

RFP Questions and Clarifications Memorandum

To: Vendors Responding to RFP Number 4631 for the Mississippi State Department of Health (MSDH)

From: Craig P. Orgeron, CPM, Ph.D.

Date: June 26, 2026

Subject: Responses to Questions Submitted and Clarifications to Specifications

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RFP Number 4631 is hereby amended as follows:

1. **Attachment A, Section II. Functional/Technical Requirements, D. Accessibility, Item 82 shall be and hereby is deleted:**
 82. ~~The Vendor must complete the forms included in the RFP, and all documents and other work products delivered by the Vendor must be accessible in order to conform to Federal and State Accessibility Standard.~~
2. **Attachment A, Section XV. Deliverables, Item 266 shall be and hereby is deleted:**
 266. ~~Project staffing that describes the overall staffing approach for the project during implementation and on-going operations. The staffing approach shall include the eWIC Processor's key staff as well as any key subcontractor staff. Please note that any changes to personnel who fill the role of any of the Key Positions must be pre-approved by the MSDH WIC Program.~~
3. **Attachment A, Section XV. Deliverables, BB. Transition- In Plan, Item 340 shall be and hereby is modified to read:**
 340. The draft Transfer-In Plan shall be delivered with the RFP response; the final Transfer-In Plan shall be delivered no later than ~~two (1)~~ one (1) months after contract initiation.

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.

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:** RFP, ITS RFP Response Checklist: Please confirm that no printed copies are required.
- Response:** **Printed copies of a proposal responses are not required. Vendors are required to submit one response of the completed proposal, including all sections, attachments, and exhibits, on a USB flash drive.**
- Question 2:** RFP, Section II: Proposal Submission Requirements, Item 5: Because the submission is USB only, please confirm that scanned copies of the original signatures are acceptable
- Response:** **The “original signature in blue ink” can be a wet signature or a PDF of the signed document. However, the signature cannot be electronically signed.**
- Question 3:** RFP, Section VII: Technical Specifications, Item 1: Would the State consider adding a second round of questions, with questions being due on or about 7/20 and responses posted by 8/1?
- Response:** **No, additional questions are not permitted at this time. Should the State allow for an additional question period, a memorandum will be posted on the ITS website.**
- Question 4:** RFP, Section VII: Technical Specifications, Item 1: What is the end date/final extension date for the contract with the incumbent?
- Response:** **The end date of the current contract is March 31, 2027.**
- Question 5:** RFP, Section IV: Legal and Contractual Information, Item 38: Will the state consider removing the requirement for a Performance Bond/Irrevocable Bank Letter of Credit?
- Response:** **No, the State will not remove the requirement for a Performance Bond/Irrevocable Bank Letter of Credit.**
- Question 6:** RFP, Section IV: Legal and Contractual Information, Item 38: Section 38 indicates vendors should include the cost of a bond or letter of credit in the cost information submission. These carry annual premium. Should bidders include the entire cost for the initial contract term in the Performance Bond line item on the cost submission form?
- Response:** **Yes, bidders should include the cost for the initial contract term in the Performance Bond line item of the Cost Submission Form.**
- Question 7:** RFP, Section IV: Legal and Contractual Information, Item 7.3: Section 7.3 mentions that bidders may negotiate a limitation to our liability. Where in the response should bidders propose their liability cap?
- Response:** **All exceptions should be listed and clearly explained in the Proposal Exception Summary Form.**
- Question 8:** RFP, Section IV: Legal and Contractual Information, Item 38: Section 38, page 20 of the RFP states that an irrevocable bank letter of credit is acceptable alternative to a performance bond. If one is to be required under this contract, please confirm a bank letter of credit satisfies this requirement.

Response: **A performance bond or an Irrevocable Bank Letter of Credit is acceptable.**

Question 9: RFP, Section VI: RFP Questionnaire, Item 1.2: The link to the vendor self-certification form does not work. Please provide the form or an updated link.

Response: [Small and Minority Business Resources | Mississippi Development Authority](#)

Question 10: Attachment A, Section II: Functional/Technical Requirements, B. Coordination with the M&O/M&E Contractor, Item 80: Can the state please provide additional detail on what this environment represents? Is this an environment with production data? Or, is this an additional test environment with test level data?

Response: **The State is requesting multiple environments. This includes environments for the following:**

- a. **Production Environment - Live operational eWIC environment used by end-users.**
- b. **Reports Environment – Production environment used to generate WIC-program data and reports on an ongoing basis.**
- c. **User Acceptance Testing Environment- eWIC environment used to validate and test system functionality and defect resolutions.**
- d. **Training Environment - eWIC environment dedicated for end-user training activities.**
- e. **Maintenance & Operations Contractor Environment - eWIC environment used by M&O Contractor for system testing and issue resolution. Environment should be refreshed from production redemption data on schedule.**
- f. **Maintenance & Enhancement Contractor Environment - eWIC environment used by M&E Contractor for testing system functionality with upcoming MIS versions.**

Question 11: Attachment A, Section II: Functional/Technical Requirements, G. Web Access, Item 103: Can the state please provide a list of the browsers currently in use by the users of the WIC MIS?

Response: **The State currently uses Chrome and Edge.**

Question 12: Are vendors allowed to provide Transmittal Letters with their Responses?

Response: **Yes.**

Question 13: Given the complexity and breadth of the requirements contained within the RFP, and in an effort to ensure Vendors have a complete and accurate understanding of the State's requirements, would the State consider allowing a second round of clarification questions?

Response: **No, additional questions are not permitted at this time. Should the State allow for an additional question period, a memorandum will be posted on the ITS website.**

Question 14: RFP, Section II. Proposal Submission Requirements, Item 5: Given that proposals are being submitted electronically via USB rather than as hard copy documents, will the State accept electronic signatures in blue ink?

- Response:** The “original signature in blue ink” can be a wet signature or a PDF of the signed document. However, the signature cannot be electronically signed.
- Question 15:** Attachment A, Section XV: Deliverables, N. Performance Testing Plan, Item 288: Can that State confirm that vendors are to submit a draft Performance Testing Plan with their response?
- Response:** Yes, a draft Performance Testing Plan should be submitted with the vendor’s response.
- Question 16:** RFP, Exhibit A: Standard Contract, Exhibit B: EWIC Service Level Requirements, Exhibit C: Mississippi State Department of Health (BAA), and Exhibit D: Federal Clauses: Is it the State’s intent for vendors to submit Exhibits A through D with their response?
- Response:** Vendors are required to submit one response of the complete proposal on a USB flash drive. Vendors should list and clearly explain any exceptions, for all RFP Sections and Exhibits, in the Proposal Exception Summary Form.
- Question 17:** Attachment A, Section XV: Deliverables, C. Project Schedule and Work Plan, Items 265 and 266: Requirements 265 and 266 of Attachment A are the same. Can the State remove one and adjust the numbering?
- Response:** See Amendment 2 above.
- Question 18:** RFP, ITS RFP Response Checklist, Section II: Proposal Submission Requirements, Section III: Vendor Information, and Section IV: Legal and Contractual Information: The checklist on page 2 does not require responses to Sections II, III, and IV of the RFP. Please confirm that vendors should not provide a response to these RFP sections.
- Response:** RFP sections II, III, and IV do not require a vendor response.
- Question 19:** Attachment A, Section II: Functional/Technical Requirements, D. Accessibility, Item 82: The RFP states “The Vendor must complete the forms included in the RFP, and all documents and other work products delivered by the Vendor must be accessible in order to conform to Federal and State Accessibility Standard.” Please clarify which accessibility forms the State is referring to.
- Response:** See Amendment 1 above.
- Question 20:** RFP, Section VIII: Cost Information Submission: The Cost Information Submission includes separate pricing categories for CPCM, Equipment, and Implementation Deliverables, which are subsequently reflected in the Grand Total. Please clarify how pricing will be evaluated. Will the State evaluate only the Grand Total, or will CPCM, Equipment/Devices, and Implementation Deliverables be evaluated separately and/or weighted differently as part of the cost evaluation?

Response: **Cost evaluation will be based on the Grand Total.**

Question 21: RFP, Section IV: Legal and Contractual Information, Item 38 and Section VIII: Cost Information Submission: The RFP includes a separate line item for the Performance Bond within the Cost Information Submission. However, the RFP also indicates that the requirement for a Performance Bond may be determined at the State's discretion upon contract award. Please clarify whether the Performance Bond cost will be included in the evaluated proposal price.

Response: **The Vendor must include the price of a Performance Bond or Irrevocable Bank Letter of Credit with its RFP proposal response. This price will be included in the proposal's Grand Total.**

Question 22: RFP, Section VIII, Cost Information Submission: Please clarify whether the Performance Bond line item should be included in the "Total Costs for Deliverables" and Grand Total calculations, or whether it should be treated separately for evaluation purposes.

Response: **Yes, the Performance Bond line item will be included in the Total Costs for Deliverables. This price will be included in the proposal's Grand Total.**

Question 23: Attachment A, I. General, E.WIC Information System, Item 12: The RFP states that the re-engineered SPIRIT Vendor Module will not be complete at the time of contract execution but must communicate with the eWIC Processor. Please clarify the anticipated delivery timeline for the Vendor Module, the availability of interface specifications, and whether future interface development and modifications associated with the Vendor Module are considered part of the base contract scope.

Response: **June 2030 is the tentative implementation date for the Vendor Module. Interface specifications are not available at this time. Yes, the interface development and modifications associated with the Vendor Module is a part of the base contract scope.**

Question 24: Attachment A, Section II: Functional/Technical Requirements, C. Additional Programs, Item 81: Attachment A, Section C. Additional Programs, 81 states that "MSDH retains the option to allow other State agencies to negotiate with the eWIC Processor through this contract to obtain eWIC services."

Please clarify which State agencies are referenced in this requirement and whether the State anticipates any agencies other than MSDH utilizing the resulting contract.

Response: **Currently, the State does not anticipate any other agency utilizing the resulting contract. However, as stated in RFP Section III, Item 11, "the State reserves the right to offer the awarded proposal from this RFP, including all products and services proposed therein, along with the resulting contractual terms, for possible use in future projects by governmental entities outside Mississippi (i.e., "piggyback option"), if (a) it is deemed to be in the best interest of the governmental entity desiring**

to do so; and (b) the Vendor is willing to extend a cost less than or equal to that specified in the awarded proposal and resulting contract.”

Question 25: Attachment A, Section VI. Card and PIN Issuance Requirements, A. Add Card/Cardholder, Item 146: In an effort to appropriately cost this CPCM and in an effort for fair evaluation amongst bidders, please clarify if multiple cards per household are a requirement and should be priced in bidder’s solutions?

Response: **Multiple Cards per household are not a requirement as they are not allowed in the State at this time. However, Vendor may submit pricing for multiple cards in the Optional Items table in the event the use of Multiple Cards becomes available to the State.**

Question 26: Attachment A, Section III: WIC Food Maintenance Requirements, C. Access to Approved Product List (APL), Item 129: Attachment A states “The State uses multiple APLs, the eWIC system shall limit vendor access to specific APLs as defined by the APL type. For example, there is a full APL and a limited APL for pharmacies; pharmacy vendors shall only be able to access the pharmacy APL.”

Please clarify the intent of this requirement and provide one or more examples and use cases illustrating how the State anticipates multiple APLs being utilized.

Response: **The intent of the requirement is to ensure Vendors have access to the correct/appropriate APL. An example includes the APL files used for the grocery store vendors and pharmacy-only vendors. Grocery store vendors receive the complete APL with all WIC-approved items. Pharmacy-only vendors receive a limited APL that includes only exempt infant formula and WIC eligible nutritionals.**

Question 27: Attachment A, Deliverables XV: BB Transition-In Plan, Item 340: Requirement #340 references a "Transition-in Plan" and later refers to a "Transfer-in Plan." Please clarify whether these terms are intended to be synonymous or if they represent different deliverables.

Additionally, the requirement states that the Transfer-in Plan shall be delivered no later than two (1) months after contract initiation. Please clarify whether the intended timeframe is one month or two months.

Response: **Transition in Plan and Transfer in Plan are used interchangeably. One Month after contract initiation is the intended timeframe. See Amendment 3 above.**

Question 28: Attachment A, Deliverables XV: C. Project Schedule and Work Plan, Item 268 and BB Transition-In Plan: The final Project Schedule mentioned in the Transition-In plan will serve as the baseline document and will be provided ten (10) business days following the end of the initiation meetings.

However, the requirement for the Project Work plan mentioned under #268 states that a final Plan is due no more than thirty (30) Calendar Days from Contract execution for MSDH WIC Program review and approval. Can the State please confirm when the final plan will be due.

Response: As stated in Item 268, the final Project Plan is due no more than thirty (30) calendar days from contract execution for MSDH WIC Program review and approval.

Question 29: RFP, Section VII: Technical Specifications, Item 1: Will the State allow for a second round of written questions? Vendors/bidders often have additional clarification questions based on the State's first set of answers to questions.

Suggestion to allow a second round of questions from bidders due around July 10th with answers to second round of questions posted by the State around July 24th.

Response: No, additional questions are not permitted at this time. Should the State allow for an additional question period, a memorandum we be posted on the ITS website.

Question 30: RFP, Exhibit C: Please explain what data in WIC aligns to HIPAA base on USDA FNS statement, *"The WIC program is not a covered entity and thus is not required to be HIPAA compliant"*, see link below. As WIC is not required to be HIPAA compliant, please confirm if the Business Associated Agreement is applicable and applies?

[DHHS Regulations to Implement the Health Insurance Portability and Accountability Act of 1996 \(HIPAA\) and Applicability to the WIC Program | Food and Nutrition Service \(usda.gov\)](https://www.usda.gov/food-nutrition-service/food-and-nutrition-service-usda.gov)

Response: WIC is a part of MSDH. Without a hybrid entity designation, MSDH is treated as a single, undifferentiated covered entity, meaning every component, including WIC, operates under HIPAA's full requirements. The program has indicated that the EBT Processor will have access to participant data which includes PHI and PII. Therefore, the business associate agreement is applicable. The BAA will establish the permissible uses and disclosures of PHI by the business associate, how the business associate will support Privacy Rule rights, and the responsibilities of both parties to maintain the privacy and security of PHI.

Question 31: RFP, Section I: Submission Cover Sheet & Configuration Summary: How will the State evaluate and score the Exception Summary? Will a Vendors exceptions and/or recommended changes in this RFP, including the Standard Contract in Exhibit A, negatively impact a bidder's evaluation score?

Response: The State reserves the right to evaluate exceptions and proposed alternatives as part of the proposal evaluation process. Proposed alternatives that do not fully meet the requirements of the RFP may receive a lower evaluation score, as determined by the State in its sole discretion. Acceptance of an alternative solution will be based on the State's assessment of its ability to satisfy the intended requirement.

Question 32: RFP, Section III: Vendor Information, Item 16: Did the State conduct a BAFO in the previous WIC EBT solicitation?

- Response:** The State feels that the processes followed in the previous WIC EBT solicitation are not relevant for responding Vendors to provide a proper response to this RFP.
- Question 33:** RFP, Section III: Vendor Information, Item 18: What products/services were used from other existing State ITS contracts to fulfill the current WIC EBT Contract services?
- Response:** The State is not at liberty to disclose the current contract information through this Questions and Answers process. State contracts are available at www.transparency.ms.gov.
- Question 34:** RFP, Section IV: Legal and Contractual Information, Item 5: Please provide the additional provisions that are referenced in this required section in order for Vendors to review and confirm acceptance and or need to submit an exception.
- Response:** After an award has been made, it will be necessary for the winning Vendor to execute a contract with ITS. The inclusion of this contract does not preclude ITS from, at its sole discretion, negotiating additional terms and conditions with the selected Vendor(s) specific to the projects covered by this RFP.
- Question 35:** RFP, Section IV: Legal and Contractual Information, Item 7.3: Are there any State statutes that govern the liability of this type of contract between State and Supplier? If so, please share the statute reference(s).
- Response:** Pursuant to Mississippi Code Annotated Section 25-53-21(e) the code referenced in Item 7.3 represents the ITS' statute governing Limitation of Liability.
- Question 36:** RFP, Section VII: Technical Specifications, Item 4.1.3: Please share the calculation to be used to incorporate the Annual CPCM fees, the Cost of Equipment, the Costs for Change Order's and Costs for Implementation Deliverables over the contract term that will be incorporated into the total Lifecycle costs that will be used in the formula referenced in 4.2.3.1 $(1 - \{(B - A)/A\} * n)$.
- Response:** Cost evaluation will be based on the Grand Total. Section VII: Technical Specifications, Item 4.2.3 details how proposal costs will be evaluated based on the Grand Total.
- Question 37:** Attachment A, Section I: General, C. Overview and Background: According to the background information included in Attachment A, the current eWIC Processor contract expires in March 2026. As this date is in the past, what is the expiration date of the current contract with the existing eWIC Processor. In addition, when does the State Agency anticipate the new contract will start?
- Response:** The term for the current agreement with the incumbent eWIC Provider is March 31, 2027. The start date for the new contract will be determined following the ITS Board approval of the award, completion of contract negotiations, and contract execution.
- Question 38:** RFP, Section VIII: Cost Information Submission: Please provide the State's definition of a CPCM from a monthly billing perspective.

Response: The Cost-Per-Case-Month (CPCM) is a standardized measure of the number of active cardholders that provides the basis for the EBT processor's charges to the state for EBT services.

Question 39: Attachment A, Section I: General, D. WIC Program Statistics, Item 8: Exhibit 2 – WIC Program Statistics, Exhibit 2 – WIC Program Statistics includes data for the MSDH WIC Program from October 1, 2023 – September 30, 2024. As this information is somewhat dated and averaged, please provide participant counts for the past 12 months, June 2025 – May 2026, broken down by month.

Response: The State is unable to provide data for the past 12 months, June 2025 – May 2026. Please see below the participant counts for June 2025- March 2026.

MONTH_YEAR	TOTAL_PARTICIPANTS_ENROLLED
Jun-25	66238
Jul-25	67487
Aug-25	67328
Sep-25	67701
Oct-25	66127
Nov-25	63137
Dec-25	61991
Jan-26	60945
Feb-26	61237
Mar-26	61663

Question 40: Attachment A, Section I: General, D. WIC Program Statistics, Item 8: Exhibit 2 – WIC Program Statistics, Exhibit 2 – WIC Program Statistics includes data for the MSDH WIC Program from October 1, 2023 – September 30, 2024. As this information is somewhat dated and averaged, please provide families/household counts for the past 12 months, June 2025 through May 2026, broken down by month?

Response: The State is unable to provide data for the past 12 months, June 2025 – May 2026. Please see below data for households counts for June 2025- March 2026.

MONTH_YEAR	TOTAL_HOUSEHOLDS_ENROLLED
Jun-25	44191
Jul-25	44936
Aug-25	44995
Sep-25	45190
Oct-25	44380
Nov-25	42712
Dec-25	42058
Jan-26	41371

Feb-26	41458
Mar-26	41585

Question 41: Attachment A, Section V. Card Productions and Management Requirements, B. Provision of eWIC Cards, Item 142: Please provide the number of locations the eWIC card provider is required to deliver to.

Response: **The eWIC provider is required to deliver the initial card order to 206 local agencies.**

Question 42: Attachment A, Section V. Card Productions and Management Requirements, B. Provision of eWIC Cards, Item 142: Please provide the number of monthly eWIC cards issued 'over-the- counter' for the past twelve months, June 2025 through May 2026, broken down by month.

Response: **The State is unable to provide data for the past 12 months, June 2025 – May 2026. Please see below the participant counts for December 2025- May 2026.**

Cards Issued Over-the-Counter	
Dec-25	1,657
Jan-26	1,885
Feb-26	1,596
Mar-26	1,807
Apr-26	2,264
May-26	2,251

Question 43: Attachment A, Section V. Card Productions and Management Requirements, C. Card Replacement, Item 149: Please provide the number of replacement eWIC cards mailed monthly to participants/households over the past twelve months, June 2025 through May 2026, broken down by month.

Response: **Please see below the replacement counts for June 2025- May 2026.**

Card Replacement June 2025 - May 2026											
Jun 25	Jul 25	Aug 25	Sept 25	Oct 25	Nov 25	Dec 25	Jan 26	Feb 26	Mar 26	Apr 26	May 26
2675	2864	2316	2493	1945	1406	1666	1870	2060	2232	2192	2106

Question 44: Attachment A, Section X. WIC Retailer Technical Support, B. WIC Retailer Participation, Item 207 f.: Please provide the total number of stand-beside POS devices the eWIC Processor is required to supply to authorized Vendors that will be directly billed to the State Agency. Does the State Agency anticipate this number will increase significantly over the duration of the 5-year base contract?

Response: **Approximately 15 stand-beside POS devices will be required. The State anticipates an increase over the duration of the 5-year base contract to approximately 20 stand-beside POS devices.**

Question 45: RFP, Section VIII: Cost Information Submission: Please provide the total number of card readers (swipe) devices the eWIC Processor is required to

supply to the State Agency over the duration of the 5-year base contract? Please include the number of initial card reader devices (at conversion) and any replacement devices.

Response: **The eWIC Processor is required to initially supply approximately 220 card readers. Approximately 245 card readers are required over the duration of the 5-year base contract. This includes 25 replacement devices.**

Question 46: RFP, Section VIII: Cost Information Submission: Please explain what pricing information the State Agency is looking for with these two columns in the Costs – Equipment table. What is the difference between *Lease Price Per Unit* and *Monthly Lease Cost*? Is it correct that this should reference, “Monthly Lease Price Per Unit”?

Response: **The Monthly lease cost is calculated by multiplying the estimated quantity x lease price per unit. Lease price per unit is the cost to lease one device.**

Question 47: RFP, Section VIII: Cost Information Submission: The Costs – *Equipment table* includes purchase price and lease price columns for the three types of equipment (card readers and POS devices). Does the State Agency anticipate **purchasing** the equipment from the eWIC Processor or **leasing** the equipment from the eWIC Processor over the duration of the 5-year base contract?

Response: **The State will evaluate the Vendor’s proposed costs for both purchasing and leasing and determine which option is most advantageous to the State.**

Question 48: Attachment A, Section X. Vendor Management Functionality, E. Stand-Beside POS Terminal Support/Stand-Beside Solution Support, Item 216: Section VIII, Cost Information Submission form includes a *Purchase Price Per Unit for Stand-beside POS devices*, however, this requirement states the costs for stand-beside devices will be billed on a cost-per- month-per-device basis to the State Agency for WIC-Only Terminals.

Please confirm WIC-Only terminals, devices the State Agency will be billed directly for, will be billed on a cost-per-month-per-device basis.

Response: **Equipment that is purchased will be billed directly for the one-time cost. Equipment that is leased will be billed on a cost-per-month-per-device basis.**

Question 49: Attachment A, Section X. Vendor Management Functionality, E. Stand-Beside POS Terminal Support/Stand-Beside Solution Support, Item 216 c.: Please update *Section VIII, Cost Information Submission* form to include a place for providing purchase and lease pricing for multi-function and WIC-Only terminals (stand-beside POS devices).

Response: **The requirement shall remain as written. Vendors that cannot agree with this requirement should include this item on the Proposal Exception Summary. Please refer to Section V, Proposal Exceptions in the RFP.**

Question 50: RFP, Section VIII: Cost Information Submission: The RFP only references total points for Non-Cost Categories. Please provide the total points or evaluation

methodology used to evaluate the individual cost items in the Cost Information Submission: CPCM, Costs- Equipment, Cost-Implementation Deliverables and Costs – Change Order's.

The Lifecycle cost formula, 30 points, is a result of comparison of costs between Vendors. The request is to receive the number of points allocated to each cost category.

Response: **Cost is evaluated as a single category (Lifecycle Cost) with a maximum of 30 points. The State will not allocate separate points to individual cost components.**

Question 51: RFP, Section VIII: Cost Information Submission: What is the current CPCM the State Agency pays today and what is the volume of households this is based upon?

Response: **The State is not at liberty to disclose the current contract information through this Questions and Answers process. State contracts are available at www.transparency.ms.gov.**

Question 52: RFP, Section VIII: Cost Information Submission: Please share a copy of the most recent incumbent invoice.

Response: **The State is not at liberty to disclose the current contract information through this Questions and Answers process. State contracts are available at www.transparency.ms.gov.**

Question 53: RFP, Section VIII: Cost Information Submission: In the event an active case volume falls outside the volumes stated, what CPCM will be aligned? We suggest tiers covering all volumes for clarity. For example:

42,000 and below
42,001 – 43,050
43,015 - 44,126
44,127 – 45,229
45,230 – 46,359
46,360 and above.

Response: **In the event the cost-per-case month is outside of the estimated active cases, the cost-per-case-month will apply to the actual active cases. The requirement shall remain as written. Vendors that cannot agree with this requirement should include this item on the Proposal Exception Summary. Please refer to Section V, Proposal Exceptions in the RFP.**

Question 54: RFP, Section VIII: Cost Information Submission: Will the State please reissue *Section VIII, Cost Information Submission* form to include an updated Costs – *Cost Per Case Month (CPCM)* table which has columns, rather than rows, for each year and include the current case volume with tiers to cover all case count volumes in between tiers for all 5 years (instead of one case count per year)?

Estimated Active Caes	Year 1 CPCM	Monthly CPCM Cost	Annual CPCM Cost	Year 2 CPCM	Monthly CPCM Cost	Annual CPCM Cost	Year 3 CPCM	Monthly CPCM Cost	Annual CPCM Cost	Year 4 CPCM	Monthly CPCM Cost	Annual CPCM Cost	Year 5 CPCM	Monthly CPCM Cost	Annual CPCM Cost
42,000 and below															
42,001 - 43,050															
43,051 - 44,126															
44,127 - 45,229															
45,230 - 46,360															
46,360 and above															

Response: The requirement shall remain as written. Vendors that cannot agree with this requirement should include this item on the Proposal Exception Summary. Please refer to Section V, Proposal Exceptions in the RFP.

Question 55: RFP, Exhibit A: Standard Contract, Article 2: Is the definition of “working days”, business days? Monday through Friday?

Response: Yes.

Question 56: Attachment A, Section XI. Cardholder Services Requirements, B. Integrated Voice Response (IVR) Customer Service System, Item 230: Please provide the number of cardholder IVR calls over the past twelve months, June 2025 through May 2026, broken down by month.

Response: The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the number of cardholder IVR calls over the past 6 months December 2025 - May 2026.

Number of Cardholder IVR Calls	
Dec-25	5,774
Jan-26	5,939
Feb-26	5,633
Mar-26	5,491
Apr-26	6,270
May-26	6,008

Question 57: Attachment A, Section XI. Cardholder Services Requirements, B. Integrated Voice Response (IVR) Customer Service System, Item 230: Please provide the number of cardholder IVR minutes over the past twelve months, June 2025 through May 2026, broken down by month. Please provide the data in a minutes and seconds format per month.

Response: The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the number of cardholder IVR minutes over the past 6 months December 2025-May 2026.

Number of Cardholder IVR Minutes	
Dec-25	8246:58:00
Jan-26	8695:56:00
Feb-26	8480:47:00

Mar-26	8288:11:00
Apr-26	9583:05:00
May-26	9320:28:00

Question 58: Attachment A, Section XI. Cardholder Services Requirements, B. Integrated Voice Response (IVR) Customer Service System, Item 230: Please provide the average handle time for cardholder IVR calls over the past twelve months, June 2025 through May 2026, broken down by month. Please provide the data in a minutes and seconds format per month.

Response: **The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the average handle time for cardholder IVR calls over the past 6 months, December 2025 - May 2026.**

Average Handle Time for IVR Calls	
Dec-25	1:26:00
Jan-26	1:28:00
Feb-26	1:30:00
Mar-26	1:31:00
Apr-26	1:32:00
May-26	1:33:00

Question 59: Attachment A, Section XI. Cardholder Services Requirements, B. Integrated Voice Response (IVR) Customer Service System, Item 230 a.: What other languages does the State anticipate may be added in the future to the cardholder IVR?

Response: **The State anticipates Arabic language may be added for participants within the next 5 years.**

Question 60: Attachment A, Section XI. Cardholder Services Requirements, C. Live Customer Services, Item 231: Please provide the number of cardholder live customer service calls over the past twelve months, June 2025 through May 2026, broken down by month. Please include call counts for **all** live customer service calls per month, for **all** languages (English, Spanish and Vietnamese).

Response: **The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the number of cardholder live customer service calls over the past 6 months, December 2025 - May 2026.**

Cardholder Live Customer Service Calls	
Dec-25	555
Jan-26	597
Feb-26	545
Mar-26	11
Apr-26	616
May-26	558

Question 61: Attachment A, Section XI. Cardholder Services Requirements, C. Live Customer Services, Item 231: Please provide the number of cardholder live customer service minutes over the past twelve months, June 2025 through May 2026, broken down by month. Please include minutes for **all** live customer service calls per month, for **all** languages (English, Spanish and Vietnamese).

Response: The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the number of cardholder live customer service minutes over the past 6 months, December 2025 - May 2026. The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.

Cardholder Live Customer Service- Minutes	
Dec-25	1614:33:00
Jan-26	1474:07:00
Feb-26	1510:28:00
Mar-26	24:75:00
Apr-26	1600:77:00
May-26	1612:65:00

Question 62: Attachment A, Section XI. Cardholder Services Requirements, C. Live Customer Services, Item 231: Please provide the average handle time for **all** cardholder live customer service calls, for **all** languages (English, Spanish and Vietnamese) over the past twelve months, June 2025 through May 2026, broken down by month. Please provide the data in a minutes and seconds format per month.

Response: The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the average handle time for all cardholder live customer service calls over the past 6 months, December 2025- May 2026. The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.

Average Handle Time for Cardholder Live Calls	
Dec-25	0:03:14
Jan-26	0:02:59
Feb-26	0:03:21
Mar-26	0:02:15
Apr-26	0:03:23
May-26	0:03:14

Question 63: Attachment A, Section XI. Cardholder Services Requirements, C. Live Customer Services, Item 231 a.: Please provide the number of cardholder live customer service calls in (only) Vietnamese over the past twelve months, June 2025 through May 2026, broken down by month.

Response: The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.

Question 64: Attachment A, Section XI. Cardholder Services Requirements, C. Live Customer Services, Item 231 a.: Please provide the number of cardholder live customer service minutes in (only) Vietnamese over the past twelve months, June 2025 through May 2026, broken down by month.

Response: The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.

Question 65: Attachment A, Section XI. Cardholder Services Requirements, C. Live Customer Services, Item 231 a.: Please provide the average handle time for cardholder live customer service calls, in (only) Vietnamese over the past twelve months, June 2025 through May 2026, broken down by month. Please provide the data in a minutes and seconds format per month.

Response: The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.

Question 66: Attachment A, Section XI. Cardholder Services Requirements, C. Live Customer Services, Item 231 a.: What other languages does the State anticipate may be added in the future to cardholder live customer services?

Response: The State anticipates Arabic language may be added within the next 5 years

Question 67: Attachment A, Section X. Vendor Management Functionality, F. WIC Vendor Customer Service Support, Item 223 b.: Please provide the number of Vendor customer service calls over the past twelve months, June 2025 through May 2026, broken down by month. Please include call counts for **all** customer service calls per month, for **all** languages (English, Spanish and Vietnamese).

Response: The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the number of Vendor customer service calls over the past 6 months, December 2025 - May 2026. The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.

Month	Total Customer Service Calls
December 2025	9
January 2026	7
February 2026	12
March 2026	16
April 2026	11
May 2026	6

Question 68: Attachment A, Section X. Vendor Management Functionality, F. WIC Vendor Customer Service Support, Item 223 b.: Please provide the number of Vendor

customer service minutes over the past twelve months, June 2025 through May 2026, broken down by month. Please include minutes for **all** customer service calls per month, for **all** languages (English, Spanish and Vietnamese).

Response:

The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available. The State does not have a sum of Vendor customer service minutes available. This information is currently available only as a monthly average. The average information is provided in the following response.

Month	Total Customer Service Minutes
December 2025	00:52
January 2026	01:23
February 2026	00:45
March 2026	00:56
April 2026	00:52
May 2026	00:55

Question 69:

Attachment A, Section X. Vendor Management Functionality, F. WIC Vendor Customer Service Support, Item 223 b.: Please provide the average handle time for **all** Vendor customer service calls, for **all** languages (English, Spanish and Vietnamese) over the past twelve months, June 2025 through May 2026, broken down by month. Please provide the data in a minutes and seconds format per month.

Response:

The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available. The State is unable to provide twelve months of past data, June 2025 through May 2026. Please see below the average handle time for all Vendor customer service calls over the past 6 months, December 2025 - May 2026.

Month	Total Customer Service Minutes
December 2025	00:52
January 2026	01:23
February 2026	00:45
March 2026	00:56
April 2026	00:52
May 2026	00:55

Question 70:

Attachment A, Section X. Vendor Management Functionality, F. WIC Vendor Customer Service Support, Item 223 c.: Please provide the number of Vendor customer service calls in (only) Vietnamese over the past twelve months, June 2025 through May 2026, broken down by month.

Response: **The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.**

Question 71: Attachment A, Section X. Vendor Management Functionality, F. WIC Vendor Customer Service Support, Item 223 c.: Please provide the number of Vendor customer service minutes in (only) Vietnamese over the past twelve months, June 2025 through May 2026, broken down by month.

Response: **The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.**

Question 72: Attachment A, Section X. Vendor Management Functionality, F. WIC Vendor Customer Service Support, Item 223 c.: Please provide the average handle time for Vendor customer service calls, in (only) Vietnamese over the past twelve months, June 2025 through May 2026, broken down by month. Please provide the data in a minutes and seconds format per month.

Response: **The State does not currently require Vietnamese as a part of the current EBT Processor contract. Therefore, this information is not available.**

Question 73: Attachment A, Section X. Vendor Management Functionality, F. WIC Vendor Customer Service Support, Item 223 c.: What other languages does the State anticipate may be added in the future to the Vendor Help Desk (live customer services)?

Response: **The State does not anticipate adding additional languages in the future to the Vendor Help Desk (live customer services).**

Question 74: RFP, Exhibit A: Standard Contract, Article 38: Please confirm the definition referenced in Article 38 holds the same meaning as Penalties used in Exhibit B – eWIC Service Level Requirements.

Response: **Yes. The penalties in Exhibit B outline the liquidated damages referenced in Article 38.**

RFP responses are due on August 25, 2026, at 3:00 p.m. (Central Time).

cc: ITS Project File Number 46796