

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 3884 for the Mississippi Department of Human Services (MDHS) and Mississippi State Department of Health (MSDH)

From: Craig P. Orgeron, Ph.D.

Date: June 27, 2017

Subject: Responses to Questions Submitted and Clarifications to Specifications

Contact Name: Michelle Smith

Contact Phone Number: 601-432-8057

Contact E-mail Address: Michelle.Smith@its.ms.gov

RFP Number 3884 is hereby amended as follows:

1. Title page, INVITATION is modified as follows:

INVITATION: Sealed proposals, subject to the attached conditions, will be received at this office until August 8, 2017 @ 3:00 p.m. Central Time for the acquisition of the products/services described below for Mississippi Department of Human Services and the Mississippi State Department of Health.

2. Title page, third box is modified as follows:

<p>PROPOSAL, SUBMITTED IN RESPONSE TO RFP NO. 3884 DUE August 8, 2017 @ 3:00 p.m., ATTENTION: Michelle Smith</p>

3. ITS RFP Response Checklist, Items 1 and 7 are being modified to read:

- 1) One clearly marked original response and ~~ten (10)~~ **seventeen (17)** identical copies of the complete RFP and Exhibit C technical response proposal. Label the front and spine of the three-ring loose-leaf binder with the Vendor name and RFP number. Include the items listed below inside the binder. Please DO NOT include a copy of the RFP in the binder. The original copy must include an electronic copy of the complete proposal response.
- 7) One clearly marked original and **seventeen (17)** identical copies of the Vendor's response to the *Cost Information Submission* (Section VIII). All cost and pricing

information must be separately packaged, sealed, and clearly marked as cost proposal.

4. Section II Proposal Submission Requirements, Item 9.1 is being modified to read:

9.1 The Vendor is required to submit one clearly marked original response and seventeen (17) identical copies of the complete proposal, including all sections and exhibits, in three-ring binders. **There shall be no reference to cost in this response.**

5. Section II Proposal Submission Requirements, Item 9.2 is being added and previously labeled Items 9.2 through 9.11 are being renumbered.

9.2 The Vendor is required to submit one clearly marked original of the Cost Information Submission Form as outlined in Section VIII with accompanying electronic copy. Vendor's cost summary must be submitted as a separate sealed proposal. Cost proposal may be returned unopened if the proposed offering of the Vendor does not meet the minimum criteria for consideration.

6. Section VII Technical Specifications, Item 3 is hereby modified to change the date in the first paragraph and to remove two bullet points from Item 3.1 to create a new Item 3.2. Doing so modifies the remaining item numbers.

The State of Mississippi, Department of Human Services (MDHS) hereafter referred to as MDHS, is seeking to enter into a contract with a qualified Vendor to provide a third generation Electronic Benefit Transfer (EBT) program for the delivery of public assistance benefits and services effective on or before February 1, 2019~~8~~. The MDHS currently has a contract with Xerox State and Local Solutions to provide EBT program services.

3.1 The following is a list of the various MDHS programs serviced by the current EBT program contract:

- Supplemental Nutrition Assistance Program (SNAP);
- SNAP Employment & Training (SNAPE&T);
- Disaster SNAP (DSNAP);
- Temporary Assistance for Needy Families (TANF);
- TANF Supportive Services (Transportation, Transitional Transportation, Work Participation, and Retention Bonus);
- Child Support Enforcement (CSE);
- ~~Adoption Subsidy (AS);~~
- ~~Foster Care (FC).~~

3.2 The following is a list of the various programs serviced by the Mississippi Department of Child Protective Services (MDCPS) by the current EBT program contract:

- Adoption Subsidy (AS);
- Foster Care (FC).

7. Section VII Technical Specifications, Item 3.5 begins the references to CFR Titles that require updating. The State has attached a document to the Clarification Memo titled "CFR Number Reference Revisions" that lists the current CFR number with the corrected CFR number.

8. Section VII Technical Specifications, Item 4.3 has been modified to add the following after the third paragraph:

FNS is currently conducting a pilot to test and evaluate the acceptance of SNAP benefits to pay for online food purchases. Mississippi does not currently participate in this pilot but wishes to position itself to allow the online retailers selected by FNS to expand pilot coverage and accept SNAP benefits from Mississippi EBT cardholders. The Contractor shall provide operational online purchasing, as part of its core pricing. To support this pilot the contractor shall:

- Program the EBT system to recognize, accept and permanently store codes and data elements related to online transactions (as specified in X9.58-2013) including delivery street address and ZIP code
- Accept online SNAP and cash EBT transactions only through FNS-approved secure online PIN-entry service providers; reject all online transaction requests coming from any other TPPs
- Enable new transaction method code/description to identify that the transaction was performed through an online website, rather than by swiping the card or key-entry of the card number
- Display the new method code or description on all screens that would normally indicate the transaction was swiped or keyed
- Include the new method code in all reports and State data files that normally indicate the transaction was swiped or keyed
- Enable process that allows online retailers to submit SNAP refund that do not contain a PIN value
- Examine each incoming transaction to determine if it is coded as an online transaction and take appropriate actions as follows:
- Compare all SNAP and cash EBT online transactions to the REDE file to validate that the retailer's FNS number is classified as an Internet Retailer (IR) store type; if not then deny the transaction.
- Validate that retailers classified as IR only perform authorized online transactions (no voucher, store and forward or in-store/wireless POS)
- Deny PINless transactions from retailers not classified as IR
- For online refund transactions from retailers classified as IR
- Validate card and FNS numbers against the original purchase transaction
- Ignore State-designated refund limits

- Include all required data elements for online transactions in the ALERT file transmitted to FNS, utilizing version 2.00 of the ALERT specification.
- Provide the standard daily and/or monthly online transaction summary totals report that was required to be developed for the pilot
- Provide the standard daily and/or monthly online transaction detail file in CSV format that was required to be developed for the pilot
- Display delivery street address and ZIP code on transaction detail screens
- Include delivery street address and ZIP code in the daily activity file

9. Section VII Technical Specifications, Item 5 Project Schedule is amended as follows:

Task	Date
Deadline for Questions Answered and Posted to ITS Web Site	04/12/17 <u>06/26/17</u>
Open Proposals	05/09/17 <u>08/08/17</u>
Evaluation of Proposals	05/09/17 - 06/09/17 <u>08/08/17 - 09/08/17</u>
ITS Board Presentation	07/20/17 <u>09/21/17</u>
Contract Negotiation	07/20/17 - 08/24/17 <u>09/21/17 - 10/27/17</u>
<u>FNS Review and Approval of Contract</u>	<u>10/27/17 - 12/27/17</u>
Proposed Project Implementation Start-up	08/28/17 <u>01/17/18</u>
Project Go-Live Deadline	02/01/19*

*Pending Federal approval.

10. Section VII Technical Specifications, Item 9.4.1.3.3 is hereby amended as follows:

- 9.4.1.3.3 The Vendor shall identify and begin processing all account maintenance files received from the state in sequential order within ten (10) minutes of receipt.

11. Section VII Technical Specifications, Item 9.4.6.3 is hereby amended as follows:

- 9.4.6.3 The Vendor shall include in the proposal a conversion strategy that will minimize the potential conflicts between the end of month file transmissions and an effective implementation/conversion date of no later than February 1, 20198.

12. Section VII Technical Specifications, Item 9.5.10.2 is hereby amended as follows:

- 9.5.10.2 The Vendor shall issue replacement EBT Cards in the new design to all active EBT Cardholders prior to ~~contract start-up~~ the proposed go-live date (i.e., February 1, 20198), ensuring no disruption of cardholder benefits access and services.

13. Section VII Technical Specifications, Item 9.5.10.4

- 9.5.10.4 The Vendor shall provide a minimum of 250,000 Mississippi Disaster EBT Cards with associated label manifest reports, Attachment S SNAP-13-C (MDHS DSNAP Label Manifest) for a sample of this report at contract start-up (i.e., February 1, 2019~~8~~), and throughout the life of the contract term, with the State having the option to request additional Mississippi Disaster EBT Cards and label manifests as needed. The Vendor shall destroy all prior Mississippi Disaster EBT Card inventory, including any associated label manifest reports that remain at the end of the prior EBT Contract according to industry best practices for securely destroying plastic cards.
- 14. Section VII Technical Specifications, Item 9.5.10.7 is hereby added as follows:**
- 9.5.10.7 The State may, at its option, add a photo to the EBT card per CFR 7.274.8(f) and USC 7.2016 (h)(9). Vendor shall break down the cost of this option with and without the photo on the EBT card in Section VIII, Table 1g.
- 15. Section VII Technical Specifications, Item 9.6.8 is hereby amended and Item 9.6.9 is added as follows:**
- 9.6.8 The Vendor shall clearly describe its monitoring capabilities for ~~both~~ live CSR calls and ARU ~~calls~~ statistics to ensure quality customer service, including how the State EBT Project Manager (or designee) may access live CSR calls and ARU ~~calls~~ statistics for monitoring purposes (unlimited; 24 hours a day; 7 days a week). The Vendor shall define and include sample information that it will provide to enable the State to review any cardholder related service complaints. This includes both the cardholder and retailer help desks.
- 9.6.9 The Vendor shall provide the State with a mobile application for retailer use to check on recent payment deposits to their account, process a manual voucher or any other function that can be securely accomplished via a mobile application the Vendor may propose.
- 16. Section VII Technical Specifications, Item 9.7.21 is hereby amended as follows:**
- 9.7.21 Transaction Fees
- The Vendor shall agree that there will be no fees charged to the cardholder for any SNAP transaction, per USDA FNS regulations.
- 17. Section VII Technical Specifications, Item 9.9.13.2 is hereby amended as follows:**
- 9.9.13.2 The proposed EBT Data Warehouse shall allow for multiple State users as approved by the State EBT Program Manager. Vendor shall break down the cost of this contract with and without ~~and the~~ the EBT Data Warehouse included (Table 1f).
- 18. Section VII Technical Specifications, Item 9.9.22 is hereby amended as follows:**
- 9.9.22 The Vendor shall provide the State with a monthly file of all retailers paid for EBT/SNAP/DSNAP purchase activity. This file shall include the retailer's

FNS#, ~~current Tax Identification Number (TIN) on file with~~ and the Vendor or retailer's TPP along with the total amount paid/settled to the retailer. This file is considered a calendar end-of-month response file as related to the performance-service level requirement schedule.

19. Section VII Technical Specifications, Item 10.2, second sentence is hereby deleted:

10.2 The Vendor shall propose services using either a Visa or MasterCard® branded program. ~~However, additional points will be awarded to a Vendor that provides services under the MasterCard® brand in order to mitigate the need to convert this program~~ (The State of Mississippi currently delivers Temporary Assistance for Needy Children (TANF), TANF Supportive Service, SNAP Employment and Training, Adoption Subsidy, Foster Care payments, Unemployment Insurance (UI) benefits and Child Support payments to recipients through a MasterCard® Debit Card system). In addition, UI and Child Support cardholders are also offered the option of receiving payments via direct deposit to their bank accounts. The Vendor shall identify which of the networks it is proposing and fully explain its or its banking partner's network affiliation. The Vendor shall propose debit card services that provide the State with the ability (via an administration terminal) to restrict purchase and cash access by benefit program, merchant type and access (ATM/POS) location. The administrative terminal shall include a single sign on by state agency with security profiles for access to one or all benefit programs managed by that agency. The State desires the Vendor propose services using a single debit card (or the fewest number of cards) for all cash benefit programs. The Vendor shall clearly outline how the proposed debit card services will satisfy these requirements. If the Vendor's proposed debit card services include multiple debit cards (i.e., by program or state agency), the Vendor shall provide different card images for each program and/or state agency for ease of identification.

20. Section VII Technical Specifications, Item 10.15.5 is hereby amended as follows:

10.15.5 The Vendor shall capture and provide new address notifications from USPS forwarding address information in electronic format from an Address Change Alert File when provided on "returned" card envelopes; this file shall follow the same batch file interface requirements as any other Vendor supplied batch interface file. The State will use this file to "alert" the appropriate caseworker of their recipient's address change as reported by the USPS (The State shall determine the recipient's correct address and send any address updates via an Account Maintenance File to the Vendor.)

21. Section VII Technical Specifications, Item 10.38 and Item 10.39 is hereby amended as follows:

10.38 Confidentiality

~~10.39~~ — The Vendor shall clearly describe its processes and procedures used to ensure the confidentiality and protection of cardholder account information.

~~10.40~~ 10.39 State Responsibilities

The Vendor shall describe his/her expectation of State responsibilities in all areas of this program, where applicable.

22. Section VII Technical Requirements, Item 12.7 and 12.8 are hereby amended as follows:

12.7 The Vendor shall define the anticipated timelines and estimated completion dates for the project deliverables within each phase in the initial work plan submitted with the Vendor's response. The timeline shall clearly specify the timeframes required for each task to ensure that the Vendor can successfully begin operations no later than February 1, 2019~~8~~, including adequate time for all required state and federal approvals.

12.8 The conversion from the current Vendor to the new Vendor, including but not limited to system design, development and transition, shall be completed so that operations may begin as soon as possible, but no later than February 1, 2019~~8~~, without disruption of service to cardholders, retailers or MDHS state and county offices.

23. Section VII Technical Requirements, Items 23.1.4 and 23.2.2 tables are modified as follows:

Category	Possible Points
Non-Cost Categories:	
SNAP Requirements	<u>20</u> 25
WIC Requirements	<u>20</u>
Debit Card Requirements	<u>12</u> 20
Qualification and Service Requirements	<u>8</u> 15
Total Non-Cost Points	60
Cost	40
Lifecycle Cost	<u>38</u>
Change Order Rate	<u>2</u>
Total Base Points	100
Value Add	5
Maximum Possible Points	105

Non-Cost Categories	Possible Points
SNAP Requirements	<u>20</u> 25
WIC Requirements	<u>20</u>
Debit Card Requirements	<u>12</u> 20
Qualification and Service Requirements	<u>8</u> 15
Maximum Possible Points	60

24. Section VII Technical Requirements, Item 23.2.3.2 table is modified as follows:

Cost Category	Possible Points
Lifecycle Cost	<u>3840</u>
Change Order Rate	<u>2</u>
Maximum Possible Points	40

25. **Section VIII Cost Information Submission is hereby replaced to clarify the rates, charges, and fees. Each Vendor should submit the enclosed Revised Cost Information Submission matrix when responding to this RFP.**

26. **Exhibit C: Requirements for WIC, Item 3.1.2.4 is hereby amended as follows:**

3.1.2.4 Review deliverables and participate in ~~code~~ and test walk-throughs.

27. **Exhibit C: Requirements for WIC, Table 2, Operating Performance Standard, Benefit Availability is hereby amended as follows:**

Participant benefits shall be available at ~~midnight~~ 12:01 a.m. on their first day to use.

28. **Exhibit C: Requirements for WIC, Table 2, Operating Performance Standard and Performance Delivery, Stand Beside POS Equipment Installation is hereby amended as follows:**

During MSDH WIC Statewide WIC EBT implementation, WIC Authorized Vendors requiring stand beside units shall be sent the units at least four (4) <u>three (3)</u> weeks prior to when the WIC clinics served by that WIC Authorized Vendor are converted to EBT. This will allow the WIC EBT Contractor time to install and test the equipment and train staff. After implementation, 100% of POS terminals shall be installed and operational within 14 calendar days after the EBT Contractor receives notification of retailer authorization from MSDH measured within a 90-day rolling period. Retailer initiated delays are not included.	During MSDH WIC Statewide WIC EBT implementation, failure to ship 90% of stand beside units, four (4) <u>three (3)</u> weeks prior to when the WIC clinics served by that WIC Authorized Vendor are converted to EBT. After implementation, failure to install 95% of the terminals within 14 calendar days of the EBT Contractor's receipt of notification of retailer authorization from MSDH measured within a 90-day rolling period, not including a delay in signing the contract by the retailer. Failure to follow up with a retailer who has not returned a contract within the allotted 10 calendar days.
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29. **Exhibit C: Requirements for WIC, Table 2, Operating Performance Standard and Performance Delivery, EBT-Only POS Equipment Replacement is hereby amended as follows:**

The EBT Contractor must ship, via overnight express, replacement POS equipment within one (1) <u>two (2)</u> business days of a request for a replacement of faulty equipment.	Failure to ship replacement POS equipment via overnight express within one (1) <u>two (2)</u> business days of a request 98% of the time measured within a 30-day rolling period.
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30. **Exhibit C: Requirements for WIC, Table 2, Operating Performance Standard, Card Readers and PIN Selection Equipment Replacement (if leased) is hereby amended as follows:**

The EBT Contractor must ship, via overnight express, replacement PIN selection terminals within ~~one (1)~~ two (2) business days of a request for a replacement.

31. **Exhibit C: Requirements for WIC, Table 2, Performance Deficiency, Vendor Enablement is hereby added as follows:**

Failure to install stand beside devices to Vendors who have returned a Vendor agreement.

32. **Exhibit C: Requirements for WIC, Item 3.5.8 is hereby amended as follows:**

3.5.8 Communication and Coordination Plan.
The WIC EBT Contractor must provide a Communication and Coordination Plan. The Plan shall include the WIC EBT Contractor's communication approach, including events such as status reports, conference calls, on-site visits, etc. The Plan shall include all stakeholders involved in the project, including the MSDH WIC Program, MSDH WIC Program contracted QA, the WIC MIS Maintenance & Enhancement (M&E) Contractor, ~~SPiRiT User Group~~, the local WIC agencies/clinics, the WIC EBT Contractor and its subcontractors, Authorized WIC Vendors, and other major related parties. The Communications and Coordination Plan shall detail how communications among and between stakeholders will be delivered and managed. This shall include coordination among the units of the WIC EBT Contractor's project team, including project management, development, testing, customer service, WIC EBT Contractor support staff and subcontractors. A draft Plan is due not later than thirty (30) Calendar Days from Contract execution, with a final Plan due no more than sixty (60) Calendar Days from Contract execution for MSDH WIC Program review and approval.

33. **Exhibit C: Requirements for WIC, Item 4 is hereby amended as follows:**

Vendors shall submit all RFP 3884 and WIC EBT pricing separately from the technical response. All cost and pricing information must be separately packaged, sealed, and clearly marked as the cost proposal. All electronic submission forms must also separate the cost and pricing proposal from the technical proposals.

34. **Attachment Q: SNAP-9 USDA FNS Interface File Formats has been updated. Please see Attachment Q REVISED.**

Vendor must include in their proposal a response to each amended requirement as listed above. Vendor must respond using the same terminology as provided in the original requirements.

In addition to the modifications listed above, ITS is publishing a conformed RFP to assist you in your response. This conformed RFP is available on the ITS website.

The following questions were submitted to ITS and are being presented as they were submitted, except to remove any reference to a specific vendor. This information should assist you in formulating your response.

- Question 1:** The scope and complexity of Mississippi's RFP is greater than a standard SNAP and Cash RFP given that it also includes branded debit card and WIC requirements that appear to require detailed responses. FNS recommends that States provide bidders at least 90 days to respond to a standard SNAP/Cash EBT RFP, and 90 days to respond to a stand-alone WIC EBT RFP. Given the expanded scope of Mississippi's RFP and the draft WIC documents/plans to be provided with the proposal, will the State consider extending the proposal due date at least 30 days beyond the current to date to allow bidders sufficient time to develop their responses?
- Response:** **Yes, please see the revised Procurement Project Schedule above.**
- Question 2:** Since the RFP does not specify page size for complex documents like Microsoft Project plans and architecture diagrams, may Bidders use larger paper folded down to 8 ½ X 11 inch size?
- Response:** **Yes, Vendors may fold paper size to fit into the three ring binder.**
- Question 3:** Section III, Item 8 states that ITS reserves the right to make multiple awards. This RFP indicates that you will accept multiple awards, but appears to be crafted for only one vendor. This could eliminate potential options for the State. Would the State accept multiple vendors as stated?
- Response:** **The State reserves the right to award to multiple Vendors, but anticipates the selection of only one Vendor for card services for all programs. Multiple Vendors can be allowed through sub-contracting.**
- Question 4:** In Section III, Item 13.5 and Section VII, Item 17.6.3, it requires personnel assigned to the project to remain a part of the project throughout the duration of the contract as long as the personnel are employed by the Vendor. This requirement does not allow for situations such as promotions, transfers to another division of the company, or other similar career path changes that an employee could experience during what could potentially be a 10-year contract term. Will the State agree to remove this requirement?
- Response:** **No.**
- Question 5:** Section VII, Item 3.3 allows the State to add other programs under the contract resulting from this procurement. When does the State anticipate adding WIC benefits to this contract?
- Response:** **WIC requirements are stated within this RFP in Exhibit C. The awarded Vendor will negotiate a separate contract with WIC. The WIC contract is anticipated to begin January 2018.**
- Question 6:** Section VII, Item 3.3 allows the State to add other programs under the contract resulting from this procurement. When does the State anticipate adding Child Care (CC) payments to this contract?
- Response:** **The State has no anticipated date or timeframe at this time.**

- Question 7:** Section VII, Item 4.10—Please confirm your TANF benefits are on a separate card to allow for restriction of ATM access and MCC blocking.
- Response:** **With the exception of SNAP/DSNAP, all MDHS cash programs are on the same debit card.**
- Question 8:** Section VII, Item 4.15.1 requires bidders to respond to the detailed requirements in Exhibit C, *WIC Requirements*. However, it appears no points are allocated to the WIC technical response according to the table in Section VII, Item 23.1.4. Please confirm if the State is requiring a full point-by-point technical response to all of the WIC requirements contained in Exhibit C.
- Response:** **Yes, the State is requiring a full point-by-point technical response to all WIC requirements in Exhibit C. See the revised scoring tables in Amendment Item 23.**
- Question 9:** Will the State explain how WIC technical responses will be evaluated?
- Response:** **The WIC requirements will be evaluated and scored on the same 10-point scale that is detailed in Section VII, Item 23.**
- Question 10:** Section VII, Item 5—Due to the extensive scope of the RFP requirements, we would like to request a one-month extension.
- Response:** **The State assumes that the Vendor is requesting a one-month extension to the due date of proposal responses. The State agrees to provide this extension. Please see the revised Procurement Project Schedule.**
- Question 11:** Due to this being a complex RFP, would the State consider a second round of clarification questions?
- Response:** **No.**
- Question 12:** Bidders often identify follow-up questions or need further clarification as a result of the State's responses to initial bidder questions. Would Mississippi consider adding a second round of questions to ensure bidders have a full understanding of the State's requirements?
- Response:** **No.**
- Question 13:** When does the State anticipate the EBT Disaster Services Work Group (DSWG) Buddy State Solution mentioned in Section VII, Item 8.3.1.5 to be defined, developed and implemented?
- Response:** **The EBT Disaster Services Work Group (DSWG) Buddy State Solution is a separate work effort underway by several state representatives. The time frame for completion of the project has not been determined.**
- Question 14:** Does Mississippi already have a Buddy State partner identified? If so, which State will serve as Mississippi's "Buddy" state?

Response: The EBT Disaster Services Work Group (DSWG) Buddy State Workgroup is made up of 37 states, the USDA FNS and several EBT related vendors. The multi-state group along with federal and corporate partners focuses on preparation for disaster planning as it relates to the issuing of Disaster Supplemental Nutrition Assistance Program (DSNAP) benefits by providing support to member states through information sharing, identifying “Lessons Learned” and sharing “Best Practices” on handling Natural, Man-Made or Technical disasters. Among other items, the DSWG is working on a common DSNAP solution that all states can use to issue benefits during disasters.

Question 15: In Section VII, Item 9.4.2.4 and Item 9.5.5.2 it states that Vendors should have their mailing address on the back of every card to ensure that cards are sent back to the Vendor. Would the State please consider revising the requirement to print ‘Please Destroy if Found’ per industry standard?

Response: The State does not agree to revise this requirement.

Question 16: In reference to Section VII, Item 9.4.7.6 regarding Benefit Aging File, are the notices and alerts to the recipient’s caseworker generated by the State’s system once it receives the Benefit Aging file from the vendor? Please explain the current process for the automatic generation of these notices and alerts.

Response: Yes, the State system generates these notices and alerts based on information received from the Vendor’s Benefit Aging File.

Question 17: Per Section VII, Item 9.5.2, EMV technology is to be supported in the future, at no cost to the State, as deemed required by the USDA FNS. There is a significant material cost to re-carding all recipients to replace existing magnetic stripe cards with EMV cards. By requiring the vendor to support this in the future at no cost, bidders must mitigate this potential expense by including it now in their proposed CPCM. Should FNS not require this functionality in the near future, the State will nonetheless still be paying for it by way of a higher CPCM over the entire contract term since the cost of the card conversion would already have been baked in. Given the uncertainty of when FNS will require such functionality and the likelihood of higher proposed CPCM to cover this functionality, would the State agree to require EMV technology through the defined change request process upon FNS’ mandate to implement EMV?

Response: No. EMV technology implementation cannot be included as a change order request process. This will be provided at no cost to the State.

Question 18: Please fully describe MDHS’ monthly automatic card replacement process including the monthly replacement volume, as mentioned in Section VII, Item 9.5.8.3.

Response: Card replacement occurs when requested in the batch file process or when requested by the cardholder. For monthly replacement data, please see Attachment R of the RFP.

Question 19: Does the State replace all or a subset of active EBT cards each month? If a subset, what is the criteria for a current card to be automatically replaced?

Response: Please see response to Question 18.

Question 20: In regards to updating/rebranding the State's EBT card as mentioned in Section VII, Item 9.5.10.1, does the State intend to only replace the image on the card or does it intend to actually rebrand with a Visa or MasterCard association?

Response: The State only requests updating the aesthetics of the card, not changing brands.

Question 21: Section VII, Item 9.5.10.2 requires that the winning vendor replace all EBT cards in the new design prior to the new contract start date. Only the incumbent can meet this requirement. Will the State revise this requirement to state that the replacement of all EBT cards is to be completed by the winning vendor within a reasonable time following the database conversion?

Response: That State would like to clarify that the new cards must be issued prior to the proposed go-live date of February 1, 2019, not the date the contract is signed or becomes effective. The State will work with the awarded vendor to prepare for database conversion well in advance of the proposed go-live date. The State does not agree that only the incumbent can issue new cards before that date. See Amendment Item 11 above for clarification.

Question 22: Section VII, Item 9.6.3 and Item 10.32.1.7 both say that help desk and CSR services should be provided in English, Spanish, and Vietnamese. Please provide the current monthly volume of CSR-supported Vietnamese calls for both the EBT and prepaid debit programs.

Response: The State has no current data.

Question 23: In Section VII, Item 9.6.8, the first paragraph of this requirement describes Help Desk monitoring capabilities and the second paragraph describes the retailer mobile application. Would the State clarify that the second paragraph should be a separate requirement, numbered as 9.6.9 in the bidder's proposal?

Response: Please see Amendment Item 15 for revision.

Question 24: Section VII, Item 9.6.8—It is not technically feasible for any EBT processor to offer the capability to "monitor" ARU calls as one would monitor the live interaction between a caller and a CSR. Would the State remove the ARU portion of this requirement?

Response: Please see Amendment Item 15 for revision.

Question 25: Section VII, Item 9.7.11.1 states, "The Vendor shall ensure that the EBT system meets performance and technical standards and regulations, as found in 7 CFR 274.12 (h), entitled "Performance and Technical Standards..." Will the State confirm that this reference should be to 7 CFR 274.8(b)?

Response: The reference should be 7 CFR 274.8(b). See CFR Number Reference Revisions.

Question 26: Section VII, Item 9.7.11.4 states, “The Vendor shall comply with all relevant processing speed requirements as stated in 7 CFR 274.12 (h)(1).” Will the State confirm that this reference should be to 7 CFR 274.8(b)(1)?

Response: The reference should be 7 CFR 274.8(b)(1). See CFR Number Reference Revisions.

Question 27: Section VII, Item 9.7.17.2 states, “The Vendor shall provide a mechanism for the State to comply with recipient notification requirements at 7 CFR 274.12(f)(4)(ii)(B).” Will the State confirm that this reference should be to 7 CFR 274.2(g)?

Response: The reference should be 7 CFR 274.2(g). See CFR Number Reference Revisions.

Question 28: Please confirm that Section VII, Item 9.7.21 is referencing no fees are to be charged to the cardholder. FNS regulations are specific to prohibiting charging fees to cardholders for SNAP transactions. No EBT vendor, including the incumbent, can guarantee that a processor fee will not be charged on the transaction.

Response: The State would like to confirm that there would not be any fees assessed to the cardholder or to the State. Please see Amendment Item 16.

Question 29: If the incumbent is awarded the new contract, will the incumbent be required to replace all equipment as required in Section VII, Item 9.8.1.7?

Response: Yes.

Question 30: What POS equipment is the incumbent currently providing to exempt EBT-only providers?

Response: The State does not track this information.

Question 31: Section VII, Item 9.8.1.11 states that the Vendor shall be responsible for conducting an annual survey of lane coverage in retail stores. FNS typically conducts the survey of lane coverage. Will the State please clarify what it intends for the Vendor to do with regard to this requirement?

Response: The State expects the awarded Vendor to work with retailers to ensure adequate lane coverage.

Question 32: Although this is not the normal practice within the industry, Section VII, Item 9.8.1.13 states that annual manual voucher training is to be provided to retailers by the vendor. Does this requirement apply only to exempt EBT-only retailers?

Response: No, this applies to all authorized retailers.

- Question 33:** Please provide an explanation of the current annual manual voucher training process including the number of retailers to be trained.
- Response:** **The incumbent Vendor currently provides training. Please see Attachments Y and Z of the RFP for information regarding the number of authorized retailers.**
- Question 34:** Would the State explain the intended purpose of the retailer enable/disable functionality within the Administrative Terminal mentioned in Section VII, Item 9.8.11.1.11?
- Response:** **One example of the retailer enable/disable functionality would be to assist USDA-FNS in remedying retailer fraud.**
- Question 35:** Section VII, Item 9.9.13.2 requires a breakdown of the cost of the contract with and without an EBT Data Warehouse solution included. Please indicate in which Section VIII cost table this price breakdown should be included. Is the State requesting the Data Warehouse to be priced as an optional feature?
- Response:** **The State may or may not choose to require a Data Warehouse, and the price will be a factor in the decision. The State agrees to revise the cost tables in Section VIII to make it easier for Vendors to communicate this cost. Please see the Revised Cost Information Submission.**
- Question 36:** Section VII, Item 9.9.22 says that the Vendor shall provide a file that includes retailers Tax Identification Number (TIN). EBT processors do not have access to all retailers' Tax Identification Numbers, and, even if possible, providing such information for all retailers on a single file presents a security concern. Please explain the value to the State of having all retailer TINs.
- Response:** **This requirement has been removed. Please see Amendment Item 18.**
- Question 37:** Section VII, Item 9.8.1.7 states that the new Vendor will be required to install the latest VeriFone Vx model-equipment, however this Section VII, Item 9.10.1.1 states VeriFone Vx510 and Vx610 are the terminals to which EBT-Only retailers are to be converted. Will the State confirm that it intends the new vendor to provide Vx520 and Vx680 terminals as those are the latest VeriFone models?
- Response:** **Equipment is updated frequently and specific model numbers are no longer the latest and most current models. Vendors are required to propose models that are "equivalent or better POS devices, or a device of greater quality".**
- Question 38:** Section VII, Item 9.11.3.5.1—Would the State please provide additional explanation of the process and functionality required to support this requirement?
- Response:** **The State requests that the Vendor be able to allow for authorized personnel to manually update the maximum benefit amount. This is a backup to the preferred automated batch process.**

Question 39: Section VII, Item 9.11.3.6—Would the State describe the process in place today to provide manual voucher refresher training to USDA FNS certified retailers?

Response: **No. This process can differ based upon the staff turnover rate, size, or type of retailer. The proposal should provide a suggested process for conducting manual voucher training.**

Question 40: Section VII, Item 9.12.2.2 sites USDA FNS Federal Regulation 274.12(e)(4)(vi). However, we believe it is FNS Federal Regulation 274.3(e)(7) that requires that retail store employees shall be trained in system operation prior to implementation. Will the State modify this requirement to reflect the correct FNS regulation?

Response: **The reference should be 7 CFR 274.3.(e)(7). See CFR Number Revisions.**

Question 41: In Section VII, Item 10.2 it mentions that additional points will be awarded to a Vendor that provides services under the MasterCard® brand in order to mitigate the need to convert this program. Unless the incumbent Vendor wins, the awarded Vendor will issue new cards and no savings will accrue to the State by maintaining the legacy debit card brand. Would the State consider eliminating this intention to ensure a level playing field and not disadvantage one potential Vendor vs. another? The suggested change should benefit the State and its constituents by making the procurement more competitive.

Response: **Upon further review of this specification, the State has agreed to eliminate this provision. Please see Amendment Item 19.**

Question 42: In Section VII, Item 10.2 the State is indicating a preference for the debit cards to be MasterCard® branded “in order to mitigate the need to convert this program”. The current vendor’s debit cards will not be transferable to a program provided by another vendor because the actual card number and BIN# cannot be converted based on Card Association rules. A change in vendors will require new cards with new card numbers to be issued to all debit cardholders. Will the State consider removing this requirement?

Response: **See the response to Question 41.**

Question 43: Section VII, Item 10.2 says, “The Vendor shall propose services using either a Visa® or MasterCard® branded program. However, additional points will be awarded to a Vendor that provides services under the MasterCard® brand in order to mitigate the need to convert this program.” Would you consider eliminating this requirement? A new Vendor may offer MasterCard®; however, it would not eliminate a conversion to a new Vendor.

Response: **See the response to Question 41.**

Question 44: MCC code blocking allows the State by benefit program to determine specific functions that card cannot be used, i.e., package good/liquor stores. Is it the State’s intention that all MCC code blocking for a specific program type apply to all cardholders enrolled in that program? Is it the State’s intention that combined programs on a single debit card contain the same restrictions?

Response: All program participants are subject to program restrictions. Any program restrictions only apply to funds associated with that particular program.

Question 45: Section VII, Item 10.2 requires the administrative terminal shall include a single sign on by state agency with security profiles for access to one or all benefit programs managed by that agency. Does the State desire a single sign on from a State system into the administrative terminal, or a single sign on into an administrative terminal login page that can be configured by different security profiles?

Response: The State prefers to have a single sign on into an administrative terminal login page that can be configured by different security profiles.

Question 46: Section VII, Item 10.3 says, “In addition, the Vendor shall propose debit card services for individual payees thirteen (13) years of age or older and for any business-related payees the State may decide to make payment.” Would the State please provide examples of debit card services for business-related payees?

Response: If future developments at MDHS lead to debit cards being issued to child card providers, the cards may need to be issued to business entities rather than individuals. This is one example and is not intended to be an exhaustive list.

Question 47: Section VII, Item 10.13 says the State of Mississippi’s current BIN/IIN for debit card is 515478. This BIN currently being used by Mississippi is for the current Vendor’s Bank and cannot be reused by another Vendor’s Bank. Will Mississippi consider removing this requirement?

Response: No, this was for provision of current operating information only and imposes no requirement on future vendors.

Question 48: Section VII, Item 10.13.7 mentions a requirement for co-branded card with QUEST® and a commercial brand (MasterCard® or Visa®). Does the current debit card used by Mississippi have the Quest logo on them?

Response: No.

Question 49: Section VII, Item 10.13.7—Is the expectation that QUEST will be applied to UI benefits and Child Support benefit cards?

Response: If the awarded Vendor is required to supply a co-branded card with both Quest and a commercial brand, then the Quest logo will appear on UI benefits and Child Support benefit cards. However, restrictions that apply to the SNAP program would not apply to funds associated with those programs.

Question 50: Section VII, Item 10.14.11—Why is the card replacement requirement every year verses the market standard expiration of every three years?

Response: The requirement does not state that cards must be replaced every year. The Vendor must provide a free replacement card once per year upon the cardholder's request. If the cardholder does not make such a request, then the card will not be replaced on an annual basis.

Question 51: Section VII, Item 10.15.5 says, "Vendor shall capture and provide USPS forwarding address information in electronic format from an Address Change Alert File when provided on "returned" card envelopes; this file shall follow the same batch file interface requirements as any other Vendor supplied batch interface file. The State will use this file to "alert" the appropriate caseworker of their recipient's address change as reported by the USPS (The State shall determine the recipient's correct address and send any address updates via an Account Maintenance File to the Vendor.)" Does the State have a "Do Not Forward" requirement for the debit card packages or does this only apply to cards that were forwarded unsuccessfully then returned to the vendor?

Response: The State has a "Do Not Forward" requirement for debit card packages. Please see Amendment Item 20 for additional clarification.

Question 52: Section VII, Item 10.15.6 addresses updating the account's address. Are vendors permitted to accept address changes from cardholders via the Cardholder Help Desk?

Response: No.

Question 53: Section VII, Item 10.26.2—Can you provide more clarification on what "the unique document identifier/authorization number level across all accounts" is?

Response: Each deposit is identified by a unique transaction ID. The Vendor's duplicate deposit validation must occur at this transaction level and across all accounts.

Question 54: Please describe the unique document identifier/authorization number mentioned in Section VII, Item 10.26.2 & 10.26.4 as related to the funding process.

Response: Please see response in Question 53. Each deposit is identified by a unique transaction ID.

Question 55: Section VII, Item 10.31.1.1—Would the State confirm that the requirement for 3 free ATM withdrawals means free at the vendors proposed ATM network and not all ATMs?

Response: The State assumes Vendor is referring to Item 10.31.1.2. The minimum of three (3) free ATM withdrawals per month applies to in-network ATMs only.

Question 56: Section VII, Item 10.32.1.1—What is the current call volume of international calls into the Cardholder Help Desk?

Response: The State has no current data.

Question 57: Section VII, Item 10.38 does not include a requirement. Please confirm item 10.39 is the confidentiality requirement bidders should respond to, and whether this item number should be modified to 10.38.1 in proposals.

Response: **Item 10.38 & 10.39 were numbered incorrectly. See Amendment Item 21.**

Question 58: Can the State share how they envision the transfer of funds from the current card to the new card Vendor? How are credits and chargebacks impacted when the old card is closed?

Response: **We expect Vendor's project work plan to address this area. The State will work with the awarded Vendor to ensure the smoothest transition possible.**

Question 59: Does the State own the current call center number mentioned in Section VII, Item 12.19.7?

Response: **No.**

Question 60: Section VII, Item 14, ID #4 states that daily benefits/deposits received by 11:59 P.M Central Time will be in the recipient's accounts by 12:01 A.M. Central Time on the availability day. Because this conflicts with Section VII, Item 9.4.1.3.3 which states that the vendor is to begin processing all files received from the state within ten (10) minutes of receipt, please confirm this standard applies to future benefits and not next day availability benefits.

Response: **Section VII, Item 14, ID #4 coincides with Item 9.4.5.1, which references benefit availability. Item 9.4.1.3.3 relates to account maintenance fees. Please see Amendment Item 10 for clarification.**

Question 61: Section VII, Item 10.32.1.5 states that the performance standards regarding number of rings prior to answer and average time on hold shall be consistent with call center industry standards. Similarly, Section VII, Item 10.32.2 states that performance standards regarding number of rings prior to answer and average time on hold for the ARU shall be consistent with call center industry standards. The Customer Service Help Desk Standards defined in Section VII, Item 14, ID #8 are exceedingly more stringent than call center and EBT industry standards, yet are defined for the same caller pool (given that many recipients receive both SNAP and some form of cash benefits). The majority of EBT contracts include a service level of 85% of calls answered within 2 minutes. Will the State negotiate these performance standards with the awarded vendor?

Response: **Yes.**

Question 62: As written in Section VII, Item 14, ID #, the "Deficiency That May Trigger Liquidated Damages" for the Customer Service Help Desk standards means that one mistake in five years could result in a penalty. There is zero room for error. While we agree that timely and efficient access to customer service is critical and we strive for 100% accuracy, assessing liquidated damages for anything less than 100% accuracy is onerous on the Vendor. Will the State negotiate this deficiency measure with the awarded vendor?

Response: Yes.

Question 63: Please provide the history of liquidated damages, including the infractions, accessed to the incumbent vendor over the current contract period.

Response: The MDHS has not assessed any liquidated damages under the current EBT contract. MDHS would caution any responding Vendor that relying on the history of the current contract is done at the Vendor's own risk, as the occurrence of any instances for which liquidated damages could have been assessed was under a previous administration.

Question 64: Given the length of our audited financial statements (more than 200 pages), may Bidders provide these documents in electronic format only?

Response: Vendors may include financial statements in the electronic version, i.e. CD or thumb drive.

Question 65: Annual reports, which include the required financial information, are lengthy documents. May bidders include their annual report on CD or provide the URL for its annual report in response to the requirement listed in Section VII, Item 16.2.7?

Response: See the response to Question 64.

Question 66: We understand from instructions at the beginning of Section VII that all items in Section VII from 2.1 through 23 are to be responded to directly. Will the State confirm that a separate Cost Proposal is not required, but instead completed pricing tables are to be included in bidders' responses to Section 21, Cost Proposal, of the RFP? If a separately sealed Cost Proposal is required, will the State update the proposal submission instructions?

Response: All requirements in Section VII, Items 1 through 23 are to be responded to in the Vendor's proposal, as instructed. To be consistent, the State is requesting that the technical specifications and the pricing be submitted separately for the RFP and Exhibit C. All cost and pricing information must be separately packed, sealed, and clearly marked as the technical response or cost proposal. See Amendment Items 3, 4, and 5.

Question 67: Please provide an example of the calculation using numbers in the equation provided in Section VII, Item 23.2.3.1.

Response: If the lowest proposed lifecycle cost is \$7,500,000.00, the point allocation is 40 points, and Vendor A proposes \$8,750,000.00, then the formula will be $(1 - ((8750000 - 7500000) / 7500000)) * 40$. Vendor A would get 33.33 cost points.

Question 68: How will the State calculate total lifecycle cost?

Response: Lifecycle cost will be determined by the number of active cases multiplied by the CPCM for 5 years. The State will also add the performance bond and

the implementation costs and CPCM rates from Exhibit C to the total lifecycle cost.

Question 69: What is the calculation to be used to determine the Total Lifecycle Cost?

Response: See the response to Question 68.

Question 70: Will the State provide a breakdown of how many of the 40 cost points will be based on Tables 1a-1e CPCM for EBT Snap, Tables 4a-4e CPCM for EBT WIC, and Tables 5a-5e for Electronic Child Care?

Response: All 40 of the cost points will go towards the total lifecycle cost. The lifecycle cost is determined by the CPCM and the number of active cases.

Question 71: Section VII, Item 23.2.3.2 says cost points are reliant on “Lifecycle Cost”. Please define “Lifecycle Cost” and each component that it represents as referenced in the Cost Category table.

Response: See the response to Question 68 and 70.

Question 72: How many of the 40 cost points will be based on Table 2 schedule for debit card services?

Response: Table 2 is not factored into the 40 cost points.

Question 73: In Section VII, Item 23.2.4.6.1 mentions that Vendors should be prepared to provide “reference site”. Please clarify what is meant by “reference site”. Is the State planning a site visit to the offices of a vendor’s client reference (i.e., another state office)?

Response: This is standard language in the State’s RFP. However, the State identifies a reference site as a facility where the Vendor performs the same or substantially similar service for another client.

Question 74: In Item 1.1 of the Cost Information Submission, it states, “Vendors shall provide cost information for the initial five (5) years of the contract and for each of the five (5) one-year optional renewal years.” Also in Table 2 of the Cost Information Submission, it states, “Vendors shall provide Debit Card Service information and any associated Cardholder fee information for the initial five (5) years of the contract and the two (2) one-year option years.” Would the State confirm that the terms of the Debit Card Services contract are different from the terms of the EBT SNAP/DSNAP Services contract?

Response: Debit Card Services contract will also have a five (5) one-year renewal option. Please see the Revised Cost Information Submission.

Question 75: In Item 1.3 of the Cost Information Submission, it is mentioned that cost shall be based on a CPCM rate basis for provision of a turnkey Electronic Child Care system. Considering there are no requirements in the RFP and the broad differences in how the program is administered among states, would the State consider removing the pricing requirements for Electronic Child Care Services?

Response: **No. Electronic Child Card Services is mentioned in Section VII, Item 4.17. Statistically data is provided in Attachment L and M of the RFP.**

Question 76: The instructions in the first paragraph of Section VIII Cost Information Submission state that project costs are to be provided in the “matrix that follows” and include the details of each cost category. The tables that follow this instruction ask for proposed CPCM, percentage of CPCM for certain categories, debit card fees, and change order pricing. Please explain what the State is looking for when it asks for details including “item, description, quantity, retail, discount, extension, and deliverable”? This instruction doesn’t seem consistent with the requested pricing.

Response: **Please see the requirement of a cost itemization supplement, along with the phrase “as applicable” that precedes the quotes series.**

Question 77: What is the current cost per case month (CPCM) for SNAP cases?

Response: **The current CPCM is detailed in the incumbent vendor contract. This contract is available at www.transparency.ms.gov.**

Question 78: Where are the call centers supporting SNAP calls currently located?

Response: **The primary call center is located in Canton, Mississippi, and the secondary location is in Texas.**

Question 79: Where are the primary and secondary call centers mentioned in Section VIII Cost Information Submission located today?

Response: **Please see the response to Question 78.**

Question 80: In reference to Section VIII Cost Information Submission, Tables 1a-1e and Tables 4a-4e, which specific tier row within the CPCM table will be evaluated to determine the Total Lifecycle Cost per Requirement 23.2.1.1 and 23.2.3.2?

Response: **The State assumes that you are referencing the Total Lifecycle in Section VII, Items 23.2.3.1 & 23.2.3.2. The State will determine the appropriate tier row for evaluating lifecycle cost based on the actual number of cases.**

Question 81: In reference to Section VIII Cost Information Submission, Tables 1a-1e and Tables 4a-4e, which CPCM table for SNAP, and which for WIC, will be evaluated to determine the Total Lifecycle Cost? For example, the State couldn’t add up all CPCM tiers for all contract years across all 4 tables as the Total would be extremely overinflated. A true lifecycle cost value would have to only consider one specific tier using one call center configuration.

Response: **See response to Question 80.**

Question 82: Will the proposed CPCM for the base years be weighted differently than the proposed CPCM for the extension years?

Response: **No.**

- Question 83:** Will the proposed CPCM for extension years be included in the Total Lifecycle Cost?
- Response:** **The proposed CPCM rates for extension years will not be included in the Total Lifecycle Cost.**
- Question 84:** Please define what countries and/or territories the State considers to be “Near-Shore”, as mentioned in Section VIII, Tables 1b and 4b.
- Response:** **While there is not a specific list of countries and/or territories, the options provided should be close in proximity (i.e. close to our time zone) with minimal language or cultural barriers.**
- Question 85:** The CPCM breakdown information requested in Section VIII, Tables 1e and 4e is considered confidential and proprietary, as it is competitive information not available for public release. Will the State permit bidders to mark these tables as confidential and provided a redacted copy of them for FOIA purposes?
- Response:** **The State considers all proposal material, including cost proposals, to be confidential information. Please see Section IV Legal and Contractual Information, Item 34 of the RFP for more information regarding the Public Records Act.**
- Question 86:** Tables 1e and 4e from Section VIII do not appear to be part of the Cost Evaluation formula provided in Section VII Paragraph 23.2.3. How will the information in these tables be evaluated and scored?
- Response:** **Tables 1e and 4e will not be scored to determine an awarded Vendor.**
- Question 87:** Will the State please delete Tables 1e and 4e from Section VIII?
- Response:** **The State has removed Table 4e, but will not be removing Table 1e.**
- Question 88:** Will the State modify Table 2 in Section VIII to allow offerors to propose different fee amounts for ATM Withdrawals and Balance Inquiries at locations that are within the vendor’s ATM network? This approach allows vendors to offer more flexibility in the number of free transactions that could be available at in-network vs. out-of-network ATM locations.
- Response:** **The State believes that the table allows enough flexibility to make different proposals.**
- Question 89:** Will Debit Card pricing be included in the Total Lifecycle Cost? If so, how? What will the calculation be related to Debit Card pricing?
- Response:** **No.**
- Question 90:** How will Debit Card pricing be evaluated given the cost to the State is zero?
- Response:** **Debit Card pricing is not being scored.**
- Question 91:** Please provide the current cardholder fee schedule for the debit card program.

Response: **The current cardholder fee schedule for debit cards is in the incumbent Vendor contract. This contract is available at www.transparency.ms.gov.**

Question 92: Would the State be amenable to the Vendor assessing a fee when a cardholder places more than 5 calls to customer service in a month?

Response: **Yes.**

Question 93: How will the proposed Change Order Pricing be evaluated and scored?

Response: **Change order rates will be evaluated based on the same cost evaluation formula listed in Section VII, Item 23.2.3.1. The Cost category scoring has been updated to reflect two (2) points being allocated to change order rates. Please see Amendments 23 and 24 for the revision.**

Question 94: Since there isn't an estimated number of hours to multiply each proposed rate by, please explain if and how the proposed costs in Section VIII Table 3 will be included in the Total Lifecycle Cost?

Response: **See response to Question 93.**

Question 95: Section VIII, Tables 4a through 4e require pricing for EBT WIC services. Section 4 of Exhibit C, WIC Requirements, include different cost tables (Tables 5-7 on Exhibit C). Will the State please clarify which cost tables are to be completed for WIC services? Which pricing tables will be used for evaluation?

Response: **Tables 4a through 4e in Section VIII of the RFP have been deleted from the Revised Cost Information Submission. Vendors shall propose WIC costs as they are requested in Exhibit C.**

Question 96: As a follow up from the Vendor Conference response that both sets of tables should be completed, if both sets of tables are completed, which pricing model will be used for payments? (For example, the CPCPM in Attachment C will not be loaded with implementation costs, but to arrive at the appropriate total contract value, the CPCPM amounts in Tables 4a through 4e will need to be loaded with implementation costs.)

Response: **The State has revised its stance on the WIC tables and is only requesting Vendors to submit the cost tables in Exhibit C. The implementation costs and the CPCPM rates from Exhibit C will both be added into the Total Lifecycle Cost.**

Question 97: As a follow-up to the question asked at the Vendor Conference regarding which requirements bidders should base Child Care Services pricing upon, please confirm that the cost tables for Child Care Services will not be required.

Response: **Despite this timeline being unknown, these cost tables are required.**

Question 98: How will the cost of the performance bond be evaluated and scored?

Response: **The performance bond amount will be added into the Total Lifecycle Cost.**

Question 99: It was mentioned that two Agreements will be executed on behalf of MDHS and MSDH. If a different Agreement will be executed for the WIC program than the Standard Contract provided in Exhibit A of the RFP, will the State provide a copy of the terms and conditions that will apply to the WIC program for bidders to review?

Response: **The standard contract provided in Exhibit A of the RFP will be the template for both Agreements.**

Question 100: Can the State provide more current data than the data provided in the Attachments to the RFP?

Response: **No.**

Question 101: In reference to Attachment F, Attachment G and Attachment I, will the State provide this data for the MDES Unemployment Insurance debit card program?

Response: **No, this data is not available.**

Question 102: We understand from Attachment O that each agency (MDHS and MDES) sends their own Account Maintenance add and update records when their respective systems are updated. The data on the State systems are not integrated. If a recipient receives deposits from each agency, they will be set up and maintained independently on each State system, thus generating independent Account Maintenance File records to the Debit Card Contractor System. On the Debit Card Contractor System, the different agency records create different Debit Card accounts, resulting in a recipient receiving both Child Support and Unemployment Insurance having two (2) debit cards, one for each program. However, recipients with a combination of any MDHS program (i.e., TANF; TANF Supportive Services; Adoption Subsidy; Foster Care; SNAP Employment & Training (SNAPE&T); etc.) will receive only one debit card. The State desires different debit card images for MDHS and MDES cardholders for ease of identification. If a cardholder receives both Child Support and TANF payments from MDHS, are payments deposited on the same card or separate cards.

Response: **Yes, all “cash” programs from MDHS use the same debit card.**

Question 103: In Attachment O, the Deposit File interface specification describes deposit file processing for MDHS payments. Does MDES follow this same structure for Unemployment Insurance payments or another funding method (i.e. ACH)?

Response: **MDES follows the same process as MDHS.**

Question 104: Please describe the value provided in deposit detail field #3, Person ID in Attachment O. Is this the account number associated with the cardholder or a different value?

Response: **This is a unique client identifier across all MDHS systems and programs (e.g., SNAP, TANF, Child Support, etc.).**

Question 105: There are a number of references to “PIN selection terminal” through Exhibit C. It is our understanding that SPIRIT does not support an integrated PIN selection from the SPIRIT application. Please clarify if PIN selection terminals will be required and, if so, how does the State envision their use?

Response: **The State utilizes the SPIRIT system that does not currently support PIN selection terminals. The State would like to keep the option open for the future in case the SPIRIT system is modified or if the State implements a new system.**

Question 106: In Exhibit C, Item 3.1.2.4 it states that the MSDH WIC EBT Project staff shall review deliverables and participate in code and test walk-throughs. Would the State please consider removing the requirement for a code review? Our WIC EBT solution is proprietary and provided as a service.

Response: **Yes, see revised Amendment Item 26.**

Question 107: In Exhibit C, Item 3.2.2 the requirement states: “The EBT Contractor shall interface with the current SPIRIT Universal Interface (UI) and shall provide timely upgrades when SPIRIT transitions to newer versions of the UI.” Please confirm that it is the expectation that the incoming WIC EBT contractor is expected to make changes (if needed) to conform to SPIRIT’s current implementation of the Universal Interface? In other words, it is not expected that SPIRIT will make any changes to conform to an interface specification provided by the WIC EBT contractor.

Response: **The awarded vendor is responsible for the Universal Interface upgrades to meet SPIRIT specifications.**

Question 108: What version of the Universal Interface (UI) mentioned in Exhibit C, Item 3.2.2, does SPIRIT currently use and is this the same version expected to be used when WIC EBT is implemented?

Response: **The version currently in use is Universal Interface version 2014. The State is unsure if they will use this in the future.**

Question 109: Exhibit C, Item 3.3.2 says “WIC EBT cards are required to meet payment and EBT industry standards and specifications, including but not limited to Payment Card Industry (PCI) specifications.” However, the WIC EBT Operating Rules from September 2014 states the following on p. 33: “WIC EBT transactions shall not be required to conform to the Payment Card Industry (PCI) Data Security Standard as it applies to PINs.” Please clarify the scope of the requirement.

Response: **WIC EBT cards are required to meet PCI specifications, as well as WIC EBT Operating Rules. For all required standards, USDA FNS documents supersede industry standards.**

Question 110: Exhibit C, Item 3.3.5.8.2—Would the State consider funding the WIC daily settlement account through an ACH debit from the WIC EBT Contractor?

Response: The State will fund the WIC daily settlement account similarly, if not the same, to MDHS. Please see Section VII, Item 9.5.13 of RFP No. 3884 for the current State settlement and reconciliation processes.

Question 111: In Table 2 of Exhibit C, the benefit availability is requested to be available at midnight on the first day of use. Would the State modify the requirement for benefit availability to be 12:01 a.m. on the first day of use?

Response: Yes, see Amendment Item 27.

Question 112: In Exhibit C, Item 3.5.8—Would the State clarify and provide an example of the WIC EBT Contractor requirement to communicate with the SPIRIT User Group as it relates to this project?

Response: The State has removed this requirement to communicate with the SPIRIT User Group. See Amendment Item 32.

Question 113: The call center performance standard listed in the Operating Performance Standard column in Exhibit C states 95% of calls can be placed on hold no longer than 60 seconds; however, the Performance Deficiency column includes a measurement for answering 85% of calls in 4 rings and failure to answer 90% of calls within 2 minutes will result in a deficiency. These are two different metrics. Please clarify the help desk standards.

Response: For several Operating Performance Standard criteria, the Performance Deficiency level is less stringent. In this case, the State expects that 95% of calls are not on hold longer than 60 seconds but deficiency will not be considered until 90% of calls are on hold for over two minutes.

Question 114: Table 2 in Exhibit C provides Operating Performance Standards for Customer Service Complaints. Please provide examples of complaints that the State would designate as Priority One and examples of complaints that the State would designate as Priority Two.

Response: Customer service complaints that relate to the use of current participant benefits are Priority One. For example, any complaint that would impact the participant's benefit balance of a current month. All other customer service complaints would be Priority Two. For example, any complaint about poor customer service.

Question 115: Table 2 in Exhibit C requires stand-beside POS equipment to be sent at least four (4) weeks prior to the conversion; however, due to our experience in multiple WIC EBT installations, we highly recommend deploying the equipment two (2) weeks prior to the conversion for the following reasons:

- Equipment may be lost if shipped too long before actual usage begins
- Equipment will not be functional until conversion takes place
- Training will not be effective if there is a gap between the training and usage.

Will the State modify this performance standard to require units to be sent at least two (2) weeks ahead of conversion rather than four (4) weeks.

Response: **MS WIC plans to conduct test transactions two weeks prior to conversion. To allow time for shipments, scheduling, and conduct of phone training, the State has established the expectation that equipment is shipped four weeks prior. The State will revise the requirement so that POS equipment must be sent at least three (3) weeks prior to conversion. See Amendment Item 28 for revision.**

Question 116: Stand-beside equipment can only be shipped to authorized vendors once the completed contract is returned due to the specific information that must be included in the terminal software. Will the State modify this Operating Performance Standard mentioned in Table 2 of Exhibit C to state that "...stand beside units shall be sent the units at least two (2) weeks prior to when the WIC clinics served by that WIC Authorized Vendor, who has returned a completed vendor agreement to the EBT Contractor, are converted to EBT?

Response: **The State agrees to three (3) weeks. See Amendment Item 28.**

Question 117: Table 2 in Exhibit C requires replacement of EBT-Only POS equipment to be shipped within one (1) business day of a replacement request. In compliance with FNS regulations, will the State allow the e-WIC service provider to ship replacement equipment to vendors within 48 business hours, rather than 1 business day, from receipt of the request for replacement?

Response: **The State agrees to two (2) business days. See Amendment Item 29.**

Question 118: Table 2 in Exhibit C requires replacement of card readers and PIN selection equipment to be shipped within one (1) business day of a replacement request. In compliance with FNS regulations, will the State allow the e-WIC service provider to ship replacement equipment within 48 business hours, rather than 1 business day, from receipt of the request for replacement?

Response: **The State agrees to two (2) business days. See Amendment Item 30.**

Question 119: The requirement in Exhibit C in Table 2 states: "Ensure sufficient coverage is available to MS WIC participants in areas ready to roll out. This is defined as having a minimum of 90% of the MSDH WIC Authorized Vendors in the pilot and each rollout area are certified as WIC EBT ready at least two (2) weeks before the Implementation of that district." Vendor enablement involves coordination with parties over whom the WIC EBT contractor has no direct control or contractual relationship. In order for this requirement to be effective, the State must require that any external party (including the retailer) involved in retail enablement must enter a contractual relationship with the WIC EBT contractor and accept a flow down of liquidated damages if their lack of enablement is due to circumstances within their span of control. An acceptable alternative to this requirement is to require that the WIC EBT contractor provides regular updates on the enablement status of vendors so that the State can take action to encourage cooperation of vendors. Will the State consider modifying this requirement as such?

Response: **The State understands that the EBT Contractor is not in complete control of Vendor enablement. The State will add that the performance deficiency**

applies failure to install stand beside devices to vendors who have returned a vendor agreement. See Amendment Item 31.

Question 120: Significant ABAWD case volumes may present a risk to State CPCM pricing. Based on an ABAWD cardholder's participation being limited to 3 months within 3 years, these cardholders utilize services for a very limited time eliminating the opportunity for a respondent to recoup its investment aligned with establishing the cardholder. If the percentage of ABAWD cardholders is significant, respondents may mitigate their financial risk through their proposed CPCM. By understanding the anticipated percentage of ABAWD cases, respondents can minimize the overall impact to proposed CPCM. Can the State confirm if an active ABAWD waiver is in place today, and if so, when does it expire?

Response: MDHS does not have an active ABAWD waiver.

Question 121: What percentage of the current active case volume do the ABAWD cases represent?

Response: ABAWD cases represent 13% of all SNAP cases.

RFP responses are due August 8, 2017, at 3:00 p.m. (Central Time).

If you have any questions concerning the information above or if we can be of further assistance, please contact Michelle Smith at 601-432-8057 or via email at Michelle.Smith@its.ms.gov.

Enclosures: CFR Number Revisions
Revised Cost Information Submission Form

cc: ITS Project File Numbers 42408 & 43015

CFR NUMBER REVISIONS

Previous CFR Reference	New CFR Reference
Section 7 CFR 274.12	Section 7 CFR 274.8
Section 7 CFR 274.12(e)(4)(vi)	Section 7 CFE 274.3(e)(7)
Section 7 CFR 274.12(f)(4)(ii)(B)	Section 7 CFE 274.2(g)
Section 7 CFR 274.12(g)	Section 7 CFR 274.3(a)
Section 7 CFR 274.12(g)(1)(ii)	Section 7 CFE 274.3(a)(ii)
Section 7 CFR 274.12(g)(4)(ii)	Section 7 CFE 274.3(b)
Section 7 CFR 274.12(g)(5)	Section 7 CFE 274.3(a)(3)
Section 7 CFR 274.12(g)(6)	Section 7 CFR 274.3(c)
Section 7 CFR 274.12(h)	Section 7 CFE 274.8(b)
Section 7 CFR 274.12(h)(1)	Section 7 CFE 274.8(b)(1)
Section 7 CFR 274.12(h)(3)	Section 7 CFE 274.8(b)(e)
Section 7 CFR 274.12(h)(6)(B)	Section 7 CFE 274.2(e)(5)
Section 7 CFR 274.12(h)(10)(i)	Section 7 CFE 274.8(b)(10)
Section 7 CFR 274.12(j)	Section 7 CFR 274.4(a)
Section 7 CFR 274.12(j)(1)(i)	Section 7 CFR 274.4(a)(1)(i)
Section 7 CFR 274.12(j)(5)	Section 7 CFE 274.1(i)
Section 7 CFR 274.12(m)	Section 7 CFE 274.8(e)

SECTION VIII REVISED COST INFORMATION SUBMISSION

Vendors must propose a summary of all applicable project costs in the matrix that follows. The matrix must be supplemented by a cost itemization fully detailing the basis of each cost category. The level of detail must address the following elements as applicable: item, description, quantity, retail, discount, extension, and deliverable. Any cost not listed in this section may result in the Vendor providing those products or services at no charge to the State or face disqualification.

1.1 Tables 1a-1e – Cost Per Case Month (CPCM) for EBT SNAP/DSNAP Services

Vendors shall provide cost information for the initial five (5) years of the contract and for each of the five (5) one-year optional renewal years. This cost shall be based on a CPCM rate basis for provision of a turnkey EBT SNAP/DSNAP system, fully installed and operational including, but not limited to, software, system modifications and development, documentation, implementation, data conversion, interfaces, training, warranty, fees, interoperability, phase-in/phase-out activities, etc. (including all work performed during transition periods before contract start date and after contract end date) and maintenance as specified by the RFP.

1.2 Table 1f – Optional Cost Per Case Month (CPCM) for EBT SNAP/DSNAP Services with Data Warehouse

Vendors shall provide the increase in CPCM cost for the initial five (5) years of the contract and for each of the five (5) one-year optional renewal years. Cost shall include a Data Warehouse as cited in Section VII, Item 9.9.13. Please state Upfront Implementation Costs if NOT included in CPCM price. If Implementation costs are included, please provide % of costs within CPCM.

1.3 Tables 1j – Optional Cost Per Case Month (CPCM) for EBT SNAP/DSNAP Services with Photo ID

Vendors shall provide the increase in CPCM cost for the initial five (5) years of the contract and for each of the five (5) one-year optional renewal years. Vendors shall provide the increase in CPCM cost for the initial five (5) years of the contract and for each of the five (5) one-year optional renewal years. Cost shall include a Photo ID as cited in Section VII, Item 9.5.10.7. Please state Upfront Implementation Costs if NOT included in CPCM price. If Implementation costs are included, please provide % of costs within CPCM.

1.4 Tables 4a-4e – Cost Per Case Month (CPCM) for EBT WIC Services

Vendors shall provide cost information for the initial five (5) years of the contract and for each of the five (5) one-year optional renewal years. This cost shall be based on a CPCPM rate basis for provision of a turnkey EBT WIC system, fully installed and operational including, but not limited to, software, system modifications and development, documentation, implementation, data conversion, interfaces, training, warranty, fees, interoperability, phase-in/phase-out activities, etc. (including all work performed during transition periods before contract start date and after contract end date) and maintenance as specified by the RFP.

1.5 Tables 5a-5e – Cost Per Child Per Month (CPCPM) for Electronic Child Care Services

Vendors shall provide cost information for the initial five (5) years of the contract and for each of the five (5) one-year optional renewal years. This cost shall be based on a CPCPM rate basis for provision of a turnkey Electronic Child Care system, fully installed and operational including, but not limited to, software, system modifications and development, documentation, implementation, data conversion, interfaces, training, warranty, phase-in/phase-out activities (including all work performed during transition periods before contract start date and after contract end date) and maintenance as specified by the RFP. If vendor is able to utilize the same call center and personnel for EBT SNAP/DSNAP, vendor may only need to notate the same call center and personnel will be utilized and populate Table 5a to show additional CPCPM costs to support Child Care Services.

1.6 CPCPM for the EBT SNAP/DSNAP Services and EBT WIC Services are based on an active case during the billing month (i.e., a calendar month). The definition of an “active” case is as follows:

Definition of Active Case:

Active cases are those for which a benefit authorization has been posted and made available during the billing month. A “case” is defined as a single household unit receiving benefits through a single recipient EBT account. The State shall not be charged for cases that have had no benefit authorization activity (credits) posted and made available during the billing month. An adjustment (credit) to a recipient’s account does not make it an active case if there were no other credits to the same account for the billable month. Monthly benefits posted prior to the end of the month shall not constitute a billable case until the benefit has been made available to the recipient (e.g., availability date of the benefit has been reached). A “holdover” which occurs when a recipient accesses his/her benefits from a previous month and no new benefits have been authorized and made available for the current month is not an active case.

Vendors shall complete all blank spaces in the following Cost Tables. If the cost is zero, the Vendor shall insert a “0” in the space.

1.7 CPCPM for the Electronic Child Care Services are based on an active child during the billing month (i.e., a calendar month). The definition of an “active” child is as follows:

Definition of an Active Child

Active Children are the unduplicated count of children for which an authorized certificate for child care has been issued and time and attendance activity has been captured and recorded for dates within the “billable” calendar month.

1.8 **Table 2 – Fee Schedule for Debit Card Services**

1.9 **Table 3 – Change Order Pricing**

1.10 **Table 6 – Performance Bond**

Table 1a – CPCM for EBT SNAP/DSNAP Services with Primary Call Center On-Shore/Secondary Call Center On-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<180,001										
180,001-185,000										
185,001-190,000										
190,001-195,000										
195,001-200,000										
200,001-205,000										
205,001-210,000										
210,001-215,000										
215,001-220,000										
220,001-225,000										
225,001-230,000										
230,001-235,000										
235,001-240,000										
240,001-245,000										
245,001-250,000										
250,001-255,000										
255,001-260,000										
260,001-265,000										
265,001-270,000										
270,001-275,000										
275,001-280,000										
>280,000										

Table 1b – CPCM for EBT SNAP/DSNAP Services with Primary Call Center On-Shore/Secondary Call Center Near-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<180,001										
180,001-185,000										
185,001-190,000										
190,001-195,000										
195,001-200,000										
200,001-205,000										
205,001-210,000										
210,001-215,000										
215,001-220,000										
220,001-225,000										
225,001-230,000										
230,001-235,000										
235,001-240,000										
240,001-245,000										
245,001-250,000										
250,001-255,000										
255,001-260,000										
260,001-265,000										
265,001-270,000										
270,001-275,000										
275,001-280,000										
>280,000										

Table 1c – CPCM for EBT SNAP/DSNAP Services with Primary Call Center In-State (Mississippi)/Secondary Call Center On-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<180,001										
180,001-185,000										
185,001-190,000										
190,001-195,000										
195,001-200,000										
200,001-205,000										
205,001-210,000										
210,001-215,000										
215,001-220,000										
220,001-225,000										
225,001-230,000										
230,001-235,000										
235,001-240,000										
240,001-245,000										
245,001-250,000										
250,001-255,000										
255,001-260,000										
260,001-265,000										
265,001-270,000										
270,001-275,000										
275,001-280,000										
>280,000										

Table 1d – CPCM for EBT SNAP/DSNAP Services with Primary Call Center On-Shore/Secondary Call Center Off-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<180,001										
180,001-185,000										
185,001-190,000										
190,001-195,000										
195,001-200,000										
200,001-205,000										
205,001-210,000										
210,001-215,000										
215,001-220,000										
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230,001-235,000										
235,001-240,000										
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245,001-250,000										
250,001-255,000										
255,001-260,000										
260,001-265,000										
265,001-270,000										
270,001-275,000										
275,001-280,000										
>280,000										

Table 1e – CPCM Breakdown for EBT SNAP/DSNAP Services

Category	Percentage of CPCM for Table 1a	Percentage of CPCM for Table 1b	Percentage of CPCM for Table 1c	Percentage of CPCM for Table 1d
Transaction Processing				
Call Center Services				
Card Management Services				
Retailer Management Services				
Disaster Services				
Implementation Cost				
Software License Cost				
Other Cost				
Other Cost				
Other Cost				
Other Cost				
Other Cost				

Table 1f – Optional Pricing - CPCM Increase for EBT SNAP/DSNAP Services to include a Data Warehouse

Provide the increase in CPCM costs to implement a Data Warehouse.
Please state Upfront Implementation Costs if NOT included in CPCM:
If Implementation costs are included, please provide % of costs of CPCM:

<u>Active Cases for Billing Month</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Option Year 1</u>	<u>Option Year 2</u>	<u>Option Year 3</u>	<u>Option Year 4</u>	<u>Option Year 5</u>
<u><180,001</u>										
<u>180,001-185,000</u>										
<u>185,001-190,000</u>										
<u>190,001-195,000</u>										
<u>195,001-200,000</u>										
<u>200,001-205,000</u>										
<u>205,001-210,000</u>										
<u>210,001-215,000</u>										
<u>215,001-220,000</u>										
<u>220,001-225,000</u>										
<u>225,001-230,000</u>										
<u>230,001-235,000</u>										
<u>235,001-240,000</u>										
<u>240,001-245,000</u>										
<u>245,001-250,000</u>										
<u>250,001-255,000</u>										
<u>255,001-260,000</u>										
<u>260,001-265,000</u>										
<u>265,001-270,000</u>										
<u>270,001-275,000</u>										
<u>275,001-280,000</u>										
<u>>280,000</u>										

Table 1g – Optional Pricing - CPCM for EBT SNAP/DSNAP Services with Photo ID

Provide the increase in CPCM costs to implement a Photo ID on EBT Card.
Data Warehouse Please state Upfront Implementation Costs if NOT included in CPCM:
If Implementation costs are included, please provide % of costs of CPCM:

<u>Active Cases for Billing Month</u>	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>	<u>Year 4</u>	<u>Year 5</u>	<u>Option Year 1</u>	<u>Option Year 2</u>	<u>Option Year 3</u>	<u>Option Year 4</u>	<u>Option Year 5</u>
<u><180,001</u>										
<u>180,001-185,000</u>										
<u>185,001-190,000</u>										
<u>190,001-195,000</u>										
<u>195,001-200,000</u>										
<u>200,001-205,000</u>										
<u>205,001-210,000</u>										
<u>210,001-215,000</u>										
<u>215,001-220,000</u>										
<u>220,001-225,000</u>										
<u>225,001-230,000</u>										
<u>230,001-235,000</u>										
<u>235,001-240,000</u>										
<u>240,001-245,000</u>										
<u>245,001-250,000</u>										
<u>250,001-255,000</u>										
<u>255,001-260,000</u>										
<u>260,001-265,000</u>										
<u>265,001-270,000</u>										
<u>270,001-275,000</u>										
<u>275,001-280,000</u>										
<u>>280,000</u>										

Table 2 – Fee Schedule for Debit Card Services

Cost proposals that include fees to the State (or any State Agency) will not be accepted. The Debit Card Program shall be a turnkey system, fully installed and operational including, but not limited to, software, system modifications and development, documentation, implementation, data conversion, interfaces, training, warranty, phase-in/phase-out activities (including all work performed during transition periods before contract start date and after contract end date) and maintenance as specified by the RFP.

Vendors shall provide Debit Card Service information and any associated Cardholder fee information for the initial five (5) years of the contract and the ~~two (2)~~ five (5) one-year option years.

Item	Fee	Description of Proposed Debit Card Services and any Associated Cardholder Fee(s)
ATM Withdrawals (after at least three (3) free per calendar month; <i>shall specify when and where surcharges will be applied</i>)		
ATM Balance Inquiry (after at least three (3) free per calendar month; <i>shall specify when and where surcharges will be applied</i>)		
ATM Transaction Denial for Insufficient Funds (after at least three (3) free per calendar month; <i>shall specify when and where surcharges will be applied</i>)		
ATM Withdrawals (international) (after at least three (3) free per calendar month; <i>shall specify when and where surcharges will be applied</i>)		
ATM Balance Inquiry (international) (after at least three (3) free per calendar month; <i>shall specify when and where surcharges will be applied</i>)		

ATM Transaction Denial for Insufficient Funds (international) (after at least three (3) free per calendar month; <i>shall specify when and where surcharges will be applied</i>)		
Bank/Credit Union Branch Teller Cash Withdrawal	Free	
PIN-based POS Transactions	Free	
Signature-based POS Transactions	Free	
POS Denial Transactions	Free	
Interactive Voice Response (IVR) System Funds Transfer		
Cardholder call to the IVR that is not transferred to a Customer Service Representative (CSR) (after at least five (5) free per calendar month; <i>shall specify type of inquiry and the charge associated</i>)		
Cardholder call to the IVR that is transferred to a (CSR) (i.e., card replacement request; dispute request; etc.)	Free	
Account Enrollment/Set-up	Free	
Account Inactivity	Free	
Overdraft	Free	
Debit Card (Initial)	Free	
Debit Card Replacement (shall provide one (1) free replacement per twelve (12) month period, if requested by the Cardholder; twelve (12) month period is calculated from the issuance date of the prior Debit Card)		

Debit Card Express Delivery		
Online Bill Pay		
Online Account Access via Cardholder Web Site, including current balance inquiry, transaction history reports, email or phone deposit notification set-up and maintenance, debit card program collaterals in both English and Spanish, etc. The Vendor is encouraged to propose any additional functionality that may be beneficial to the Debit Card Cardholder.	Free	
Monthly Account Service	Free	
OTHER CHARGES THAT MAY APPLY		
Other Charges – be specific		
Other Charges – be specific		
Other Charges – be specific		
Other Charges – be specific		
Other Charges – be specific		
Other Charges – be specific		

Table 3 – Change Order Pricing

Vendors shall provide two (2) Change Order Rates per Staff Level Position:

Change Order Rate defined as a “base” rate, that is, it includes, the cost of all materials and incidentals incurred by the Vendor in the performance of the Change Order while located at the Vendor’s work site(s); this Change Order Rate does not include travel expenses, per diem or any other travel related expenses as they are not required for work performed while located at the Vendor’s work site(s); and

Change Order Rate defined as a “fully loaded” rate, that is, it includes, but is not limited to the cost of all materials, travel expenses, per diem, and all other expenses and incidentals incurred by the Vendor in the performance of the Change Order while located at the State’s work site(s).

Staff Level Position	\$rate/hour (base)	\$rate/hour (fully loaded)
Technical Director		
Technical Project Manager		
Data Base Administrator		
Network Administrator		
Technical Team Leader		
Functional Team Leader		
Business Consultant/Analyst		
Documentation Specialist		
Training Specialist		
Programmer		
Other:		

Table 4a — CPCM for EBT WIC Services with Primary Call Center On-Shore/Secondary Call Center On-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<80,000										
80,000-85,000										
85,000-90,000										
90,000-95,000										
95,000-100,000										
100,000-105,000										
105,000-110,000										
110,000-115,000										
115,000-120,000										
120,000-125,000										
125,000-130,000										
130,000-135,000										
135,000-140,000										
140,000-145,000										
145,000-150,000										
150,000-155,000										
>155,000										

Table 4b — CPCM for EBT WIC Services Summary with Primary Call Center On-Shore/Secondary Call Center Near-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<80,000										
80,000-85,000										
85,000-90,000										
90,000-95,000										
95,000-100,000										
100,000-105,000										
105,000-110,000										
110,000-115,000										
115,000-120,000										
120,000-125,000										
125,000-130,000										
130,000-135,000										
135,000-140,000										
140,000-145,000										
145,000-150,000										
150,000-155,000										
≥155,000										

Table 4c — CPCM for EBT WIC Services with Primary Call Center In-State (Mississippi)/Secondary Call Center On-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<80,000										
80,000-85,000										
85,000-90,000										
90,000-95,000										
95,000-100,000										
100,000-105,000										
105,000-110,000										
110,000-115,000										
115,000-120,000										
120,000-125,000										
125,000-130,000										
130,000-135,000										
135,000-140,000										
140,000-145,000										
145,000-150,000										
150,000-155,000										
≥155,000										

Table 4d — CPCM for EBT WIC Services with Primary Call Center On-Shore/Secondary Call Center Off-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<80,000										
80,000-85,000										
85,000-90,000										
90,000-95,000										
95,000-100,000										
100,000-105,000										
105,000-110,000										
110,000-115,000										
115,000-120,000										
120,000-125,000										
125,000-130,000										
130,000-135,000										
135,000-140,000										
140,000-145,000										
145,000-150,000										
150,000-155,000										
>155,000										

Table 4e — CPCM Breakdown for EBT WIC Services

Category	Percentage of CPCM for Table 4a	Percentage of CPCM for Table 4b	Percentage of CPCM for Table 4c	Percentage of CPCM for Table 4d
Transaction Processing				
Call Center Services				
Card Management Services				
Retailer Management Services				
Disaster Services				
Implementation Cost				
Software License Cost				
Other Cost				
Other Cost				
Other Cost				
Other Cost				
Other Cost				

Table 5a – CPCPM for Electronic Child Care Services with Primary Call Center On-Shore/Secondary Call Center On-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<5,000										
5,000-10,000										
10,000-15,000										
15,000-20,000										
20,000-25,000										
25,000-30,000										
30,000-35,000										
35,000-40,000										
>40,000										

Table 5b – CPCPM for Electronic Child Care Services with Primary Call Center On-Shore/Secondary Call Center Near-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<5,000										
5,000-10,000										
10,000-15,000										
15,000-20,000										
20,000-25,000										
25,000-30,000										
30,000-35,000										
35,000-40,000										
>40,000										

Table 5c – CPCPM for Electronic Child Care Services with Primary Call Center In-State (Mississippi)/Secondary Call Center On-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<5,000										
5,000-10,000										
10,000-15,000										
15,000-20,000										
20,000-25,000										
25,000-30,000										
30,000-35,000										
35,000-40,000										
>40,000										

Table 5d – CPCPM for Electronic Child Care Services with Primary Call Center On-Shore/Secondary Call Center Off-Shore

Active Cases for Billing Month	Year 1	Year 2	Year 3	Year 4	Year 5	Option Year 1	Option Year 2	Option Year 3	Option Year 4	Option Year 5
<5,000										
5,000-10,000										
10,000-15,000										
15,000-20,000										
20,000-25,000										
25,000-30,000										
30,000-35,000										
35,000-40,000										
>40,000										

Table 5e – CPCPM Breakdown for Electronic Child Care Services

Category	Percentage of CPCPM for Table 5a	Percentage of CPCPM for Table 5b	Percentage of CPCPM for Table 5c	Percentage of CPCPM for Table 5d
Transaction Processing				
Call Center Services				
Time and Attendance Management Services				
Provider Management Services				
Payment Processing Services				
Implementation Cost				
Software License Cost				
Other Cost				
Other Cost				
Other Cost				
Other Cost				
Other Cost				

Table 6 – Performance Bond/Irrevocable Bank Letter of Credit

See Section VI Item 37, Performance Bond/Irrevocable Bank Letter of Credit

Performance Bond
