics, audit and oversight.
6. **Operating Requirements:** Supplier will establish a processing system to include the following steps:
7. Review the received fund authorization form for completeness and accuracy
8. Issuing a payment to the vendor listed on a fund authorization form and referencing the client identification number and other information that will make client identifiable to the vendor.
9. Cross-referencing the payment transaction number to the fund authorization form as a tracking tool.
10. Distributing payment to party designated on the fund authorization form.
11. Including a self-addressed postage paid envelope and an instruction sheet in mail outs
12. Establishing method for collecting receipts
13. Reporting to OKDHS any discrepancies in payments distributed or received, receipts, or any concerns surrounding fund utilization.
14. Maintaining a file on each client, which will include all documents specified by OKDHS
15. Designating when unused payments should be voided; issuing stop pays.
16. Reissuing payments for the same client/purpose when a new fund authorization form is received.
17. Maintaining a database that will include, at a minimum, the client ID, county number where client resides, fund category, purpose of payment, date payment was issued, and vendor.
18. **Distribution Responsibilities:** Supplier shall be responsible for all distribution services required for issuance of payments to clients and/or vendors. This will include fees such as postage/handling and arrangements related to expedited delivery. In emergency situations, when approved by designated OKDHS staff, special handling such as same day payments made by company credit card, same day, overnight or 2 day delivery will be utilized and a special rate for handling the emergency can be applied.
19. **Phone/Electronic/Written mail Response:** Supplier will make initial phone, electronic (E-mail), written, or oral response to all calls or messages no later than the next business day after their receipt. If a complete response is not possible due to the need to gather additional information, then an initial response and timeframe for complete response is given within this same timeframe.
20. **Turnaround Time:** Timely and accurate processing of all incoming requests for payment and issuance is the most critical benchmark of the supplier’s performance including the following:
21. Except for times when the Responder must obtain any additional information, completion time for processing the fund authorization form is distributing the payment by the next business day after the receipt date of the form.
22. A staffing shortfall does not waive the turnaround requirements. Responder shall notify designated DHS staff immediately by phone or by email of any circumstances either known or anticipated that could delay required turnaround.
23. **Funds Reimbursement:** Funds will be provided on a cost reimbursement basis. The Supplier shall make initial payments upfront and will be reimbursed for funds expended and will be paid according to a fee per transaction. Supplier must have sufficient funds or credit line to advance at least $400,000.00 the first five weeks of operation. Claims shall be submitted on a monthly basis.
24. **Receipts:** Supplier shall be responsible for collecting receipts for goods and services purchased through authorized payments issued by the Supplier. Receipts will be logged using a numeric system with the same number assigned to each referral, payment and receipt. Any receipt that is received without sufficient information for identification shall be researched and every attempt made to cross-reference it to a referral and issued payment. Proper identification may require phone calls to vendors, DHS staff or any other potential source for tracking the receipt. A weekly delinquent receipt list will be provided to DHS. This list will detail all payments issued for purchases that have not been verified by confirming receipts for said purchases. The delinquent receipt list shall be provided to DHS on the first (working) business day of each week.
25. **Reports:** The supplier shall provide routine and special reports to meet DHS needs. All reports must be available in both EXCEL spreadsheet and digital format. Supplier must also provide a description of their abilities to produce such reports or portions of the reports upon short notice.

OKDHS will provide a list of categories upon which many of the reports will be based. The reports will include but not limited to:

1. Monthly Reconciliation of fund balance, due within 15 days following month’s end.
2. Detailed expenditures in each of the Youth Development Fund categories: expenditures by each client, expenditures by client locales (counties or areas) and expenditures by client eligibility type.
3. A weekly delinquent receipt list.
4. A reporting monthly of funds remaining in Chafee (03051) and Education and Training Voucher (03052) funds.
5. A quarterly reporting of funds expended by category from Chafee (03051).
6. **Security:** Supplier is responsible for providing and maintaining a secure environment for all collections, data, records and data processing operations including the following:
7. Supplier must secure all data from sabotage, manipulation, theft or breach of confidentiality.
8. The State of Oklahoma, its Departments and personnel shall be indemnified and held harmless from and against any damages occurring due to a breach of confidentiality of any agent or employee of Responder. Supplier shall conduct a security clearance/background check of all employees of Supplier directly involved with this contract who will have access to the Supplier’s facilities and/or systems.
9. Supplier shall ensure that every person who has access to, or control over funds collected under this contract is covered by a surety bond of no less than $1,000,000.00 to protect the State of Oklahoma against losses resulting from Supplier employee theft, malfeasance, fraud or dishonesty.
10. **Documents and Document Storage:** Supplier is required to provide adequate storage for all documents produced in carrying out the services under this contract including:
11. Supplier shall maintain original source and electronic documents for three years or until all pending issues are resolved, whichever is later.
12. All documents shall be disposed of in a manner that will ensure confidentiality.
13. Supplier shall keep documents or storage media for audit purposes. The records must be available to OKDHS upon request. OKDHS must be able to store, read, electronically transmit and print the documents without obtaining additional technology or software.
14. Information, computer program elements, reports and other deliverables created under this contract by the Supplier or OKDHS shall not be used or released by the Supplier or any other person or entity without prior written authorization from DHS.