



**State of Oklahoma
Office of Management and Enterprise Services
Information Services Division**

**Amendment of
Solicitation**

Date of Issuance: 06/27/2014 Solicitation No. 8300001101
Requisition No. 8300021980 Amendment No. 001

Hours and date specified for receipt of offers is changed: ☒ No ☐ Yes, to: _____ CST/CDT

Pursuant to OAC 580:15-4-5©, 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:

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Description of Amendment:

- a. This is to incorporate the following:

Note: RFP Section F Price and Cost - is amended to include a separate line for the data warehouse for Time and Attendance and Debit Cards.

Questions Submitted By Tim Stapleton

Question 1

A.2.2; pg. 5

The RFP says, "Offers shall be submitted to the State Agency identified in the front page of this solicitation, in a single envelope, package, or container and shall be sealed. The name and address of the bidder shall be inserted in the upper left corner of the single envelope, package, or container." Given the size of the response, there will likely be more than one container. Is there a specific way the State would like the packages identified (i.e. 1 of 3)

Response 1

Bidder should identify each package and or container as prescribed by the RFP

Question 2

C.5; pg. 36

There is no reference in the RFP to the recently enacted Agricultural Act of 2014, specifically as it pertains to installation and maintenance of EBT-only equipment and the use of manual vouchers. The Act has major impact on the installation and use of EBT-only POS terminals. Will the State issue an amendment addressing the terms of the Agricultural Act of 2014?

Response 2

The State will follow the enacted Agricultural Act of 2014; Bidders should modify their responses accordingly

Question 3

C.7.8; pg. 79

There is no requirement under C.7.8. It appears that the requirement is in C.7.9. Is there a requirement that belongs with C.7.8?

Response 3

Bidders should note this is a formatting error – C.7.9. should be 7.8.1- C.7.9 is the requirement for C.7.8

C.7.8. Pin Management

C.7.9. The DHS requires that each cardholder have a Personal Identification Number (PIN). The PIN shall be a series of 4 numeric characters. Using a PIN to access deposits helps to ensure that only the intended cardholder can obtain the authorized deposits.

The Contractor will validate the PIN at the host for all electronic transactions processed as cash back transactions and ATM's. Signature-based transactions do not validate PINs

Question 4

E.3.3; pg. 94

Is it permissible for Bidders to submit documents not available in Microsoft Office format in Adobe PDF format only (e.g., audited financial statements, insurance documentation, etc.)?

Response 4

Bidders may submit the following documentation in Adobe PDF format: audited financial statements, and insurance.

Question 5

E.3.6; pg. 94

How many copies of the separate proprietary information should Vendors include with proposal responses? Should proprietary information be included on the same CD as the technical, but in a separate, clearly labeled folder or should vendors include a completely separate CD? If a separate CD is required, how many copies should be included?

Response 5

The RFP does not require that proprietary information is submitted separately. Information that is considered proprietary should be identified as such. In the event of a FOIA / Open Records Request any information a responding bidder has identified as proprietary will be redacted prior to release.

Question 6

E.8.5, pg. 96

The RFP States, "E.8.5.Section Four – Response to Requirements Provide detailed response to specifications/requirements outlined in Section C and E." Would the State please confirm that vendors only need to respond to section E.8 within section E or should vendors acknowledge all instructions to bidders?

Response 6

Section E of the solicitation is designed to provided bidders with information and instructions as to how to submit bid responses, the required deliverables, references, company information and financial status, etc., and the process for submitting questions and other necessary information. Bidders should respond to all sections that require a response and/or follow the instructions as prescribed.

Question 7

F; Pg. 96

Does the State require a response to all of Section F or should vendors only provide the items that are in the outline section F.1.1?

Response 7

Section F-Price and Cost- Contains instructions, and information as well as pricing requirements throughout the section. In order for a bid to be considered responsive all sections that contain pricing requirements or any requirements that require a response must, shall, be addressed.

Question 8

F.1.1, pg. 97

Given the length of our audited financial statements, is it permissible for vendors to submit links to financial statements?

Response 8

Financial statements must be submitted in hard copy

Question 9

F.1.3; pg. 97

The RFP states, "Where a signature line is indicated, the Bidder's authorized corporate official shall sign and date the pricing schedule." There does not appear to be anything to sign. Is there a pricing form that requires signature?

Response 9

Please note at the bottom of each pricing schedule the following appears.

Bidder: _____ Date: _____

Question 10

G; pg. 105

The following items on the RFP Checklist to be included that was not part of the response instructions in RFP Section E:

G.1.3.Workman's Comp Insurance Certification

G.1.4.Vendor/Payee Form or W-8BEN (as required)

Should these be included in vendor's responses? If so, do they belong in the Introduction section with the other forms?

Response 10

E.8.1. Responses should be tabbed by section and clearly marked as Original or Copy.

Note: Deliverables are to be in both hard copy and in a single machine-readable format, preferably in Microsoft Word format, on either CD or DVD.

E.8.2. Section One – Introduction

- a) Letter of Introduction
- b) Completed "Responding Bidder Information" OSF Form 076ISD.
- c) Completed "Certification for Competitive Bid and Contract" OSF Form 004ISD.
- d) Signed Amendment(s), if any.
- e) Any exceptions to solicitation terms and conditions

The Workman's Comp Insurance Certification Vendor/Payee Form or W-8BEN (as required) can be tabbed separately or together or included in the section containing the following required forms: OSF Form 076ISD, OSF Form 004ISD

Question 11

Addenda 7

Does Addenda 7 need to be completed and returned by our references or is this something the State may send out to our references directly?

Response 11

No, the State will get the references directly.

Question 12

A.16.1; pg. 7

The RFP states that the State may award the contract to more than one bidder by awarding the contract(s) by item, or groups of items. As the three programs are intrinsically linked with overlapping requirements, as shown in the examples below, would the State consider changing/deleting the requirement that allows the awarding of separate contracts by items or groups of items? For example:

The RFP requires that child care be linked to the EBT card. If the State allows multiple vendors which vendor “owns” the database? If a cardholder loses one benefit or the other, how is the card base managed?

Section C.4.5 Automated Response Unit, requires the “same toll-free, “1-800” be used to PIN SNAP cards will be used for time and attendance clients”. Awarding items or groups of items places this requirement in jeopardy since multiple vendors cannot use a single toll-free number.

Section F.2 states “CPCM represents the fixed cost to deliver all services to an active single case for one month”. These two requirements appear to conflict each other. How do bidders provide a CPCM if it doesn’t know which items or groups of items it will be awarded?

Section F.2.4.2 requires bidders provide a cost for EPS System Design and Development. This requirement is specific to a single award. If the State allows bidders to submit proposals or awards for only certain items or groups of items how will bidders submitting a proposal for the entire EPS RFP be evaluated?

These examples are just a sampling of the many issues related to “overlapping” and conflicting requirements that pose problems for bidders if the State intends to award by item or groups of items. If the State does not delete the requirement of awarding by items or groups of items can the State please provide information on how it will conduct technical and cost evaluations given these issues?

Response 12

This RFP does not specify that bidders may bid on certain components. Bidders should submit bids as prescribed in section C4 of the RFP

Bidders please refer to the following section of the RFP:

A. GENERAL PROVISIONS

The following provisions shall apply where applicable to the solicitation.

A.16.1. The State may award the contract to more than one bidder by awarding the contract(s) by item or groups of items, or may award the contract on an ALL OR NONE basis, whichever is deemed by the State to be in the best interest of the State of Oklahoma

C.4. Mandatory Specifications/Requirements

The Bidder shall propose an EPS system, for SNAP, a Time & Attendance payment system and Debit Cards/Direct Deposit. Federal requirements for EBT processing shall be considered the minimum standards for the EBT system. All EPS systems must meet the requirements of applicable federal and state laws and regulations.

Question 13

C.4.1.4; Pg. 28

This requirement is listed under the “Requirements Common to All Three Programs” but the actual requirement states “The account set-up and maintenance function for SNAP”. Please clarify that the State is only expecting a response on SNAP in this requirement.

Response 13

This requirement is for both the SNAP and Time & Attendance system.

Question 14

C.4.2.9 (c) Pg. 28; C.4.2.3 Pg. 29 and C.7.7.10 Pg. 78

This requirement is listed under the “Requirements Common to All Three Programs” but section C.4.2.3 and C.7.7.10 requires contractors “The contractor shall be responsible for all secondary cardholder forms, entry”. These two requirements appear to be in conflict with each other. Would the State clarify if this requirement is for SNAP and Time and Attendance only or does it include the Debit Card program?

Response 14

The contractor will only be responsible for Debit card Secondary cardholders, the state will set up SNAP and Time & Attendance.

Question 15

C.4.3; pg. 29

This requirement is listed under the “Requirements Common to All Three Programs” but the actual requirement states EBT. Would the State confirm this requirement and its subsections does not apply to the Debit Card program.

Response 15

The State confirms this requirement does not apply to the Debit Card Program.

Question 16

C.4.3; pg. 29

The requirement states “Printers with Picture Production Capabilities- DHS currently does not issue EBT cards which displays client’s photograph”. Would the State clarify if this requirement applies to only SNAP or SNAP and Time and Attendance?

Response 16

The State confirms this requirement applies only to SNAP.

Question 17

C.4.3.9 Pg. 31; C.4.4.9 Pg. 34; C.4.4 Pg. 31 and C.7.6.1 Pg. 76

The functionality of cancelling cards, listening to remove calls, access to cardholder data through the Administrative terminal, etc. for the debit card program would provide access to card account numbers (PANs), card expiration dates, security codes, cardholders’ names and social security numbers, and other nonpublic personal information of Oklahoma residents and residents of other states. Under federal and state law, the Payment Card provider, directly or indirectly, has an affirmative and continuing obligation to respect cardholders’ privacy and to maintain the security and confidentiality of cardholders’ personal information.

The Gramm-Leach-Bliley Act, 15 U.S.C. §§ 6801 et seq., prohibits a financial institution from disclosing nonpublic personal information about a consumer to nonaffiliated third parties, subject to certain exceptions, unless the financial institution satisfies various notice and opt-out requirements. In addition, state laws generally prohibit the disclosure of information contained in financial records, except under limited circumstances, such as in response to a subpoena.

See, e.g., Cal. Fin. Code §§ 4050 et seq., Conn. Gen. Stat. §§ 36a-40 et seq., Ga. Code § 7-1-360(a), 205 Ill. Comp. Stat. § 5/48.1, Me. Rev. Stat. tit. 9-B, §§ 161 et seq. Many states have also passed specific privacy legislation to limit disclosure of consumer financial records to state and local governments. See, e.g., the North Carolina Financial Privacy Act, N.C. Gen. Stat. §§ 53B-1 et seq. and the Oklahoma Financial Privacy Act, Okla. Stat. tit. 6, §§ 2201 et seq. In order for the Contractor to comply with such laws, will the State issue an amendment to remove these requirements and any additional requirements that provide access to data that is protected by law, as it relates to debit cards?

Response 17

The State maintains its rights to see the information as provided by the FDIC Law 6500 – Consumer Protection TITLE IX – Electronic Funds Transfer, Section 904 (2)(A) and (D).

Question 18

General - requirements to all programs

Would the State confirm that if a specific program(s) is listed in the requirement then the State is only expecting bidders to provide a response for that program and not all three programs?

Response 18

The RFP does not state bidders should respond to a specific program. The RFP is comprised of three programs, it is not prescribed in the RFP that bidders may bid on a specific program / or single program. The RFP is structured to solicit bids for each (all) programs from all bidders.

Question 19

4.3.11; pg. 31

The RFP requires a Data Warehouse for all programs. Given the limited information available to the State as it relates to debit cards due to financial privacy, would the state amend this requirement to exclude debit cards or define the components that a contractor would be expected to provide in a data warehouse for debit cards?

Response 19

C.4.3.11. Data Warehouse

The state requires a web-based Data Warehouse solution that includes all transactional data that is allowed by law for all systems. 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). It must have the ability to have both build and run Ad Hoc queries. The queries must be downloadable in to Excel, txt, and html formats at a minimum as well as printable.

Contractor must be able to import at a minimum three years of data from previous contractor. It must have multi-level security as to view only, enter selected search perimeters, or create queries.

Question 20

4.3.11; pg. 31

Data Warehouse is listed under "Requirements Common to all three programs". While Data Warehouses are common to SNAP programs they are not in Time and Attendance and Debit Card programs. Would the State verify if it is requiring a Data Warehouse for Time and Attendance and Debit Card programs? If so, in order to keep CPCM and fees as low as possible would the State be willing to amend its cost section to include a separate line item for a Data Warehouse for Time and Attendance and a separate line item for Debit Cards as an optional service to allow bidders to submit pricing as such?

Response 20

The State will amend the cost section to include a separate line for the data warehouse for Time and Attendance and Debit Cards.

Question 21

C.5.4.3; pg. 43

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.

If the retailer cannot access the Contractor's system because it is unavailable, the Contractor must allow for "stand-in" processing of SNAP purchases up to a minimum of \$25 per transaction for which the Contractor shall be liable if funds in the client's account are not sufficient. Should this be "purchase up to a maximum of \$25 per transaction"?

Response 21

No, the current requirement is a minimum of \$25 per transaction.

Question 22

General

It would benefit all prospective bidders if the answers to questions are provided as soon as they are available, as opposed to answering them all at once after the due date for submission. Will the State answer questions as they are submitted?

Response 22

All responses will be posted to the wiki in the form of an amendment on or before Friday July 18, 2014. This allows ample time prior to the bid closing date for bidders to structure their bids responses as they feel are adequate responses to the requirements.

Question 23

Addenda 9

There is no reference in the RFP to writing to a reports section. Addenda 9 discusses reports but directions on a narrative section are unclear. Would the State please clarify?

Response 23

Addenda 9 does not include or require a narrative.- Addenda 9 identifies and describes reports the successful contractor will be responsible for and the functional elements of those reports. Addenda 9 also states that addition reports will be defined during the Design Phase (Project Startup)

Question 24

B.6.6; pg. 18 and C.7.5.4; pg. 75 and Addenda 9

These sections refer to settlement and system manuals but there is no mention of either in Addenda 9. Would the State please clarify?

Response 24

Please refer to Addenda 9- COMMON REPORT FOR ALL PROGRAMS -Section #2 Settlement and system manuals will be required, both are listed.

Submitted by: Tim Stapleton

Question 1

The State currently operates a Senior Farmer's Market program but there is no mention of that program in the RFP. Does the State plan on continuing this program? If so, would the State provide the current environment and define requirements for this program; and update the cost forms to allow bidders to price the program under this RFP.

Response 1

Bidders should respond to the Solicitation as prescribe- Requirements for this program are included in the SNAP counts. SMFP is listed in the Addenda 3 data files as a benefit type, the equipment is listed in schedule 5.2, and more information is provided in C.5.7.2.

Question 2

The term EBT appears to be used interchangeably to describe either only SNAP or SNAP and Time and Attendance. Would the State clarify the use of the term EBT and add that descriptor to the Definitions? An example: Section C.4 states, "Federal requirements for EBT processing shall be considered the minimum standards for the EBT system." Since there are no federal standards for time and attendance would the State clarify this statement relates only to SNAP? Would the State provide direction to bidders in distinguishing between the programs when the term EBT is used?

Response 2

Yes the standard only relates to SNAP. EBT- Electronic Benefit Transfer - Is an electronic system that allows states to issue benefits via a magnetically encoded payment card.

Question 3 - Agency Response Required

B.7.11, Audit Requirements/Policies, pg. 22

The State refers to meetings with ODJFS but this acronym is not listed under Definitions. Would the State define who ODJFS is under Definitions?

Response 3

ODJFS- Stricken- Changed to DHS =Department of Human Services

Bidders, please note this acronym is not valid. The RFP is amended to correct section B.7.11. third paragraph to read as follows:

The Contractor will be required to meet with DHS to review each audit report within thirty (30) days after receipt. Any exception noted that has not been resolved will require supporting documentation to verify the finding has been corrected. DHS will hold quarterly meetings with the Contractor to review the plan to address each unresolved exception. These meetings will occur until all exceptions have been reconciled. It is the sole obligation of the Contractor to remedy any issues, material weaknesses, or other items arising from these audits as they pertain to services or capabilities provided by the Contractor to the State at the time of the Audit. The Contractor is to remedy these issues at no cost to the State. For items that arise as a result of State policies, procedures and activities, after mutual agreement on the underlying cause and remedial activity requirements and plan, State agrees to work, and under agreed terms, to effect the required changes to the Services delivery model to remediate issues discovered under a SSAE 16 audit.

Question 4

B.7.13, HIPAA and Data Privacy Rule, pg. 23/24

Given this contract does not meet the HIPAA threshold since no medical services or medical information is being provided, would the State remove this requirement?

Response 4

The State will not remove this requirement

Question 5

.4.3, Equipment/Flat Card Printers, pg. 29

The RFP states that the State has 96 Flat Card printers in local offices. Under the same RFP section for PIN terminals the RFP states 90 local offices. Can the State please clarify the number of flat card printers and PIN terminals deployed in local offices?

Response 5

110 printers are currently deployed, in 96 county offices, not all our county offices handle SNAP, therefore only have 90 locations currently require a PIN terminal.

Question 6

C.4.4, Administrative Terminal, pg. 32

This section is under the "Common to all Programs" area but has several references to "Federal access." Doesn't federal access apply only to the SNAP program?

Response 6

There could also be federal partners for the Time & Attendance system, depending on what program is on the system.

Question 7

Changes (1)

C.4.4.1, EBT Administrative Terminal--Training Requirements, pg. 32

Would the State agree to training manuals being provided electronically versus hard copy for distribution to authorized staff?

Response 7

The state does not agree. The state requires 10 hard copy training manuals.

Question 8

Full Content

.4.4.3, Security System-Administrative Terminal Transactional Functions, pg. 32/33

This section has no header. Should the Administrative Terminal Transactions in the first paragraph – last sentence be the header?

Response 8

This is a formatting and numbering error C.4.4.3. Is and should be the last paragraph to C.4.4.2 Administrative Terminal Security Functions

C.4.4.2. Administrative Terminal Security Functions

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. The State will define the user profiles, enter and assign user ID's and passwords for all DHS staff via the AT. The security system will track users by county, which will be entered, updated, and maintained by the State via a county table maintenance function. The successful Contractor shall provide a separate security interface that allows for privileged system administration users the ability to assign security functions. The contractor shall provide for users to reset passwords on-line by utilizing such features as secret questions. User ID's shall not be case sensitive.

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. The Contractor shall develop processes to ensure that its terminated employees, including contractors and vendors, are purged on a quarterly basis.

C.4.4.3. 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. Administrative Terminal Transactional Functions

At a minimum, the transaction set that shall be supported by administrative terminals includes:

- Adjustments (credits/debits)
- Audit history of updates to all data sent
- Authorization Search
- Case/Cardholder/Client Search; (by name, card, case, SSN)
- Card History
- Card issuance, linking, de-activation, cancellation and replacement
- Manual Claims Entry
- On-line reports
- FNS Retailer Authorization number.

- Provider Payment Inquiry
- Password resets whether by users or State Security staff
- Retailer/Provider Inquiry and Demographics
- Security
- Transaction History Inquiry; (by name, card, case, SSN)
- An Audit history of updates of all data sent;
- Broadcast Message; (for Time & Attendance only)
- Program related functionality is listed in each section

1) The successful Contractor 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 Contractor in on-line processing mode.

2) All screens will respond with requested data in less than twenty (20) seconds.

3) The Contractor shall not restrict the use of the back button on any function associated with the Administrative Terminal

Question 9

C.4.4.3, Security System-Administrative Terminal Transactional Functions, pg. 32/33

This section is in the "Common to All Programs" area but many of the items listed appear to be specific to only certain programs. Can the State provide direction on which of the items are to be addressed under each of the programs (SNAP, Time and Attendance, and Debit Card)?

Response 9

Items should be addressed as prescribed by the RFP

C.4.4.2. Administrative Terminal Security Functions

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. The State will define the user profiles, enter and assign user ID's and passwords for all DHS staff via the AT. The security system will track users by county, which will be entered, updated, and maintained by the State via a county table maintenance function. The successful Contractor shall provide a separate security interface that allows for privileged system administration users the ability to assign security functions. The contractor shall provide for users to reset passwords on-line by utilizing such features as secret questions. User ID's shall not be case sensitive.

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- FNS Retailer Authorization number.
- Provider Payment Inquiry
- Password resets whether by users or State Security staff
- Retailer/Provider Inquiry and Demographics
- Security
- Transaction History Inquiry; (by name, card, case, SSN)

- An Audit history of updates of all data sent;
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- Program related functionality is listed in each section

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2) All screens will respond with requested data in less than twenty (20) seconds.

3) The Contractor shall not restrict the use of the back button on any function associated with the Administrative Terminal

Question 10

C.4.4.4, Inquiry Screens, pg. 33

This section is in the “Common to All Programs” area but several of these screens are specific to an individual program. Would the State define to which programs Provider, Case, Authorization, and Cardholder and Transactions Search Inquiry screens apply?

Response 10

All programs will have a case, authorization, cardholder, and transaction screen, only the provider screen would be limit to the Time & Attendance system.

Question 11

C.4.4.5, Cardholder/Client Screens, pg. 33

The last sentence in this section states, “Initial card issuance is handled through the on-line transaction process.” Can the State please clarify the requirement? Should this be the “on-line card issuance process”?

Response 11

During the initial case setup the first card number for the case should be setup. DHS will transmit the new case to the contractor and they will initiate the case and the first card.

Question 12

C.4.4.6, Password Management, pg. 33

The last sentence in this section states, “User passwords, reset passwords must be changed on first use.” Can the State please clarify the requirement? Does the State intend for a user that has already reset their password to be required to change the reset password upon entry?

Response 12

No, the system will assign a password at the initial setup for first time users. In order to gain access the user will be instructed to input their own personalized password, which must differ from the system assigned password. The same process will be applied in the event of a request for password resets is submitted by a user.

Question 13

C.4.4.7, Use Cases for Administrative Terminal, pg. 33/34

This section is in the “Common to All Programs” area but several of these use cases are specific to an individual program. Would the State define which programs each User Case applies to?

Response 13 Agency

	SNAP	T & A	Debit
View/Add/Update of Users by function	Yes	Yes	Yes
Card issuance/linking/deactivation/cancellation and replacement	Yes	Yes	Yes*
Provider/Case/Authorization and Cardholder inquiry screens;	Yes**	Yes	Yes**
History screens	Yes	Yes	Yes
Transaction Inquiry screens	Yes	Yes	Yes

	SNAP	T & A	Debit
Adjustments (credits/debits)	Yes	Yes	Yes
Manual claims entry	No	Yes	Yes
Session Management	Yes	Yes	Yes
Reporting	Yes	Yes	Yes
History	Yes	Yes	Yes
Broadcast messaging	No	Yes	No
Response times	Yes	Yes	Yes

* No linking on this program

** No providers on this system

Question 14

C.4.4.10, Client Help Desk, item (a), pg. 34

Please define the use of the term EBT in this section. Is this SNAP only?

Response 14

See previous definition. (EBT- Electronic Benefit Transfer - Is an electronic system that allows states to issue benefits via a magnetically encoded payment card.)

Client help desk is required for both SNAP and Debit card, but not Time & Attendance.

Question 15

C.6, Technical and Functional Requirements for Time and Attendance Payment, pg. 50

This requirement is in the technical section for Time and Attendance but the first sentence includes SNAP and Debit Cards references. Can the State please clarify the requirement?

Response 15

This section is for Time & Attendance system and contains the requirements for Time & Attendance that must be met by the bidders' proposed EPS system.

Please refer to the following RFP Section:

C.6.Technical and Functional Requirements for Time & Attendance Payment

The Bidder shall propose an EPS system, for SNAP, a Time & Attendance payment system and Debit Cards/Direct Deposit. Federal requirements for EBT processing shall be considered the minimum standards for the EBT system.

All EPS systems must meet the requirements of applicable federal and state laws and regulations

Mandatory requirements are the minimum capabilities, features, and/or technical standards that must be met by the proposed solution to be determined responsive.

Where required, Bidder shall provide a brief narrative, describing implementation process, installation and / or configuration requirements, and the proposed method to meet the requirements of this RFP. Bidder should provide examples, samples, and or screenshots as applicable to the proposed solution.

Question 16

C.6.1, Section Overview, pg. 50

The RFP states "This Section is intended to provide details on the specific functional and technical requirements to develop, test, implement, and operate a system for a time and attendance payment system with the option of using biometrics and must be in conformance with federal regulations, applicable national standards, and the State's performance expectations." Would the State please provide the federal regulations and applicable national standards bidders are to meet for this requirement?

Response 16

Please refer to the NIST (National Institute of Standards and Technology) and the ANSI (American National Standard for Information systems).

Question 17

C.6.3, Benefit Authorization, pg. 52

Bullet 4), under “The Contractor shall...” appears to be formatted incorrectly. Should “4) Benefit Availability – Batch” be heading C.6.3.1, Benefit Availability – Batch with the current heading, C.6.3.1, Benefit Availability – Online, becoming heading C.6.3.2.?

Response 17

Yes it should- Bidders should note this is a formatting error

- b. All other terms and conditions remain unchanged.

Supplier Company Name (PRINT)	Date
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Authorized Representative Name (PRINT)	Title	Authorized Representative Signature
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