

REQUEST FOR PROPOSALS

RFP NUMBER: 0A05008
DATE ISSUED: August 12, 2004

The State of Ohio, through the Ohio Office of Information Technology, Information Technology Governance Division, for the Department of Job and Family Services is requesting proposals for an:

Electronic Benefits Transfer System for Food Stamp Benefits

INQUIRY PERIOD BEGINS: August 12, 2004
INQUIRY PERIOD ENDS: November 2, 2004
OPENING DATE: November 9, 2004
OPENING TIME: 11:00 A.M.
**OPENING LOCATION: Ohio Office of Information Technology
Acquisition Management Bid Room
30 East Broad Street, 40th Floor
Columbus, Ohio 43215**

PRE-PROPOSAL CONFERENCE DATE: September 15, 2004, at 10:00 a.m.

This RFP consists of five (5) Parts and ten (10) Attachments, totaling (260) consecutively numbered pages. Supplements are also attached to the RFP with a beginning header page and an ending trailer page. Please verify that you have a complete copy.

PART ONE: EXECUTIVE SUMMARY

Purpose. This is a Request for Competitive Sealed Proposals (RFP) under Section 125.071 of the Ohio Revised Code (the Code), Section 123:5-1-8 of the Ohio Administrative Code (the Administrative Code), and subparagraph (2)(b)(vii) of executive order 2004-02T. The Department of Job and Family Services (ODJFS) has asked the Ohio Office of Information Technology (OIT) to solicit competitive sealed proposals (Proposals) for an Electronic Benefits Transfer system for Food Stamp Benefits (the Work), and this RFP is the result of that request. If a suitable offer is made in response to this RFP, the State of Ohio (State), through OIT, may enter into a contract (the Contract) to have the selected offeror (the Contractor) perform all or part of the Work. This RFP provides details on what is required to submit a Proposal for the Work, how the State will evaluate the Proposals, and what will be required of the Contractor in performing the Work.

This RFP also gives the estimated dates for the various events in the submission process, selection process, and performance of the Work. While these dates are subject to change, prospective offerors must be prepared to meet them as they currently stand.

Once awarded, the term of the Contract will be from the award date through June 30, 2006. The State may renew this Contract for an additional seven (7) fiscal years, subject to and contingent upon the discretionary decision of the Ohio General Assembly to appropriate funds for this Contract in each new biennium. The State may renew all or part of this Contract subject to the satisfactory performance of the Contractor and the needs of ODJFS. The maximum term of the Contract, including all optional renewals, will be from the award date through June 30, 2013.

Any failure to meet a deadline in the submission or evaluation phases and any objection to the dates for performance of the Project may result in the State refusing to consider the Proposal of the offeror.

Electronic Benefits Transfer (EBT) Overview. The basic purpose of the Food Stamp Benefits (FS Benefit(s)) program is to assist low income households in obtaining a more nutritious diet. Rather than providing the food directly, the program provides benefits that have nearly the same flexibility as cash. The limits of the program are that cardholders must use FS Benefit(s) only in retailer/merchants authorized to participate in the program and the benefits must be used only to pay for eligible items. Within these boundaries, however, the program has shopping and payment procedures that resemble the patterns of the non-food stamp population as closely as possible.

Any Contractor's EBT system for FS Benefit(s) must provide cardholders with benefits in a form they can use to purchase eligible items at authorized retailer/merchants. Much of the activity of the Contractor's EBT system is devoted to getting the benefits into the cardholder's possession and, after retailer/merchants accept the benefits as payment, translating the benefits into dollar credits to the retailer/merchants.

In order to provide eligible households with benefits they can use to buy food, the Contractor must perform five (5) central functions:

1. Manage Cardholder Participation;
2. Manage Retailer/merchant Participation;
3. Credit Retailer/merchants and Their Financial Institutions For Benefits Redeemed;
4. Reconcile and Monitor Benefit Flow and System Activity; and
5. Interface with the State Client's Registry Information System - Enhanced (CRIS-E).

The Ohio Department of Job and Family Services (ODJFS) is charged with the responsibility of administering FS Benefit(s) in accordance with both state and federal laws. The Office of Management Information Services (MIS) is responsible for all data processing activities for ODJFS. The United States Department of Agriculture, Food and Nutrition Services (USDA - FNS) is the federal agency that supports the FS Benefit(s).

Background. The USDA - FNS administers FS Benefit(s) in compliance with the Food Stamp Act of 1977, as amended. The USDA - FNS is responsible for program planning and implementation, dissemination of regulations, technical assistance to States, and compliance monitoring. USDA - FNS is solely responsible for authorizing and disqualifying retailer/merchants.

Administrative authority (i.e. responsibility for the verification of household information, and benefits issuance to certified households) is vested in ODJFS. The USDA - FNS regulations allow administrative authority and responsibility for issuance to be exercised directly by the State or transferred to local jurisdictions. These jurisdictions are referred to as project areas and usually correspond to the County Departments of Job and Family Services (CDJFS).

In the State of Ohio, administrative authority and responsibility for issuance is transferred to the eighty-eight (88) CDJFS. ODJFS acts in a supervisory capacity, granting the day-to-day operation of FS Benefit(s) to the CDJFS.

The Federal Government bears the entire cost of FS Benefit(s); however, it reimburses the States for 50% of the cost of program administration and operation. These latter costs include the issuance of program benefits.

The State of Ohio, as well as USDA - FNS, continuously seeks ways to enhance the program's effectiveness and integrity. As part of this mission, USDA - FNS explored the use of Electronic Funds Transfer (EFT) technology to replace paper food stamp coupons.

Many types of payment systems in the United States currently rely on EFT technology. Most attractive from the perspective of FS Benefit(s) are point-of-sale (POS) debit card systems. In recent years these have been introduced in retailer/merchants including some supermarkets and convenience stores. With these systems customers use magnetic stripe cards in terminals at the checkout counters, electronically transferring funds from their bank accounts to a store's account to pay for their purchase.

In May 1989, USDA - FNS released a Request for Proposal (RFP) to the private sector for a Contractor to conduct a demonstration of an EBT system. The USDA - FNS RFP was released and the Montgomery County group contacted ODJFS, requesting participation in this effort. A partnership was formed consisting of the Montgomery County Department of Human Services, ODJFS and an independent contractor committing the necessary resources in preparing a response to the RFP. The proposal was successful; USDA - FNS awarded the demonstration project on September 5, 1990.

ODJFS, USDA - FNS, the independent contractor, and the Montgomery County Department of Human Services, began operating a demonstration project in the city of Dayton, Ohio. The size of the demonstration population was eight thousand (plus or minus 25%) households participating in the food stamp program. The demonstration area was a well-defined geographical area in west Dayton. It consisted of six zip codes. The demonstration was operational from June 1992 to January 1, 1997, served between 10,000 and 11,000 clients and ninety-three (93) retailer/merchants, and entailed the distribution of FS Benefit(s) via use of an integrated circuit chip, or "smart card" technology.

In June 1994, the state released an RFP to expand this pilot program statewide. The expansion began January 1, 1997 and was completed in February of 2000. The system continues to operate to this day.

Objectives. The State has the following objectives that it wants this Project to fulfill, and it will be the Contractor's obligation to ensure that the Project meets these objectives.

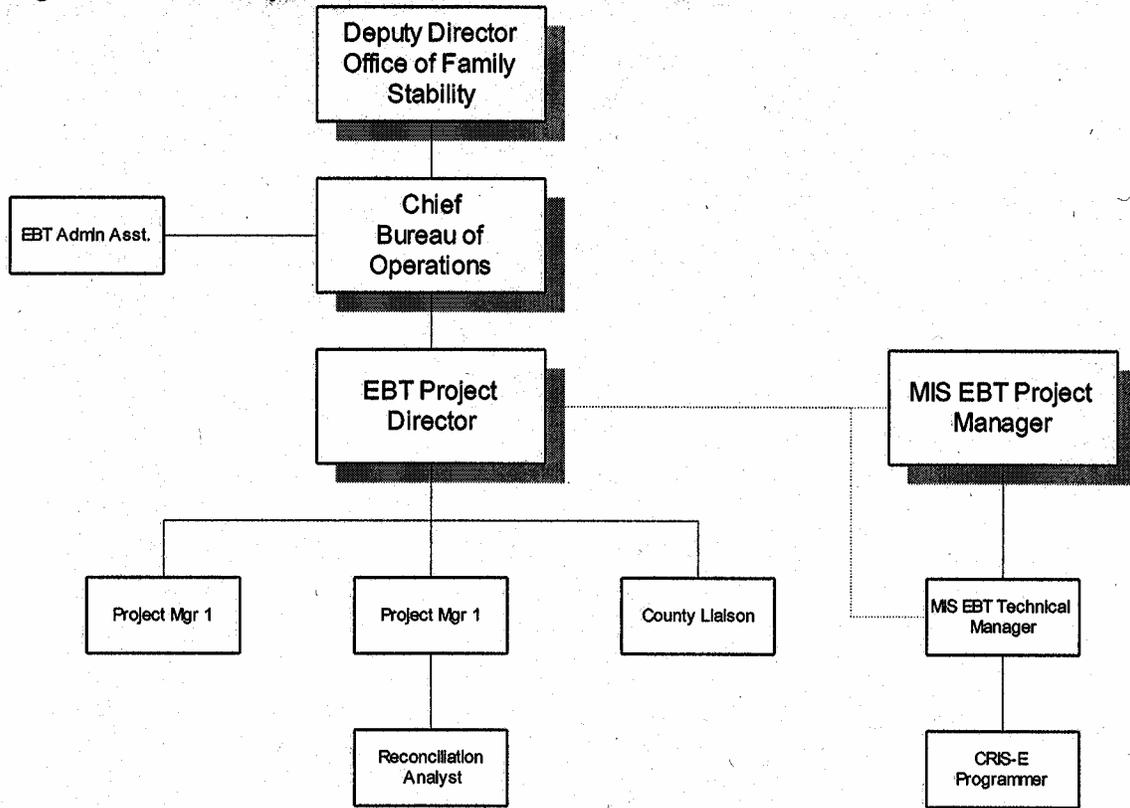
The primary objective of the Ohio EBT system is to deliver accurate benefits to households certified eligible in a dependable and timely manner while operating efficiently and maintaining internal control of and accountability for the benefits. The State of Ohio plans to maintain an EBT system statewide as described in this RFP.

It is not the intention of the State to operate or maintain any system components necessary for processing EBT food stamp transactions. Rather, the State wishes to obtain financial transaction

processing services from the Contractor. Within the guidelines established in this RFP, the Contractor is expected to provide all necessary components required to operate the system.

Project Organization. Under the general direction of the ODJFS Deputy Director for the Office of Family Stability (OFS) the EBT Project Team will provide direction and technical assistance to the project. The EBT Project Team is comprised of staff from the ODJFS Office of Family Stability and the Office of Management Information Services. Figure 1 depicts the EBT Project team organization.

Figure 1: EBT Project Team



Deputy Director and Chief, Bureau of Operations

These two positions will provide executive support to the EBT Project Director and team, but will have only general oversight to the EBT operations.

EBT Project Director. The Project Director will serve as the EBT Contract Manager and provide overall management of the EBT section. Responsibilities will include Contract management, staff supervision and final preparation and approval of federal reports.

Project Manager 1. These two positions will serve to provide ongoing monitoring and issue resolution with the county departments of job and family services, OFS policy, MIS, FNS and recipients. Additionally, they will liaison and provide technical assistance and share in the responsibility of EBT Contract deliverables' review and approval.

County Liaison. The County Liaison is the front line technical assistance and training support for the county departments of job and family services. This position makes site visits, provides quality assurance checks, and assists with county issue resolution.

Reconciliation Analyst. The Reconciliation Analyst will conduct the daily benefits reconciliation and daily report monitoring activities. Issue resolution and federal reporting will be jointly shared with the position's supervising Project Manager.

Administrative Assistant. Provides general office and section support.

MIS EBT Project Manager. The MIS EBT Project Manager will liaison with the EBT Project Director and Project Managers to ensure necessary technical support for the ODJFS system interface and file transfer with the Contractor's host EBT system.

MIS EBT Technical Manager. The MIS EBT Technical Manager will provide ongoing file transfer monitoring and technical issue resolution for the interface between ODJFS systems and the Contractor's host EBT system.

CRIS-E Programmer(s). These positions will be utilized as needed for maintenance to the ODJFS system.

Calendar of Events. The schedule for the Project is given below. The State may change this schedule at anytime. If the State changes the schedule before the Proposal due date, it will do so through an announcement on the State Procurement Web site question and answer area for this RFP. The Web site announcement will be followed by an amendment to this RFP, also available through the State Procurement Web site. After the Proposal due date and before the award of the Contract, the State will make schedule changes through the RFP amendment process. And the State will make changes in the Project schedule after the Contract award through the change order provisions in the general terms and conditions of the Contract. It is each prospective offeror's responsibility to check the Web site question and answer area for this RFP for current information regarding this RFP and its Calendar of Events through award of the Contract.

Dates:

Firm Dates

RFP Issued:	August 11, 2004
Inquiry Period Begins:	August 11, 2004
Pre-Proposal Conference Date:	September 15, 2004, at 10:00 a.m.
Inquiry Period Ends:	November 2, 2004, at 8:00 a.m.
Proposal Due Date:	November 9, 2004 at 11:00 a.m.

Estimated Dates

Issuance of Purchase Order:	June 17, 2005
-----------------------------	---------------

Estimated Project Dates

Project Work Begins:	July 1, 2005
----------------------	--------------

There are references in this RFP to the Proposal due date. Prospective offerors must assume, unless it is clearly stated to the contrary, that any such reference means the date and time (Columbus, Ohio local time) that the Proposals are due and not just the date.

PART TWO: STRUCTURE OF THIS RFP

Organization. This RFP is organized into five (5) Parts and has ten (10) Attachments. The Parts and Attachments are listed below. There also may be one or more supplements to this RFP, listed below.

Parts

- Part 1 Executive Summary
- Part 2 Structure of this RFP
- Part 3 General Instructions
- Part 4 Evaluation of Proposals
- Part 5 Award of the Contract

Attachments

- Attachment One Project Requirements and Special Provisions
 - Part One Project Requirements
 - Part Two Special Provisions
- Attachment Two Requirements for Proposals
- Attachment Three General Terms and Conditions
 - Part One Performance and Payment
 - Part Two Project & Contract Administration
 - Part Three Ownership & Handling of Intellectual Property & Confidential Information
 - Part Four Representations, Warranties and Liabilities
 - Part Five Acceptance and Maintenance
 - Part Six Construction
 - Part Seven Law & Courts
- Attachment Four Sample Contract
- Attachment Five Sample Deliverable Submittal & Acceptance (Deliverable Sign-Off Form)
- Attachment Six Offeror Profile Summary
 - 6-A Offeror Past and Current Projects
 - 6-B Offeror Mandatory Requirements
 - 6-C Offeror Standard Requirements
 - 6-D Offeror Desirable Requirements
 - 6-E Offeror Mandatory Specifications Checklist
- Attachment Seven Entity Profile Summary
 - 7-A Host Site Operations Entity Mandatory Requirements
 - 7-B Host Site Operations Entity Standard Requirements
 - 7-C Entity Standard Requirements
 - 7-D Entity Desirable Requirements
- Attachment Eight Contractor Performance Form
- Attachment Nine Personnel Profile Summary
 - 9-A Project Manager Candidate References.
 - 9-B Project Manager Candidate Education & Training.
 - 9-C Project Manager Candidate Mandatory Requirements.
 - 9-D Project Manager Candidate Standard Requirements.
 - 9-E Project Manager Candidate Desirable Requirements.
 - 9-F Technical Manager Candidate References.
 - 9-G Technical Manager Candidate Education & Training.
 - 9-H Technical Manager Candidate Mandatory Requirements.
 - 9-I Technical Manager Candidate Standard Requirements.
 - 9-J Technical Manager Candidate Desirable Requirements. **INTENTIONALLY OMITTED**
 - 9-K Program Operations/Support Manager Candidate References.
 - 9-L Program Operations/Support Manager Candidate Education & Training.
 - 9-M Program Operations/Support Manager Candidate Mandatory Requirements.
 - 9-N Program Operations/Support Manager Candidate Standard Requirements.

- 9-O Program Operations/Support Manager Candidate Desirable Requirements. **INTENTIONALLY OMITTED**
- 9-P Other Team Candidate References. **INTENTIONALLY OMITTED**
- 9-Q Other Team Candidate Education & Training. **INTENTIONALLY OMITTED**
- 9-R Other Team Candidate Mandatory Requirements.
- 9-S Other Team Candidate Standard Requirements.
- 9-T Other Team Candidate Desirable Requirements. **INTENTIONALLY OMITTED**

Attachment Ten Cost Summary

Supplements

Supplement One	W-9 Form
Supplement Two	Glossary
Supplement Three	FS Benefit Card Artwork Sample
Supplement Four	ODJFS EBT Organizational Chart
Supplement Five	Letter of Intent from the Ohio Department of Health
Supplement Six	File Layouts
Supplement Seven	Deliverables
Supplement Eight	EBT Customer Service Statistics
Supplement Nine	Liquidated Damages
Supplement Ten	Presentation Evaluation Criteria

Document Library. In addition to the contents of this RFP, the State has a library of materials that are related to the Project. The library contains materials that are relevant to the Project but are not practical to include as part of this RFP. The document library contains the following materials:

- 7 CFR § 274.12, Electronic Benefit Transfer Issuance System Approval Standards.
- Ohio Food Stamp Certification Handbook

Offeror's may find the following web sites useful:

- Food Stamp Manual – <http://emanuals.odjfs.state.oh/emanuals> (select Family Stability to access the Food Stamp manuals.)
- ISO - <http://www.iso.ch/iso/en/isoonline.openerpage>
- ANSI - <http://www.ansi.org/>
- NACHA - <http://www.nacha.org/>
- QUEST - http://ebt.nacha.org/quest/quest_operating_rules/quest_operating_rules.htm
- ASAP - <http://www.fms.treas.gov/asap>
- Americans with Disabilities Act (ADA) - <http://www.usdoj.gov/crt/ada/adahom1.htm>

Materials in the document library will be open to all prospective offerors for review by appointment only. The State will maintain the document library during the inquiry period. Prospective offerors who wish to view the materials in the document library may schedule an appointment with:

Susie Hill
 Office of Family Stability
 145 South Front Street, Suite 140
 Columbus, Ohio 43215
 (614) 466-6814

Appointments must be scheduled at mutually convenient times during normal business hours, 9:00 a.m. to 3:00 p.m. Monday through Friday. **State personnel will not be available to answer questions on**

the content of the RFP, content of documents in the document library, or technical questions regarding the Project.

Each appointment may be limited to a maximum of two (2) hours. To access the library, a prospective offeror's personnel will have to give their name and the prospective offeror's name, address, and business telephone number.

Copies of documents will be available to all prospective offerors on request. The charge for copies of documents will be three cents [\$0.03] per page, payable by check made out to the Treasurer of the State of Ohio. The State will try to make requested copies within forty-eight (48) hours, excluding weekends and State holidays. Large requests may take longer and may require advanced payment. Extremely large requests may not be accepted.

PART THREE: GENERAL INSTRUCTIONS

The following sections provide details on how to get more information about this RFP and how to respond to this RFP. All responses must be complete and in the prescribed format.

Contacts. The following person will represent the State:

Acquisition Management Procurement Representative:

Christopher J. Hoffman, Acquisition Analyst
Ohio Office of Information Technology
Acquisition Management Office
30 East Broad Street, 39th Floor
Columbus, Ohio 43215

During the performance of the Project, a State representative (the "Agency Project Representative") will represent the Agency and be the primary contact for matters relating to the Project. The Agency Project Representative will be designated in writing after the Contract award.

Inquiries. Offerors may make inquiries regarding this RFP any time during the inquiry period listed in the Calendar of Events. To make an inquiry, offerors must use the following process:

- Access the State Procurement Web site at <http://www.ohio.gov/procure>;
- From the Navigation Bar on the left, select "Find It Fast";
- Select "Doc/Bid/Schedule #" as the Type;
- Enter the RFP Number found on Page 1 of the document (RFP Numbers begin with zero followed by the letter "A");
- Click the "Find It Fast" button;
- On the document information page, click the "Submit Inquiry" button;
- On the document inquiry page, complete the required "Personal Information" section by providing:
 - First and last name of the prospective offeror's representative who is responsible for the inquiry,
 - Name of the prospective offeror,
 - Representative's business phone number, and
 - Representative's e-mail address;
- Type the inquiry in the space provided including:
 - A reference to the relevant part of this RFP,
 - The heading for the provision under question, and
 - The page number of the RFP where the provision can be found; and
- Click the "Submit" button.

Offerors submitting inquiries will receive an immediate acknowledgement that their inquiry has been received as well as an e-mail acknowledging receipt. Offerors will not receive a personalized e-mail response to their question nor will they receive notification when the question has been answered.

Offerors may view inquiries and responses using the following process:

- Access the State Procurement Web site at <http://www.ohio.gov/procure>;
- From the Navigation Bar on the left, select "Find It Fast";
- Select "Doc/Bid/Schedule #" as the Type;
- Enter the RFP Number found on Page 1 of the document (RFP Numbers begin with zero followed by the letter "A");
- Click the "Find It Fast" button;
- On the document information page, click the "View Q & A" button to display all inquiries with responses submitted to date.

The State will try to respond to all inquiries within 48 hours, excluding weekends and State holidays. But the State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

Pre-Proposal Conference. A Pre-Proposal Conference will be held on September 15, 2004, at 10:00 a.m.], in the Lobby Hearing Room, of the Rhodes Office Tower building, 1st floor, 30 East Broad Street, Columbus, Ohio 43215. The purpose of this conference is to discuss the RFP and the Project with prospective offerors and to allow them to ask questions arising from their initial review of this RFP.

Attendance at the Pre-Proposal Conference is not a prerequisite to submitting a Proposal.

Amendments to the RFP. If the State decides to revise this RFP before the Proposal due date, amendments will be announced on the State Procurement Web site.

Offerors may view amendments using the following process:

- Access the State Procurement Web site at <http://www.ohio.gov/procure>;
- From the Navigation Bar on the left, select "Find It Fast";
- Select "Doc/Bid/Schedule #" as the Type;
- Enter the RFP Number found on Page 1 of the document (RFP Numbers begin with zero followed by the letter "A");
- Click the "Find It Fast" button;
- On the document information page, click on the amendment number to display the amendment.

When an amendment to this RFP is necessary, the State may extend the Proposal due date through an announcement on the State Procurement Web site. Amendment announcements may be provided any time before 5:00 p.m. on the day before the proposal is due. It is the responsibility of each prospective offeror to check for announcements and other current information regarding this RFP.

After the submission of Proposals, amendments will be distributed only to those offerors whose submissions are under active consideration. When the State makes an amendment to the RFP after Proposals have been submitted, the State will permit offerors to withdraw their Proposals within 10 business days after the amendment is issued. This withdrawal option will allow any offeror to remove its Proposal from active consideration should the offeror feel that the amendment changes the nature of the transaction so much that the offeror's Proposal is no longer in its interests. Alternatively, the State may allow offerors that have Proposals under active consideration to modify their Proposals in response to the amendment, as described below.

Whenever the State makes an amendment after the Proposal due date, the State will tell all offerors whose Proposals are under active consideration whether they have the option to modify their Proposals in response to the amendment. Any time the State amends the RFP after the Proposal due date, an offeror will have the option to withdraw its Proposal even if the State permits modifications to the Proposals. If the offerors are allowed to modify their Proposals, the State may limit the nature and scope of the modifications. Unless otherwise stated in the State's notice, modifications and withdrawals must be made in writing and must be submitted within 10 business days after the amendment is issued. If this RFP provides for a negotiation phase, this procedure will not apply to changes negotiated during that phase. Withdrawals and modifications must be made in writing and submitted to the State at the address and in the same manner required for the submission of the original Proposals. Any modification that is broader in scope than the State has authorized may be rejected and treated as a withdrawal of the offeror's Proposal.

Proposal Submittal. Each offeror must submit a technical proposal and a cost proposal as part of its Proposal. The technical proposal must be submitted as a separate package from the cost proposal and each proposal must be submitted in its own separate opaque package. Ten (10) completed, sealed, and signed technical proposal packages and two (2) completed, sealed, and signed cost proposal packages must be submitted.

Each technical proposal package must be clearly marked “**Electronic Benefits Transfer System for Food Stamp Benefits RFP #0A05008 -- Technical Proposal**” on the outside of each technical proposal package’s envelope.

Each cost proposal package must be clearly marked “**Electronic Benefits Transfer System for Food Stamp Benefits RFP #0A05008 -- Cost Proposal**” on the outside of each cost proposal package’s envelope.

Included in the sealed package, the offeror must also submit a copy of the proposals on CD-ROM in Microsoft Word 2000, Microsoft Excel 2000, Microsoft Project 2000, and PDF format as appropriate. In the event there is a discrepancy between the hard copy and the electronic copy, the hard copy will be the official Proposal.

Proposals are due no later than the proposal due date, at 11:00 a.m. Proposals must be submitted to:

Ohio Office of Information Technology
Acquisition Management Bid Room
30 East Broad Street, 40th Floor
Columbus, Ohio 43215

The State may reject any Proposals or unsolicited Proposal amendments that are received after the deadline. An offeror that mails its Proposal must allow for adequate mailing time to ensure its timely receipt. **Offerors must also allow for potential delays due to increased security. The State may reject late Proposals regardless of the cause for the delay.**

Each offeror must carefully review the requirements of this RFP and the contents of its Proposal. Once opened, Proposals cannot be altered, except as allowed by this RFP.

By submitting a Proposal, the offeror acknowledges that it has read this RFP, understands it, and agrees to be bound by its requirements. The State is not responsible for the accuracy of any information regarding this RFP that was gathered through a source different from the inquiry process described in the RFP.

By submitting a Proposal, the offeror certifies that offeror has truthfully disclosed the location(s) where all services are to be performed; the location(s) where all applicable state contract data is to be maintained or made available; and the principal location of business for the offeror and all subcontractors. The offeror further certifies and acknowledges that offeror will not change the country of the location(s) where services are performed and will not change the country of the location(s) where data is maintained or made available without prior written consent of the state.

Ohio Revised Code (ORC) Section 9.24 prohibits the State from awarding a Contract to any offeror(s) against whom the Auditor of State has issued a finding for recovery if the finding for recovery is “unresolved” at the time of award. By submitting a proposal, the offeror warrants that it is not now, and will not become subject to an “unresolved” finding for recovery under ORC 9.24, prior to the award of a Contract arising out of this RFP, without notifying OIT of such finding.

The State may reject any Proposal if the offeror takes exception to the terms and conditions of this RFP, fails to comply with the procedure for participating in the RFP process, or the offeror’s Proposal fails to meet any requirement of this RFP. The State may also reject any Proposal that it believes is not in its interests to accept and may decide not to do business with any of the offerors responding to this RFP.

All Proposals and other material submitted will become the property of the State and may be returned only at the State’s option. Proprietary information should not be included in a Proposal or supporting materials because the State will have the right to use any materials or ideas submitted in any Proposal without compensation to the offeror. Additionally, all Proposals will be open to the public after the Contract has been awarded.

The State will retain all Proposals, or a copy of them, as part of the Contract file for at least 3 years. After the retention period, the State may return, destroy, or otherwise dispose of the Proposals or the copies.

Waiver of Defects. The State may waive any defects in any Proposal or in the submission process followed by an offeror. But the State will only do so if it believes that it is in the State's interests and will not cause any material unfairness to other offerors.

Multiple or Alternate Proposals. The State welcomes multiple Proposals from a single offeror, but the State requires each such Proposal to be submitted separately from every other Proposal the offeror makes. Additionally, the offeror must treat every Proposal submitted as a separate and distinct submission and include in each Proposal all materials, information, documentation and other items this RFP requires for a Proposal to be complete and acceptable. No alternate Proposal may incorporate materials by reference from another Proposal made by the offeror or refer to another Proposal. The State will judge each alternate Proposal on its own merit.

Alternate Proposals will only be considered from the highest-ranking offeror.

Amendments to Proposals. Amendments or withdrawals of Proposals will be allowed only if the amendment or withdrawal is received before the Proposal due date. No amendment or withdrawals will be permitted after the due date, except as authorized by this RFP.

Proposal Instructions. Each Proposal must be organized in an indexed binder ordered in the same manner as the response items are ordered in the applicable attachment(s) to this RFP.

The State wants clear and concise Proposals. But offerors should take care to completely answer questions and meet the RFP's requirements.

The requirements for the Proposal's contents and formatting are contained in an attachment to this RFP.

The State will not be liable for any costs incurred by an offeror in responding to this RFP, regardless of whether the State awards the Contract through this process, decides not to go forward with the Project, cancels this RFP for any reason, or contracts for the Project through some other process or by issuing another RFP.

PART FOUR: EVALUATION OF PROPOSALS

Disclosure of Proposal Contents. The State will seek to open the Proposals in a manner that avoids disclosing their contents. Additionally, the State will seek to keep the contents of all Proposals confidential until the Contract is awarded. But the State will prepare a registry of Proposals containing the name and address of each offeror. That registry will be open for public inspection after the Proposals are opened.

Rejection of Proposals. The State may reject any Proposal that is not in the required format, does not address all the requirements of this RFP, or that the State believes is excessive in price or otherwise not in its interests to consider or to accept. In addition, the State may cancel this RFP, reject all the Proposals, and seek to do the Project through a new RFP or other means.

Evaluation of Proposals Generally. The evaluation process may consist of up to four distinct phases:

1. The Acquisition Management procurement representative's initial review of all Proposals for defects;
2. The State's evaluation of the Proposals;
3. Request for more information (interviews, presentations, and/or demonstrations); and
4. Negotiations.

The State may decide whether phases three and four are necessary. But the State has the right to eliminate or add phases three or four at any time in the evaluation process. The State also may add or remove sub-phases to phases 2 through 4 at anytime if the State believes doing so will improve the evaluation process.

Clarifications & Corrections. During the evaluation process, the State may request clarifications from any offeror under active consideration and may give any offeror the opportunity to correct defects in its Proposal if the State believes doing so does not result in an unfair advantage for the offeror and it is in the State's interests.

Reference Checks. The state may conduct reference checks to verify and validate the offeror's or proposed candidates past performance. Reference checks indicating poor or failed performance by the offeror or proposed candidate may be cause for rejection of the proposal. In addition, failure to provide requested reference contact information may result in the State not including the reference experience in the evaluation process.

The reference evaluation will measure the criteria contained in this part of the RFP as it relates to the offeror's previous contract performance including but not limited to its performance with other local, state and federal entities. The State reserves the right to check references other than those provided in the offerors Proposal. The State may obtain information relevant to criteria in the RFP, which is deemed critical to not only the successful operation and management of the Project, but also the working relationship between the State and the offeror.

To maintain fairness in the evaluation process, all information sought by the State will be obtained in a manner such that no offeror is provided an unfair competitive advantage.

Initial Review. The Acquisition Management procurement representative will review all Proposals for their format and completeness. The Acquisition Management procurement representative normally rejects any incomplete or incorrectly formatted Proposal, though he or she may waive any defects or allow an offeror to submit a correction.

If the Auditor of State does not certify a proposal due to lateness, the Acquisition Management procurement representative will not open it or evaluate it for format or completeness.

The Acquisition Management procurement representative will forward all timely, complete, and properly formatted Proposals to an evaluation committee, which the Acquisition Management procurement representative will chair.

State Review of the Proposals. The State will evaluate and score each Proposal that the Acquisition Management procurement representative has determined is timely, complete and properly formatted. The evaluation will be according to the criteria contained in this Part of the RFP. An attachment to this RFP may further refine these criteria, and the State has a right to break these criteria into components and weight any components of a criterion according to their perceived importance.

The State may also have the Proposals or portions of them reviewed and evaluated by independent third parties or various State personnel with technical or professional experience that relates to the Work or to a criterion in the evaluation process. The State may also seek reviews of end users of the Work or the advice or evaluations of various State committees that have subject matter expertise or an interest in the Work. In seeking such reviews, evaluations, and advice, the State will first decide how to incorporate the results in the scoring of the Proposals. The State may adopt or reject any recommendations it receives from such reviews and evaluations.

The evaluation will result in a point total being calculated for each Proposal. At the sole discretion of the State, any Proposal, in which the offeror received a significant number of zeros for sections in the technical portions of the evaluation, may be rejected. Those offerors submitting the highest-rated Proposals may be scheduled for the next phase. The number of Proposals forwarded to the next phase will be within the State’s discretion, but regardless of the number of Proposals selected for the next phase, they will always be the highest rated Proposals from this phase.

At any time during this phase, the State may ask an offeror to correct, revise, or clarify any portions of its Proposal.

The State will document all major decisions in writing and make these a part of the Contract file along with the evaluation results for each Proposal considered.

Proposal Evaluation Criteria. Table One demonstrates the mandatory qualifications and specifications for the offeror, its proposed solution, and key personnel. If the offeror meets the mandatory requirements, the offeror’s proposal will be selected for consideration in the next phase of evaluation contained in Table Two. Offerors who do not meet the criteria of Table One, may be removed from further consideration.

TABLE ONE

Proposal Content Requirements	Accepted	Rejected
Offeror Mandatory Requirements		
1. List of Past and Current Projects. The offeror must list at least three (3) government or commercial customers for whom the offeror has provided or currently provides financial services similar in size, scope, and nature to this project. One of these projects must have been as the prime contractor on the project.		
2. Description of Past and Current Projects. The offeror must provide narrative descriptions for completed or current projects for these governmental or commercial entities that are comparable to Ohio EBT/EFT in size, scope, and nature to this project.		
3. Financial Network Management Services. The offeror must have five (5) years experience in the operations and management of a large-scale, complex financial network involving commercial or proprietary transaction processing similar in size, scope, and nature to this project.		

Proposal Content Requirements		Accepted	Rejected
4. Management and Delivery of Core EBT/EFT Services. The offeror must have five (5) years experience in the delivery of core EBT/EFT services which may include account setup, benefit authorization, account maintenance services, card and PIN issuance, transaction processing, settlement service, reconciliation service, card holder and retailer/merchant customer service, POS deployment, and reporting services similar in size, scope, and nature to this project.			
Host Site Operations Mandatory Requirements:			
5. Uninterrupted Transaction Processing – Ongoing Operations. The entity must have five (5) years experience in providing uninterrupted transaction processing services during normal EBT/EFT system operations.			
Project Manager			
6. 60 months experience as the Project Manager on projects comparable in size, scope, and nature as defined within this RFP.			
7. 12 months of project management skills, which included resource management, forecasting, planning, and budgeting for projects comparable in size, scope, and nature as defined within this RFP.			
Technical Manager			
8. 36 months within the last 60 months successfully performing same or similar duties for project(s) of similar size, scope and nature as defined within this RFP.			
9. Employed by the provider of the host processing services for at least the last 12 months in a job performing the same duties as being proposed for this RFP.			
Program Operations/Support Manager			
10. 18 months experience within the last 36 months performing assigned tasks and providing high levels of service comparable in size, scope, and nature as defined within this RFP.			
Team Experience			
11. 36 months experience in the area of systems programming in database/software being proposed for this RFP, for project(s) similar in size, scope, and nature as defined within this RFP.			
12. 36 months experience within the last five (5) years in systems analysis similar in size, scope, and nature as defined within this RFP.			
System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter “YES” in the “YES/NO” column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a “NO” may result in the offeror’s proposal being disqualified from consideration. The State may disqualify an offeror’s proposal for not affirming to meet ALL of the specifications or requirements listed below.			
Contract Requirements and EBT System Requirements			
1.	The Contractor must comply with all applicable Federal and State laws, regulations, action transmittals, program instructions, review guides and similar policy directives and must comply with the rules and regulations		

Proposal Content Requirements		Accepted	Rejected
	governing EBT systems and their operations		
2.	Unless expressly noted as an exception herein, the Quest® Operating Rules must apply to all applicable aspects of EBT services development and operation.		
3.	As the Quest® Operating Rules are changed, EBT services must be modified to meet the new requirements.		
4.	The Contractor must comply with ISO and ANSI standards related to EBT as required by Quest® Operating Rules and as stated in this RFP, to include EBT messaging standards promulgated by ANSI based upon the ISO 8583 and 9510 financial interchange message specifications, as well as ISO 7813, and ANSI X9.8, X9.24, and X3.92.		
5.	The Contractor must follow all applicable State statutes, rules and policies related to EBT on an ongoing basis, not limited to those terms and conditions set forth within the executed contract.		
6.	The Contractor must follow regulation 7 CFR § 274.12, Electronic Benefit Transfer Issuance System Approval Standards governing the administration of the FSP.		
7.	The Contractor must implement all changes, updates, revisions, and policy interpretations of the federal regulations as enacted by law or USDA - FNS.		
8.	The Contractor must provide the flexibility to add additional programs and services as mandated by law or as requested by ODJFS.		
9.	The Contractor must assist ODJFS in evaluating and developing technical solutions and plans for expanded service delivery and must work cooperatively with ODJFS and others, as appropriate to ensure the responsive and successful addition of programs and services.		
10.	The Contractor must provide five (5) drafts and five (5) final copies of the specified documentation for each phase to ODJFS. Additionally, the Contractor must provide all required documentation, drafts and final versions in electronic media in the formats and software specified by ODJFS.		
11.	The Contractor must deliver any draft documents to ODJFS in sufficient time to allow for a 30-day comment period on the initial drafts, time for follow up review on the revisions, minimally one week, and time to deliver the final documents by the due dates specified in Supplement Seven, Deliverables.		
12.	System testing must be completed to the satisfaction of ODJFS and other State and Federal agencies, prior to commencement of the transition phase of this project.		
13.	System testing must be performed on all components and functional areas of the Contractor's EBT system and services before delivery.		
14.	The Contractor must revise the Detailed System Design documents to reflect any system modifications identified and made as a result of the system testing. If revisions are required, the Contractor must submit the updated Detailed System Design no later than 30 calendar days following the completion of the modification.		
15.	The Contractor must provide, maintain, and update the following library of system documentation in both electronic media and hard copy: <ul style="list-style-type: none"> • General System Design Document; • Detail System Design Document; • Business Continuation & Recovery Plan, including Escalation Procedures; • Training Materials; • All SIVR Application Scripts; 		

Proposal Content Requirements		Accepted	Rejected
	<ul style="list-style-type: none"> • Reports Manual; • Settlement and Reconciliation Procedures Manual; • Interface Design, including Record and Batch Formats; • Problem Reporting and Escalation Procedures and Resolution Tracking; • Administrative System Documentation/User Guide; and • Any and all documentation related to system design and functionality. 		
16.	The Contractor must provide updated documentation to ODJFS prior to implementing system and operational modifications into the production environment.		
17.	The Contractor is required to maintain an updated authorized retailer/merchant database through an interface with USDA-FNS.		
18.	The Contractor is required to support an on-line method of entering AMA issuance data as a back-up to batch processing.		
19.	The Contractor must use the REDE system to establish and maintain its database of authorized food stamp retailer/merchants.		
20.	The Contractor must provide daily food stamp redemption summary totals by retailer/merchant identification number to STARS.		
21.	The USDA-FNS ALERT subsystem utilizes retailer/merchant EBT transaction data files provided by the Contractor for fraud investigative purposes. The Contractor must submit the file monthly by secure method and in media specified by USDA-FNS, so that it is received by the fifteenth (15th) day of the calendar month following the report month.		
22.	The Contractor is liable for any funds drawn from an incorrect account; for overdrafts of benefit accounts; for incorrect debits and credits, including adjustments and reversals; and for incorrect postings of benefits to a cardholder's EBT accounts.		
23.	The State has defined file formats for the exchange of benefit authorization records. These records are detailed within Supplement Six, File Layouts. The Contractor must utilize the existing record formats.		
24.	The Contractor must support card and benefit issuance for disaster services and investigative accounts through the Administrative System.		
25.	The Contractor must provide the functionality through the Administrative System to change card status and issue replacement cards.		
26.	The Contractor must support voluntary benefit repayments from cardholders through the Administrative System. Repayments are non-settling transactions and are reported on the Account Repayment report.		
27.	USDA-FNS regulations prohibit charging a fee for any Food Stamp transactions. Therefore, cardholders must not be charged for any Food Stamp POS transactions.		
28.	The Contractor must receive and process REDE file updates in a timely manner to ensure that all newly authorized retailer/merchants are able to perform food stamp transactions within two (2) weeks (14 calendar days) from receipt of the USDA-FNS authorization notice.		
29.	The Contractor must suspend or terminate the food stamp transaction processing privileges of a retailer/merchant that has been de-authorized or suspended within 48 hours of notification by USDA-FNS.		
30.	All reports must be provided by an on-line/ web-based method. If the report cannot be provided or is not feasible to be provided by the on-line/web-based method, the offeror must provide a justification in their proposal.		

Proposal Content Requirements		Accepted	Rejected
31.	After Contract award, the Contractor must supply data and information to the State or USDA - FNS as requested.		
32.	The Contractor must provide performance projections and guarantee performance standards meeting the requirements and agreed to in the design documents.		
33.	The State must have the right to test system performance at any time.		
34.	The transaction time for EBT-only terminals from verification of the purchase amount through printing of the transaction and remaining balance must be ten seconds or less.		
35.	The central computer network and intermediate processing facilities must be available 99.9% of the time twenty-four hours per day, seven days per week, 365 days per year (24/7/365).		
36.	Scheduled downtime for routine maintenance of the central computer network and intermediate processing facilities must occur during non-peak transaction periods.		
37.	Service time(s) for EBT-only terminals must be suitable to the participating retailer/merchants.		
Contractor's EBT System Errors and Reconciliation Requirements			
38.	There must be no more than two (2) inaccurate EBT transactions for every 10,000 EBT transactions processed.		
39.	Reconciliation reports and other information concerning problematic transactions must be made available to the State by the appropriate source.		
40.	Errors must be resolved in a timely manner dependent upon the nature of the source of the problem.		
41.	Reports on problematic transactions must be delineated by the source of the problem.		
42.	Federal funds may not be drawn for erroneous transactions or overpayments in excess of the State authorized benefit amount.		
43.	The Contractor must provide a Benefit Update Report, which provides the number and amount totals that detail the disposition of each benefit file processed by the Contractor. Totals must be provided by record type (benefit, debits, and credits) and disposition (i.e. number and amount rejected, number and amount staged, number and amount posted).		
44.	The Contractor must provide a Staged Benefits Report, which provides information about benefits in the pending file on a daily basis. This report must provide totals by benefit type and availability date for FS Benefit(s).		
45.	The Contractor must provide a Daily Deposit Calculation Report, which provides a daily report showing the calculations performed to determine the net deposit amount for the business day. The report must show changes in pending benefits from the previous day compared to the current day, debits and credits posted, pending debits and credits, and purged benefits by summary total.		
46.	The Contractor must provide a Benefit Drawdown Totals Report, which provides the value of the outstanding liability for unused benefits residing on the Contractor's EBT system at the end of the processing day. The ending balance for the previous day must become the beginning balance for the current processing day. It must be possible for ODJFS to reconcile the ending balance on this report to the outstanding liability reported on the ASAP system for the processing day.		

Proposal Content Requirements		Accepted	Rejected
47.	The Contractor must provide an AMA Calculation Report, which provides AMA entries to the Federal Reserve Bank of Richmond through the AMA batch process. The Contractor must provide a daily report containing details of the content of the AMA file. Separate entries must be created for regular FS Benefit(s) activity and investigative account FS Benefit(s) activity.		
Contractor's EBT System Security Requirements			
48.	The cardholder's PIN number must not be available for others to use in obtaining unauthorized benefits.		
49.	Access to allotment and certification information must be protected from unauthorized individuals including Contractor staff.		
50.	The Contractor is liable for any unauthorized transactions resulting from the loss of unissued cards.		
51.	Security measures must limit to four (4) the number of unsuccessful PIN attempts that can be made before the card is deactivated or reset.		
52.	Communication network security must use data encryption to encrypt the PIN from the point of entry.		
53.	Data security must be maintained during electronic transmission.		
54.	Passwords, identification codes, and/or other security procedures must be utilized by State staff, county agency staff, and at data processing centers.		
55.	The Contractor's EBT system must ensure the security and confidentiality of all transmitted files by the establishment of a dedicated communication line connecting CRIS-E to the Contractor's central computer.		
56.	The Contractor must use Data Encryption Standard (DES) encryption for data communication purposes to protect a cardholder's PIN. The Contractor must implement cryptography for its PIN management operations to render the PIN unintelligible during transmission to anyone not possessing the encryption keys.		
57.	The management of encryption keys must meet the standards set by the ANSI X9.8 - 1982; X9.24 - 1992; X3.92 - 1987. At a minimum, all encryption keys must be subject to dual control, i.e., no single person will have control over all parts of an encryption key.		
58.	The EBT card must be immediately de-activated when reported to Customer Service as lost, stolen, non-functioning, or not received.		
59.	The EBT card must be suspended immediately after four (4) invalid PIN entry attempts within 24 hours. After 24 hours from the last invalid PIN attempt, the PIN will be reset.		
60.	The Contractor's security system must also provide for ODJFS-approved destruction of magnetic media when no longer required.		
61.	The Contractor must keep FS Benefit(s) redemption data confidential.		
Contractor's EBT System Business Continuity/Disaster Recovery Requirements			
62.	All software changes must be subject to approval by ODJFS prior to implementation of the changes.		
63.	The Contractor must provide proof of a Business Continuity/Disaster Recovery plan for their entire system.		
64.	Test results of the Contractor's Business Continuity/Disaster Recovery plan must be made available to ODJFS within 30 days of the test.		

Proposal Content Requirements		Accepted	Rejected
65.	The Contractor must work in conjunction with ODJFS in order to ensure that their Business Continuity/Disaster Recovery plan is compatible with the State's.		
66.	The Contractor must have the ability to continue processing in the event that the central processing site is rendered inoperable.		
Contractor's EBT System Problem Resolution Requirements			
67.	The Contractor's EBT system must adhere to procedures for problem resolution.		
68.	The Contractor's EBT system must provide reasonable accommodation for the needs of cardholders with disabilities (including design and placement of equipment).		
69.	The Contractor's EBT-only terminal placement must allow retailer/merchants to check credits to their banks on a daily basis.		
70.	The Contractor's EBT system must allow retailer/merchants to cross reference deposit information to information maintained in their store.		
71.	The Contractor must provide retailer/merchants with instructions on resolving problems with equipment and retailer/merchant accounts including store reconciliation.		
72.	Upon request, performance standards, incidence and cause of system problems, and utilization patterns must be provided within forty-eight (48) hours.		
Contractor's EBT System Card Requirements			
73.	The Contractor must encode Track 2 of the Ohio EBT card in accordance with ISO 7813.		
74.	The Contractor must issue EBT cards containing a 16 digit PAN that utilizes ODJFS's current BIN/IIN as the first six (6) digits.		
75.	A 'return to' address must be printed on the reverse side of the EBT card.		
76.	The Contractor must ensure that the EBT card produced for the Ohio EBT system complies with the specifications prescribed in the Quest® Operating Rules, International Standards Organization (ISO) and American National Standards Institution (ANSI) standards relating to cards used for financial transactions.		
77.	The cardholder's name and the PAN must be embossed with silver tipping.		
78.	The card must contain fine line printing.		
79.	A high-coercivity magnetic stripe must be on the reverse side of the EBT card.		
80.	A tamper evident signature panel must be on the reverse side of the EBT card.		
81.	The statement, "Do Not Write PIN on Card" must be printed on the reverse side of the EBT card.		
82.	The USDA-FNS non-discrimination statement must be printed on the reverse side of the EBT card.		
83.	The Customer Service toll-free number must be printed on the reverse side of the card.		

Proposal Content Requirements		Accepted	Rejected
84.	The Quest® registered trademark must be printed on the reverse side of the card.		
85.	No names of any state or local official must appear on the EBT card and card sleeve.		
86.	ODJFS requires that card and PIN production and issuance be performed at a Visa/MasterCard certified facility.		
87.	Track 2 of the Ohio EBT card must be encoded in accordance with ISO 7813. The maximum character count in Track 2 must not exceed 40 characters, including all control characters.		
88.	ODJFS requires that the stock of disaster vault cards be stored in a Visa/MasterCard Certified Card Service Bureau.		
EBT POS System Requirements			
89.	The Contractor must develop standards for certifying pre-existing commercial equipment and acquirers/TPPs. Certification standards must comply with the Quest® Operating Rules and the EBT messaging standards promulgated by the American National Standards Institute (ANSI) based on International Standards Organization (ISO) Technical Standards 8583 and 9510.		
90.	If the EBT-only POS device is capable of performing functions and serving purposes outside the scope of the ODJFS EBT project, any such use must be prior approved by ODJFS.		
91.	The POS receipt must comply with all Federal regulations.		
92.	The POS receipt must identify the cardholder through the PAN or a coded transaction number.		
93.	The cardholder's name and PIN must never appear on the POS receipt.		
Contractor's Customer Service Requirements			
94.	The Contractor's customer support service must be fully operational and staffed prior to EBT implementation.		
95.	The Contractor must be responsible for the development of all aspects of the cardholder training program.		
96.	The Contractor must have sole responsibility for all aspects of training participating retailer/merchants.		
97.	The Contractor must provide retailer/merchant training if requested prior to implementation.		
98.	The Contractor must provide customer service through separate toll free numbers for Ohio EBT cardholders and retailer/merchants. Customer Service must be located within the continental United States.		
99.	Callers experiencing difficulty obtaining services using automated functions must be provided easy access to a CSR for assistance.		
100.	Callers using rotary phones must be directed to a CSR for assistance without undue delay.		
101.	Callers selecting the lost, stolen, damaged, or card not received service option must be immediately transferred to a CSR.		
102.	The CSR must verify the cardholders' identity and address before proceeding with the card deactivation/replacement action.		

Proposal Content Requirements		Accepted	Rejected
103.	If the cardholder reports an address change, the CSR must make the address change on the Administrative System before issuing a replacement card.		
104.	Ohio EBT cards require activation before use. The caller's identity must be verified prior to activating the card.		
105.	Callers selecting the current balance inquiry service option are to be given the current on-line real time balance of their account(s).		
106.	Callers selecting the transaction history service option are provided information about the last ten (10) transactions performed on the account, which appear on the on-line system.		
107.	PIN selection/change may be accomplished by the cardholder by means of a single call to the Customer Service number, using CSR assistance or the SIVR. Callers selecting this service option must have their identity verified prior to selecting or changing their PIN.		
108.	Callers selecting the retailer/merchant location information service option are transferred to a CSR and given information about POS site locations where EBT benefits may be accessed. CSRs must also provide interoperability information for Ohio cardholders calling in from other states (e.g., whether or not the cardholder would be able to use their card in that state).		
109.	Callers selecting the reports of unauthorized card use service option are transferred to a CSR who must record pertinent information about the unauthorized card use to be forwarded to ODJFS who will in turn forward it to the DPS.		
110.	Callers selecting the benefit availability information option must be able to receive their benefit availability.		
111.	Callers selecting the cardholder initiated adjustment claims option must be transferred to a CSR that must record pertinent information about the adjustment claim to support investigation. Callers must also be provided access to information about the status of their adjustment claim request.		
Contractor's EBT System Operation and Information Retention Requirements			
112.	The Contractor must retain FS Benefit(s) issuance record data and current issuance authorization data online for a period of at least 90 days.		
113.	The Contractor must retain multiple FS Benefit(s) issuance record data and current issuance authorization data as long as the State deems necessary.		
114.	The Contractor's EBT system must ensure the privacy of household data and provide benefit and data security.		
115.	The Contractor's EBT system must provide manual purchase procedures when the system is unavailable.		
116.	In the event a duplicate benefit is issued, the Contractor's EBT system must permit debit of an account when a duplicate benefit amount has been credited to it.		
117.	In the event a duplicate benefit is issued, the EBT transaction permitting debit of an account when a duplicate benefit amount has been credited to it must be processed as a separate transaction code that must identify this specific transaction.		
118.	In the event a duplicate benefit is issued, the EBT transaction that debits the duplicate benefit must be posted to a discrete file showing the amount(s) debited listed by PAN and date.		
119.	The Contractor's EBT system must maintain the level and quality of service to cardholders that is mandated by law and program regulations.		

Proposal Content Requirements		Accepted	Rejected
Contractor's EBT system Deployment/Withdrawal Requirements			
120.	Within two weeks after certification by USDA - FNS, the Contractor must have EBT-only retailer/merchants ready to accept EBT transactions.		
121.	An approved retailer/merchant Agreement can only be modified with the approval of the State.		
122.	Disqualified or withdrawn retailer/merchants must be closed to any further EBT transactions immediately.		
123.	No transaction fees will be imposed on households using the Contractor's EBT system to access their benefits.		
124.	The Contractor must review EBT-only terminal deployment for EBT-only retailer/merchants on an annual basis and, with the approval of the State, adjust the number of terminals if FS Benefit(s) redemption activity warrants an increase or reduction.		
125.	The Contractor must determine the initial level of terminal deployment for newly authorized EBT-only retailer/merchants from information provided by the State and USDA - FNS.		
126.	The Contractor must ensure that equipment and supplies are maintained in working order for EBT-only equipped stores.		
127.	If a retailer/merchant chooses to employ an acquirer/TPP to drive its terminals or elects to drive its own terminals, access to the system must be accomplished within a thirty (30) day period or mutually agreed time to enable the third party interface specifications and the required State functions certification to be performed by the Contractor.		
128.	The Contractor must have the ability to extract redeemed (spent) FS Benefit(s) from the retailer/merchant's transaction records and to transmit this information to CRIS-E.		
129.	The Contractor must provide training to EBT-only retailer/merchants at the time of equipment installation if requested by the retailer/merchant.		
Contractor's EBT System Transmission Requirements			
130.	The Contractor must transfer FS Benefit(s) information, including authorization number, Food Stamp sales, and date of transaction, to the USDA - FNS Minneapolis Computer Support Center by a method approved by USDA - FNS.		
131.	The Contractor's EBT system must provide a mechanism that allows a retailer/merchant to recoup benefits advanced to the cardholder but not credited to the retailer/merchant's account due to processing manual transactions (re-presentation).		
132.	The Contractor's EBT system must allow authorized FS Benefit(s) route vendors, farm markets, or intermittent food banks to participate in EBT.		
133.	The Contractor must be liable for any errors resulting from the entry of erroneous data after any loss of retailer/merchant daily transaction information.		
134.	The Contractor's EBT system must provide all necessary daily reconciliation information for retailer/merchant sites, financial institutions, and Federal Reserve Banks.		
Contractor's EBT System Reports and Account Management Requirements			
135.	The Contractor's EBT system must provide regular management reports as required by the State and USDA - FNS.		

Proposal Content Requirements		Accepted	Rejected
136.	The Contractor's EBT system must provide a daily audit trail of the full cycle of issuance.		
137.	The Contractor's EBT system must provide a process that will enable the State and USDA - FNS to account for benefits issued but not redeemed.		
138.	With prior approval from the State, the Contractor must expunge an account that has had no activity for 365 days.		
139.	The Contractor must maintain a record of the PAN numbers, the time, and the date of all reports by households of lost or stolen cards.		
140.	The Contractor must prepare a daily report of all cards reported lost or stolen.		
141.	The Contractor must provide compliance reports as requested by the State.		
142.	The Contractor must provide ad hoc reports as requested by the State.		
143.	The Federal regulations at 7 CFR 274.12 (k) (5) (i) require processors to obtain an annual Statement of Auditing Standards No. 70 (SAS No. 70). The Contractor and any subcontractor(s) must perform an annual SAS No. 70 audit on their respective EBT operations, and provide the report(s) to ODJFS within 30 days of the completion of the audit.		
Contractor's EBT System Financial Reports Requirements			
144.	The Contractor must provide an Benefit Repayments Report - List of all account repayment transactions by benefit type performed by User I.D.		
145.	The Contractor must provide an Account Status Report - List of accounts that have reached inactive or dormant status and have had benefits posted in the past 31 days.		
146.	The Contractor must provide an ACH Transaction Summary Report - List of ACH daily activity.		
147.	The Contractor must provide an Adjustment Report - List of daily account adjustments.		
148.	The Contractor must provide an AMA Calculation Report - Lists aggregate detail of elements used to determine AMA Authorizations calculations.		
149.	The Contractor must provide a Benefit Drawdown Totals - Report of daily account reconciliation totals for each FS Benefit(s).		
150.	The Contractor must provide a File Status Report - Provides information and status of CRIS-E interface file processing (i.e.posted, rejected). Provides updates on-line as files are processed.		
151.	The Contractor must provide a Daily Account Activity File - File of all EBT account activity for the previous day.		
152.	The Contractor must provide a Daily Deposit Calculation Report - Aggregate list of elements and data involved in the calculation of daily deposits to cardholders.		
153.	The Contractor must provide a Daily Manual Authorization Report - List of all new, active, expired, released, or cleared manual transaction vouchers for the day.		
154.	The Contractor must provide an Expungement Report File - File containing records of benefits that have reached expunged status.		
155.	The Contractor must provide a Food Stamp Retailer/Merchant Activity Report - Report of the number and dollar amount of food stamp purchases and reversals in total and by store ID number.		

Proposal Content Requirements		Accepted	Rejected
156.	The Contractor must provide an Unmatched Pending Benefits Report (Operations) - Lists the pending benefits that have not posted to accounts because of failure to match with an Account set-up record or current account.		
157.	The Contractor must provide a Monthly Benefit Drawdown Totals - Lists total count and amount of deposits, debits, credits, non-settling transactions, and net amount.		
158.	The Contractor must provide a Monthly Deposit Report – Food Stamps - Summary of food stamp deposits for the month.		
159.	The Contractor must provide a Monthly State Benefit Totals – Food Stamps - Details the monthly State Benefit totals for food stamps.		
160.	The Contractor must provide a Monthly Transaction Profile Report - Report of number, dollar amount, and average dollar amount of POS transactions.		
161.	The Contractor must provide a Settlement Summary Report-State Benefit Totals - Details the daily funds reconciliation		
162.	The Contractor must provide a Settlement Summary Report-Switch Log Totals - Provides a daily summary of transaction activity through the Contractor's EBT system's transaction gateway.		
Contractor's EBT System Statistical Reports Requirements			
163.	The Contractor must provide an Average Daily Response Time Report - Lists the system response times by day for update and inquiry transactions.		
164.	The Contractor must provide a Card Issuance Statistics - A summary of the number of cards issued.		
165.	The Contractor must provide a Device Type Usage Report - Report of POS activity by transaction type and daily and weekly time increments.		
166.	The Contractor must provide a Monthly System Availability Report - Summary of monthly host availability including minutes of monthly downtime.		
167.	The Contractor must provide an On-line Transaction Response Time Report - Report of response times by hour by day for all update and inquiry transactions.		
Contractor's EBT System Administrative System Reports Requirements			
168.	The Contractor must provide a User Access Report - List of authorized users and their level of access (security profile).		
169.	The Contractor must provide an Address Change for Replacement Card Report - Detail list of address changes made from the Administrative System Update Address Information function by county.		
170.	The Contractor must provide an Administrative System Non-Financial Actions Report- Detail Report - Detail list of all non-financial administrative update transactions performed by user and action type.		
171.	The Contractor must provide an Administrative System Non-Financial Actions Report- Summary Report - Summary totals of all non-financial administrative update transactions performed by user and action type.		
172.	The Contractor must provide an Administrative System Financial Transactions Detail Report - Detail list of all financial administrative update transactions performed by User ID.		
173.	The Contractor must provide an Administrative System Financial Transactions Report - Summary report of all financial administrative update transactions performed.		

Proposal Content Requirements		Accepted	Rejected
174.	The Contractor must provide a Log-On File Summary - Summary of all access to the Contractor's EBT system by user ID.		
Contractor's EBT System Support Reports Requirements			
175.	The Contractor must provide a Manual Transactions Report - List of manual transaction voucher activity by county.		
Contractor's EBT System Customer Service Call Center Reports Requirements			
176.	The Contractor must provide an Overall Performance Summary - Provides monthly totals for the latest 12 month period. Fields must include: total calls, total calls answered, percent of calls answered, total calls abandoned, percent calls abandoned, total calls busy, percent of calls busy, average call length, average speed of answer and average speed to abandon.		
177.	The Contractor must provide a Cardholder Call Statistics – Automated Response Unit - Provides monthly totals for the SIVR. This report must provide monthly totals for the latest 12-month period. Fields must include: total calls, total calls answered, percent of calls answered, total calls abandoned, percent calls abandoned, average speed answered, average speed abandoned.		
178.	The Contractor must provide a Cardholder Call Statistics- Customer Service Representative - Provides a monthly total for CSR assisted calls. Fields must include: total calls, total calls answered, calls abandoned, percent of calls abandoned, routed calls, percent of calls routed, average call length, average speed answered, average speed to abandon.		
179.	The Contractor must provide a Cardholder Call Types - Provides the number of calls received monthly by ARU and CSR staff by call type, with a monthly total for all calls and the percentage of call type. Fields must include: calls reporting lost cards, calls reporting stolen cards, PIN concerns, PIN select, balance inquiries, calls referred to ODJFS, calls reporting damaged cards, POS dispute, benefit schedule, transaction history and card activation.		
180.	The Contractor must provide a Cardholder Service Level Standards - Provides the percentage of calls answered within the time limit prescribed within the performance standards. (Calls answered in less than 25 seconds/4 rings.)		
181.	The Contractor must provide a Cardholder Service Level Standards - This report must provide the average wait time for the initial pickup call on hold.		
182.	The Contractor must provide a Cardholder Calls Received from Pay Phones - Provides the number of Customer Service calls from cardholders using pay phones and the charge levied by the owner of the pay phone for each call. A total of all charges must be included. Backup documentation must be available.		
Contractor's EBT System Cardholder Printed Material Requirements			
183.	The Contractor must design, develop, produce, and distribute the Training Pamphlets for cardholders as defined in this RFP.		
184.	The Contractor must design, develop, produce, and distribute the Training Videos for CDJFS as defined in this RFP.		
185.	The Contractor must design, develop, produce, and distribute the Tips Cards for cardholders as defined in this RFP.		
186.	The Contractor must design, develop, produce, and distribute the Card Mailers for cardholders as defined in this RFP.		

Proposal Content Requirements		Accepted	Rejected
Contractor's EBT System Retailer/Merchant Printed Material Requirements			
187.	The Contractor must design, develop, produce, and distribute the User Manual for retailer/merchants as defined in this RFP.		
188.	The Contractor must design, develop, produce, and distribute the Tips Cards for retailer/merchants as defined in this RFP.		
Contractor's Cardholder Support Services Requirements			
189.	The Contractor must provide Lift Staggered Issuance: In the event of a disaster, ODJFS requires the ability to post all benefits in a designated county or counties immediately, regardless of actual availability date. The Contractor must support this requirement to immediately post benefits upon ODJFS authorization by county code.		
190.	The Contractor must provide Replacement Benefits: In the event of a disaster, Federal policy permits replacement of food previously purchased with FS Benefit(s) by EBT cardholders that is lost, destroyed, or otherwise rendered unusable by the disaster. ODJFS generates and transmits files of replacement benefits for posting to cardholder accounts.		
191.	The Contractor must provide Increased Customer Service Support: In the event of a disaster, the Contractor must provide an increased level of services at Customer Service. The SIVR must have specific disaster scripts that have been approved by ODJFS to notify callers of changes and potential delays. Because call volumes will likely increase, the Contractor must increase the number of CSRs available. The Contractor must include a Customer Service Staffing Capacity Plan to cover unanticipated high call volumes. CSRs must be alerted when accessing the cardholder records that the cardholder resides in the disaster area.		
192.	The Contractor must provide Drop-ship Delivery Option: In normal circumstances, new cardholders receive their cards by mail delivery at their residence or mailing address. In disaster situations, normal mail delivery may be interrupted or the household may be displaced. ODJFS requires the ability to drop-ship active cards via overnight express mail to a designated location at ODJFS's option. Cardholders must call the SIVR to select a PIN and activate the card.		
Contractor's Retailer/Merchant Support Services Requirements			
193.	The Contractor must provide Retailer/Merchant Site Surveys: After the disaster has occurred, the Contractor must contact selected retailer/merchants to determine the status of ongoing operations to include the level of service that is available to cardholders. The Contractor must ensure that CSRs are aware of which retailer/merchants are operational during and after the disaster. ODJFS/CDJFS must be able to contact Customer Service to determine which retailer/merchants are operational.		
194.	The Contractor must provide Distribution of Manual Vouchers: Retailer/merchants will normally maintain a supply of manual transaction vouchers. In the event of a disaster, retailer/merchants may require additional manual transaction vouchers. The Contractor must maintain a bulk supply of manual transaction vouchers in strategic locations and propose a method by which the additional vouchers will be distributed to retailer/merchants as a result of a disaster.		
195.	The Contractor must provide Disaster Off-line Manual Voucher: In a disaster scenario, if POS devices and phone lines are inoperable, retailer/merchants must utilize a special disaster off-line manual voucher process to document the benefit redemption transactions for the FSP without obtaining voice authorization prior to completion of the transaction.		

Proposal Content Requirements		Accepted	Rejected
	When phone lines are operational again, retailer/merchants must request authorization for the disaster off-line manual voucher through Retailer/Merchant Customer Service.		
196.	The Contractor must provide Distribution of Disaster Off-line Manual Vouchers: The Contractor must maintain a bulk supply of disaster off-line manual vouchers and propose a method by which the vouchers will be distributed to retailer/merchants. The Contractor must immediately notify ODJFS of situations that potentially require the disaster off-line manual voucher process to be implemented. The situation and the time required to resolve it will be evaluated. ODJFS must approve use of the disaster off-line manual voucher process before it can be implemented.		
197.	The Contractor must provide Extended Voucher Authorization and/or Clearance Period for Disaster Off-line Vouchers: Because retailer/merchants accept full risk and liability for disaster off-line manual voucher transactions, they have 90 days to obtain the authorization and may obtain the authorization incrementally. Retailer/merchants may clear the authorized disaster off-line manual voucher at any time during the 90 day period, for the amount of benefits available at that time. A hold must be placed on the available benefits in the account. After 90 days, the hold must expire if the transaction is not cleared for the total amount authorized.		
198.	The Contractor must provide Administrative System Application Access: The Contractor must support ODJFS access to the EBT Administrative System by direct dial up or other method in case the primary method of communications fails. The Contractor must provide the appropriate security access and software required for dial-up access. The Contractor must also provide instruction to designated ODJFS staff for use of the dial-up access and software.		
Contractor Cooperation Requirements			
199.	The Contractor must be responsive to requests from ODJFS or USDA-FNS to research and promptly resolve reconciliation discrepancies.		
200.	Upon request, ODJFS and USDA-FNS have the right to inspect, review, investigate or audit all parts of the Contractor's or any subcontractor's facilities engaged in performing EBT services. In such capacity, ODJFS, USDA-FNS or their representatives, must be provided access to facilities, records, reports, personnel and other appropriate aspects of the Contractor's EBT system.		
201.	The Contractor must cooperate with all FS Benefit(s) compliance investigations.		
202.	The Contractor must be prepared to cooperate with the Offices of the Inspector General, within the state and federal governments.		

TABLE TWO

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Offeror Mandatory Requirements					
1. List of Past and Current Projects. The offeror must list at least three (3) government or commercial customers for whom the offeror has provided or currently provides financial services similar in size, scope, and nature to	10	Reject	5	7	9

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
<p>this project. One of these projects must have been as the prime contractor on the project.</p> <p>2. Description of Past and Current Projects. The offeror must provide narrative descriptions for completed or current projects for these governmental or commercial entities that are comparable to Ohio EBT/EFT in size, scope, and nature to this project.</p> <p>(Mandatory requirements #1 & #2 will be evaluated together, thus they are weighted together.)</p>					
<p>3. Financial Network Management Services. The offeror must have five (5) years experience in the operations and management of a large-scale, complex financial network involving commercial or proprietary transaction processing similar in size, scope, and nature to this project.</p>	10	Reject	5	7	9
<p>4. Management and Delivery of Core EBT/EFT Services. The offeror must have five (5) years experience in the delivery of core EBT/EFT services which may include account setup, benefit authorization, account maintenance services, card and PIN issuance, transaction processing, settlement service, reconciliation service, card holder and retailer/merchant customer service, POS deployment, and reporting services similar in size, scope, and nature to this project.</p>	10	Reject	5	7	9
Offeror Standard Requirements					
<p>1. Management and Delivery of Ancillary EBT/EFT Services. The offeror must have five (5) years experience in the delivery of ancillary EBT/EFT services to include card design and production; retailer/merchant and cardholder training materials; and marketing commercial POS deployment and services.</p>	8	0	5	7	9
Offeror Desirable Requirements					
<p>1. Service Responsiveness of Offeror Past and Current Projects. Description of at least one (1) instance where offeror as prime contractor provided significant levels of EBT/EFT services support beyond the scope defined in the initial contract.</p>	5	0	5	7	
<p>2. Previous Implementation. Offeror has implemented another health and human services application on an EBT card within another state similar in size, scope, and</p>	6	0	5	7	

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
nature to this project.					
Host Site Operations Mandatory Requirements:					
The following requirements must be met by either the offeror or a subcontractor, but must be provided by whoever is proposed to do those services in the offerors proposal.					
1. Uninterrupted Transaction Processing – Ongoing Operations. The entity must have five (5) years experience in providing uninterrupted transaction processing services during normal EBT/EFT system operations.	10	Reject	5	7	9
Host Site Operations Standard Requirements:					
The following requirements must be met by either the offeror or a subcontractor, but must be provided by whoever is proposed to do those services in the offerors proposal.					
1. Uninterrupted Transaction Processing – Transition and Conversion. The entity must describe two (2) experiences where they provided transition and conversion of an EBT/EFT system operation during which they provided uninterrupted transaction processing services.	8	0	5	7	9
Entity Standard Requirements:					
The following requirements must be met by either the offeror or a subcontractor, but must be provided by whoever is proposed to do those services in the offerors proposal.					
Management and Delivery of Core EBT/EFT Services					
1. Financial Network Management Services. The entity must have five (5) years experience in the operations and management of a large-scale, complex financial network involving commercial or proprietary transaction processing.	8	0	5	7	9
2. Card and PIN Issuance Services. The entity must have five (5) years experience and delivery of core EBT/EFT services, including card and PIN issuance.	8	0	5	7	9
3. “Train the Trainer” Training Services. The entity must have five (5) years experience in the delivery of train the trainer training of the core EBT/EFT service.	6	0	5	7	9
4. Transaction Processing, Routing, and Switching Services. The entity must have five (5) years experience in delivery of core EBT/EFT services, including transaction processing, routing, and switching.	7	0	5	7	9

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
5. Settlement Services. The entity must have five (5) years experience in delivery of core EBT/EFT services, including the delivery of settlement services.	8	0	5	7	9
6. Reconciliation Services. The entity must have five (5) years experience in delivery of core EBT/EFT services, including reconciliation.	8	0	5	7	9
7. Cardholder and Retailer/Merchant Customer Service Services. The entity must have five (5) years experience in delivery of core EBT/EFT services, including cardholder and retailer/merchant customer service.	8	0	5	7	9
8. Reporting Services. The entity must have five (5) years experience in delivery of core EBT/EFT services, including reporting services.	6	0	5	7	9
Management and Delivery of Ancillary EBT/EFT Services					
9. Card Design and Production Services. The entity must have two (2) years experience in delivery of ancillary EBT/EFT services, including card design and production.	7	0	5	7	9
10. Retailer/Merchant and Cardholder Training Materials Design, Deployment and Production. The entity must have two (2) years experience in delivery of ancillary EBT/EFT services, including retailer/merchant and cardholder training materials design, development, and production.	6	0	5	7	9
Entity Desirable Requirements:					
The following requirements must be met by either the offeror or a subcontractor, but must be provided by whoever is proposed to do those services in the offerors proposal.					
1. EBT-Only POS Deployment, Maintenance, Support, and Transaction Acquiring Services. The entity must have five (5) years experience in delivery of core EBT/EFT services, including EBT-only POS deployment, maintenance, support services, and EBT-only transaction acquiring as core EBT/EFT services.	5	0	5	7	
2. Web Based Reporting Services. The entity must have two (2) years experience in delivery of web based reporting services for a system similar in size, scope, and nature to this RFP.	5	0	5	7	

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Personnel Profile Summary Experience Criteria					
Project Manager					
Mandatory Requirements:					
1. 60 months experience as the Project Manager on projects comparable in size, scope, and nature as defined within this RFP.	15	Reject	5	7	9
2. 12 months of project management skills, which included resource management, forecasting, planning, and budgeting for projects comparable in size, scope, and nature as defined within this RFP.	15	Reject	5	7	9
Standard Requirements:					
1. The Project Manager must be an employee of the offeror for the past 12 months.	6	0	5	7	9
2. 12 months experience with project management and resource management tools, specifically enterprise-level project management tools.	7	0	5	7	9
3. 24 months experience managing multiple contractors or subcontractors in projects comparable in size, scope, and nature as defined within this RFP.	14	0	5	7	9
4. 24 months of the past 60 months experience as a Project Manager for the development, implementation, and operation of an EBT/EFT system of comparable size, scope, and nature as defined within this RFP.	14	0	5	7	9
5. Project Manager must have managed a team of staff in a previous project similar in size, scope, and nature as defined within this RFP.	7	0	5	7	9
6. 12 months experience in overseeing all aspects of project management which may include: planning, coordinating, scheduling, conducting demonstrations, system testing, user training, documentation preparation, deployment, and resource management.	8	0	5	7	9
Desirable Requirements:					
1. 12 months experience as the Project Manager working with a federal, state, or local government project where the Project Manager worked with the government and dealt with specific laws, regulations, and rules that affected the Project.	5	0	5	7	
2. 12 months experience as a Project Manager as an employee of the offeror on an EBT/EFT system(s) project similar in size, scope, and nature as defined within this RFP.	4	0	5	7	
Technical Manager					
Mandatory Requirements:					
1. 36 months within the last 60 months successfully performing same or similar	15	Reject	5	7	9

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
duties for project(s) of similar size, scope and nature as defined within this RFP.					
2. Employed by the provider of the host processing services for at least the last 12 months in a job performing the same duties as being proposed for this RFP.	10	Reject	5	7	9
Standard Requirements:					
1. 12 months experience demonstrating a diverse technical background, which includes a large set of diverse application experience, increasingly challenging responsibilities, and use of many technologies and tools for project(s) similar in size, scope, and nature as defined within this RFP.	7	0	5	7	9
2. 12 months experience in documentation, change control, and test scripts for project(s) similar in size, scope, and nature as defined within this RFP.	7	0	5	7	9
3. 12 months experience as a Technical Manager focusing on conversion/transition of database(s) similar in size, scope, and nature as described within this RFP.	12	0	5	7	9
4. Technical management of EBT/EFT services for a client with a similar size, scope, and nature of service and volume accounts/transactions as defined within this RFP.	9	0	5	7	9
Program Operations/Support Manager					
Mandatory Requirements:					
1. 18 months experience within the last 36 months performing assigned tasks and providing high levels of service comparable in size, scope, and nature as defined within this RFP.	15	Reject	5	7	9
Standard Requirements:					
1. 36 months experience managing multiple contractors or subcontractors in size, scope, and nature as defined within this RFP.	12	0	5	7	9
2. 18 months experience in providing multiple instances of SIVR scripts, testing, change control, and emergency management in a diverse mission critical environment similar in size, scope and nature to this RFP.	9	0	5	7	9
3. Successful performance of assigned tasks and the delivery of EBT/EFT services for a customer with similar volumes of accounts and transactions comparable in size, scope, and nature as defined within this RFP.	9	0	5	7	9
Team Experience					
At least one person whether on the offeror's or a subcontractor's team, must have skills or experience for each of the following experience criteria. The Project manager cannot be used to meet the Team Experience Requirements.					

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Mandatory Requirements:					
1. 36 months experience in the area of systems programming in database/software being proposed for this RFP, for project(s) similar in size, scope, and nature as defined within this RFP.	15	Reject	5	7	9
2. 36 months experience within the last five (5) years in systems analysis similar in size, scope, and nature as defined within this RFP.	15	Reject	5	7	9
Standard Requirements:					
1. 36 months experience within the last seven (7) years in the area of application development programming similar in size, scope, and nature as defined within this RFP.	10	0	5	7	9
2. 36 months experience in the area of capacity planning, performance measurement, and systems tuning for project(s) similar in size, scope, and nature as defined within this RFP.	12	0	5	7	9
3. 24 months experience in the area of distributed mainframe computer systems, security, and related services similar in size, scope, and nature as defined within this RFP.	10	0	5	7	9
4. 24 months experience providing multiple instances of creating, testing, managing change control, and emergency management of production scripts, in a diverse, mission-critical ARU/SIVR environment similar in size, scope, and nature to this RFP.	12	0	5	7	9
5. 24 months experience managing a call center or customer support center for project(s) similar in size, scope, and nature as defined within this RFP.	10	0	5	7	9
6. 18 months experience in database administration, establishing database standards for backups, restores, reorganizations, fiscal changes, and monitoring, tuning, etc.	12	0	5	7	9
7. 18 months experience in planning, conducting, and documenting functional tests and audits on software development projects similar in size, scope, and nature as defined within this RFP.	10	0	5	7	9
8. 12 months experience in database design and analysis for a project similar in size, scope, and nature as defined within this RFP.	12	0	5	7	9
9. 12 months experience in POS installation, configuration, and maintenance similar in size, scope, and nature as defined within this RFP.	10	0	5	7	9
10. 12 months experience within the last 24 months managing a major computer security system for a project similar in size, scope, and nature as defined within this RFP.	11	0	5	7	9

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
11. 6 months experience in the development and creation of training materials to include manuals, tip sheets, training agenda, and other supporting documentation for projects similar in size, scope, and nature as defined within this RFP.	9	0	5	7	9
Proposed System Solution:					
2.1.1.					
2.1.1. Project Work Plan	10	0	5	7	9
2.1.2.					
2.1.2.1. General System Design Document	9	0	5	7	9
2.1.2.2. Detailed System Design Document	10	0	5	7	9
2.1.2.3. System Test Plan	10	0	5	7	9
2.1.2.4. Transition Plan	20	0	5	7	9
2.1.2.5. Retailer/Merchants Acquirers/TPP Conversion Management Plan	9	0	5	7	9
2.1.2.7. Training Materials	7	0	5	7	9
2.1.3.					
2.1.3.2. Functional Demonstration	6	0	5	7	9
2.1.3.3. Interface Tests	11	0	5	7	9
2.1.3.4. System Acceptance Test	10	0	5	7	9
2.1.3.5. Performance (Stress) Test	10	0	5	7	9
2.1.3.6. Network Performance Test	10	0	5	7	9
2.1.3.7. SIVR Test	11	0	5	7	9
2.1.3.8. Transition Test	18	0	5	7	9
2.1.3.9. System Acceptance Test Reports	6	0	5	7	9
2.1.4.					
2.1.4. Pilot Project	7	0	5	7	9
2.1.6.					
2.1.6.4. Risk Analysis Document	6	0	5	7	9
2.1.7.					
2.1.7.2. Transition Issues Already Identified	10	0	5	7	9
2.1.7.3. Things Which Cannot Occur During Transition.	12	0	5	7	9
2.1.7.4. Things ODJFS Must See During Transition.	18	0	5	7	9
2.1.7.5. EBT-Only Retailer/Merchant Conversion	7	0	5	7	9
2.1.7.6. Cardholder Database Conversion	20	0	5	7	9
2.1.8.					
2.1.8. Operations Phase	6	0	5	7	9
2.1.9.					
2.1.9. End-of Contract Transition	10	0	5	7	9
3.1.3.					
3.1.3.3. Benefit Authorization	10	0	5	7	9
3.1.3.4. File Transmissions	10	0	5	7	9
3.1.3.4. File Transmissions (Desirable)	3	0	5	7	9
3.1.3.6. Benefit Authorization Files	10	0	5	7	9
3.1.3.6.2. Food Stamp Benefit Availability	8	0	5	7	9
3.1.3.7. Disaster Benefit Issuance	5	0	5	7	9
3.1.3.8. Investigative Account Set-up and Benefit Issuance	3	0	5	7	9

Proposal Content Requirements		Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
3.1.3.9.	Maintain Account Balances and Transaction History	9	0	5	7	9
3.1.3.10.	Post Credits	6	0	5	7	9
3.1.3.11.	Hold Funds	6	0	5	7	9
3.1.3.12.	Benefit Expungement	6	0	5	7	9
3.1.3.13.2.	Address Change	9	0	5	7	9
3.1.3.13.3.	PIN Release	7	0	5	7	9
3.1.3.13.4.	PIN Change Hold	6	0	5	7	9
3.1.3.13.6.	Account Adjustment	6	0	5	7	9
	• Cardholder Initiated Adjustment Claims.	6	0	5	7	9
	• Retailer/Merchant Acquirer/TPP Initiated Adjustment Claims.	6	0	5	7	9
	• Debit Adjustment Claims.	6	0	5	7	9
3.1.4.						
3.1.4.	EBT Card/Personal Identification Number (PIN)	10	0	5	7	9
3.1.4.1.	Card Design	3	0	5	7	9
3.1.4.1.2.	Card Number/BIN Number	10	0	5	7	9
3.1.4.2.	Card Issuance	7	0	5	7	9
3.1.4.3.	PIN Issuance and Encryption	9	0	5	7	9
3.1.4.4.	Card Activation	9	0	5	7	9
3.1.4.6.	PIN Selection/Change	9	0	5	7	9
3.1.4.7.	Replacement Card Issuance	8	0	5	7	9
3.1.4.8.	Disaster Card and PIN Stock	7	0	5	7	9
3.1.4.9.	Returned Cards	3	0	5	7	9
3.1.5.						
3.1.5.	EBT Administrative System Application	10	0	5	7	9
3.1.5.	EBT Administrative System Application.	10	0	5	7	9
3.1.5.1.1.	Inquiry Functionality					
	• Cardholder Search Function.	8	0	5	7	9
	• Account History Function.	8	0	5	7	9
	• Cardholder History.	8	0	5	7	9
	• Retailer/Merchant Transaction History.	8	0	5	7	9
	• Interface Update.	8	0	5	7	9
	• Benefit Issuer Totals Function.	8	0	5	7	9
	• State Issuer Balancing Function.	8	0	5	7	9
	• Demographic Inquiry.	3	0	5	7	9
	• Benefit Inquiry.	3	0	5	7	9
3.1.5.1.2.	Update Functionality					
	• Update Address Information for Replacement Card.	9	0	5	7	9
	• Disaster Account Set-up and Benefit Issuance.	5	0	5	7	9
	• PIN Selection.	10	0	5	7	9
	• Account Adjustments.	5	0	5	7	9
	• Benefit Repayments by Benefit Type.	3	0	5	7	9
	• PIN Unlock.	8	0	5	7	9
	• PIN Change Hold.	6	0	5	7	9

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
• Card Status.	3	0	5	7	9
• Investigative Account Set-up.	4	0	5	7	9
• Investigative Benefit Add.	4	0	5	7	9
3.1.5.1.3. 90 Day History	8	0	5	7	9
3.1.5.2. Administrative System Application Security	10	0	5	7	9
3.1.5.2.1. User Identification and Authentication	10	0	5	7	9
3.1.5.2.2. Discretionary Access Controls	10	0	5	7	9
3.1.5.2.3. System Access Audit Controls	10	0	5	7	9
3.1.5.3. User Profile/Menu Access	8	0	5	7	9
3.1.6.					
3.1.6. Transaction Processing	8	0	5	7	9
3.1.6.1. POS Food Stamp Transactions	8	0	5	7	9
3.1.6.2. Interoperability	5	0	5	7	9
3.1.6.3. Manual Transaction Authorizations	7	0	5	7	9
3.1.6.4. Stand-in Processing	7	0	5	7	9
3.1.6.5. Voucher Clear	4	0	5	7	9
3.1.6.6. Re-presentments	4	0	5	7	9
3.1.6.7.1. Voids or Cancellations	4	0	5	7	9
3.1.6.7.2. Reversals	4	0	5	7	9
3.1.6.7.3. Account Adjustments	7	0	5	7	9
3.1.6.7.4. Key-entered Transactions	9	0	5	7	9
3.1.7.					
3.1.7. Maintaining the USDA-FNS Retailer/Merchant Database	3	0	5	7	9
3.1.7.1. Retailer/Merchant Confidentiality	9	0	5	7	9
3.1.8.					
3.1.8. Retailer/Merchant Management	7	0	5	7	9
3.1.8.1. Service Requirements (USDA-FNS Standards)	9	0	5	7	9
3.1.8.2. Retailer/Merchant and Acquirer/TPP Agreements	9	0	5	7	9
3.1.8.3. EBT-only Retailer/Merchant Deployment Requirements	7	0	5	7	9
3.1.8.4. EBT-only Equipment Requirements	7	0	5	7	9
3.1.8.5. EBT-only Equipment Support Services	7	0	5	7	9
3.1.8.6. Acquirers/TPP's	9	0	5	7	9
3.1.8.7. Group Home Support	3	0	5	7	9
3.1.9.					
3.1.9. Settlement	10	0	5	7	9
3.1.10.					
3.1.10. Reconciliation	11	0	5	7	9
3.1.10.1. USDA-FNS Reconciliation Requirements	10	0	5	7	9
3.1.10.4. Contractor Requirements for System Reconciliation	10	0	5	7	9
3.1.10.5. Discrepancy Resolution	10	0	5	7	9
3.1.11.					
3.1.11.1. Control and Security Requirements	10	0	5	7	9
3.1.11.2. Facilities and Physical Security	8	0	5	7	9
3.1.11.3.1. Control of Card Stock	9	0	5	7	9
3.1.11.3.2. Control of PINs	10	0	5	7	9

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
3.1.11.3.3. Communications Access Controls	8	0	5	7	9
3.1.11.4.1. System Access	9	0	5	7	9
3.1.11.4.2. Disclosure of Information and Data	9	0	5	7	9
3.1.11.4.4. Separation of Duties	7	0	5	7	9
3.1.11.4.5. System and Procedural Documentation	8	0	5	7	9
3.1.11.4.6. System Modification and Tampering Controls	10	0	5	7	9
3.1.11.7. Comprehensive Security Program	8	0	5	7	9
3.1.11.8. Incident Reporting	8	0	5	7	9
3.1.12.					
3.1.12. Reporting	7	0	5	7	9
3.1.12.1. State Reporting	7	0	5	7	9
3.1.12.1.2. Statistical Reports (Desirable)	3	0	5	7	9
3.1.12.2.1. AMA File	8	0	5	7	9
3.1.12.2.2. Food Stamp Redemption Reporting	8	0	5	7	9
3.1.12.2.3. ALERT File	8	0	5	7	9
3.1.13.					
3.1.13. Investigations Support	4	0	5	7	9
3.1.14.					
3.1.14. Customer Service/Automated Response Units	10	0	5	7	9
3.1.14.1. Cardholder Customer Service (Desirable)	10	0	5	7	9
3.1.14.1.1. Cardholder Identification	10	0	5	7	9
3.1.14.1.3. Cardholder Reporting of Lost, Stolen, or Damaged Cards, and Cards Not Received	10	0	5	7	9
3.1.14.1.5. Current Balance Inquiry (Desirable)	4	0	5	7	9
3.1.14.2. Retailer/Merchant Customer Service (Desirable)	7	0	5	7	9
3.1.15.					
3.1.15. Training	9	0	5	7	9
3.1.15.1. Cardholders	7	0	5	7	9
3.1.15.1.1. Printed Material <ul style="list-style-type: none"> • Training Pamphlet • Training Video for CDJFS • Tips Card • Card Mailer 	7	0	5	7	9
3.1.15.2. Retailer/merchants	7	0	5	7	9
3.1.15.2.1. Printed Material	7	0	5	7	9
3.1.15.2.2. Retailer/Merchant Customer Service	7	0	5	7	9
3.1.15.3. ODJFS Staff Training	9	0	5	7	9
3.1.15.3.1. Train-the-Trainer Training	8	0	5	7	9
3.1.15.3.2. Internal Administrative Training Manual Support	9	0	5	7	9
3.1.16.					
3.1.16.1. Contractor's System	11	0	5	7	9
3.1.16.2.1. Cardholder Support Services	8	0	5	7	9
3.1.16.2.2. Retailer/Merchant Support Services					
Back-up Systems and Interface.	9	0	5	7	9
3.1.16.3.1. Disaster Card and PIN Inventory	9	0	5	7	9

Proposal Content Requirements	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
3.1.16.3.2. Provision of Training Materials	8	0	5	7	9
3.1.16.3.3. On-line Cardholder Account Set-up and Benefit Issuance	10	0	5	7	9
3.1.16.4. Batch File Processing	8	0	5	7	9
3.1.16.5. Specialized Reporting	8	0	5	7	9
3.1.16.6. Disaster User Profiles	8	0	5	7	9
3.1.16.7. Post Disaster	8	0	5	7	9
3.1.19.					
3.1.19. Innovations (Desirable)					
3.1.19.1. Alternate Methods for Authorization and Completion of Off-line Transactions for Food Stamp Retailer/merchants	5	0	5	7	9
3.1.19.2. Wireless Technology	5	0	5	7	9
3.1.19.3. Detection and Prevention of Fraud	5	0	5	7	9
3.1.19.4. Other Recommendations	5	0	5	7	9
Staffing Plan	6	0	5	7	9
Project Plan	20	0	5	7	9

Once the technical merits of a Proposal are considered, as described above, the costs of that Proposal will be considered. But it is within the State's discretion to wait to factor in a Proposal's cost until after any interviews, presentations and discussions. Also, before evaluating the technical merits of the Proposals, the State may do an initial review of costs to determine if any Proposals should be rejected because of excessive cost. And the State may reconsider the excessiveness of any Proposal's cost at any time in the evaluation process.

The State will then divide the offeror's total not-to-exceed fixed price for the Project by the Proposal's totaled score based on the points received from the evaluation of the Proposal's technical merits. One or more of the Proposals will then be selected for further consideration in the next phase of the evaluation process. The Proposal(s) selected to be considered in the next phase always will be the highest-ranking Proposal(s) based on this analysis. That is, the State may not move a lower-ranking Proposal to the next phase unless all Proposals that rank above it are also moved to the next phase, excluding any Proposals that the State disqualifies because of excessive cost or other irregularities. Alternatively, if there are to be no more phases because the State feels they are unnecessary or inappropriate, the highest-ranking Proposal will be awarded the Contract.

If the State finds that one or more Proposals should be given further consideration, the State may select one or more of the highest-ranking Proposals to move to the next phase. The State may alternatively choose to bypass any or all subsequent phases and make an award based solely on the evaluation phase.

This RFP asks for responses and submissions from offerors, most of which represent components of the above criteria. While each criterion represents only a part of the total basis for a decision to award the Contract to an offeror, a failure by an offeror to make a required submission or meet a mandatory requirement will normally result in a rejection of that offeror's Proposal. The value assigned above to each criterion is only a value used to determine which Proposal is the most advantageous to the State in relation to the other Proposals that the State received. It is not a basis for determining the importance of meeting any requirement to participate in the Proposal process.

If the State does not receive any Proposal that meets all the mandatory requirements, the State may cancel this RFP. Alternatively, if the State believes it is in the State's interest, the State may continue to consider the highest-ranking Proposals despite their failure to meet all the mandatory requirements. In doing this, the State may consider one or more of the highest-ranking Proposals. But the State may not

consider any lower-ranking Proposals unless all Proposals ranked above it are also considered, except as provided below.

In any case where no Proposal meets all the mandatory requirements, it may be that an upper ranking Proposal contains a failure to meet a mandatory requirement that the State believes is critical to the success of the RFP's objectives. When this is so, the State may reject that Proposal and consider lower ranking Proposals. But before doing so, the State must notify the offeror of the situation and give the offeror an opportunity to cure the critical mandatory requirement.

If the offeror cures its failure to meet a critical mandatory requirement, its Proposal will continue to be considered. But if the offeror is unwilling or unable to cure the failure, its Proposal may be rejected. The State then may continue to consider the other remaining Proposals, including, if the State so chooses, proposals that ranked lower than the rejected Proposal.

Financial Ability. Part of the Proposal evaluation criteria is the qualifications of the offeror, which includes as a component the offeror's financial ability to perform the Contract. This RFP may expressly require the submission of audited financial statements from all offerors in the Proposal contents attachment. But if the Proposal contents attachment does not make this an express requirement, the State may still insist that an offeror submit audited financial statements for up to the past three years if the State is concerned that an offeror may not have the financial ability to carry out the Contract.

In evaluating an offeror's financial ability, the weight the State assigns, if any, to that financial ability will depend on whether the offeror's financial position is adequate or inadequate. That is, if the offeror's financial ability is adequate, the value assigned to the offeror's relative financial ability in relation to other offerors may or may not be significant, depending on the nature of the Work. But if the State believes the offeror's financial ability is not adequate, that decision will be a fatal one for the offeror's Proposal, and the State may reject the Proposal despite its other merits.

Interviews, Demonstrations, and Presentations. The state may require the offerors of the highest-ranking Proposals to interview with the committee and make a presentation about their Proposal. If the state decides to request interviews, at a minimum, the proposed Project Manager, Technical Manager, and Program Operations/Support Manager must attend. Such presentations and interviews provide an offeror with an opportunity to:

- Clarify its Proposal and to ensure a mutual understanding of the Proposal's content;
- Show the features and functions of its proposed solution; and
- Test or probe the professionalism, qualifications, skills, and work knowledge of the proposed management team.

The committee may ask for additional information at any time during this phase. The presentations and interviews will be scheduled at the convenience and discretion of the State. The State may record any presentations and interviews.

The Evaluation Committee will evaluate the presentation as indicated in Supplement 10, Presentation Evaluation Criteria. The state may then rescore relevant technical scores, then add the presentation score to obtain a total score for the offeror's proposal.

Determination of Responsibility. The State may review the highest-ranking offerors or its key team members to ensure that the offeror is responsible. The Contract may not be awarded to an offeror that is determined to be not responsible. The State's determination of an offeror's responsibility may include the following factors: the offeror's and its key team members' experience, past conduct on previous Contracts, past performance on previous Contracts, ability to execute this contract properly and management skill. The State will make such determination of responsibility based on the offeror's proposal, reference evaluations and any other information the State requests or determines to be relevant.

Contract Negotiations. The final phase of the evaluation process may be contract negotiations. Negotiations will be scheduled at the convenience of the State. The selected offeror(s) must negotiate in good faith.

Negotiations may be conducted with any offeror who submits a competitive Proposal, but the State may limit discussions to specific aspects of the RFP. Any clarifications, corrections, or negotiated revisions that may occur during the negotiations phase will be reduced to writing and incorporated in the RFP or the offeror's Proposal, as appropriate. Any offeror whose response continues to be competitive will be accorded fair and equal treatment with respect to any clarification, correction, or revision of the RFP and will be given the opportunity to negotiate revisions to its Proposal based on the amended RFP. But should the evaluation process have resulted in a top-ranked Proposal, the State may limit negotiations to only that offeror and not hold negotiations with any lower-ranking offeror. If negotiations are unsuccessful with the top-ranked offeror, the State may then go down the line of remaining offerors, according to rank, and negotiate with the next highest-ranking offeror. Lower-ranking offerors do not have a right to participate in negotiations conducted in such a manner.

If the State decides to negotiate with all the remaining offerors, or decides that negotiations with the top-ranked offeror are not satisfactory and negotiates with one or more of the lower-ranking offerors, the State will then determine if an adjustment in the ranking of the remaining offerors is appropriate based on the negotiations. The Contract award, if any, will then be based on the final ranking of offerors, as adjusted.

Auction techniques that reveal one offeror's price to another or disclose any other material information derived from competing Proposals are prohibited. Any oral modification of a Proposal will be reduced to writing by the offeror as described below.

Following negotiations, the State may set a date and time for the submission of best and final Proposals by the remaining offeror(s) with which the State conducted negotiations. If negotiations were limited and all changes were reduced to signed writings during negotiations, the State need not require the submissions of best and final Proposals.

If best and final Proposals are required, they may be submitted only once; unless the State makes a written determination that it is in the State's interest to conduct additional negotiations. In such cases, the State may require another submission of best and final Proposals. Otherwise, discussion of or changes in the best and final Proposals will not be allowed. If an offeror does not submit a best and final Proposal, the offeror's previous Proposal will be considered the offeror's best and final Proposal.

It is entirely within the discretion of the State whether to permit negotiations. An offeror must not submit a Proposal assuming that there will be an opportunity to negotiate any aspect of the Proposal. The State is free to limit negotiations to particular aspects of any Proposal, to limit the offerors with whom the State wants to negotiate, and to dispense with negotiations entirely.

The State generally will not rank negotiations. The negotiations will normally be held to correct deficiencies in the preferred offeror's Proposal. If negotiations fail with the preferred offeror, the State may negotiate with the next offeror in ranking. Alternatively, the State may decide that it is in the interests of the State to negotiate with all the remaining offerors to determine if negotiations lead to an adjustment in the ranking of the remaining offerors.

From the opening of the Proposals to the award of the Contract, everyone working on behalf of the State to evaluate the Proposals will seek to limit access to information contained in the Proposals solely to those people with a need to know the information. They will also seek to keep this information away from other offerors, and the evaluation committee will not be allowed to tell one offeror about the contents of another offeror's Proposal in order to gain a negotiating advantage.

Before the award of the Contract or cancellation of the RFP, any offeror that seeks to gain access to the contents of another offeror's Proposal may be disqualified from further consideration.

Negotiated changes will be reduced to writing and become a part of the Contract file open to inspection to the public. The written changes will be drafted and signed by the Contractor and submitted to the State within five business days. If the State accepts the change, the State will give the offeror written notice of the State's acceptance. The negotiated changes to the successful offer will become a part of the Contract.

Failure to Negotiate. If an offeror fails to provide the necessary information for negotiations in a timely manner, or fails to negotiate in good faith, the State may terminate negotiations with that offeror and collect on the offeror's bid bond, if a bid bond was required in order to respond to this RFP.

PART FIVE: AWARD OF THE CONTRACT

Contract Award. The State plans to award the Contract based on the schedule in the RFP, if the State decides the Project is in its best interests and has not changed the award date.

Included with this RFP as Attachment Four is the sample contract for the RFP. In awarding the Contract, the State will issue an award letter along with three (3) copies of the Contract page to the selected offeror. The Contract will not be binding on the State until the State's duly authorized representative signs all copies and returns one to the Contractor, the State issues a purchase order, and all other prerequisites identified in the Contract have occurred.

The State expects the Contractor to commence work within five (5) working days after the State issues a purchase order under the Contract. If the State awards a Contract pursuant to this RFP and the Contractor is unable or unwilling to commence the work within a reasonable amount of time after Contract award, the State reserves the right to cancel the Contract and return to the original RFP process and evaluate any remaining offeror Proposals reasonably susceptible of being selected for award of the Contract. The evaluation process will resume with the next highest ranking, viable Proposal.

Contract. If this RFP results in a Contract award, the Contract will consist of this RFP including all attachments, written amendments to this RFP, the Contractor's accepted Proposal, and written, authorized amendments to the Contractor's Proposal. It will also include any materials incorporated by reference in the above documents and any purchase orders and change orders issued under the Contract. The form of the Contract is attached as a one-page attachment to this RFP, but it incorporates all the documents identified above. The general terms and conditions for the Contract are contained in Attachment Three of this RFP. If there are conflicting provisions between the documents that make up the Contract, the order of precedence for the documents is as follows:

1. This RFP, as amended;
2. The documents and materials incorporated by reference in the RFP;
3. The Contractor's proposal, as amended, clarified, and accepted by the State; and
4. The documents and materials incorporated by reference in the Contractor's Proposal.

Notwithstanding the order listed above, change orders and amendments issued after the Contract is executed may expressly change the provisions of the Contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the Contract.

ATTACHMENT ONE: PROJECT REQUIREMENTS AND SPECIAL PROVISIONS
PART ONE: PROJECT REQUIREMENTS

This attachment describes the Project and what the Contractor must do to get the job done. It also describes what the Contractor must deliver as part of the completed Project (the "Deliverables"). And it gives a detailed description of the Project's schedule.

Scope of Work. The State will provide oversight for the entire Project. However, the Contractor will provide overall project management for the tasks in this Contract, including the day-to-day management of its staff and assist the State staff as pertaining to their assignment to this RFP Project. The Contractor must provide administrative support for its staff and activities. Throughout the Project, the Contractor must employ ongoing project management techniques to ensure a comprehensive Project plan is developed, executed, monitored, reported on, and maintained.

The Project must have one (1) full time functional Contractor Project Manager throughout the Project lifecycle. This Project Manager must maintain a project office in Columbus, Ohio during the first two years of the Contract.

1. Minimum Programmatic and Service Requirements

1.1. General Statement

The scope of services within this RFP reflects ODJFS's specific needs and requirements with regard to the EBT services to be provided by the Contractor. This section of the RFP provides a high level overview of the programmatic, policy and service considerations currently addressed by the Ohio EBT Project. Detailed descriptions of the required EBT services and tasks and their accompanying performance standards and measures are found in Section 3.

1.2. Programmatic Authority

The Contractor must comply with all applicable Federal and State laws, regulations, action transmittals, program instructions, review guides and similar policy directives and must comply with the rules and regulations governing EBT systems and their operations as noted below:

1.2.1. Quest® Operating Rules

http://ebt.nacha.org/quest/quest_operating_rules/quest_operating_rules.htm

Quest® Rules, Version 1.4, May 2002, and all subsequent revisions and amendments to these rules, which occur from time to time.

Unless expressly noted as an exception herein, the Quest® Operating Rules must apply to all applicable aspects of EBT services development and operation. ODJFS may seek variances from portions of the Quest® Operating Rules if deemed necessary to meet its requirements. As the Quest® Operating Rules are changed, EBT services must be modified to meet the new requirements.

1.2.2. International Standards Organization (ISO) and American National Standards Institution (ANSI) Standards

<http://www.iso.ch/iso/en/isoonline.openerpage>

<http://www.ansi.org/>

The Contractor must comply with ISO and ANSI standards related to EBT as required by Quest® Operating Rules and as stated in this RFP, to include EBT messaging standards

promulgated by ANSI based upon the ISO 8583 and 9510 financial interchange message specifications, as well as ISO 7813, and ANSI X9.8, X9.24, and X3.92.

1.2.3. USDA - FNS Regulations

1.2.3.1. Regulations issued by the USDA - FNS

The following regulations govern the administration of the FSP:

- 7 CFR § 274.12, Electronic Benefit Transfer Issuance System Approval Standards.
- All changes, updates, revisions, and policy interpretations of the federal regulations as enacted by law or USDA - FNS.

1.2.3.2. Waivers

Any waivers to the federal regulations granted to the State of Ohio by the USDA-FNS related to EBT are listed below. These will remain effective for the duration of the contract:

- Retailer/merchant Participation [274.12(h) (4) (ii)]. Waiver to limit Contractor of EBT-only POS to retailer/merchant sites with average monthly FS Benefit(s) redemptions of more than \$100. Those retailer/merchant sites with average monthly redemptions of less than \$100 are offered the opportunity to participate using the manual voucher authorization process or may choose to use commercial equipment of their own selection with a certified acquirer/TPP.
- Client Training [274.12(g) (10) (ii)]. Waiver to provide training by mail to newly certified clients. 'Hands-on' training is provided by ODJFS on an exception basis for individuals if needed.
- Initial Personal Identification Number (PIN) Assignment [274.12(g) (5) (i)]. Waiver to allow initial assignment of PIN by mail.
- PIN Select through the SIVR [274.12(i)(7)(iii)]. Waiver to allow PIN selection through the Cardholder SIVR/Customer Service toll free number.
- Fees for POS Installation [274.12 (h)(2)]. Waiver to allow the Contractor to charge retailer/merchants a fee for the reinstallation of POS initially installed at Contractor expense in instances involving disqualification of the retailer/merchant by USDA-FNS and the subsequent re-authorization of the retailer/merchant by the USDA-FNS.
- Equipment Replacement Charge [7 CFR 274.12 (h) (2)]. Waiver to include a clause in the retailer/merchant agreement that allows the Contractor to charge the retailer/merchant for the cost of replacing lost Contractor issued EBT equipment, or the cost of repair or replacement of damaged Contractor issued EBT equipment due to negligence.
- Card Replacement: [274.12(g)5(ii)]. Waiver to allow EBT card replacement within five business days, not in two days.
- Retailer/merchant Installation of Point-of-Sale (POS) Devices [274.12 (h) (4)]. Waiver to allow Contractor-deployed POS to be delivered by mail

and installed by retailer/merchants with telephone training provided by the Contractor, instead of on-site installation by the Contractor.

- Retailer/merchant Initiated Debit Adjustments – Hold Function [274.12 (f) (4) (ii) (B)]. Waiver to allow retailer/merchant acquirer/TPP initiated debit adjustments to be completed without use of a “hold” on the amount in the cardholder’s account and without use of the provisional credit process.

1.2.3.3. State Statutes and Policies

The Contractor must follow all applicable State statutes, rules and policies related to EBT on an ongoing basis, not limited to those terms and conditions set forth within the executed contract. The Ohio Food Stamp Certification Handbook provides policy and procedures for the FSP administered by ODJFS.

1.3. Major Goals

The goals of ODJFS in converting benefit delivery for its FSP from paper to electronic smart card payments was to:

- Improve customer service and the timely and accurate delivery of food benefits to cardholders;
- Enhance the efficiency and effectiveness of program administration and accountability; and
- Reduce program fraud and abuse.

The quality of benefit delivery and the efficiency of administration of programs converted to EBT have increased significantly. As evidenced by the issuance of this RFP, ODJFS has determined that EBT should be continued, albeit, in an on-line environment with the same goals with the addition of a successful transition of the off-line system to an on-line system.

1.4. Project Organization

The Ohio EBT project is housed in the Office of Family Stability within ODJFS. The Project Team is responsible for the day-to-day management and coordination of all activities related to the EBT services and acts as the single point of contact for the Contractor. The services provided by the Project team include: overall project management and contract administration; planning and coordination; training coordination; customer services and stakeholder relations; operational liaison responsibilities with CDJFS’s and other State and Federal agencies and offices; public awareness; data communications and system interfaces.

An organization chart depicting the organization and staffing of the Ohio EBT Program is included as Supplement Four, ODJFS EBT Organizational Chart.

The Ohio EBT Project currently supports statewide electronic services for the FSP administered by ODJFS, as well as the WIC program administered by the Ohio Department of Health in Montgomery county. The project office acts as the single point of contact for the current Contractor. The offeror awarded this Contract will be required to support only the Ohio FS Benefit(s) EBT.

ODJFS is seeking to enter into a contract agreement with a Contractor who can deliver the full scope of EBT services described and specified in this RFP.

ODJFS reserves the right to add additional programs and services during the contract time period. The Contractor must provide the flexibility to add additional programs and services as mandated by law or as requested by ODJFS. The Contractor must assist ODJFS in evaluating

and developing technical solutions and plans for expanded service delivery and must work cooperatively with ODJFS and others, as appropriate to ensure the responsive and successful addition of programs and services.

1.4.1. Future Program Considerations

The programs listed below are those under consideration for conversion to EBT, in the future.

1.4.1.1. Programs Administered by ODJFS

Programs administered by ODJFS include TANF/Ohio Works First.

1.4.1.2. Special Supplemental Food Program for Women, Infants and Children (WIC)

The WIC program, administered by the Ohio Department of Health, provides food, nutrition counseling, and access to health services to low-income women, infants, and children. WIC benefits are prescription based and when delivered via EBT would be segregated from other benefits within a WIC Benefit Account. WIC benefits are used for the purchase of specific food items (not a specific dollar amount). Ohio has piloted WIC on their current Contractor's EBT system in Montgomery County since October of 2000. (See Supplement Five, Letter of Intent from the Ohio Department of Health)

2. Programmatic and Technical Services: Required Tasks

2.1. Project Phases: Tasks, Deliverables, and Review Process

The task and deliverable requirements for each of the four project phases (i.e., design, development, transition/implementation and ongoing operations, are specified below.) Project phases, activities and tasks are anticipated to overlap where necessary and appropriate. The Contractor must provide five (5) drafts and five (5) final copies of the specified documentation for each phase to ODJFS. Additionally, the Contractor must provide all required documentation, drafts and final versions in electronic media in the formats and software specified by ODJFS. All documentation is subject to State (and Federal, if required) review and approval. ODJFS will coordinate the review of documentation, with other offices and agencies and provide comments to the Contractor within 30 days of the receipt of each draft document. After the incorporation comments, copies of the final draft documentation must be provided by the Contractor for follow up review and approval. Final documentation must be provided by the Contractor following revision approval by ODJFS. The Contractor must deliver the draft documents to ODJFS in sufficient time to allow for a 30 day comment period on the initial drafts, time for follow up review on the revisions, minimally one week, and time to deliver the final documents by the due dates specified in Supplement Seven, Deliverables. All due dates in this document are represented as X (receipt of purchase order) + days.

ODJFS and other State and Federal offices/agencies, as appropriate, will participate in specified system testing and will participate with the Contractor in assessing test results. System testing must be completed to the satisfaction of ODJFS and other State and Federal agencies, prior to commencement of the transition phase of this project.

During each project phase, the Contractor must provide written status reports to the Agency Project Representative every two (2) weeks. The status reports are due by the fifth working day, excluding State holidays, following the reporting period and must provide status information on all planned, ongoing, and completed project activities. Status reports must contain at a minimum descriptions of the following:

- Updated GANTT chart, along with a copy of the corresponding Project work plan files (i.e. MS Project) on electronic media as mutually agreed upon by the State and the Contractor;
- Status of currently planned tasks, identifying specifically tasks not on schedule and a resolution plan to return to the planned schedule;
- Issues encountered, proposed resolutions and actual resolutions;
- The results of any tests;
- A Problem Tracking Report;
- Anticipated tasks to be completed in the next reporting period;
- Task and deliverable status, with percentage of completion and time ahead or behind schedule for tasks and milestones;
- Proposed changes to the Project WBS and Project schedule, if any;
- Identification of Contractor Project staff assigned to specific activities;
- Planned absence of Contractor Project staff and their expected return date;
- Modification of any known staffing changes; and
- System integration activities.

The Contractor's proposed format and level of detail for the status report will be subject to State approval.

2.1.1. Project Work Plan (Deliverable)

The Contractor will be required to update the Proposal Project work plan (see Supplement 7) and submit a detailed Project work plan, in electronic and paper form, to the Agency Project Representative for approval within ten (10) business days of purchase order issuance. At that point and moving forward, the Project plan must meet the following general requirements:

- The Project work plan (including WBS and schedule) must be formally updated in conjunction with and be provided as part of the bi-weekly reporting requirement throughout the Project;
- The Project work plan must allow adequate time for the State to review, comment and approve Deliverables submitted by the Contractor.

The Contractor's Project plan must allow a minimum of 30 days for review by the State staff for all deliverables. (See Supplement 7 for the deliverable time frames.)

The Contractor will create the Project work plan and continue to update the plan with more detail from the date of purchase order receipt through the first two years of operation. The plan must address, at a minimum, the following subjects:

- Project activities, tasks and deliverables, by phase,
- Project Integration,
- Project Scope,
- Project Time,
- Project Quality,
- Project Staffing,
- Project Communications, and
- Project Risk.

Transition plan activities and deliverables must be included in the overall project work plan. The plan must identify all critical path and dependency tasks, milestones, and delineate the responsibilities of the Contractor, its subcontractors, ODJFS and other involved entities.

The updated plan should be developed from information provided by State personnel who are assigned to this Project. These State personnel have varying percentages of their time to devote to this Project. The Contractor needs to be mindful of State staff time commitments to the Project in creating their Project schedule and when obtaining information from State staff to create the above plans.

2.1.2. Design Phase

The project design is based on the requirements specified in this RFP. The Design Phase must commence with receipt of the purchase order. Development Phase activities may be performed concurrently with the Design Phase. During the Design Phase the Contractor is responsible for preparation of the project deliverables listed below. The Contractor and ODJFS will agree on the format and content to be included in each deliverable prior to submission.

2.1.2.1. General System Design Document (Deliverable)

The General System Design Document provides general descriptions of the system design components required to address the functional requirements of the system. This document must represent a high level description of the Contractor's systems and services. The Contractor must submit a first draft of this document no later than X + 45 days and the final draft no later than X + 80 days.

The offeror must fully describe in its proposal, how the offeror will use systems analysis techniques to affirm the requirements identified for the project.

2.1.2.2. Detailed System Design Document (Deliverable)

The Detailed System Design Document provides detailed descriptions of the total system configuration including, hardware, functionality, data elements, file layouts, process flows, interfaces, reporting, transaction processing, the Administrative System, settlement and reconciliation, customer service, cardholder account maintenance, card/PIN issuance and training, and security. The Contractor must submit a first draft of this document no later than X + 80 days and the final draft no later than X + 115 days.

The offeror's proposal must fully describe its proposed design for the Detailed System Design Document including the design approach, methods, tools, and techniques for completing the technical design process. The offeror must depict the design in sufficient detail to allow the State to verify that the design meets all the requirements contained in this RFP.

The offeror must fully describe how the design will be represented, for example through written specifications, design diagrams, a system prototype, CASE tool software, etc.

At a minimum, the offeror's design approach should include the following design phase activities:

- High-Level
- Detail
- Approval

2.1.2.3. System Test Plan (Deliverable)

System Test Plans are to be developed that outline the test purpose, methodology, environment, and approval rating systems. The Contractor must develop test plans for a Functional Demonstration, Interface Test, System Acceptance Test, Performance (Stress) Test, Network Performance Test, Transition Test and SIVR Tests. The Test Plans must also include a Life Cycle Testing component to ensure proper testing is conducted prior to changes being introduced into an interoperable production environment over the life of the Contract.

The Test Plan must include problem resolution and escalation procedures that define the process by which ODJFS will report system and operational problems to the Contractor in acceptance testing and on-going operations, the process by which these problems are resolved, and how the resolution is reported back to ODJFS. The procedures must include a priority scheme for identifying the relevant severity of the problem, as well as the anticipated timeframe for resolution.

The Contractor must provide draft and final acceptance test plans with accompanying scripts for use in system acceptance testing. State and Federal staff will complete system acceptance testing prior to conversion to the new system. The plan must address all major system components described in the Detailed Design Document including:

- POS transaction processing;
- Interoperable transaction processing;
- Interface file editing and processing;
- Account set-up and benefit posting;
- Settlement and reconciliation;
- SIVR and Customer Service functionality for cardholders and retailer/merchants;
- State Administrative System application and functionality; and
- Reporting.

ODJFS also requires that regression testing be performed on any and all changes made to coding and programs during acceptance testing and ongoing throughout the Operations Phase. The Contractor must ensure that changes are thoroughly tested end-to-end for impact on other system components, applications and functionality.

The Contractor must submit a first draft of this document no later than X + 125 days and the final draft no later than X + 160 days.

2.1.2.4. Transition Plan (Deliverable)

The Transition Plan details steps and procedures to assist ODJFS, cardholders, acquirers/TPPs, and retailer/merchants in a smooth and logical transition to the new system operating platform and the Contractor's EBT services. Smooth transition requires transition without disruption of access to or redemption of benefits by cardholders to the extent practicable. The Contractor must detail how they plan to interface with the current Contractor

in order to address transfer of data during the transition. The plan must provide a detailed time line for coordination and completion of the system conversion and services transition, including: recruitment and conversion of retailer/merchants and acquirers/TPPs, training, equipment deployment, card and PIN issuance, and the recommended transition for database conversion, as well as step by step process descriptions required for conversion to the new system platform. The Contractor is required to conduct a live pilot as the last step of transition testing. The Contractor must submit a first draft of this document no later than X + 60 days and the final draft no later than X + 95 days.

2.1.2.5. Retailer/Merchant Acquirers/TPP Conversion Management Plan (Deliverable)

The Retailer/Merchant Acquirer/TPP Management Plan describes the Contractor's methods for retailer/merchant recruitment and marketing, execution of required agreements by all parties, EBT-only POS deployment and ongoing support services. The document must include:

- Retailer/Merchant marketing and recruitment activities;
- Retailer/Merchant conversion;
- Retailer/Merchant and Acquirer/TPP agreements;
- Acquirer/TPP certification standards and process;
- Description of the type of POS equipment that will be deployed, if required;
- Plans for any onsite POS equipment testing;
- Description of customer service that will be provided to all retailer/merchants; and
- Methods for retailer/merchant training and the training materials being used.

The Contractor must submit a first draft of this document no later than X + 30 days and the final draft no later than X + 65 days.

2.1.2.6. Acquirer/TPP and POS Certification Standards

The Contractor must develop standards for certifying pre-existing commercial equipment and acquirers/TPPs. Certification standards must comply with the Quest® Operating Rules and the EBT messaging standards promulgated by the American National Standards Institute (ANSI) based on International Standards Organization (ISO) Technical Standards 8583 and 9510. Certification standards must be provided to acquirers/TPPs no later than X+ 30 days.

2.1.2.7. Training Materials (Deliverable)

The Contractor must design, develop and submit the following draft training materials in both English and Spanish language formats, with the first draft

submitted no later than X + 120 days and the final submitted no later than X + 155 days (see Section 3 for additional training material requirements):

- Cardholder Training Pamphlet;
- Cardholder Training Tips Card;
- EBT Card Mailer;
- Retailer/Merchant POS User's Manual;
- Retailer/Merchant Tips Card;
- Administrative System Train-the-Trainer Manual; and
- Videos for both cardholders and retailer/merchants.

2.1.3. Development Phase

The Development Phase follows the completion of the Design Phase. During this phase, the Contractor must configure and test the Ohio EBT system and services according to the system and services specifications defined in the RFP and agreed upon during the Design Phase. The Contractor and ODJFS will agree on the format and contents to be included in each deliverable prior to the Contractor submitting the first draft of any document.

2.1.3.1. System Testing

System testing must be performed on all components and functional areas of the Contractor's EBT system and services before delivery.

2.1.3.2. Functional Demonstration

The Functional Demonstration provides State and Federal representatives the opportunity to observe and analyze planned Contractor's EBT system operations. The Contractor must prepare a report of the demonstration results including any system modifications that were identified. The Functional Demonstration must occur as early as possible but no later than six (6) weeks prior to the System Acceptance Test to ensure the design is proceeding according to the requirements of the RFP.

2.1.3.3. Interface Tests

Interface Tests must be conducted on the interfaces between CRIS-E and the Contractor's EBT system to ensure that all files transmitted are properly formatted, transmitted, received, edited, accepted, confirmed and processed according to design.

2.1.3.4. System Acceptance Test

The System Acceptance Test provides both State and Federal representatives the opportunity to test the system functionality and ensure compliance with the system design requirements. This test must consist minimally of tests of functional design requirements including: security, recovery, system controls, interoperability, federal interfaces (AMA, STARS, and ALERT), settlement (including multiple days), benefit aging processes, POS transaction processing, Administrative System functionality, reporting,

account maintenance, and "what if" testing. In addition, as part of the system acceptance testing, the Contractor must demonstrate the methods and processes for performing all daily reconciliation between ODJFS and Contractor. During the formal test script portion of the acceptance test, testing participants must follow detailed test scripts developed by the Contractor and reviewed and approved by ODJFS. The test scripts must cover all facets of the system's operations and test all of the system processing options and environmental conditions (e.g., POS hardware and communications failure and entry of erroneous data).

The ad hoc or "what if" portion of the acceptance test provides the State and Federal representatives the opportunity to include various transaction sets and sequences that were not included in the test scripts and to challenge the system's operations and design.

The test environment, to the extent practical, must begin with a clean test database.

ODJFS requires the System Acceptance Test be completed with a draft report due no later than X + 175 days.

2.1.3.5. Performance (Stress) Test

The purpose of this test is to ensure there is sufficient capacity within the Contractor's EBT system to accommodate the projected transaction volumes. Test results from the stress test must be used by the Contractor to formulate a system capacity model to determine the appropriate hardware and software requirements and configuration.

The Performance Test may be included as part of the System Acceptance Test. The Contractor may, as an option, choose to use current production data to develop a system capacity model for the anticipated transaction volumes. Any data modeling must be approved by ODJFS. If the Contractor is anticipating the use of this option, the Contractor must provide a detailed description of data to be used, how the modeling will be performed, a comparison of the modeling method to be used with live production data, and how test results will be documented and reported to ODJFS. If this option is used, the test must be completed prior to, or at the same time Acceptance Testing is completed.

2.1.3.6. Network Performance Test

A network performance test must be conducted on the Contractor's EBT system's communications network to ensure the network is capable of handling projected transaction volumes within the required response times and error thresholds.

2.1.3.7. SIVR Test

The SIVR application must be tested to ensure the system properly accepts, processes, and transfers both retailer/merchant and cardholder calls per requirements and specifications defined in Section 3.

2.1.3.8. Transition Test

The Contractor must demonstrate the conversion process of the current EBT system and services to the new EBT system and services. The Transition Test validates the conversion results, and the ability to perform test

transactions against the converted database. The transition test must include at least two (2) mock conversions of production data. Additionally, the transition test is used to obtain timings for conversion and validation of an operational conversion checklist. Test transactions performed against the converted database must include all cardholder transactions (e.g., food stamp POS) and Administrative System transactions (e.g. card replacement transactions).

2.1.3.9. System Acceptance Test Reports (Deliverable)

The Contractor must provide reports describing the results of each test performed, as well as any additional retesting required. The test reports must describe the intended scope and results from the tests, any system modifications necessary to resolve system errors and correct deficiencies, and the timeframe for correction. The Contractor must submit interim test reports no later than two (2) weeks following the completion of the respective test being performed. Regression testing results must be included in the final system test reports. Final System Test Reports must be provided no later than X + 210 days.

2.1.4. Pilot Project

ODJFS requires the Contractor to implement and operate a successful pilot project prior to the implementation of the remainder of the state. This pilot represents the initial transition to the new system. As such, it follows ODJFS' approval of all testing. The purpose of the pilot is to demonstrate that the Contractor's system design and the plans for the conversion of cardholders, retailer/merchants and data are valid and workable while demonstrating day-to-day functionality. Location and duration of the pilot will be negotiated with the Contractor after receipt of the purchase order. ODJFS anticipates the pilot will consist of 1 county with a duration of 30 to 60 days. ODJFS requires the pilot to begin no later than X+ 230 days.

2.1.5. Updates to Detail Design

The Contractor must revise the Detailed System Design documents to reflect any system modifications identified and made as a result of the system testing. If revisions are required, the Contractor must submit the updated Detailed System Design no later than 30 calendar days following the completion of the modification.

2.1.6. System Documentation Library (Deliverable)

The Contractor must provide ODJFS with the following library of system documentation in both electronic media and hard copy:

- General System Design Document;
- Detail System Design Document;
- Business Continuation & Recovery Plan, including Escalation Procedures;
- Training Materials;
- All SIVR Application Scripts;
- Reports Manual;
- Settlement and Reconciliation Procedures Manual;

- Interface Design, including Record and Batch Formats;
- Problem Reporting and Escalation Procedures and Resolution Tracking;
- Administrative System Documentation/User Guide; and
- Any and all documentation related to system design and functionality.

The Contractor is responsible for maintaining and updating all system documentation listed above. The Contractor must provide updated documentation to ODJFS prior to implementing system and operational modifications into the production environment.

The Contractor must submit the final drafts of these documents for the library no later than 90 days after completion of the transition phase.

2.1.6.1. Reports Manual (Deliverable)

A Reports Manual must be provided describing all standard and state specific reports generated by the Contractor. The Reports Manual must also provide a description of the data files provided to ODJFS for internal report generation. The Contractor must submit a first draft of this document no later than X + 130 days and the final draft no later than X + 220.

2.1.6.2. Settlement/Reconciliation Procedures Manual (Deliverable)

The Contractor must provide a Settlement and Reconciliation Procedures Manual to ODJFS that offers guidance and specifies procedures for performing a daily reconciliation of FS Benefit(s), as defined within 7 CFR 274.12(k) and consistent with USDA-FNS Reconciliation Guidance of November 1999. The manual must identify the specific EBT reports that are required and produced for settlement and reconciliation of the Contractor's EBT system. The Contractor must submit a first draft of this document no later than X + 130 and the final draft no later than X + 220 days.

2.1.6.3. Administrative System Documentation (Deliverable)

The Contractor must provide an Administrative System Operations Manual including screen images, a full description of system functionality and complete instructions for use. In addition, the Contractor must provide a Train-the-Trainer Manual representing a core EBT training manual that encompasses complete Administrative System functionality for use in Train-the-Trainer sessions for selected ODJFS/CDJFS staff. See Section 3 for additional training requirements. The Contractor must submit a first draft of this document no later than X + 160 days and the final draft no later than X + 220 days.

2.1.6.4. Risk Analysis Document (Deliverable)

The Contractor must provide a Risk Analysis Document identifying any perceived or real risks to the Ohio EBT system. The analysis includes:

- Contractor's EBT system vulnerability to theft and unauthorized use;
- Completeness and timeliness of the reconciliation system;

- Vulnerability to unauthorized creation of, or tampering with household accounts;
- Vulnerability to unauthorized posting of issuance to household accounts;
- Vulnerability to manipulation of retailer/merchant's accounts (e.g. creation of false transactions or intrusion by unauthorized computer users);
- Capability to monitor systematic abuses at POS terminals (e.g. debits for the complete allotment, excessive manual issuance, multiple manual transactions at the same time);
- Tampering with information of the ACH transmission or settlement network; and
- Availability of a complete audit trail of all transaction activity. A complete audit trail shall be able to provide, at a minimum, a complete transaction history of each individual system activity that affects the account balance.

The Contractor must submit documentation of the comprehensive security program in the Risk Analysis Document. It must describe the administrative, physical, technical and systems controls to be implemented for the Ohio EBT system. The comprehensive security program must reflect the guidance of USDA-FNS Handbook 901 and the USDA-FNS EBT Security Manual. In addition, the comprehensive security program must provide for the ongoing certification and examination of the Contractor's operations and control system. The Contractor may use OMB Circular A-130 and 90-08 as references and templates in preparing this part of the Risk Analysis Document.

The Contractor must submit a first draft of this document no later than X + 220 days and the final draft no later than X + 290 days.

2.1.7. Transition Phase

The Transition Phase consists of the activities required to convert Ohio's current Contractor's EBT system processing and services to the Contractor's system. The State is very concerned about the transition from the current system to the new system. To our knowledge, this may be the first time an entity has converted from an off-line, smart card payment system to an on-line, magnetic stripe payment system. Consequently, offerors must describe their approach to mitigate risk of the conversion for ODJFS, other state and federal agencies and offices, cardholders, and other stakeholders. The State requires the offerors to draw upon their experience and talent to devise unique solutions to this rather unique problem. The State believes offerors need to thoroughly understand the current Contractor's EBT system in Ohio in order to make an adequate proposal. As such, this section of the RFP describes how the current system operates. After the description, there is an identification of issues the State has already identified, followed by two (2) listings:

- The first listing is occurrences that **cannot occur during transition.**
- The second listing is those occurrence/outcomes that the State **must see happen during transition.**

Offerors must address each of the identified issues and the items in the two listings.

2.1.7.1. Description of Current System:

There are 88 counties in the State of Ohio. There are a total of 101 offices in the state equipped with EBT equipment. There are two EBT specific systems in each office. The Assistance Control Office (ACO) system consists of 2 POS terminals and 2 training POS terminals connected to a file server. The ACO system is one of four (4) locations at which the client may choose to load benefits onto their Ohio EBT Card. The other EBT specific system is the CMS or Card Management System. This consists of a PC with an attached POS terminal. The system is used to verify eligibility by means of a connection to CRIS-E and to personalize the card to the client. There is at least one (1) CMS in each office with the larger county offices having multiple systems. (There are a total of 133 CMS's in the state.) The ACO and the CMS perform settlement transactions with the EBT host system operated by Stored Value Systems in Louisville Kentucky. The settlement transaction downloads information to the POS devices and uploads information to the host system.

The current Contractor's EBT system in Ohio begins with an eligibility determination by a caseworker. If the client is found to be eligible for FS Benefit(s), the recipient number, amount of benefit and the benefit effective date is entered into CRIS-E. If the client is present, the caseworker then sends them to the EBT Office within the county office. The client is shown a training video and offered hands-on training. After training, the Ohio EBT Card is issued to the client. This personalization process by the Card Management System (CMS) ties the PAN on the card to the case payee's recipient number and allows the client to choose three retailer/merchants where they may load FS Benefit(s) to their Ohio EBT Card. The fourth location at which they may load their cards is the ACO equipment in the lobby of the county office where the card is issued. This location is chosen by default. At the same time, the client chooses their 5 digit PIN. Each evening the county office performs a settlement transaction of the CMS which uploads the card information to the host system in Louisville, Kentucky. After 7:00 pm. EST, the CRIS-E batch process begins and all FS Benefit(s) activity is batched together and transmitted to the same EBT host computer system in Louisville. After receipt of the benefit information from CRIS-E and the card information from the 133 CMS settlements, the EBT host begins its batch cycle. This cycle matches recipient numbers attached to the benefit with the recipient number attached to the card. The host then matches the benefit amount to the three retail locations the client chose and the CDJFS where the card was issued. That benefit is then made available for download to each of the four locations the next time the location does a settlement transaction. Each county office performs a settlement transaction each morning on their ACO system. Retailer/merchants are required to perform a settlement transaction with the EBT host at least once per day. This transaction uploads purchase transactions performed since the last settlement to the host and at the same time downloads any benefits which can be loaded at that retail location. The first time on or after the benefit availability date the cardholder goes to any of the four locations where they can load their card, they enter their card in the POS device and enter their 5 digit PIN, the benefit loads to the card. At that point the cardholder may shop at any equipped retail location in the State of Ohio.

It is critical for offerors to understand that the correct food stamp balance is on the card itself not on the host system.

When the retailer/merchant performs the settlement transaction, all of the transactions are uploaded to the host system. From that point the back-end of the Ohio EBT system is similar to all other EBT systems. Funds are drawn down each day by the processor to cover the purchase transactions and payments are initiated electronically. A daily file is transmitted back to CRIS-E which contains the date the benefits were loaded to the card and stale date information which the State uses to generate notices.

2.1.7.2. Transition Issues Already Identified:

The following are transition issues identified by ODJFS:

- How best to obtain the most correct balance to transfer to the new system with minimal disruption to both cardholders and retailer/merchants - When transferring cardholder's account balances, the correct balance is on the card itself. The host system is only updated when the retailer/merchants perform settlement transactions with the host. Retailer/merchants are required to settle once per day but many small volume retailer/merchants fail to do so. Their equipment is locked out after going 72 hours without a settlement.
- How best to train the cardholders on how to operate the new system's card - The cardholder population is used to the current off-line card which uses separate POS equipment in the check-out lane. While a certain percentage has experience and knowledge of how to use an on-line, magnetic stripe card, many will not.

2.1.7.3. Things Which Cannot Occur During Transition:

- Cardholder inability to access their benefits for more than 24 hours;
- EBT-only retailer/merchants inability to process transactions for more than 24 hours; and
- Loss or corruption of data/records.

2.1.7.4. Things ODJFS Must See During Transition:

- For individual cardholders, conversion from the off-line to the on-line system must include a reconciliation of off-line balances and transfer of said balances to the on-line system;
- Reconciliation and close out of off-line accounts must occur prior to activating new on-line accounts;
- The transition process must include cardholder and retailer/merchant education regarding transition from the off-line to the on-line system as well as education in how to operate the new on-line system;
- As an integral part of the transition plan, the Contractor must outline a plan of cooperation developed jointly with the existing Contractor for the timely and accurate exchange of data and files;
- Before cardholder conversion begins, the Contractor must have Customer Service staffed and operational with trained customer

service representatives along with an operational SIVR component;
and

- 95 percent of all FNS certified retailer/merchants are able to complete Ohio EBT transactions either directly or through an acquirer/TPP prior to any cardholder in that discrete geographic area being converted to the new Contractor's EBT system.

The major tasks within the Transition Phase are anticipated to consist of the following:

2.1.7.5. EBT-Only Retailer/Merchant Conversion

The Transition Phase requires the transfer of support of the EBT-only retailer/merchants from the existing Contractor's EBT system to the Contractor's system. The transition effort must include both traditional and non-traditional retailer/merchants supported by both POS and manual transaction processing. ODJFS requires that 95% of the existing EBT-only retailer/merchants, supporting a minimum of 95% of the EBT-only POS terminals within the pilot area or transition area, be transitioned to the Contractor's system one week prior to the cardholder database conversion for the respective area. During the transition of these retailer/merchants, it is critical that cardholders are not negatively impacted in their ability to redeem benefits, and the normal business operations of these retailer/merchants are not negatively impacted. If the Contractor determines that new EBT-only POS equipment must be deployed as part of the retailer/merchant transition, retailer/merchant personnel must be adequately trained on the use of the new equipment at the time of installation. According to data received from USDA – FNS, there will be approximately 1700 retailer/merchants.

2.1.7.6. Cardholder Database Conversion

Offerors must describe in detail their plans and methodology for converting the cardholder and benefit database from the existing EBT System to their EBT System. As stated previously, the response must include a detailed description of the strategies to be used to mitigate the risk of the conversion to the State and other stakeholders.

The minimum requirements of ODJFS to accomplish cardholder database conversion include:

- Performing significant testing of the conversion process, including performing test transactions against a converted database. Testing must also include at least two (2) mock conversions of the production database. Results from the mock production conversions are used to validate the time requirements for the conversions and to test a conversion checklist, conversion balancing, and reconciliation procedures.
- Accepting three (3) years of transaction history to be transferred from the current Contractor's EBT system.
- Providing for the conversion of ninety (90) days of transaction history into the new system.
- Building checkpoints and reconciliation procedures into the conversion process to ensure that conversion is being completed in a timely manner and that no benefits or records are dropped.

- Having a contingency plan in case the conversion cannot be completed in a timely manner due to problems.

The activities taking place during the Transition Phase must follow the process defined in the approved Transition Plan submitted during the Design Phase. It is anticipated that some of the Transition Phase activities, specifically the EBT-only retailer/merchant conversion, must begin prior to the end of the Development Phase. However, the database conversion activities must not occur until all development activities, specifically the Transition Testing, have been completed and written acceptance of the process has been received from ODJFS.

The database conversion process must limit interruptions to processing of cardholder transactions. Any system outage required to accommodate the conversion must occur during a timeframe when impacts to the retailer/merchant and cardholder community are minimized. ODJFS requires conversion to occur at a time during the month when transaction processing is lowest and during non-peak hours. Conversion times must be pre-approved by ODJFS.

The offeror's response must describe the methodologies and processes the offeror anticipates using in performing the conversion. The response must also include the processes that are used to validate the accuracy of data and completeness of the conversion.

2.1.8. Operations Phase

The Operations Phase begins after all transition activities are completed. During the Operations Phase, the Contractor must continue ongoing communications with ODJFS on EBT services and operations and must immediately notify ODJFS of any issues or problems. The Contractor's assigned project manager must be the contact person for ongoing communications with ODJFS for all Contractor's EBT system and operational issues.

Required ongoing communications includes status reports and status meetings with the Contractor's project manager (and other project staff as needed) every two (2) weeks, and other reports/meetings at ODJFS's request. Of particular importance is the advance notification of scheduled system downtime to ODJFS by the Contractor.

During the Operations Phase, the Contractor must maintain key design and operational manuals and plans delivered during the Design and Development Phases. The Contractor must provide updates as required by ODJFS when any changes are made to the system or processes that affect the information contained in the manuals or plans. This requirement applies to all documents and information included in the System Documentation Library.

The Contractor must provide updated documentation to ODJFS prior to implementing system and operational modifications into the production environment.

2.1.9. End-of-Contract Transition

At the end of the Contractor's contract term, the Contractor must provide the following transition services:

- Work with the state and any other organization(s) designated by the state to facilitate an orderly transition of services;

- Work in a professional manner with the state's next Contractor to execute a smooth and timely transition at the end of the Contract;
- Coordinate with the next Contractor on migration of customer service functions during database conversion. This may require the development of special ARU messages approved by the state for use during database conversion;
- Provide the state the right to serve as mediator between old and new Contractors, subcontractors, retailers/merchants, and acquirer/TPP;
- Allow for fallback in case of database conversion failure; and
- Allow for state purchase of POS devices if the state desires, and purchase at the appropriate depreciated cost.

3. Contractor's EBT System and Services Requirements

3.1. Contractor's EBT System and Services Requirements

3.1.1. Overview of Requirements

This section describes the Contractor's EBT system technical requirements and services that must be provided by the Contractor. All requirements included in this RFP are to be considered core requirements.

System and service requirements included are:

- System Interfaces
- EBT Account Structure & Maintenance
- EBT Cards and PINs
- EBT Administrative System Functionality
- Transaction Processing & Routing
- Retailer/Merchant Validation Database
- Retailer/Merchant Management
- Settlement
- Reconciliation
- System Security
- Reporting
- Investigations Support
- Customer Service
- Training

- Disaster Services Support
- Performance Standards
- Innovations

3.1.2. Interface Requirements

The Contractor's EBT system must interface with various State and Federal systems. The following subsections describe the systems interface requirements.

3.1.2.1. State Interfaces

Currently, EBT is only used for FS Benefit(s). The Contractor must support the current interfaces with CRIS-E. Ohio has a defined set of interfaces established between the existing Contractor's EBT system and CRIS-E that support the transfer of instructions, information and data required to set-up, change and maintain accounts on an EBT host system. ODJFS is planning to modify CRIS-E to include demographic information, and two indicators for expedited benefits and PIN mailer notification, in the benefit authorization file. Because of the expense and effort that would be required to greatly modify the current interface, ODJFS is requiring Contractors to utilize the interface designs currently in production.

3.1.2.1.1. CRIS-E

CRIS-E is the statewide integrated public assistance system that supports the major programs of TANF, Food Stamps, and Medicaid. CRIS-E is designed to allow workers to collect data and determine eligibility for the above programs and provides for central issuance of cash and medical benefits. It supports the county issuance of FS Benefit(s), provides reports to state and federal agencies, provides support to various levels of management within the counties, ODJFS and other state agencies and offices. The system provides Ohio counties and caseworkers the opportunity to stay abreast of changing policy and regulations and to subsequently deal with new and changing policy requirements in a timely and efficient manner.

The mission of CRIS-E is to provide accurate and timely application processing, eligibility evaluation, and resulting benefits distribution to cardholders. The CRIS-E system processes over 400,000 cases (1.1 million cardholders) on a monthly basis.

The base technology of CRIS-E is IBM MVS, IMS and TELON.

3.1.2.1.2. Infrastructure

There are approximately 10,000 devices in the ODJFS network. The network infrastructure is primarily Cisco routers and Ethernet switches. The design is hub and spoke in nature. The hub is a CORE/Campus network located in Columbus Ohio, consisting of high speed routers linked together by links of 100 Mbps or greater. Core Network Services such as Internet access, mainframe access, DHCP services, DNS services, Proxy services, Business Partner Access, etc. are located in this Core network.

The spokes are located in the 88 counties of Ohio, each with a dedicated T1 link (sometime greater) to the CORE of the ODJFS network. Some counties have more than one location that have a direct T1 link into the CORE network. Smaller county sites called satellites, with small (approximately less than twelve) user communities, use primary county sites as their access to the Core network. These sites have T1 links to their upstream county router.

Note that the network is being migrated from an older design to a newer one. The “old” network provided Frame Relay access for the counties. The CIR for each county site varied. Also the “old” network used Ethernet hubs as well as switches. At the primary county sites and the campus sites, the new network will only use Ethernet switches.

The current EBT project, migrating EBT in each county from an IBM controller platform to a ‘PC on Ethernet’ platform, is almost completed. The new (Ethernet) EBT platform uses tn3270 to access the ODJFS mainframe. Currently a typical county EBT station has 5 ‘hops’ to reach the ODJFS mainframe, with the counties dedicated T1 link being the slowest link in the path. Typical network latency from a county router to the mainframe is 5 to 10 milliseconds. Upcoming design changes will change this to 4 hops.

The project to migrate all sites from the “old” network standards to the “new” will be completed in the first half of 2004.

3.1.2.1.3. Batch Files

The primary method used to exchange information between CRIS-E and the Contractor’s EBT system is batch file processing. The descriptions of the files are provided in Subsection 3.1.3.7 and the specific file formats are detailed in Supplement Six, File Layouts.

3.1.2.2. Federal Interfaces

The Contractor is required to support the data requirements of USDA-FNS by interfacing with the systems described below. In addition, the Contractor is required to maintain an updated authorized retailer/merchant database through an interface with USDA-FNS.

3.1.2.2.1. Account Management Agent/ Automated Standard Application for Payment (AMA/ASAP)

The Federal Reserve Bank of Richmond serves as the Account Management Agent (AMA) for the USDA-FNS FSP EBT benefit account. The AMA system interfaces with the United States Department of Treasury’s Automated Standard Application for Payments (ASAP), monitors ASAP funding limits for the State, and performs reconciliations required by USDA-FNS. Consequently, it is necessary for the Contractor to interface with the AMA and provide the necessary data for funds projection and FSP reconciliation.

The Contractor must provide summary information by availability date for: increases in benefit authorizations, decreases in expungements, and other returned benefits. Transmission of issuance and returned benefit data is accomplished through automated batch processing in a file format specified by the Federal Reserve Bank. USDA-FNS requires States and their service providers to be certified upon implementation of batch processing to ensure accuracy of data transmissions. The Contractor must be responsive to requests from ODJFS or USDA-FNS to research and promptly resolve reconciliation discrepancies.

The Contractor is required to support an on-line method of entering AMA issuance data as a back-up to batch processing. Any manual data entry by the Contractor requires State on-line certification (approval) before it will be allowed to update ASAP and requires special equipment and software provided by the Federal Reserve Bank of Richmond. Technical requirements for on-line data entry capability are also available from the Federal Reserve Bank of Richmond.

3.1.2.2.2. Retailer/Merchant EBT Data Exchange (REDE)

This system is used by USDA-FNS to store and process food stamp retailer/merchant data. USDA-FNS provides retailer/merchant data to States and their processors both daily and monthly. The State files include retailer/merchant demographic data, the USDA-FNS retailer/merchant authorization number, and other information to update the Contractor's retailer/merchant database for additions and removals of retailer/merchants. The national file provides FNS numbers for all authorized food stamp retailer/merchants nationwide to support interoperability and ensure that only authorized food stamp retailer/merchants can accept FSP EBT. The Contractor must use the REDE system to establish and maintain its database of authorized food stamp retailer/merchants.

3.1.2.2.3. Store Tracking, Authorization and Redemption Subsystem (STARS)

STARS is the USDA-FNS Food Stamp redemption database maintained by the Benefit Redemption Systems Branch (BRSB) in Minneapolis, Minnesota. The Contractor must provide daily food stamp redemption summary totals by retailer/merchant identification number to STARS.

3.1.2.2.4. Anti-fraud Locator of EBT Retailer/Merchant Transactions (ALERT)

The USDA-FNS ALERT subsystem utilizes retailer/merchant EBT transaction data files provided by the Contractor for fraud investigative purposes. The Contractor must submit the file monthly by secure method and in media specified by USDA-FNS, so that it is received by the fifteenth (15th) day of the calendar month following the report month.

3.1.3. EBT Account

The Contractor is required to design the EBT Account to ensure that:

- Account and benefit balances are accurately maintained;
- Benefits accessed by cardholders are drawn from the appropriate account; and
- Benefit accounts are not overdrawn.

The Contractor is liable for any funds drawn from an incorrect account; for overdraws of benefit accounts; for incorrect debits and credits, including adjustments and reversals; and for incorrect postings of benefits to a cardholder's EBT account.

3.1.3.1. Future Benefit Programs

ODJFS is considering the future addition of programs to the Contractor's EBT system that serve overlapping populations of cardholders. In some cases, these programs are administered by multiple State entities using separate program databases administered by ODJFS.

ODJFS requires the Contractor to cooperate with efforts to add new benefit programs. The addition of programs will require the addition of a new benefit type to an existing account type; however, some require design and development by the Contractor in order to support the new benefit program payments. The cost for additions will be negotiated at a later date.

3.1.3.2. Unique Account Identifier

ODJFS uses a unique account identifier provided by CRIS-E to establish accounts and authorize benefits on the Contractor's EBT system. The unique account identifier is the twelve (12) digit recipient number assigned by CRIS-E at the time of entry into CRIS-E and this number follows the cardholder through subsequent periods of eligibility.

3.1.3.3. Benefit Authorization

The benefit issuance function requires establishment of an account on the Contractor's EBT system. ODJFS supports this function based on actions occurring within CRIS-E. ODJFS transmits a benefit issuance record to the Contractor to establish an EBT account and associated cardholder records. The EBT account is the master record kept and maintained by the Contractor that contains required demographic information and detailed accounting for each household's FS Benefit(s).

The Contractor must have the capability to accept benefit authorization files and records from ODJFS in batch processing mode. The specific file formats for benefit authorization records, including data elements, field lengths, and record lengths, are provided in Supplement Six, File Layouts.

To accommodate on-line transmission of benefit authorization records during disaster situations and for investigations, the Contractor must support on-line communications via an Administrative System application to their system. Benefit authorization records received in on-line mode must be processed immediately, with posting occurring real time.

3.1.3.4. File Transmissions

CRIS-E creates new benefits on a daily basis, Monday thru Friday except on state holidays when there is no exchange of data. State holidays are:

New Years Day	Labor Day
Martin Luther King Day	Columbus Day
Presidents Day	Veterans Day
Memorial Day	Thanksgiving (and the day after)
July 4th	Christmas

To support timely processing, ODJFS and the Contractor will agree to specific time frames or windows during which files will be transmitted. Currently, nightly batch files are transmitted from CRIS-E after close of business and end of day processing is completed. It is the intent of ODJFS to modify the current interface design and process to create interface files every two hours during the business day and once in the evening. The Contractor must be able to accept and process transmissions from ODJFS 24/7/365. Within one hour of receipt of a file, the Contractor must promptly either confirm receipt of a complete and successfully transmitted file or contact ODJFS and request the file be retransmitted. The Contractor must confirm receipt of subsequent transmission(s) within 30 minutes of receipt until successful transmission/receipt has been completed. For all benefit authorization records sent in batch mode and received by 11:59 p.m. Eastern Time, the Contractor must process the records, perform all edits, set-up and benefit posting processes, and make benefits available by 6:00 a.m. ET the following day.

- **Every Two Hours**

CRIS-E will send multiple files during the course of the day with information about new cases. Every two hours CRIS-E gathers the previous two hours business and transmits a full file (file header, batch header, detail records, batch trailer and file trailer records). In the event no new transactions exist a partial file consisting of only header and trailer records is transmitted.

- **Nightly**

One nightly batch file must be transmitted, from the Contractor to CRIS-E. This file contains file header, batch header, detail records, batch trailer and file trailer records.

- **Monthly**

Benefits for existing cases are generated once monthly, eight business days from the end of the month. At that time a large file (approximately 400,000 benefits) is sent containing on-going CRIS-E monthly benefits, these benefits are staged by benefit availability date, as determined by the CDJFS staggered issuance schedule (which ranges from 1-15 business days.)

Transmission from CRIS-E contains issuance and cardholder records. The Contractor to CRIS-E transmission must contain stale date records, and issuance return records.

ODJFS is under a court order to provide FS Benefit(s) within 24 hours to cardholders who meet the court guidelines for expedited food stamps. As such, ODJFS sees the issuance of cards to this subset of cardholders as a substantial issue. The only solution that ODJFS sees

for this problem is to require the Contractor to, when they receive a benefit authorization file with the expedited benefit indicator, send these cards via overnight mail. The cardholder will be required to select their PIN through Customer Service or the SIVR. ODJFS is open to alternatives to this process.

It is desirable for the offeror to propose any workable alternatives they may have to meeting this requirement.

3.1.3.5. Use of Existing File Formats

The State has defined file formats for the exchange of benefit authorization records. These records are detailed within Supplement Six, File Layouts. The Contractor must utilize the existing record formats.

3.1.3.6. Benefit Authorization Files

The Contractor must receive and process benefit authorization files transmitted by ODJFS. All benefit authorization files are transmitted in batch with the exception of benefits added through the Administrative System for those accounts established for investigation purposes or disaster support. The Contractor must process benefit authorization credit records and post the authorized benefit amounts to the appropriate EBT account, based on the unique account identifier, benefit type, benefit availability date and unique authorization number generated by ODJFS for each benefit authorization. Additionally, the Contractor must notify ODJFS of benefit record rejections, including the reason for rejection (e.g., duplicate benefit number).

For on-going cases, ODJFS authorizes recurring benefits, at a minimum, once per month. In addition to the monthly recurring benefit authorizations, ODJFS also transmits daily benefit records for new benefits and to supplement existing benefits.

3.1.3.6.1. Staged Benefits

Benefit records received by the Contractor's system are to be held until the benefit availability date arrives and posting occurs. Benefit records held must be viewable through the Administrative System application inquiry function. Benefit records not posted to accounts must be held for 90 days from their benefit availability date. At the end of the 90 day period, any benefits not posted to accounts because of failure to match to an active account (unique identifier not found) or a corresponding benefit authorization record was never received, must be purged from the system and reported to the state.

3.1.3.6.2. Food Stamp Benefit Availability

For on-going cases, ODJFS will authorize benefits, at a minimum, once per month. A monthly benefit issuance file containing benefit authorizations for the next calendar month (recurring benefits) is sent in a batch file about 8 days from the end of the month. Monthly recurring FS Benefit(s) must be posted as available on a staggered schedule. Monthly FS Benefit(s) issuance is staggered at the CDJFS option. In no case does any CDJFS stagger benefits past the first 15 business days of the month. ODJFS will provide an availability date, which is included in the benefit authorization detail record

passed to the Contractor in the monthly batch file (see Supplement Six, File Layouts for the contents and format of the file). On the specified availability date, benefits must be accessible to cardholders no later than 06:00 a.m. ET.

3.1.3.7. Disaster Benefit Issuance

The Contractor must support on-line real time set-up of accounts and benefit issuance via the Administrative System application by authorized ODJFS staff for use during disaster situations. The Contractor must restrict access to functionality used for disaster account set-up and benefit issuance, and only activate this functionality upon request of ODJFS. A special user profile for disaster personnel must be developed for this purpose. (See the User Profile/Menu Access and Business Continuation Subsections.) In addition, disaster account set-up and benefit issuance functions must be added to certain other user security profiles as needed. The Contractor's system must support security measures that must limit access to Administrative System functionality used for disaster account set-up and benefit issuance.

3.1.3.8. Investigative Account Set-up and Benefit Issuance

The Contractor must support on-line real time creation of account set-up and benefit issuance, and the maintenance of EBT accounts for use in investigations by authorized entities. Investigation account set-up and benefit issuance is performed via the Administrative System application by authorized staff. A special user profile for investigative personnel must be developed for this purpose. (See the User Profile/Menu Access Subsection.) The Contractor's system must support security measures that must limit access to Administrative System functionality used for investigative account set-up and benefit issuance.

Account Maintenance

The Contractor's EBT system must support the following account maintenance functionality.

3.1.3.9. Maintain Account Balances and Transaction History

Current account balances and at least a rolling 90 day transaction history for each account must be maintained for on-line access through the Administrative System. After 90 days, transaction history data must be maintained off-line for three (3) years or longer as required by the Federal Reserve Board, Federal legislation, or state law, statute, or regulation.

At a minimum, the last ten (10) transactions, completed within the last ninety 90 days must be available to the cardholder through the SIVR.

When a cardholder makes a purchase or performs a balance inquiry, the current food stamp balance must be reported on the cardholder's receipt.

ODJFS and other authorized persons must have access to cardholder balance and transaction history data through the Administrative System. Security access controls must insure that only authorized persons may access this data. Functionality must exist for the various levels of administrative access to ensure that users only access cardholder information for which they are authorized. (See the Administrative System Application Security Subsection for more information regarding Administrative System security.)

3.1.3.10. Post Credits

Benefit authorization records specifying the amount of benefits authorized for a specific month will be transmitted to the Contractor. The Contractor must ensure that benefits are posted to the correct account and made available to the cardholder on the appropriate availability date. In addition to benefit authorizations, food stamp refunds made via POS terminals and manual transaction voucher processing must result in credits to cardholder accounts.

3.1.3.11. Hold Funds

USDA-FNS authorized retailer/merchants without POS equipment that do not meet the requirements to receive an EBT-only POS terminal must be able to redeem FS Benefit(s) using a manual process. To allow uninterrupted cardholder access to benefits, manual processing must be available when the retailer/merchant system or telecommunications network is down or otherwise unavailable.

When manual food stamp transactions are performed, the retailer/merchant is required to obtain voice authorization from the Contractor for the amount of the cardholder purchase. The Contractor must “hold funds” for the transaction amount approved by voice authorization, for up to 30 days or until the retailer/merchant clears the transaction (if on or prior to the 30th day). If the manual transaction is presented for settlement within 30 calendar days from the date of authorization, the Contractor must debit the cardholder account and settle the transaction. If the manual transaction is not presented within 30 calendar days from the authorization date, the Contractor must release the hold on funds and make them available for cardholder access on the 31st calendar day.

The Contractor must provide functionality to support immediate release of manual authorization holds for duplicate or erroneous manual authorizations from retailer/merchants.

3.1.3.12. Benefit Expungement

Benefits that have not been accessed by the cardholder for a period of 365 days, must be expunged from the Contractor's EBT system. When the benefit reaches the 365th day of inactivity, the benefit is expunged. The Contractor must provide a daily report of expungements including the client's recipient number, benefit authorization number and the original benefit amount.

3.1.3.13. Administrative Actions

The Contractor must support the following administrative actions used for account maintenance purposes.

3.1.3.13.1. On-line Benefit Issuance

The Contractor must support card and benefit issuance for disaster services and investigative accounts through the Administrative System.

3.1.3.13.2. Address Change

In order to expedite the receipt of a replacement card, the Contractor's Customer Service must accept a temporary change of address from cardholders requesting replacement cards. The Contractor must also support this requirement through the Administrative System application. The only way an address will be changed permanently is as a result of a caseworker entering the change into CRIS-E. The following security feature must be included to deter unauthorized card usage: if an address change is made on-line through the Administrative System, the cardholder must be prohibited from changing their PIN through the SIVR or Customer Service for 20 days without ODJFS/CDJFS intervention. This requirement does not apply to address changes received in demographic records received through CRIS-E. The address change actions must be reported on the Administrative System Non-Financial Administrative Actions report and the Address Change Report. This address change is for the replacement request only and the permanent address change must be made through CRIS-E.

3.1.3.13.3. PIN Release

This function releases the PIN change prevention function described in Subsection 3.1.3.13.2 that prevents cardholders from changing their PINs for 20 days after an on-line address change by Customer Service. Release of the PIN change prevention function must be performed by authorized ODJFS/CDJFS staff using the Administrative System application. The release actions must be reported on the Administrative System Non-Financial Administrative Actions report.

3.1.3.13.4. PIN Change Hold

This function allows authorized ODJFS staff to prevent cardholders from changing their PIN in certain suspected fraudulent activities. This function is in addition to the functionality described for the Address Change and PIN Release functionality above. The reactivation actions must be reported on the Administrative System Non-Financial Administrative Actions report.

3.1.3.13.5. Card Status

The Contractor must provide the functionality through the Administrative System to change card status and issue replacement cards.

3.1.3.13.6. Account Adjustment

The Contractor must adjust cardholder accounts to correct auditable, out of balance settlement conditions during the redemption process that occurs as a result of a system error. A system error is defined as an auditable processing failure at a point in the redemption process that results in the improper crediting or debiting of an account or the failure to credit or debit an account. Claims for adjustments may be initiated by the cardholder, the retailer/merchant, or any entity in the transaction processing stream that identifies the need for an adjustment

request (e.g., Contractor, acquirer/TPP, ODJFS). Adjustments must be reported on the Adjustment report.

Cardholder Initiated Adjustment Claims

Cardholders have 90 days from the date of the error to initiate an adjustment claim. The Contractor has 15 calendar days from the date the cardholder reports the error to investigate and complete the adjustment and report positive action details to ODJFS. Cardholder initiated adjustments not settled within the Contractor's 15 calendar day timeframe must be processed immediately. Cardholder initiated claims received over 90 days from the date of the error must be denied.

Retailer/Merchant Acquirer/TPP Initiated Adjustment Claims

Retailer/merchant or acquirer/TPP initiated adjustment claims must be investigated and completed no later than 15 calendar days from the date of the error. Debit adjustment claims from retailer/merchants or acquirer/TPP outside the 15 calendar day time frames must be rejected. Credit adjustment claims from retailer/merchants or acquirers/TPPs both within and outside the 15 calendar day timeframe must be processed/rejected by the Contractor within a maximum of four (4) calendar days from the receipt of the request and supporting information.

Debit Adjustment Claims

ODJFS is required to notify cardholders of any impending debit adjustment claim. The Contractor must notify ODJFS of the debit adjustment claim and provide adequate information for ODJFS to notify the cardholder including:

- Date of transaction/error
- Retailer/merchant or acquirer/TPP name and address
- USDA-FNS number
- Date of adjustment claim request
- Adjustment claim identifier assigned by the Contractor
- Date adjustment will be completed
- Type of adjustment (credit or debit)
- Adjustment claim request amount
- Card number (PAN)
- Cardholder name and address
- Cardholder Unique Identifier
- Reason for adjustment

The cardholder has 10 calendar days from the date of notification by ODJFS to dispute the adjustment claim. If the cardholder does not dispute the claim, the adjustment claim identifier assigned by the Contractor must complete the adjustment action at the end of 15 calendar days. If the cardholder's account does not contain sufficient funds to cover the entire debit adjustment, the adjustment claim identifier assigned by the Contractor must attempt daily to complete the adjustment claim until the end of the next calendar month. Partial adjustments will not be settled.

If the cardholder disputes the debit adjustment, the adjustment claim identifier assigned by the Contractor must take no further action until ODJFS completes the Administrative Hearing process, normally 45 calendar days. The adjustment claim identifier assigned by the Contractor must provide functionality by which ODJFS staff will notify the Contractor that the cardholder has disputed the debit adjustment claim. The adjustment claim identifier assigned by the Contractor must also notify the acquirer/TPP retailer/merchant of the change in status of the claim. The Contractor must provide ODJFS with supporting documentation for the adjustment claim for use in the Administrative Hearing. During the Administrative Hearing process, no further action is to be taken to adjust the account for this specific claim action. If the Administrative Hearing decision is in the cardholder's favor, the Contractor must deny the claim. If the Administrative Hearing decision is in favor of the completion of the debit adjustment claim, the Contractor must take action to post the debit adjustment to the cardholder's account immediately. If there are insufficient funds in the cardholder's account to cover the full debit claim adjustment amount, the Contractor must attempt daily to process the adjustment through the end of the next calendar month. Partial adjustments will not be settled. The Contractor's EBT system must provide functionality by which ODJFS staff will notify the Contractor of actions to be taken upon receipt of the Administrative Hearings results.

The Contractor must support account adjustments in accordance with USDA-FNS regulations.

3.1.3.13.7. Repayment

The Contractor must support voluntary benefit repayments from cardholders through the Administrative System. Repayments are non-settling transactions and are reported on the Account Repayment report.

3.1.4. EBT Card/Personal Identification Number (PIN)

The Contractor's EBT system must provide on-line, real time access to cardholders' EBT accounts via a benefit access card containing a magnetic stripe that supports electronic transactions with the use of a Personal Identification Number (PIN).

The Contractor is responsible for maintaining an adequate card stock for producing and delivering magnetic stripe cards to cardholders. The Contractor must also assign and deliver PINs to cardholders when requested. The responsibilities of the Contractor include maintaining centralized card issuance and management on behalf of ODJFS.

ODJFS requires that card and PIN production and issuance be performed at a Visa/MasterCard certified facility.

3.1.4.1. Card Design

ODJFS will provide an electronic image of the new card design. An image of the artwork for the current card design is provided in Supplement Three. The Contractor must ensure that the EBT card produced for the Ohio EBT system complies with the specifications prescribed in the Quest® Operating Rules, International Standards Organization (ISO) and American National Standards Institution (ANSI) standards relating to cards used for financial transactions. The card face must include the following design features:

- The cardholder’s name and the PAN must be embossed with silver tipping;
- The card must contain fine line printing.

The back of the card must include the following design features:

- A high-coercivity magnetic stripe (for specifications see Track 2 format below);
- A tamper evident signature panel;
- The statement, “Do Not Write PIN on Card”;
- The toll-free number for Customer Service;
- An address to return the card to if found;
- The phrase “USDA is an equal opportunity provider and employer”;
- and
- The Quest® logo.

3.1.4.1.1. Track 2 Format

Track 2 of the Ohio EBT card must be encoded in accordance with ISO 7813. The maximum character count in Track 2 must not exceed 40 characters, including all control characters. The layout of Track 2 for the current EBT card is as follows:

Field Number	Field Name	Length
1	Start Sentinel	1
2	Primary Account Number (PAN)	16
3	Field Separator	1
4	Expiration Date	4
5	Service Code	3
6	PIN Offset	4
7	Card Authentication Value (calculated)	3
8	Padding Character	1
9	End Sentinel	1
10	Longitudinal Redundancy Check	1

3.1.4.1.2. Card Number/BIN Number

The State of Ohio's current BIN/IIN for EBT cards is 507700. The Contractor must issue EBT cards containing a 16 digit PAN that utilizes ODJFS's current BIN/IIN as the first six (6) digits. The Contractor must describe the process by which it will generate the PANs for new and replacement EBT cards.

3.1.4.2. Card Issuance

Card issuance for new cardholders is driven by appearance on the CRIS-E benefit issuance file. The Contractor must assign a PAN and issue an EBT card to the cardholder. The card must be encoded and embossed with the PAN and meet the requirements specified above. All cards and PINs must be issued to cardholders by mail. EBT cards are not to be forwarded. Mailers for EBT cards must be annotated "DO NOT FORWARD, RETURN TO SENDER". This requirement applies to EBT cards only (PINs can be forwarded). Each EBT card mailed must include the following materials in English:

- Card Mailer;
- Training Pamphlet; and
- Tips Card.

Card issuance requests within the CRIS-E benefit issuance file received by the Contractor in a batch prior to 11:59 am ET must be placed in the mail by close of business that same day. All card issuance requests received after 12:00 noon must be placed in the mail no later than the close of the next business day. Overnight card delivery service must be available on an as needed basis to support special circumstances as determined by ODJFS. The Contractor must also support Saturday card issuance, card pulls, and address changes post production, but prior to mailing, from authorized ODJFS personnel.

3.1.4.3. PIN Issuance and Encryption

PINS are required for Ohio EBT cards. The PIN must be four (4) digits. For initial PIN issuance, the PIN must be assigned and mailed separately from the EBT card and at least one day after the card mailing. The Contractor must provide instructions for cardholders in the PIN mailer, if requested, regarding changing the PIN by Customer Service. PINs carry forward to replacement cards.

The Contractor must ensure that appropriate procedures are utilized to preserve the security and integrity of cards and PINs during the physical issuance process. The Contractor must use Data Encryption Standard (DES) encryption for data communication purposes to protect a cardholder's PIN. The Contractor must implement cryptography for its PIN management operations to render the PIN unintelligible during transmission to anyone not possessing the encryption keys. The Contractor must translate and decrypt PINs for transactions within a physically secure Tamper Resistant Security Module (TRSM). The Contractor must ensure that all keys by which PINs are encrypted are generated in a secure manner. The management of encryption keys must meet the standards set by the ANSI X9.8 - 1982; X9.24 - 1992; X3.92 - 1987. At a minimum, all encryption keys must be subject to dual control, i.e., no single person will have control over all parts of an

encryption key. If there is a known or suspected compromise of an encryption key, internal escalation procedures must be followed and the encryption key changed immediately.

3.1.4.4. Card Activation

ODJFS requires that all cards be activated before use by the cardholder, except as specified in the Disaster Services section for drop-shipped cards. Cards must not be mailed to cardholders in an active status. Card activation is accomplished by calling the SIVR at Customer Service. Customer Service intervention to activate the card must be available 24/7/365 if the card activation attempt through the SIVR is unsuccessful.

3.1.4.5. Card De-Activation/Suspension

The EBT card must be immediately de-activated when reported to Customer Service as lost, stolen, non-functioning, or not received. The EBT card must be suspended after four (4) invalid PIN entry attempts within 24 hours. After 24 hours from the last invalid PIN attempt, the PIN will be reset.

3.1.4.6. PIN Selection/Change

Cardholders must have the option at any time to select their own PIN by using the Customer Service SIVR. The Contractor must provide a secure automated PIN selection process that requires only one call to be made by a cardholder. The one call, automated PIN selection function must require positive verification of the cardholder's identification using demographic data such as the cardholder's birth date.

3.1.4.7. Replacement Card Issuance

The Contractor must provide functionality to support the issuing of replacement cards that are lost, stolen, damaged, non-functioning, or not received in the mail. Replacement card requests are handled by Customer Service and may, in special circumstances, be generated by authorized ODJFS/CDJFS staff by the Administrative System. Replacement cards must be produced, mailed, and received by the cardholder within five (5) calendar days from the date of request. PANs must not be reissued. PINs must carry forward to replacement cards. Ohio's card replacement rate has historically been around 50 percent (50%) annualized.

3.1.4.8. Disaster Card and PIN Stock

The Contractor must securely maintain a supply of 25,000 vault card and PIN stock available for immediate access and disbursement in the event of a disaster requiring an Emergency FSP. The PAN must be pre-assigned and pre-embossed on the disaster cards. No other personalization is required. In the event of a disaster, 10,000 pieces of card and PIN stock with accompanying training materials must be shipped to an area specified by ODJFS within 24 hours of notification. Any further inventory requested must be available for shipment to the designated location within five (5) calendar days.

3.1.4.9. Returned Cards

The Contractor must provide a secure Post Office Box for card returns marked as "undeliverable" by the postal service and for cards returned by cardholders, group homes, retailer/merchants, etc. The Post Office Box

address must be used as the return address on all card and PIN mailers. EBT cards must not be forwarded and the card mailer must be annotated "DO NOT FORWARD – RETURN TO SENDER". All cards returned to the Post Office Box must be deactivated and destroyed immediately with an appropriate card status code assigned.

3.1.5. EBT Administrative System Application

The Contractor must support administrative transactions from the EBT Administrative System. ODJFS requires that the Administrative System be a web-based application that is accessed through existing desktops in ODJFS/CDJFS. The Administrative System application functionality must include multi-level access controls to ensure only authorized individuals can perform administrative update transactions or access cardholder account information. Offerors must clearly explain Administrative System application functionality, security access controls, and alternative processing in case of web inaccessibility in their proposal.

The EBT Administrative System application is used for both inquiries and updates. The Contractor must provide Administrative System access to ODJFS/CDJFS authorized personnel and USDA-FNS personnel (as authorized by ODJFS). USDA-FNS requires Administrative System access and support, as necessary, for investigations staff in Regional, Field, and Office of Inspector General (OIG) offices that support and oversee FSP operations in Ohio. The offeror must detail its planned approach to supporting the Administrative System.

3.1.5.1. Administrative System Application Functionality

ODJFS requires the Contractor to provide administrative system functionality. Offerors must describe their administrative system application in terms of navigation, data content, and presentation. The following describes inquiry and update functions minimally required for the ODJFS's EBT operations.

3.1.5.1.1. Inquiry Functionality

The Administrative System is primarily used by ODJFS/CDJFS for inquiry purposes. Navigation and data formatting must be easy to use and understand. ODJFS requires all history inquiry data be accessed directly from the Cardholder Search function once the appropriate cardholder account record is located.

- **Cardholder Search Function:** This function allows a user to search for a specific cardholder using the following data elements: cardholder name, PAN or cardholder CRIS-E recipient ID number. All on-line cardholder history and transaction data must be accessible from the cardholder search function once the correct cardholder account record is located.
- **Account History Function:** This function includes a summary record that displays general demographic information about the cardholder. Users must have access to a chronological history of all transactions performed on accounts, detailed data for each debit and credit transaction, detailed data for each benefit authorization, including the debits posted against each individual benefit authorization. All history inquiry

functions must contain a rolling 90 days of activity on-line.

- **Cardholder History:** This function provides a listing of all card and PIN actions for a cardholder for the past 90 days. It also provides access to detailed information for each of the individual actions listed.
- **Retailer/Merchant Transaction History:** This function provides detailed transaction information about cardholder transactions performed at retail/merchant locations for the past 90 days. The retailer/merchant's FNS number and date of transaction is used to retrieve information.
- **Interface Update:** This function provides a chronological listing of files received and processed by the host. It states the type/name of the files received, date and time validated, date and time updates processed, the number of records accepted/rejected, and the file status.
- **Benefit Issuer Totals Function:** This function provides the following data, by settlement date and benefit type: prior balance and current balance, net deposits, debit and credit adjustments, and non-settling transactions, to include vouchers which did not clear.
- **State Issuer Balancing Function:** This function provides detailed information required to balance the system by account type and settlement date. The screen functions in an on-line capacity and data displayed is updated immediately as transactions occur.
- **Demographic Inquiry:** This function allows the user to perform inquiries on demographic records being held.
- **Benefit Pending Inquiry:** This function allows the user to perform inquiries on benefit records that are, and have not yet posted to accounts, e.g., benefits that have not reached their benefit availability date or have not matched to a demographic record.

3.1.5.1.2. Update Functionality

Access to update functionality is limited to certain authorized personnel only. The Contractor's Administrative System application must support the following update functions:

- **Update Address Information for Replacement Card:** This function allows on-line update of the cardholder's mailing address to assure timely delivery of a replacement card. This function does not make a permanent address change. That can only be accomplished by caseworker entry into CRIS-E. A report is produced nightly of all address changes made on the screen during the day, broken out by county, and

is available for ODJFS/CDJFS staff by 7:00 a.m. ET the following morning. A change of address on the Contractor's EBT system also "locks" the cardholder's PIN, preventing PIN changes for 20 days without ODJFS/CDJFS staff intervention.

- **Disaster Account Set-up and Benefit Issuance:** This function supports on-line account set-up and benefit issuance for the Emergency FSP. This function must be used by selected ODJFS/CDJFS staff only.
- **PIN Selection:** This function is used by Customer Service representatives to assist cardholders experiencing difficulty changing or selecting a PIN using the SIVR.
- **Account Adjustments:** This function supports adjustments to cardholder accounts to correct out-of-balance situations. This function must be used by the Contractor's staff assigned account adjustment responsibilities. Adjustments are reported on the Account Adjustment Report.
- **Benefit Repayments by Benefit Type:** This function allows cardholders to make repayments on outstanding debts to ODJFS from their EBT accounts. This function must be used by ODJFS/CDJFS staff only. Benefit Repayment Actions are reported nightly and monthly on the Benefit Repayments Report.
- **PIN Unlock:** This function allows a cardholder to change their PIN ("unlock action"), after the PIN was "locked down" by the address change administrative action at the time a replacement card was requested. This function must be used by ODJFS staff only. These actions are reported on the Administrative Non-financial Transactions Report.
- **PIN Change Hold:** This function allows ODJFS to place a "lock" on a cardholder's PIN in certain circumstances to prevent the PIN from being changed. This function is in addition to the functionality described for the Update Address Information transaction. These actions are reported on the Administrative Non-financial Transactions Report.
- **Card Status:** This function allows both Customer Service and certain authorized ODJFS/CDJFS staff to change card status and generate replacement EBT cards. The functions supported are activation of cards, de-activation of cards, and issuance of replacement cards.
- **Investigative Account Set-up:** This function used by authorized ODJFS staff supports the establishment of special accounts for investigative purposes.

- **Investigative Benefit Add:** This function used by authorized ODJFS staff supports the addition of benefits to special accounts established for investigative purposes.

3.1.5.1.3. 90 Day History

Current EBT account balances and at least a rolling 90 day transaction history for each account must be maintained for on-line access through the EBT Administrative System. After 90 days, transaction history data must be maintained off-line for three (3) years, or longer if required by State statute, rule or Federal regulation.

Off-line data must be restored for view on the Administrative System within 72 hours of a request by ODJFS. The data must remain on the Administrative System for a period not to exceed 10 calendar days. The offeror must describe in its proposal how data maintained off-line will be retrieved.

3.1.5.2. Administrative System Application Security

Secure access to the Administrative System application is the responsibility of the ODJFS EBT Security Officer working in cooperation with the Contractor's system security personnel. The Contractor is responsible for training the ODJFS EBT Security Officer. The ODJFS EBT Security Officer must have the ability to reset passwords and make changes to security profiles and access rights for Administrative System users.

The Contractor must provide access control to the Administrative System. Access controls must ensure that all State, Federal, and Contractor personnel with update and inquiry access to the Administrative System is strictly controlled. Communications access control software must provide the following capabilities at a minimum:

3.1.5.2.1. User Identification and Authentication

All personnel requiring access to the system must be established as authorized users within the system security module. The system must require unique identification from each user in order to gain access. Access to files, databases, transactions and programs must be restricted to those personnel needing such access to meet professional responsibilities. The system must protect data so that it cannot be accessed by any unauthorized user. The system must also provide the capability of tracking all actions taken by an individual that are subject to audit. The system must be able to determine the authorization and access levels of individual users. The system must support a lockout threshold for excessive invalid access attempts. The user IDs and passwords of users no longer authorized to access the system must be disabled immediately upon notification as directed by the ODJFS EBT Security Officer.

In addition, the system must support automatic timeout after no more than five (5) minutes of user inactivity.

3.1.5.2.2. Discretionary Access Controls

The system must use identification and authorization data to determine user access for level or type of information requested. The ODJFS EBT Security Officer must have the capability to specify who, by group, profile or user ID, may have system access. The system must ensure that users are not allowed access to data or functionality not specified in their security profile, or user ID.

3.1.5.2.3. System Access Audit Controls

The system must be able to create an audit trail of user access and maintain and protect such records from modification, unauthorized access, or destruction. The system must define and control access between authorized users and system functionality. The system must be able to record and report the following user actions: log on, log off, and password changes. For each recorded action, the audit record must contain the date and time of the event, the user, the action performed, and the success or failure of the action. The system must provide the capability to selectively audit the actions of one or more users by individual User ID. (See Administrative System Reports subsection for specific reporting requirements related to Administrative System security.)

3.1.5.3. User Profile/Menu Access

The Contractor must provide a security system for the EBT Administrative System application whereby user groups and profiles can be established based upon the specific functions required to perform their respective job. Each Administrative System user is allowed access to specific system functions based on their designated security profile. ODJFS requires the ability to create and assign security profiles as needed. ODJFS requires at a minimum the following security profiles and security levels.

- Inquiry Profile: Access to all inquiry functions.
- Cardholder History Profile: Access to cardholder and transaction history inquiry functions only.
- Update Profile: Access to all inquiry and operational update functions.
- Administrative Worker Profile: Access to cardholder and transaction history inquiry functions, PIN release functions, benefit repayment, and any other necessary functions as designated by the EBT Security Officer.
- EBT Security Officer Profile: Access to security functions only.
- Disaster Worker Profile: Access to cardholder and transaction history inquiry functions and update capability to disaster account set-up and benefit authorization functions.
- ODJFS User Profiles: The ability to customize profiles according to the management responsibilities or specialized areas of services.

3.1.6. Transaction Processing

The Contractor is responsible for authorizing cardholder initiated food stamp transactions. The Contractor must have the capability to receive and process cardholder transactions from POS devices. The Contractor must provide cardholders with access to their FS Benefit(s) at any EBT participating, USDA-FNS authorized retailer/merchant. All POS transactions coming in to the Contractor's EBT system must be authorized.

Transaction authorization requires:

- Accepting transactions coming from an authorized transaction acquirer/TPP;
- Authorizing or denying transactions;
- Sending response messages back to the transaction acquirer/TPP authorizing or rejecting cardholder transactions; and
- Logging the authorized/denied transactions for subsequent settlement and reconciliation processing, transaction reporting, and for viewing through transaction history.

The Contractor's authorization system must go through a series of checks and processes to determine whether a transaction initiated by a cardholder will be approved. These checks include determining if:

- The retailer/merchant has a valid FNS authorization number (See the Maintaining the USDA-FNS Retailer/Merchant Database Subsection for more information);
- The PAN is valid and the card is active;
- The number of allowed consecutive failed PIN tries has not been exceeded;
- The PIN is entered correctly;
- The account is active; and
- The EBT account holds a sufficient balance to satisfy the transaction amount requested.

If any one of the above conditions is not met, the Contractor must deny the transaction. The Contractor must ensure that benefit accounts are not overdrawn and assumes all liability if an account overdraft occurs. If the transaction is denied, the system must return a message to the retailer/merchant indicating the reason for denial (e.g., invalid PAN, invalid PIN, insufficient funds, etc.).

The Contractor must comply with the software and automated data processing equipment ownership rights prescribed in 7CFR 274.12 (n). The Contractor is responsible for ensuring that the Contractor's EBT system meets the processing requirements and criteria established by USDA-FNS. The Federal government is not liable for any erroneous transactions or over payments to cardholder accounts. Federal funds may not be drawn for erroneous transactions or overpayments in excess of the State authorized benefit amount.

It is the responsibility of the Contractor to ensure the Contractor's EBT system meets performance, technical standards, and regulations in the areas of:

- System processing speeds;

- Availability and reliability;
- Security;
- Ease-of-use;
- Card and PIN requirements;
- Performance – quality and quantity; and
- Minimum transaction set.

For regulatory precedence, the Contractor must use:

- Federal regulations;
- State statute;
- Quest® EBT Operating Rules; and
- Prevailing industry standards.

If there is a conflict within the governing regulations and guidelines regarding a specific standard, ODJFS will determine the appropriate standard that the Contractor must adhere. In determining the appropriate standard, ODJFS will allow consultation and input from the Contractor, however the final decision remains with ODJFS.

The Contractor must comply with all relevant processing speed requirements as stated in 7 CFR §274.12. The EBT host computer must internally process and respond to all on-line transaction requests within two (2) seconds. The Contractor must provide back-up purchase procedures for USDA-FNS authorized retailer/merchants to use when the Contractor's EBT system is unavailable, both for unscheduled and planned outages. Contractor responses must define both the back-up procedures proposed and the method by which retailer/merchants will be notified the back-up procedures are being implemented.

The Contractor's EBT system must be available 99.9% of scheduled uptime, which is 24 hours a day, seven days per week. Scheduled uptime is defined as the time the database is available and accessible for transaction processing, and excludes scheduled downtime for routine maintenance.

ODJFS must be notified in advance of scheduled downtime for routine maintenance, which must occur during off-peak transaction periods. The Contractor must also provide advance notice to ODJFS of any scheduled downtime required outside of routine maintenance. Such downtime must be arranged with and approved by ODJFS and may require Contractor notification to retailer/merchants, and acquirers/TPP's.

The Contractor's EBT system host computer must permit no more than two (2) inaccurate EBT transactions for every 10,000 EBT transactions processed. The transactions to be included in measuring system accuracy are:

- All food stamp transactions occurring at POS terminals and processed through the host computer;
- Manual transactions entered into the system; and

- Food Stamp Credit (refund) transactions.

3.1.6.1. POS Food Stamp Transactions

The Contractor must be able to process, at a minimum, the following Food Stamp transaction types:

- Food Stamp Purchase (swiped or key-entered);
- Food Stamp Merchandise Return;
- Manual Voucher Authorization;
- Manual Voucher Clear;
- Balance Inquiry;
- Voids or Cancellations; and
- Reversals.

USDA-FNS regulations prohibit charging a fee for any food stamp transactions. Therefore, cardholders must not be charged for any Food Stamp POS transactions.

Account balances must be printed on receipts for food stamp purchases, food stamp merchandise returns, and balance inquiries.

3.1.6.2. Interoperability

Food Stamp interoperable transaction processing must be compliant with the Federal regulations for the FSP.

The Contractor's system must support the processing of interoperable (interstate) food stamp transactions, including transactions acquired by an Ohio retailer/merchant when the cardholder has benefits and payments issued by another state. The Contractor must support routing these transactions to the appropriate State processor. In addition, the Contractor's system must have the capability of accepting and processing Ohio EBT cardholder transactions occurring at retailer/merchants and acquirers/TPPs outside of the State. The offeror's response must describe their plan and processes for supporting interoperable transactions for both Ohio and non-Ohio cardholders. The Contractor must expeditiously resolve issues that prevent Ohio EBT cardholders from using their cards in other states.

3.1.6.3. Manual Transaction Authorizations

The Contractor must support manual food stamp purchase and return transactions using a standard paper voucher/sales draft, designed and distributed by the Contractor, to authorized retailer/merchants for use in conjunction with telephone authorization. The manual transaction voucher must be approved by ODJFS and USDA-FNS prior to its use. The manual transaction voucher and authorization process is also used by authorized retailer/merchants that do not have access to a POS device at the time of purchase, such as:

- Stationary food stores that make home deliveries;

- House-to-house trade routes;
- Food buying cooperatives;
- Farmers markets;
- Retailer/merchants with average food stamp sales of less than \$100.00 per month and do not qualify to receive EBT-only equipment;
- Retailer/merchants that have equipment which is inoperable;
- Retailer/merchants experiencing problems with telecommunications networks; or
- Instances of system downtime, scheduled or unscheduled.

The Contractor must provide supplies of manual transaction vouchers to EBT-only retailer/merchants upon request. Retailer/merchants with commercial equipment must receive manual transaction vouchers from their acquirer/TPP as a part of the agreement between those parties.

The retailer/merchant is required to complete the manual transaction voucher and receive a voice authorization from Customer Service prior to completing the food stamp sale. (See Retailer/Merchant Customer Service Subsection for additional requirements.) The retailer/merchant is required to fill in the transaction information listed on the manual transaction voucher and obtain the cardholder's signature. The authorization process must be automated (SIVR) for both purchases and returns and must be supported by Customer Service Representatives to assist retailer/merchants experiencing difficulty obtaining authorizations.

In the event that communication lines between the retailer/merchant and the Contractor are inoperative, the retailer/merchant may perform a manual food stamp transaction and call later for authorization; however, the retailer/merchant bears the liability if the voucher is not authorized. Vouchers submitted for payment without authorization must be accepted by the Contractor, but are processed at the retailer/merchant's risk and paid only if the balance in the account is sufficient to cover the amount indicated on the face of the voucher.

Upon providing authorization for the manual transaction, the Contractor must place a hold on funds in the cardholder's food stamp account for the amount authorized. For retailer/merchants who participate in the FSP solely through use of manual transaction vouchers, the manual vouchers must be mailed to the Contractor for processing and settlement. For retailer/merchants with POS equipment, the retailer/merchant or acquirer/TPP must convert the manual transaction to an electronic transaction once the POS is able to communicate. If the manual transaction is properly presented (all information required on the voucher is completed and the voucher is signed by the cardholder) within 30 calendar days, the Contractor must settle the transaction. If the manual transaction is not properly presented within 30 calendar days, the Contractor must release the hold on the 31st day and make the funds available for cardholder access.

3.1.6.4. Stand-in Processing

If the retailer/merchant cannot access the Contractor's system because the system is unavailable, the Contractor must provide "stand-in" processing for food stamp purchases up to \$25, for which the Contractor is liable for any instances of insufficient funds in the cardholder's account. The stand-in process proposed by the Contractor cannot be burdensome or labor intensive for either the cardholder or the retailer/merchant and must include acceptable privacy and security features. Circumstances specified by the Contractor for Contractor's EBT system unavailability must be approved by ODJFS during the Design Phase. Offerors must define in their proposal under what circumstances they would consider their Contractor's EBT system unavailable and provide examples of situations for which stand-in processing would be implemented. Responses to this requirement must specify the process by which retailer/merchants, acquirers/TPPs, and ODJFS must be notified that "stand-in" processing is in effect.

3.1.6.5. Voucher Clear

There are two methods by which a manual voucher can be cleared. If the authorized retailer/merchant has a POS device, the manual transaction must be converted to an electronic transaction when the POS device is again able to communicate with the EBT Host. If a non-traditional or low-volume authorized retailer/merchant does not have a POS device, the manual voucher must be mailed directly to the Contractor for clearing and settlement.

3.1.6.6. Re-presentments

Re-presentation of a manual voucher is not allowed unless both of the following exceptions are met:

- The Contractor's system is designed to prevent merchants from re-presenting vouchers in subsequent months; and
- If the insufficient funds transaction rejection for the amount of the manual transaction voucher occurs while the Contractor is authorizing transactions in "stand-in" processing mode.

ODJFS must approve the method of stand-in processing by the Contractor for retailer/merchants. The offeror must describe the functionality and process for support of these exceptions.

3.1.6.7. Exception Transactions

The Contractor is required to support the following exception transactions.

3.1.6.7.1. Voids or Cancellations

A transaction may be voided/cancelled by a retailer/merchant at a POS device. The void/cancellation message must include the trace number, the exact dollar amount, and other pertinent identifying information from the original transaction. The Contractor must have the capability to accurately and immediately process the transaction and appropriately reflect the void or cancellation transaction in the cardholder's EBT account and account history.

3.1.6.7.2. Reversals

A POS transaction may be reversed if for some reason the completion of the transaction cannot take place at the originating POS device (e.g., communication failure with the device, a device malfunction or a late timed out response from the host). The entity (specifically the acquirer/TPP, retailer/merchant, or the POS device) within the response chain where the transaction error is recognized must generate a reversal message back to the Contractor. The reversal message must include the trace number, the exact dollar amount, and other pertinent identifying information from the original transaction. The Contractor must have the capability to accurately process the reversal transaction and have the results reflected immediately and appropriately in the cardholder's account.

3.1.6.7.3. Account Adjustments

The Contractor is required to adjust cardholder accounts to correct auditable, out-of-balance settlement conditions resulting from a system error. A system error is defined as an auditable processing failure at any point in the redemption process resulting in the improper crediting or debiting of an account or the failure to credit or debit an account. The adjustment transaction must reference the original transaction that was completely or partially erroneous. The Contractor must provide data regarding the adjustment transaction as required by ODJFS. The Contractor must have the capability to accurately process the adjustment transaction and have the results reflected immediately and appropriately in the cardholder's account.

USDA-FNS requirements for handling Food Stamp transaction adjustments are found at CFR 274.12 (g) (4). The Contractor must comply with USDA-FNS regulations for food stamp account adjustments. ODJFS reserves the right to work with the cardholders, retailer/merchants, and acquirers/TPPs to resolve human error adjustment issues.

Adjustments made by the Contractor must cause funds to be moved either to or from the cardholder's EBT account, and must not impact daily settlement. ODJFS must be notified of adjustment claim requests that would debit a cardholder's account so that notification can be provided to the cardholder.

3.1.6.7.4. Key-entered Transactions

The Contractor must accept and process EBT transactions where the PAN has been manually entered (key-entered) into the POS device. Transactions may be key-entered at times when a card presented by a cardholder is damaged or the POS device is unable to accurately read the magnetic stripe. Entry and validation of the cardholder's PIN is required on key-entered transactions. If a PIN pad is defective or if for other reasons a PIN does not accompany the transaction, the Contractor must deny the transaction.

The Contractor must adopt security measures to prevent cardholder and retailer/merchant abuse or misuse of the key-entry feature. The Contractor must ensure that the PAN printed

on the transaction receipt is truncated, and the Contractor must be able to selectively disable or prevent an EBT-only POS device from completing key-entered transactions by PAN. In addition, the Contractor must track key-entered transactions by PAN and by retailer/merchant site or USDA-FNS number. The offeror must propose procedures for responding to cardholder reports of malfunctioning or defective equipment at retailer/merchant sites, including both EBT-only and commercial POS devices.

3.1.7. Maintaining the USDA-FNS Retailer/Merchant Database

The Contractor must use the USDA-FNS Retailer EBT Data Exchange (REDE) system to create and maintain a retailer/merchant database. The EBT Contractor must electronically acquire food stamp retailer/merchant authorization numbers and data from USDA-FNS and maintain a mechanism for acquiring updates Monday through Friday. This function is vital to maintaining the integrity of the Contractor's EBT system and assuring that only authorized retailer/merchants are redeeming FS Benefit(s).

The Contractor must receive and process REDE file updates in a timely manner to ensure that all newly authorized retailer/merchants are able to perform food stamp transactions within two (2) weeks (14 calendar days) from receipt of the USDA-FNS authorization notice. Conversely, the Contractor must suspend or terminate the food stamp transaction processing privileges of a retailer/merchant that has been de-authorized or suspended within 48 hours of notification by USDA-FNS.

3.1.7.1. Retailer/Merchant Confidentiality

The Contractor must provide both physical security and access security for the retailer/merchant management data and databases, and must ensure the privacy of confidential retailer/merchant data.

3.1.8. Retailer/Merchant Management

The Contractor is responsible for managing retailer/merchant participation in the Ohio EBT. The Contractor's primary roles and responsibilities include:

- Providing all USDA-FNS authorized retailer/merchants the opportunity to participate in the Contractor's EBT system;
- Ensuring the host system is interoperable with other states' EBT systems as required in 7 CFR 274.12 and the Electronic Benefit Transfer Interoperability and Portability Act of 2000 and the Quest® Operating Rules;
- Assuring that a sufficient number of retailer/merchants participate in EBT to provide adequate access to FS Benefit(s), including cardholders shopping across State borders in "border stores" and at "non-traditional" retailer/merchants such as farmers' markets;
- Assuring that the participating retailer/merchants understand their responsibilities in regards to the policy, operating rules, and operations of the Contractor's EBT system. The Contractor must enter into agreements with retailer/merchants in accordance with 7 CFR 274.12 (h)(6);
- Developing technical information and recruitment materials to assist in EBT-only terminal deployment to retailer/merchants;

- Maximizing the use of existing commercial POS terminals;
- Installing, maintaining and supporting Contractor provided EBT-only POS equipment in accordance with USDA-FNS policy for retailer/merchant participation as specified in 7 CFR 274.12; and
- Providing retailer/merchant Customer Service for resolving issues and problems with Contractor supplied EBT-only POS equipment, manual transaction voucher authorization, and resolution of settlement and dispute questions and issues.

Current Environment Description

The current Contractor has been responsible for the management, equipment installation, and on-going maintenance of equipment, supplies, settlement, problem resolution, and maintaining customer services for retailer/merchants with Ohio EBT terminals. Based on data received from USDA-FNS, the total number of retailer/merchants is approximately 5,100; all of these retailer/merchants currently have smart card equipment deployed by the current Contractor. Approximately 400,000 card holders currently participate in the Ohio EBT program. The benefits are redeemed in approximately 2,400,000 transactions monthly.

3.1.8.1. Service Requirements (USDA-FNS Standards)

The Federal regulations at 7 CFR 274.12(h)(1)(ii) require that newly authorized retailer/merchants have access to the Contractor's EBT system within two weeks after receipt of the USDA-FNS authorization notice. Retailer/merchants choosing to employ acquirer/TPP services to drive its terminals, or serves as its' own acquirer/processor must have access to the system within 30 calendar days or a mutually agreed upon time. This allows time for the required functional certification to be performed by the Contractor.

The Federal regulations at 7 CFR 274.12(i) (1) require that:

- For leased line communications, 98 percent of EBT transactions must be processed within 10 seconds or less, and 100 percent of EBT transactions must be processed within 15 seconds; and
- For dial-up systems, 95 percent of EBT transactions must be processed within 15 seconds, and 100 percent of EBT transactions must be processed within 20 seconds.

A complete listing of performance standards for transaction processing is found in the Ongoing Performance Standards Subsection.

3.1.8.2. Retailer/Merchant and Acquirer/TPP Agreements

The Contractor must develop and enter into services and compliance agreements with retailer/merchants and acquirer/TPP's.

For all retailer/merchants that accept EBT-only terminals, the Contractor must enter into agreements:

- To deploy and drive EBT-only POS terminals pursuant to this RFP; and
- To act as a third party processor for the retailer/merchants.

For those retailer/merchants that choose to use or modify their existing equipment and either acquire the services of an acquirer/TPP or serve as their own third party processor, the agreement must provide access to the Contractor's EBT system.

These agreements are directly between the Contractor and the retailer/merchants or acquirers/TPPs. ODJFS will not be a party to these agreements. The agreements must describe the terms and conditions regarding the arrangements for use of the POS equipment and the operating procedures and rules. At a minimum, the agreements must require:

- Compliance with FSP regulations;
- Compliance with Quest® Operating Rules, as administered by NACHA;
- Compliance with ISO Technical Standards 8583 and 9510;
- Compliance with FSP regulations on interoperability including: requirements to load and update BIN numbers for EBT states as changes occur, for EBT-only equipment to be capable of accepting any State's BIN number, except for closed system states excluded by Federal regulation and for the Contractor's EBT system to route interstate transactions to the appropriate state's EBT system for authorization;
- No charging of cardholders for food stamp transactions;
- Acquirer/TPP cooperation and timely response for information and data from ODJFS and other State agencies such as the Ohio Department of Public Safety;
- Certification of acquirer/TPP transaction sets by the Contractor prior to beginning live transmission of actual transactions to the host or through transaction routing gateways;
- No charging for authorization and settlement processing for EBT transactions; and
- Only USDA-FNS authorized retailer/merchants may perform food stamp transactions.

Retailer/merchant and acquirer/TPP agreement language must be reviewed and approved by ODJFS and USDA-FNS. Contractors are required to certify and assure that acquirers/TPPs connected to the Contractor's EBT system comply with USDA-FNS regulations and other State requirements. At ODJFS's request, the EBT Contractor must enforce the agreements if problems are discovered in acquirer/TPP or retailer/merchant activities.

3.1.8.3. EBT-only Retailer/Merchant Deployment Requirements

Ohio requires that EBT-only terminals be deployed according to the Federal regulations at 7 CFR 274.12(h)(1)(ii) and 7 CFR 274.12(h)(4)(ii), as follows:

- Newly authorized retailer/merchants must have access to the Contractor's EBT system within two (2) weeks after receipt of the USDA-FNS authorization notice;
- For an authorized retailer/merchant with FS Benefit(s) redemption amounting to 15 percent or more of total food sales, all checkout lanes must be equipped;
- For an authorized retailer/merchant with FS Benefit(s) redemption representing less than 15 percent of total food sales, the retailer/merchant must, at a minimum, receive one terminal for every \$11,000 in monthly redemptions up to the total number of lanes per store. All other retailer/merchants must receive one terminal for every \$8,000 in monthly redemptions up to the total number of lanes per store; and
- For newly authorized retailer/merchants, the Contractor and the individual retailer/merchant must negotiate a cooperatively determined level of terminal deployment for up to the total number of lanes in the store. If the Contractor and the retailer/merchant are unable to reach a mutual agreement, ODJFS will make the decision.

The Contractor must, at no cost to the retailer/merchant, deploy EBT-only POS devices and provide telecommunications as needed to enable USDA-FNS authorized retailer/merchants to participate in EBT. A waiver has been obtained to allow ODJFS to deploy EBT-only terminals to retailer/merchants with average monthly food stamp sales of \$100 or more. Retailer/merchants that redeem less than \$100 per month in FS Benefit(s) must participate through the manual transaction voucher process.

The Contractor is permitted to provide additional POS equipment to retailer/merchants beyond the requirements specified above if they request it. The Contractor may charge the retailer/merchant for providing and supporting this additional equipment. However, any agreement covering such an arrangement is between the Contractor and the retailer/merchant. ODJFS will not be party to these agreements.

3.1.8.4. EBT-only Equipment Requirements

EBT-only POS equipment deployed by the Contractor must meet the operational and technical requirements for the Contractor's EBT system and support the full food stamp transaction set. (See the POS Food Stamp Transactions Subsection for the transaction set requirements.)

The terminal must display visual verification of:

- The transaction message before positive action is taken by the cardholder to release the message for authorization and settlement; and
- The error message rejecting the transaction including:
 - Insufficient funds;
 - Incorrect PIN; and
 - Inactive card.

3.1.8.5. EBT-only Equipment Support Services

The Contractor must provide the following services for the EBT-only POS terminals it deploys:

- Repair or replacement services on faulty POS terminal equipment within 24 hours of the request for service;
- Supplies or supply reimbursement; and
- Retailer/merchant training for all Contractor deployed EBT-only terminals.

The Contractor must provide a telephone number for reporting terminal malfunctions. (See the Retailer/Merchant Customer Service Subsection.) The Contractor must propose reasonable efforts to replace problem terminals by personal delivery or express mail. If a replacement terminal is shipped to the retailer/merchant, the Contractor must contact the retailer/merchant to assist with the replacement terminal installation process. The retailer/merchant must have the ability to call Customer Service to obtain assistance 24/7/365.

3.1.8.6. Acquirers/TPP's

The Contractor must prepare a plan for certifying pre-existing and new acquirers/TPP's and commercial equipment. Certification standards must comply with the Quest® Operating Rules and the EBT messaging standards promulgated by ANSI and based on the International Standards Organization (ISO) Technical Standards 8583 and 9510.

Within thirty (30) days of contract execution, the Contractor must provide ODJFS with interface certification standards that will enable retailer/merchants deploying their own terminals and acquirers/TPP's to interface directly with the Contractor to perform EBT transactions. The Contractor must not unduly withhold certification for retailer/merchants and acquirers/TPP's that enter into direct connect arrangements with the Contractor.

Retailer/merchants using acquirers/TPP's must report transactions by unique terminal IDs for each terminal installed in a store under one USDA-FNS number. The acquirer/TPP is responsible for ensuring that each terminal is listed under its own unique ID number and transactions completed on that terminal are reported under that ID number as well as the USDA-FNS number.

3.1.8.7. Group Home Support

In addition to traditional retailer/merchants, FSP authorized retailer/merchants include drug/alcohol treatment centers, blind/disabled group living facilities, battered women and children shelters, homeless meal providers, restaurants, elderly/disabled communal dining facilities, meal delivery services, and route vendors.

Authorization as a FSP retailer/merchant may not necessarily require the installation of POS equipment. However, the group home or congregate living type facilities listed above meeting the monthly minimum food stamp redemption requirements and are authorized by USDA-FNS as retailer/merchants must have the option to be equipped with EBT-only POS devices. The Contractor must install POS devices in these facilities if the facility selects EBT-only services. This allows the benefits from cardholders' accounts to be deposited directly into the facility's bank account at its financial institution.

The Federal regulations require that when residents move out of a group home or congregate living type facility, their EBT card and any EBT card held by a facility employee acting as an authorized representative must be returned. The Contractor is required to maintain a post office box for the secure return of EBT cards. All returned EBT cards must be de-activated immediately, an appropriate card status code entered, and the card destroyed.

3.1.9. Settlement

The Contractor's EBT system must operate on a 24-hour processing cycle. At a designated cutoff time each day, the Contractor must close out the current processing day and begin the next processing day.

The Contractor must designate a standard daily cutoff time for EBT transaction processing. The 24-hour period between the cutoff time on Day 1 and Day 2 constitutes the EBT transaction day. The specified cutoff time must allow the Contractor sufficient time to originate ACH payments for next day settlement. The EBT cutoff must coincide as closely as possible with the cutoff time of the prevailing EBT transaction switch and/or regional ATM/POS networks to minimize the need for carry over or suspense accounting.

Settlement to retailer/merchants and acquirers/TPPs, must be through the existing commercial banking ACH infrastructure. The Contractor must have an originating and receiving relationship with ACH, either directly or through a subcontractor. The ACH transfer for settlement must make the Federal Reserve Bank cut off time for next business day settlement.

The offeror must propose a settlement process using the above requirements.

3.1.10. Reconciliation

The Contractor must provide a Settlement and Reconciliation Procedures Manual to ODJFS that contains instructions and procedures for performing daily reconciliation of the Contractor's EBT System as defined within 7 CFR 274.12 (k) and consistent with USDA-FNS Reconciliation Guidance of November 1999. The manual must identify the specific data and processes involved, and include the design models with illustrations of the EBT reports that are required for settlement and reconciliation.

Subsequent to the daily settlement cutoff, the Contractor's EBT system must be balanced and reconciled with AMA/ASAP. The Contractor must compute the end-of-day net position or balance for each account. An audit trail must exist so that reconciliation can be performed at the individual EBT account level up through the program and State levels. For each level, the end of day net position is equal to:

$$\text{Opening balance} + \text{credits} - \text{debits} = \text{End of day balance}$$

The Contractor must ensure that the Contractor's EBT system as a whole is in balance on a daily basis. The balancing functions performed by the Contractor must ensure that

the change in the net position in the sum of cardholder accounts equals the change in the net position of program accounts at summary level. The Contractor must also ensure that the change in the net position in the sum of the program account is equal to the change in the net position (obligations outstanding) for the funding agency. The Contractor must specify procedures in the Settlement and Reconciliation Procedures Manual for maintaining audit trails throughout the settlement processes. All reports necessary for ODJFS to successfully perform daily reconciliations must be received by ODJFS no later than 10:00 a.m. ET each business day. **ODJFS requires the Contractor to propose an automated reconciliation process.**

3.1.10.1. USDA-FNS Reconciliation Requirements

The Contractor must meet FSP reconciliation requirements at 7 CFR 274.12(k) and the USDA-FNS Reconciliation Guidance of November 1999. At a minimum, Contractors must propose procedures for reconciling:

- Cardholder account daily beginning balance, plus deposits and net draws versus the ending balance;
- Cardholder net redemptions versus retailer/merchant acquirer/TPP settlement values;
- Total funds entering, exiting, and remaining in the system each day;
- Total net change in system-wide obligations outstanding to the sum of the net change in obligations outstanding for the FSP;
- The net settlement value of all transactions to the sum of the net settlement values for the FSP.

3.1.10.2. ODJFS Responsibilities

ODJFS is responsible for ensuring that all FS Benefit(s) authorized by CRIS-E are posted to the Contractor's EBT system or otherwise accounted for. ODJFS will ensure that FS Benefit(s) posted to the Contractor's EBT system are correctly reported to AMA by the Contractor. ODJFS will verify the liability remaining in the Contractor's EBT system at the end of the processing day for FS Benefit(s) and will reconcile it against the outstanding liability on the U.S. Department of the Treasury's ASAP system.

3.1.10.3. Current Process

Benefit authorizations are sent to the Contractor in batch files. The current EBT Contractor processes the benefit files as they are received, and reports any problems to ODJFS through a confirmation return file. The confirmation return file contains the header and trailer records from the initial file, along with detail records for any benefit authorizations that were rejected. An inquiry screen on the EBT Administrative System shows the disposition of each benefit file as it is processed.

All financial activity taking place for each processing day system is reflected in two primary settlement reports produced by the Contractor's EBT system. These reports are provided to ODJFS in electronic format. The reports are used to validate the total amount of new benefit authorizations posted to the Contractor's EBT system, the amount of benefit authorizations paid out to transaction acquirers/TPPs due to the settlement of cardholder initiated transactions and any adjustments required to resolve out of balances

because of system issues. Finally, these reports are used to reconcile the outstanding liability (e.g., benefit authorizations waiting to be paid out) remaining on the Contractor's EBT system. For FS Benefit(s), the outstanding liability calculated from the settlement reports is reconciled to the outstanding liability reported by the Automated Standard Application Payment (ASAP) system maintained by the Federal Reserve Bank (FRB) of Richmond for USDA-FNS.

The current EBT Service Provider provides updates to the Account Management Agent (AMA) system supported by the FRB of Richmond for USDA-FNS through batch file updates. The current EBT Contractor, acting as ODJFS's fiscal agent, performs the draw down to settle food stamp transactions through the ASAP system. ODJFS reconciles the amount of the ASAP draw down to the settlement reports.

3.1.10.4. Contractor Requirements for System Reconciliation

While ODJFS has processes and procedures allowing it to reconcile the current Contractor's EBT system, these processes are cumbersome and manual. In the new system, ODJFS requires the contractor to simplify and automate the process required for daily reconciliation. This also includes the reconciliation of the outstanding liability remaining on the Contractor's EBT system to the liability being reported by the ASAP system. The Contractor must provide the following reports:

- **Benefit Update Report:** Provides the number and amount totals that detail the disposition of each benefit file processed by the Contractor. Totals must be provided by record type (benefit, debits, and credits) and disposition (i.e. number and amount rejected, number and amount staged, number and amount posted). ODJFS will compare the benefit data in the report to benefit data reported by CRIS-E.
- **Staged Benefits Report:** Provides information about benefits in the pending file on a daily basis. This report must provide totals by benefit type and availability date for FS Benefit(s).
- **Daily Deposit Calculation Report:** Provides a daily report showing the calculations performed to determine the net deposit amount for the business day. The report must show changes in pending benefits from the previous day compared to the current day, debits and credits posted, pending debits and credits, and purged benefits by summary total.
- **Benefit Drawdown Totals Report:** Provides the value of the outstanding liability for unused benefits residing on the Contractor's EBT system at the end of the processing day. The ending balance for the previous day must become the beginning balance for the current processing day. It must be possible for ODJFS to reconcile the ending balance on this report to the outstanding liability reported on the ASAP system for the processing day.
- **AMA Calculation Report:** Provides AMA entries to the Federal Reserve Bank of Richmond through the AMA batch process. The Contractor must provide a daily report containing details of the content of the AMA file. Separate entries must be created for regular FS Benefit(s) activity and investigative account FS Benefit(s) activity.

The Contractor is responsible for making the draws for settling food stamp transactions through the ASAP system. Separate entries must be made into ASAP for the regular FS Benefit(s) activity and the investigative FS Benefit(s) activity.

3.1.10.5. Discrepancy Resolution

The Contractor must notify ODJFS in writing within 48 hours of any differences in benefits posted to accounts, authorizations reported to the AMA system and draws reported to the ASAP system that do not reconcile with CRIS-E, AMA, ASAP records, or records generated by the Contractor. This notification must explain why the discrepancy occurred, describe any impact, and indicate the corrective action taken or underway to remedy the discrepancy. If ODJFS discovers a discrepancy, the Contractor must be responsive to requests for information and assist in prompt research and resolution.

3.1.11. Security Policy

The Contractor and any subcontractor(s) must ensure that appropriate levels of security are established and maintained for the EBT services provided pursuant to the RFP. The Contractor must process information that has been designated sensitive but unclassified. Sensitive but unclassified information is any information that the loss, misuse or unauthorized access to or modification of could adversely affect the national interest of the conduct of Federal programs or the privacy to which individuals are entitled under Section 552a of Title 5, United States Code (the Privacy Act), but which has not been specifically authorized under criteria established by an Executive Order or an act of Congress to be kept secret in the interest of national defense or foreign policy.

3.1.11.1. Control and Security Requirements

The security controls used by the Contractor or its subcontractor(s) in the performance of services required in this RFP must be specified in the offeror's response to this RFP.

3.1.11.2. Facilities and Physical Security

The Contractor must utilize physical security and access control systems to limit access to any facilities used to process cards, and process or house any sensitive data to only authorized personnel and authorized visitors. The control systems must have the capability to detect and report attempted unauthorized entries into the facility. In addition, the Contractor must regulate access to the primary and backup data centers in such a way that the flow of all persons can be monitored and controlled.

Offeror's must describe measures that are used to deny unauthorized access to, manipulation of, or sabotage to the EBT data processing and telecommunications facilities in their response. Additional measures must be described as appropriate.

3.1.11.3. Contractor's EBT systems Security

Offerors must describe security and control requirements pertaining to the development and overall operational characteristics of the EBT information and processing systems.

3.1.11.3.1. Control of Card Stock

The offeror must describe the system and procedural controls to ensure that card stock is properly safeguarded against loss, theft or abuse at all points in the card production and issuance processes. The Contractor is responsible and bears liability for all unissued card stock until such stock is either received by ODJFS, delivered to locations specified by ODJFS, or handed over to postal service employees for mailing to cardholders. ODJFS requires a Visa/MasterCard certified card service bureau be used by the Contractor for the production and storage of card stock.

3.1.11.3.2. Control of PINs

The offeror must describe the system and procedural controls to ensure that access to all PINs, whether assigned or selected, are strictly controlled. The Contractor is responsible for ensuring the confidentiality of the PIN during generation, issuance, storage and verification. The Data Encryption Standard (DES) algorithm must be used to control all PINs. The Contractor must ensure that clear text representation of the PIN must never be displayed on PIN entry devices or the EBT Administrative System. The Contractor must provide for authentication of data encoded on the card's magnetic stripe and PIN offset, and the PIN controls listed in Chapter IX, Security, of the Quest® Operating Rules. The PIN must never be transmitted in the clear with the exception of the SIVR PIN selection process.

3.1.11.3.3. Communications Access Controls

The Contractor must provide communications software to control access to the Contractor's EBT system. Such communications software controls must ensure that all State, Federal and Contractor personnel's access to the Contractor's EBT system is strictly controlled. Detailed security requirements specific to the Administrative System application are included in the Administrative System Application Security subsection.

3.1.11.4. System Data Security

System data must be protected to ensure that system and confidential information is not disclosed for unauthorized purposes. Such data security controls must include:

3.1.11.4.1. System Access

The Contractor must ensure that only designated ODJFS, CDJFS, Federal and other ODJFS authorized users access the Ohio EBT system data and operations, and that no other entity that has contracted with the Contractor has access to Ohio EBT system data and operations. The offeror must describe how they will ensure this requirement.

3.1.11.4.2. Disclosure of Information and Data

Any sensitive information made available in any format must be used only for the purpose of carrying out the provisions of this RFP. Information contained in such material must not be divulged or made known in any manner to any person except as

is necessary in the performance of this RFP. Disclosure to anyone other than an authorized ODJFS employee is prohibited without prior written approval. Sensitive information must be accounted for upon receipt and securely stored before, during and after processing. In addition, all related output must be given the same level of protection as the source material and data.

3.1.11.4.3. Data Destruction

The Contractor's security system must also provide for ODJFS-approved destruction of magnetic media when no longer required.

3.1.11.4.4. Separation of Duties

The Contractor must provide for adequate internal controls through separation of duties or dual control for the functions of card and PIN issuance, system administration, and security administration. This includes the separation of operations from control functions such as reconciliation, account set-up, benefit authorization, and settlement.

3.1.11.4.5. System and Procedural Documentation

An integral component of the Contractor's internal control structure is the provision and maintenance of adequate documentation of system, software applications, operating procedures, and requirements. The offeror must provide a detailed description of its internal security control structure.

3.1.11.4.6. System Modification and Tampering Controls

The mechanisms within the application that enforce access controls must be continuously protected against tampering or unauthorized changes. The offeror must provide a detailed description of the controls used to protect software development and applications.

3.1.11.5. Inspections and Investigations

Upon request, ODJFS and USDA-FNS have the right to inspect, review, investigate or audit all parts of the Contractor's or any subcontractor's facilities engaged in performing EBT services. In such capacity, ODJFS, USDA-FNS or their representatives, must be provided access to facilities, records, reports, personnel and other appropriate aspects of the Contractor's EBT system.

3.1.11.6. SAS 70 Audit

The Federal regulations at 7 CFR 274.12 (k) (5) (i) require processors to obtain an annual Statement of Auditing Standards No. 70 (SAS No. 70). The Contractor and any subcontractor(s) must perform an annual SAS No. 70 audit on their respective EBT operations, and provide the report(s) to ODJFS within 30 days of the completion of the audit.

3.1.11.7. Comprehensive Security Program

The Contractor is responsible for the implementation and maintenance of a comprehensive security program for the Contractor's EBT system and operations. The security program must include the administrative, physical, technical and systems controls that will be implemented to meet the security requirements for the Contractor's EBT system and this section of the RFP. Any internal controls used to temper risk in the Contractor's EBT system and operations must be based on EFT industry standards.

3.1.11.8. Incident Reporting

The Contractor must notify ODJFS of any instances of non-compliance by the Contractor or subcontractor(s) within 48 hours of discovery. Notification must include a description of the non-compliance and corrective action planned or taken. ODJFS will approve any corrective actions prior to the Contractor considering any such actions as appropriate or final.

3.1.12. Reporting

The Contractor must accommodate the informational needs of ODJFS and USDA-FNS in its reporting package. All reports must be provided by an on-line/ web-based method. If the report cannot be provided or is not feasible to be provided by the on-line/web-based method, the offeror must provide a justification in their proposal.

3.1.12.1. State Reporting

The Contractor is responsible for distributing appropriate daily, weekly and monthly reports to ODJFS and to USDA-FNS (when required).

ODJFS requires that the reports application be user friendly including functionality such as point and click, Graphic User Interface (GUI), or direct report access through parameter. In addition, the Contractor must comply with the following on-line report requirements:

- Reports must be formatted to print on a single page. To the extent possible Data lines and text must not wrap to the next line;
- Administrative System operational support reports must be sorted by county/service site;
- Settlement and reconciliation reports must be consolidated at the State level;
- At least the last 90 days of reports must be available on-line;
- Historical report data for the past 3 years must be easily retrieved, within 72 hours of request by ODJFS;
- The reports module must be set-up chronologically so that most recent reports are accessible first upon entry into the module; and
- Reports produced nightly must be available by 7:00 a.m. ET the following morning.

The following subsections describe the reporting functionality that ODJFS requires. Offerors must include the methodology for maintaining this level of reporting in their proposals.

3.1.12.1.1. Financial Reports

Financial audit reports are those reports needed by ODJFS in order to account, reconcile and balance, and audit the Contractor's EBT system processing and operations. Specific financial reports include:

Report	Description	Frequency
Benefit Repayments Report	List of all account repayment transactions by benefit type performed by User I.D.	Daily and Monthly
Account Status Report	List of accounts that have reached inactive status and have had benefits posted in the past 31 days.	Daily
ACH Transaction Summary Report	List of ACH daily activity.	Daily
Adjustment Report	List of daily account adjustments.	Daily
AMA Calculation Report	Lists aggregate detail of elements used to determine AMA Authorizations calculations.	Daily
Benefit Drawdown Totals	Report of daily account reconciliation totals for each FS Benefit(s).	Daily
File Status Report	Provides information and status of CRIS-E interface file processing (i.e. posted, rejected). Provides updates on-line as files are processed.	Individual File Transmission
Daily Account Activity File	File of all EBT account activity for the previous day.	Daily
Daily Deposit Calculation Report	Aggregate list of elements and data involved in the calculation of daily deposits to cardholders.	Daily
Daily Manual Authorization Report	List of all new, active, expired, released, or cleared manual transaction vouchers for the day.	Daily
Expungement Report File	File containing records of benefits that have reached expunged status.	Daily
Food Stamp Retailer/Merchant Activity Report	Report of the number and dollar amount of food stamp purchases and reversals in total and by store ID number.	Monthly
Unmatched Pending Benefits Report (Operations)	Lists the pending benefits that have not posted to accounts because of failure to match with an Account set-up record or current account.	1st, 16th, and 22nd of each month and on request
Monthly Benefit Drawdown Totals	Lists total count and amount of deposits, debits, credits, non-settling transactions, and net amount.	Monthly
Monthly Deposit Report – Food Stamps	Summary of food stamp deposits for the month.	Monthly
Monthly State Benefit Totals – Food Stamps	Details the monthly State Benefit totals for food stamps.	Monthly

Report	Description	Frequency
Monthly Transaction Profile Report	Report of number, dollar amount, and average dollar amount of POS transactions.	Monthly
Settlement Summary Report-State Benefit Totals	Details the daily funds reconciliation	Daily
Settlement Summary Report-Switch Log Totals	Provides a daily summary of transaction activity through the Contractor's EBT system's transaction gateway.	Daily

3.1.12.1.2. Statistical Reports

Statistical reports are those reports that assist with the management of the Contractor's EBT system. It is desirable for the offeror to suggest, in addition to the reports detailed below, other statistical reports that will assist with the management of the Contractor's EBT system.

Report	Description	Frequency
Average Daily Response Time Report	Lists the system response times by day for update and inquiry transactions.	Monthly
Card Issuance Statistics	A summary of the number of cards issued.	Monthly
Device Type Usage Report	Report of POS activity by transaction type and daily and weekly time increments.	Monthly
Monthly System Availability Report	Summary of monthly host availability including minutes of monthly downtime.	Monthly
On-line Transaction Response Time Report	Report of response times by hour by day for all update and inquiry transactions.	Monthly

3.1.12.1.3. Administrative System Reports

Administrative System reports are those reports that provide information about Administrative System user access and update transactions.

The Contractor must provide the following reports:

Report	Description	Frequency
User Access Report	List of authorized users and their level of access (security profile).	Quarterly and on Request
Address Change for Replacement Card Report	Detail list of address changes made from the Administrative System Update Address Information function by county.	Daily
Administrative System Non-Financial Actions Report- Detail Report	Detail list of all non-financial administrative update transactions performed by user and action type.	Daily & Monthly

Report	Description	Frequency
Administrative System Non-Financial Actions Report- Summary Report	Summary totals of all non-financial administrative update transactions performed by user and action type.	Daily & Monthly
Administrative System Financial Transactions Detail Report	Detail list of all financial administrative update transactions performed by User ID.	Monthly and on Request
Administrative System Financial Transactions Report	Summary report of all financial administrative update transactions performed.	Monthly and on Request
Log-On File Summary	Summary of all access to the Contractor's EBT system by user ID.	By Request by State

3.1.12.1.4. Support Report

Support reports are those reports used by ODJFS to control and account for activity taking place on the Contractor's EBT system, such as card issuance, but are not specifically used in the financial settlement and reconciliation process.

Report	Description	Frequency
Manual Transactions Report	List of manual transaction voucher activity by county.	Monthly

3.1.12.1.5. Customer Service Call Center Report

Customer Service reports are those reports used by ODJFS to determine the efficiency of Customer Service operations and system performance.

Report	Description	Frequency
Overall Performance Summary	Provides monthly totals for the latest 12 month period. Fields must include: total calls, total calls answered, percent of calls answered, total calls abandoned, percent calls abandoned, total calls busy, percent of calls busy, average call length, average speed of answer and average speed to abandon.	Monthly
Cardholder Call Statistics –Automated Response Unit	Provides monthly totals for the SIVR. This report must provide monthly totals for the latest 12 month period. Fields must include: total calls, total calls answered, percent of calls answered, total calls abandoned, percent calls abandoned, average speed answered, average speed abandoned.	Monthly
Cardholder Call Statistics- Customer Service Representative	Provides a monthly total for CSR assisted calls. Fields must include: total calls, total calls answered, calls abandoned, percent of calls	Monthly

	abandoned, routed calls, percent of calls routed, average call length, average speed answered, average speed to abandon.	
Cardholder Call Types	Provides the number of calls received monthly by ARU and CSR staff by call type, with a monthly total for all calls and the percentage of call type. Fields must include: calls reporting lost cards, calls reporting stolen cards, PIN concerns, PIN select, balance inquiries, calls referred to ODJFS, calls reporting damaged cards, POS dispute, benefit schedule, transaction history and card activation.	Monthly
Cardholder Service Level Standards	Provides the percentage of calls answered within the time limit prescribed within the performance standards. (Calls answered in less than 25 seconds/4 rings.)	Monthly
Cardholder Service Level Standards	This report must provide the average wait time for the initial pickup call on hold.	Monthly
Cardholder Calls Received from Pay Phones	Provides the number of Customer Service calls from cardholders using pay phones and the charge levied by the owner of the pay phone for each call. A total of all charges must be included. Backup documentation must be available.	Monthly

3.1.12.2. Federal Reporting

The Contractor is required to support the data requirements of the USDA-FNS, for the FSP. The three data files described below must be provided to USDA-FNS on a regular periodic basis as defined by USDA-FNS.

3.1.12.2.1. AMA File

For each business day, the Contractor must provide data necessary to support increases and decreases of the project's ASAP account balance to the Federal Reserve Bank of Richmond. The Federal Reserve Bank of Richmond serves as the AMA for the USDA-FNS FSP EBT benefit account. The AMA interfaces with the United States Department of Treasury's ASAP system and monitors ASAP funding limits, based on projected FSP activity and performs reconciliations required by USDA-FNS. Consequently, it is necessary for the Contractor to interface with the AMA and provide the necessary data. This data must be provided in a formatted file. Should discrepancies be discovered in reconciliation of ODJFS-reported issuance data and data provided to AMA by the Contractor, the Contractor must be responsive to requests from ODJFS or USDA-FNS and must assist in prompt research and resolution of the discrepancies.

3.1.12.2.2. Food Stamp Redemption Reporting

The Contractor must provide detailed daily food stamp redemption data by retailer/merchant identification number to STARS, the USDA-FNS food stamp redemption database, through the Benefit Redemption Systems Branch in Minneapolis, Minnesota. The data elements, file format and other requirements for this file are specified by USDA-FNS. Should discrepancies be discovered, the Contractor must be responsive to requests from ODJFS or USDA-FNS and assist in prompt research and resolution of the discrepancies.

3.1.12.2.3. ALERT File

The Contractor must provide transaction data, beginning at implementation, for retailer/merchant transaction history on a monthly basis to USDA-FNS through the ALERT file. Should discrepancies be discovered, the Contractor must be responsive to requests from ODJFS or USDA-FNS and assist in prompt research and resolution of the discrepancies.

3.1.13. Investigations Support

The Contractor must advise, assist and appropriately act to aid the State in detection and investigations of potential abuses by retailer/merchants, cardholders or employees, including reporting unusual activity. This entails cooperation with various authorities of the State and Federal agencies responsible for compliance with laws and regulations surrounding the program. Retailer/merchants authorized by USDA-FNS to accept FSP benefits may become subject to monitoring and investigation by the State, USDA-FNS Compliance Branch, USDA Office of Inspector General, the Internal Revenue Service, the Secret Service, Drug Enforcement Agency, Immigration Naturalization Service or local law enforcement agencies. Cardholders are subject to investigation by State and ODJFS program authorities and occasionally others. Access to information concerning these matters must be restricted to both ODJFS and the Contractor so that the investigations are not compromised. These requirements are to be addressed in the Design Phase, tested as necessary in acceptance testing, and available at implementation.

Specifically, the Contractor must provide system functionality by which the Department of Public Safety (DPS) can conduct investigations using active EBT cards distributed to members of the State Law Enforcement Bureau. The Contractor must support the following or equivalent system functionalities:

- A unique identifier on the Contractor's EBT system to distinguish DPS investigative accounts from cardholder accounts for financial reconciliation purposes. The unique identifier must allow for separate tracking of funds from ODJFS cardholders' food stamp accounts by separate state issuer and benefit drawdown reports.
- Manual entry into the AMA system.
- Secure functions accessible only by authorized personnel in the DPS unit.
- Investigative account set-up functionality that allows only a designated user security profile and corresponding user ID(s) to create an EBT account on-line that is indistinguishable from any other account.

- Investigative benefit add functionality that allows only a designated users security profile and the corresponding user ID(s) to add benefits to the investigative accounts and only investigative accounts, in amounts not to exceed \$9,999.99.
- Allow only designated user IDs or a special user security profile to view and access the system menu that contains the account set-up and benefit add functions.
- Mail investigative cards and PINs to a designated address, which must be provided in the on-line investigative account set-up record.
- Daily transmission by the batch interface of an account activity file that contains records of all EBT account activity on the investigative accounts for the previous day.

In addition, the Contractor must:

- Provide cooperation and timely response to information and data requests by DPS in applicable acquirer/TPP and retailer/merchant agreements.
- Provide information from the system, as needed, for evidentiary purposes within 72 hours.
- Retain all records for a period of three (3) years, or longer if required.

3.1.14. Customer Service/Automated Response Units

The Contractor must provide customer service through separate toll free numbers for Ohio EBT cardholders and retailer/merchants. Customer Service must be located within the continental United States, along with all other EBT system functions. The Contractor must provide Customer Service that is compliant with the Americans with Disabilities Act (ADA) (<http://www.usdoj.gov/crt/ada/adahom1.htm>). Customer Service must be available to both Ohio EBT cardholders and retailer/merchants by SIVR 24/7/365. CSR's must be available 24/7/365. All services offered by customer service must be accessible by touch tone telephones. The CSR's must be accessible by all other types of telephone functionality. In addition, Customer Service must be able to accept and handle calls from the hearing impaired. All SIVR scripts must be available for ODJFS approval.

ODJFS is interested in functionality allowing temporary messages to be added to the system greetings in special situations; therefore it is desirable that the Offerors provide and fully describe their ability to accomplish this.

3.1.14.1. Cardholder Customer Service

The Contractor must provide cardholder Customer Service available by a toll-free number accessible 24/7/365 by means of a SIVR. CSR's must be available 24/7/365. ODJFS requires that both English and Spanish be supported by the SIVR and Customer Service, and that TDD services be available and provided. The offeror must also describe access controls for the SIVR to ensure security of cardholders' account information.

ODJFS requires the Contractor to staff Customer Service with highly trained CSR's. The Contractor must develop a Customer Service Staffing Capacity Plan to cover unanticipated high call volumes caused by system or telecommunication interruptions, natural disasters, or other unanticipated critical events. The offeror must describe the minimum qualifications required for the position of CSR and their plans for on-going training.

ODJFS currently has a card base of approximately 400,000. This number, of course, fluctuates monthly. To aid offerors in estimating and proposing for the Customer Service function, historical information on the types and numbers of calls that are handled by the current Customer Service are presented in Supplement Eight, EBT Customer Service Statistics.

The Contractor must comply with performance standards for the Customer Service Center located in the Ongoing Performance Standards Subsection.

The offeror is encouraged to recommend any other cardholder transactions and uses for the SIVR, which would represent an effective and economical application of this technology. Additional transactions/applications are desirable and must be fully described by the offeror.

The Contractor must support the following Customer Service functions:

3.1.14.1.1. Cardholder Identification

Callers requesting secure services such as PIN selection and card replacement must have positive identification established prior to receiving services. Positive identification may be made by CSRs, electronically, or a combination of both. Two demographic data items are required for positive identification. Data items that can be used are: address, date of birth, CRIS-E client recipient number, Mother's maiden name, oldest child's first name or color of eyes. Data items requested for identification must be rotated on a regular basis. CSRs must use cardholder identification data for the cardholder, as demographic data for authorized representatives is not captured in CRIS-E and transmitted to the Contractor's EBT system.

3.1.14.1.2. CSR Access and Support for Callers Using Rotary Phones

Callers experiencing difficulty obtaining services using automated functions must be provided easy access to a CSR for assistance. Callers using rotary phones must be directed to a CSR for assistance without undue delay.

3.1.14.1.3. Cardholder Reporting of Lost, Stolen, or Damaged Cards, and Cards Not Received

Callers selecting this service option must be immediately transferred to a CSR. The CSR must verify the cardholders' identity and address before proceeding with the card deactivation/replacement action. If the cardholder reports an address change, the CSR must also make the address change on the Administrative System before issuing a replacement card. This is a temporary change of address for card replacements only; the cardholder must report the permanent address change to their case worker to ensure the permanent change occurs on CRIS-E.

3.1.14.1.4. Card Activation

Ohio EBT cards require activation before use. The caller's identity must be verified prior to activating the card.

3.1.14.1.5. Current Balance Inquiry

Callers selecting this service option are to be given the current on-line real time balance of their account(s).

It is desirable for offerors to propose alternatives to manage the number of balance inquiries a cardholder may make each month.

3.1.14.1.6. Transaction History

Callers selecting this service option are provided information about the last ten (10) transactions performed on the account, which appear on the on-line system.

3.1.14.1.7. PIN Selection/Change

PIN selection/change may be accomplished by the cardholder by means of a single call to the Customer Service number, using CSR assistance or the SIVR. Callers selecting this service option must have their identity verified prior to selecting or changing their PIN.

3.1.14.1.8. Retailer/Merchant Location Information

Callers selecting this service option are transferred to a CSR and given information about POS site locations where EBT benefits may be accessed. CSRs must also provide interoperability information for Ohio cardholders calling in from other states (e.g., whether or not the cardholder would be able to use their card in that state).

3.1.14.1.9. Reports of Unauthorized Card Use

Callers selecting this service option are transferred to a CSR who must record pertinent information about the unauthorized card use to be forwarded to ODJFS who will in turn forward it to the DPS.

3.1.14.1.10. Benefit Availability Information

Callers selecting this option must be able to receive their next date of benefit availability.

3.1.14.1.11. Cardholder Initiated Adjustment Claims

Callers selecting this option must be transferred to a CSR that must record pertinent information about the adjustment claim to support investigation. Callers must also be provided access to information about the status of their adjustment claim request.

3.1.14.2. Retailer/Merchant Customer Service

The Contractor must provide retailer/merchant Customer Service by a separate toll-free number 24/7/365. ODJFS requires that Customer Service support both English and Spanish, and that TDD services be provided.

The Contractor must provide retailer/merchant Customer Service support that meets the following requirements:

- Toll-free access 24/7/365;
- Support by an SIVR and CSRs;
- Manual transaction voucher authorization and clearing must be available through the SIVR and must offer multiple authorizations per call;
- Information about EBT and available commercial POS services;
- Settlement information and reconciliation procedures; and
- Support and resolution of out-of-balance conditions.

In addition, retailer/merchant Customer Service must provide the following support for EBT-POS only retailer/merchants:

- Support and problem resolution on EBT-only POS equipment; and
- Equipment maintenance, repair assistance, and equipment replacement, if needed.

The offeror must describe access controls to ensure security of retailer/merchants' transaction data.

It is desirable for the offeror to recommend any other retailer/merchant transactions and uses for the SIVR that would represent an effective and economical application of this technology.

3.1.15. Training

The Contractor is responsible for providing training materials to cardholders. In addition, the Contractor must support administrative training efforts and provide Train-the-Trainer Manual sessions for ODJFS staff. The Contractor must also develop retailer/merchant training materials and has the sole responsibility for training retailer/merchants. The Contractor must provide all materials, including drafts and final versions of training materials, scripts and plans, both in hard copy and electronic media in the format(s) and software specified by ODJFS. ODJFS will approve all training materials, scripts, plans and activities for cardholders, retailer/merchants and ODJFS personnel including all draft and final work products and plans, as well as all updates and changes.

3.1.15.1. Cardholders

The Contractor must develop and provide EBT training materials for cardholders, including training materials needed to support system and operations transition. The Contractor must also develop and provide scripts and training materials for the EBT Customer Service SIVR.

3.1.15.1.1. Printed Material

The standard printed training materials (the card mailer, the training pamphlet and Tips Card) must be included with each

EBT card mailed to cardholders in the designated language. The Contractor is responsible for designing, developing, producing, distributing and maintaining adequate supplies of these materials. In addition, the Contractor must provide a bulk supply of printed cardholder training materials to be distributed to CDJFS's in quantities to be determined by ODJFS.

Printed materials must be written in easy to understand language and at a fifth grade reading level. All printed materials must be provided in English and Spanish languages. The production of training materials is an ongoing task throughout the life of the contract; therefore the Contractor must maintain levels of training material production that reflect caseload changes and language levels throughout the contract period.

The Contractor must design, develop, produce, and distribute the following printed training materials.

Training Pamphlet: This pamphlet must include, at a minimum, the following information:

- Use of the EBT Card at the POS including an explanation of all benefit transactions that can be processed at POS terminals;
- EBT card usage and security of the card and PIN;
- Manual transaction voucher procedures;
- Benefit availability date information;
- Benefit expungement;
- How and where to use the EBT card; and
- Use of the 24/7/365 Customer Service SIVR:
 - Balance inquiries;
 - Information on a cardholder's last ten (10) transactions available on-line;
 - Card replacements and PIN changes;
 - Reporting a lost, stolen, damaged or not received card;
 - Reporting unauthorized use of the card;
 - PIN assignment, selection, use;
 - Benefit availability; and
 - Card activation.

Training Video for CDJFS: While current cardholders are familiar with the current off-line, smart card EBT system, ODJFS

feels that some clients will need or desire additional training at the local CDJFS office. In addition to the printed materials above and below which must be available at the CDJFS, the Contractor is required to produce a short training video covering the same points as the training pamphlet above. This video must be as brief as possible. The video must be available in both English and Spanish language versions. Both versions must be available in closed caption format. The Contractor must provide replacement videos to all CDJFS offices during the life of the contract. ODJFS is also interested in additional training alternatives such as web-based training, etc. Any alternative training methodologies must be viewed as enhancements to, not replacements for, the training specified in this section.

Tips Card: The Tips Card is a condensed version of the instructions for the use of the card at the point-of-sale, structured to fold to standard wallet size.

Card Mailer: The following information must be included on the card mailer:

- Instructions for card activation;
- Information regarding receipt of the assigned PIN; and
- Requirement to contact the CDJFS for address changes.

The following optional items may be included on the Card Mailer as space or design permits:

- Use of the EBT Card at POS;
- EBT card usage and security of the card and PIN;
- Manual transaction voucher procedures;
- Benefit availability date information;
- How and where to use the EBT card; and
- Use of the 24/7/365 cardholder Customer Service SIVR;
 - Card replacements and PIN changes;
 - Information on a cardholder's last ten (10) transactions available on-line;
 - Reporting a lost, stolen damaged or not received card;
 - Reporting unauthorized use of the card;
 - PIN assignment, selection and use;
 - Benefit availability;
 - Balance inquiries; and

- Card Activation.

3.1.15.2. Retailer/merchants

The Contractor must provide training materials for EBT-only retailer/merchants, including a user manual, Tips Card, short training video/DVD in English, not to exceed 10 minutes for cashier training and toll free support number. Retailer/merchant training must be provided at the time of equipment installation.

3.1.15.2.1. Printed Material

All retailer/merchants must be provided with printed training materials. All printed materials must be provided in English. The Contractor must provide training materials in hard copy format to the retailer/merchants, as well as in electronic media format if requested by the retailer/merchant.

The Contractor must develop, produce, and distribute the following printed training materials for retailer/merchants:

User Manual: This manual is to be distributed to retailer/merchants. The manual must include, at a minimum, the following information:

- POS equipment introduction and assembly;
- Clerk transactions;
- Off-line food benefits manual voucher transactions;
- Supervisor transactions;
- Store balancing;
- Totals reporting;
- Maintenance and troubleshooting; and
- Testing of equipment.

Retailer/Merchant Tips Card: This material must be provided to retailer/merchants for use as a quick reference guide. The Tips Card must meet the following specifications:

- One sided print; and be
- Small enough to post next to the cash register.

The Tips Card must contain the following information, at a minimum:

- Terminal sign on/sign off procedures;
- Balance inquiry;

- Food benefit purchase;
- Food benefit returns; and
- Manual transaction voucher authorization, clearing process and toll-free number.

3.1.15.2.2. Retailer/Merchant Customer Service

The Contractor must provide a separate toll free number for 24/7/365 retailer/merchant Customer Service. Retailer/merchant Customer Service must provide assistance and trouble shooting on all aspects of equipment, transaction processing, and settlement.

3.1.15.2.3. Retailer/Merchant Training

The Contractor must provide training to EBT-only retailer/merchants at the time of equipment installation if requested by the retailer/merchant.

3.1.15.3. ODJFS Staff Training

The Contractor must provide training to ODJFS staff and a Train-the-Trainer Manual that includes detailed documentation of Administrative System functionality. The Contractor is also responsible for providing documentation and supporting information regarding any updates and changes to Train-the-Trainer Manual to coincide with functionality changes made to the Administrative System. In addition, the Contractor must provide access to a training and/or test environment within the Contractor's system to be used for Train-the-Trainer sessions and for ongoing support of ODJFS/CDJFS EBT staff training. The Contractor must provide ongoing technical support for the test and training environment.

3.1.15.3.1. Train-the-Trainer Training

The Contractor must provide "hands-on" Administrative System training to ODJFS staff. This training requires access to the Administrative System in a training and test environment, as stated above. Production data must not be used for any training activities.

The Contractor must provide a Train-the-Trainer Manual, a core EBT training manual that encompasses complete system operational functionality. This manual must include information on:

- Administrative System functionality (e.g., menu access, screen functionality, data available, field definitions, etc.);
- Accessing and using the on-line reports function;

- Contractor's EBT system security procedures and access control;
- Training cardholders to use EBT cards;
- Use of the EBT card at POS devices; and
- Accessing Customer Service and services available.

3.1.15.3.2. Internal Administrative Training Manual Support

The Contractor must provide detailed documentation of Administrative System functionality in both hard copy and electronic media as specified by ODJFS. Documentation must be provided on the following topics:

- Administrative System application functionality, including:
 - Description of all Administrative System screen functions, menu access, field definitions, and the on-line reports functions;
 - Flow charts of Administrative System screen hierarchies; and
 - Definitions of terminology and codes used on Administrative System screens.
- Contractor's EBT system security procedures and access control; and
- Customer Service SIVR functionality.

3.1.16. Business Continuation

ODJFS requires the Contractor to continue transaction processing and disbursement of benefits in the event of adverse situations related to systems and telecommunications failures and in natural disasters. This section of the RFP addresses major risk points and solutions derived to enable continuation of business with minimal interruption in these adverse situations.

3.1.16.1. Contractor's System

In the event of an outage or disaster impacting the availability of the Contractor's primary data processing site, the Contractor must have a back-up site for host processing, telecommunications and network services. The Contractor must notify ODJFS immediately of any outages. If the outage is expected to exceed one hour in duration, and based on an evaluation of the problem and the time required to resolve, transaction processing may be switched to the EBT host back-up "Hot Site".

The Contractor must provide an alternate means of authorization of EBT transactions during short-term outages when switching over to the back-up site is not considered appropriate. The response to this requirement must include a methodology by which the Contractor must notify both ODJFS and

the retailer/merchant community that an outage is occurring and an alternate means of obtaining authorizations is in place.

The Contractor's Business Continuation and Recovery Plan must include a State notification process as well as disaster declaration criteria and timeframes that are acceptable to ODJFS. The Contractor must advise ODJFS immediately upon recognition that a switch to the back-up site is required. If the Contractor is providing EBT services to multiple States or other processing services, the disaster recovery plan must address the timing and order of recovery of the Ohio EBT system as compared to the other entities being processed. The recovery of Ohio's EBT system must not be delayed because the Contractor is recovering other customer's systems. The Contractor must include in their Business Continuation and Recovery Plan the following elements:

- Critical Contractor contact staff that have an interest in and skill set necessary for the resumption of key business deliverables;
- Critical business functions and supporting tasks;
- Process for reporting system disruption/failure;
- Transitions from failure to system re-start;
- Alternate processing sites; and
- Timeframes for updates to the plan.

The disaster back-up site and alternate communications routing must be tested annually. The Contractor must provide ODJFS with copies of these test results within 30 days of testing completion.

State Commitment

In the event that ODJFS is unable to produce the CRIS-E interface files, the state will provide this data in the form of a 36 track ANSI high performance (1/2 inch cartridge) 3490E format. In the event the Contractor, through no fault of their own, is unable to receive the interface files, the state will provide the data in the same manner.

In the event of a major state mainframe event:*

- The State will contact the Contractor's disaster contact to inform them of the event and the anticipated duration;
- The State will execute its disaster plan for benefit distribution; no extraordinary action from the Contractor is required. The Contractor is not to extend benefits on the State's behalf beyond those already on the account(s);
- The State's computer center commits to having the system available within 72 hours; and
- The State will notify the Contractor's disaster contact to coordinate business resumption once issues have been resolved.

(*) For the state's purposes, a major mainframe event is any event which prevents the processing of ODJFS's normal business cycles for more than 12 continuous hours.

3.1.16.2. Disaster Services – Level I and Level II

Level I disaster criteria include:

- Limited demographic area(s) affected;
- Minimal number of cardholders affected;
- Limited power and telecommunications infrastructure impact - "spot outages", restoration in 1 - 3 days; and
- Retailer/merchants are available.

Level II disaster criteria include:

- Larger, but well defined areas affected;
- Moderate number of cardholders affected;
- Power and telecommunications outages, restoration in 3 - 7 days; and
- Retailer/merchants are available.

Level I and II disaster services are described below.

3.1.16.2.1. Cardholder Support Services

Lift Staggered Issuance: In the event of a disaster, ODJFS requires the ability to post all benefits in a designated county or counties immediately, regardless of actual availability date. The Contractor must support this requirement to immediately post benefits upon ODJFS authorization by county code.

Replacement Benefits: In the event of a disaster, Federal policy permits replacement of food previously purchased with FS Benefit(s) by EBT cardholders that is lost, destroyed, or otherwise rendered unusable by the disaster. ODJFS generates and transmits files of replacement benefits for posting to cardholder accounts.

Increased Customer Service Support: In the event of a disaster, the Contractor must provide an increased level of services at Customer Service. The SIVR must have specific disaster scripts that have been approved by ODJFS to notify callers of changes and potential delays. Because call volumes will likely increase, the Contractor must increase the number of CSRs available. The Contractor must include a Customer Service Staffing Capacity Plan to cover unanticipated high call volumes. CSRs must be alerted when accessing the cardholder records that the cardholder resides in the disaster area.

Drop-ship Delivery Option: In normal circumstances, new cardholders receive their cards by mail delivery at their residence or mailing address. In disaster situations, normal mail delivery may be interrupted or the household may be displaced. ODJFS requires the ability to drop-ship active cards via overnight express mail to a designated location at ODJFS's option. Cardholders must call the SIVR to select a PIN and activate the card.

3.1.16.2.2. Retailer/Merchant Support Services

Retailer/Merchant Site Survey: After the disaster has occurred, the Contractor must contact selected retailer/merchants to determine the status of ongoing operations to include the level of service that is available to cardholders. The Contractor must ensure that CSRs are aware of which retailer/merchants are operational during and after the disaster. ODJFS/CDJFS must be able to contact Customer Service to determine which retailer/merchants are operational.

Distribution of Manual Vouchers: Retailer/merchants will normally maintain a supply of manual transaction vouchers. In the event of a disaster, retailer/merchants may require additional manual transaction vouchers. The Contractor must maintain a bulk supply of manual transaction vouchers in strategic locations and propose a method by which the additional vouchers will be distributed to retailer/merchants as a result of a disaster.

Disaster Off-line Manual Voucher: In a disaster scenario, if POS devices and phone lines are inoperable, retailer/merchants must utilize a special disaster off-line manual voucher process to document the benefit redemption transactions for the FSP without obtaining voice authorization prior to completion of the transaction. When phone lines are operational again, retailer/merchants must request authorization for the disaster off-line manual voucher through Retailer/Merchant Customer Service.

Distribution of Disaster Off-line Manual Vouchers: The Contractor must maintain a bulk supply of disaster off-line manual vouchers and propose a method by which the vouchers will be distributed to retailer/merchants. The Contractor must immediately notify ODJFS of situations that potentially require the disaster off-line manual voucher process to be implemented. The situation and the time required to resolve it will be evaluated. ODJFS must approve use of the disaster off-line manual voucher process before it can be implemented.

Extended Voucher Authorization and/or Clearance Period for Disaster Off-line Vouchers: Because retailer/merchants accept full risk and liability for disaster off-line manual voucher transactions, they have 90 days to obtain the authorization and may obtain the authorization incrementally. Retailer/merchants may clear the authorized disaster off-line manual voucher at any time during the 90 day period, for the amount of benefits available at that time. A hold must be placed on the available benefits in the account. After 90 days, the hold must expire if the transaction is not cleared for the total amount authorized.

Increased Retailer/Merchant Customer Service: In the event of a disaster, the Contractor must provide an increased level of service at customer service for retailer/merchants. The SIVR must have a specific disaster script that has been approved by ODJFS. Because call volumes will likely increase, the Contractor must adjust the number of CSRs available to support retailer/merchants.

Back-up Systems and Interface Support: The Contractor must support back-up site processing and alternative file and transaction routing for the following:

- Contractor EBT Back-up Hot Site to CRIS-E System;
- Contractor EBT Back-up Hot Site to CRIS-E Back-up Hot Site(s);
- Contractor's EBT System to CRIS-E Back-up Hot Site(s);
- POS transactions coming into a "transaction gateway" that must be routed to the Contractor EBT Back-up Hot Site for processing; and
- Back-up connectivity and telecommunications support for routings listed above.

Initial support may consist of dial-up access until a more robust communications routing can be implemented. Offerors must describe how the file and transaction routings above will be accomplished.

Administrative System Application Access: The Contractor must support ODJFS access to the EBT Administrative System by direct dial up or other method in case the primary method of communications fails. The Contractor must provide the appropriate security access and software required for dial-up access. The Contractor must also provide instruction to designated ODJFS staff for use of the dial-up access and software.

3.1.16.3. Disaster Services– Level III

Level III disaster criteria include:

- Catastrophic;
- Widespread commercial and residential impact;
- Limited power and telecommunications service, outages expected to last longer than a week; and
- Normal channels of food distribution have been disrupted and not expected to be operational within seven days.

Level III services may include the services provided for Level I and Level II disasters in addition to the services described below.

3.1.16.3.1. Disaster Card and PIN Inventory

The Contractor is required to maintain a stock of 25,000 disaster vault cards and PINs to be available in disasters to support an Emergency FSP. Ten thousand (10,000) vault cards must be readily available for shipment to ODJFS within 24 hours of request. The remaining 15,000 vault cards must be ready for shipment within five days from the date of initial request. The cards must be embossed with a unique disaster PAN. No other personalization is required. Cards and PINs must be in separate mailers, with English language training materials enclosed. Card and PIN matching pairs must be easily identifiable, and batches of cards and PINs must be produced in a manner that facilitates the matching logistics. If compromised in any way, disaster cards must be able to be stasured immediately by Customer Service or authorized ODJFS personnel.

ODJFS requires that the stock of disaster vault cards be stored in a Visa/MasterCard Certified Card Service Bureau.

3.1.16.3.2. Provision of Training Materials

Training materials provided to cardholders during disasters must be available in English and Spanish languages. The Contractor must maintain sufficient stock of these materials in the required languages for use during disaster situations. English language materials must be packaged with the disaster cards. Bulk supplies of Spanish materials must be provided to ODJFS for individual distribution. The Contractor must also include a special information insert in the card mailer that provides the cardholder information about using the disaster card and PIN and disaster benefit aging policy.

3.1.16.3.3. On-line Cardholder Account Set-up and Benefit Issuance

In the event of a federally declared disaster, eligibility requirements for specific types of emergency assistance are more liberal than those used for determining "normal" eligibility for benefits. ODJFS requires the ability to set-up accounts for this new population quickly, and authorize emergency benefits for those accounts. These benefits are specifically targeted for disaster assistance, and must be used within a certain number of days.

ODJFS will hold a group of recipient numbers, which will begin with the number nine (9). This series of recipient numbers will be used only during a level III disaster.

Once a cardholder has been determined eligible and is assigned a recipient number, ODJFS/CDJFS must have the ability to add the cardholder record to the EBT host, authorize benefits, and link the EBT account to a vault stock disaster card with a pre-assigned PAN and PIN. This must be accomplished through on-line entry of information onto the Administrative System using functionality specifically designed for disaster purposes only.

Administrative System data entry must be completed in real-time, such that the cardholder may have immediate access to their benefits.

The functionality required includes:

- Entry of minimal demographic information needed to set-up an account on-line on the Contractor's EBT system;
- Functionality to link the recipient number to the PAN of the disaster card and PIN to be issued to the cardholder or the cardholder's authorized representative;
- Automatic activation of the disaster card upon linkage of the recipient number to the disaster card and PIN;
- Automatic credit of a pre-established, parameter driven benefit authorization amount into the cardholder FS Benefit(s) account;
- Notification if the cardholder is already known to the Contractor's EBT system;
- Acceptance of a unique program benefit type for disaster benefits with internal tracking and reporting of disaster benefits;
- Expungement of unused disaster benefits at 90 days or other specified time frame from date of the last debit transaction;
- Functionality to match demographic and benefit records received through CRIS-E to the disaster accounts established via the Administrative System application and production of a report of any unmatched records;
- Ability to immediately perform inquiry and card status actions on disaster cards and accounts; and
- Report disaster account set-up and benefit issuance transactions performed by users on the Administrative System on the Administrative Financial Transactions Report.

3.1.16.4. Batch File Processing

At the end of the day, CRIS-E will send the Contractor account set-up records by batch file containing the actual cardholder demographic (account set-up) records. These records must complete and update cardholder records added through the Administrative System. Regardless of how the card issuance flag is set, cards must not be generated by the records in this batch file. If the ODJFS recipient number is not found, an error must occur and cause the record to reject. Rejects must be reported in the confirmation return file and must be viewable on-line via an Administrative System screen or report.

ODJFS will also send the remaining cardholder benefits via a batch benefit authorization file. These benefits records will supplement the on-line benefit amount issued to complete issuance of full disaster benefit allotments. If the ODJFS recipient number is not found, an error must occur and cause the record to reject. Rejects must be reported in the confirmation return file and must be viewable on-line via an Administrative System screen or report.

3.1.16.5. Specialized Reporting

ODJFS requires the ability to report authorization, issuance, expungement, drawdown, and other information for disaster benefits separately. Disaster benefits (Emergency FSP) are assigned a unique program benefit type code for tracking and reporting. System reporting and reconciliation functions must separately track and identify these benefits. Regular system reporting must occur according to production schedules. ODJFS may require an increase in the frequency of production of certain reports due to the disaster.

3.1.16.6. Disaster User Profiles

The Contractor must develop a unique user profile for disaster account set-up and benefit authorization functions on the Administrative System application. A minimum of one hundred (100) user IDs of this profile must be maintained and ready to activate to support this functionality in case of a disaster. (See the User Profile/Menu Access Subsection, for information about User Profiles.)

3.1.16.7. Post Disaster

ODJFS will notify the Contractor when disaster service activities may be terminated. The Contractor must support termination of the use of Disaster Off-line Vouchers, Administrative System disaster functionality and user profiles, disaster card and PIN production, and Cardholder and Retailer/Merchant Customer Service disaster functions.

3.1.17. Transition Phase Performance Standards

The Contractor must comply with the following Transition Phase performance standards. Failure to meet performance standards as specified will result in financial remedies imposed by ODJFS on the Contractor. (See Supplement Nine, Liquidated Damages)

Requirement	Performance Deficiency
<p>EBT-Only Retailer/Merchant Conversion</p> <p>95% of the existing EBT-only retailer/merchants in the pilot and transition area(s) must be transitioned to the Contractor's system one week prior to the database conversion.</p>	<p>Failure to transition 95% of the EBT-only retailer/merchants in the pilot and transition area(s) in the specified time frame.</p>

<p>Transition</p> <p>Once established and approved by the ODFJS, the Contractor must complete transition activities within the agreed upon time frames.</p>	<p>Failure to complete transition activities within the agreed upon time frames.</p>
<p>Database Conversion</p> <p>Once the database conversion date(s) are established and approved by ODFJS, the Contractor must complete database conversion as scheduled with a 99% accuracy rate.</p>	<p>Failure to complete database conversion on the scheduled conversion date(s) or with deficient accuracy.</p>

3.1.18. Ongoing Performance Standards

The Contractor must comply with the following ongoing performance standards. Failure to meet performance standards as specified will result in financial remedies imposed by ODFJS on the Contractor. (See Supplement Nine, Liquidated Damages)

Requirement	Performance Deficiency
<p>EBT Central Computer Uptime</p> <p>The EBT Central Computer must be “up” 99.9% of the time measured on a monthly basis. Central computer is not considered “down” if the system continues to automatically process benefit authorizations, whether electronically or by the SIVR. The EBT Central Computer consists of all system functions over which the Contractor has direct control, either directly or through a subcontractor relationship.</p>	<p>Failure of EBT Central Computer to be “up” 99.9% of the time measured on a monthly basis.</p>
<p>Settlement and ACH Processes</p> <p>The timeframe for ACH settlement window must be met 95% of the time measured on a monthly basis.</p> <p>AMA Entries must be made with 100% accuracy.</p> <p>STARS daily redemption totals must be provided to the Benefit Redemption System Branch (BRSB) at least weekly with 100% accuracy.</p>	<p>Failure to meet timeframe for ACH settlement window 95% of the time measured on a monthly basis.</p> <p>Two or more errors in providing AMA data to the Federal Reserve Bank of Richmond over a two month period.</p> <p>Two or more errors in the daily redemption totals provided to the BRSB over a two month period.</p>
<p>Transaction Response Time</p> <p>100% of EBT-only POS transactions must be completed within 10 seconds measured on a monthly basis.</p>	<p>Failure to complete 99% or below of EBT-only POS transactions within 10 seconds for a month.</p>
<p>Inaccurate Transactions</p> <p>No more than two inaccurate transactions per every 10,000 food stamp transactions may occur measured on a monthly basis.</p>	<p>Failure to maintain an accuracy standard of no more than two errors per every 10,000 food stamp transactions for a month.</p>

Requirement	Performance Deficiency
<p>Customer Service Response</p> <p>85% of all calls answered within 4 rings measured over a 3-month period. (4 rings are defined as 25 seconds.)</p> <p>97% of all calls for CSRs answered within 2 minutes measured over a three-month period.</p>	<p>Failure to answer 85% of calls within 4 rings measured over a 3-month period.</p> <p>Failure to answer 97% of all calls for CSR within 2 minutes measured over a 3-month period.</p>
<p>Equipment Installation for EBT-only Retailer/merchants</p> <p>95% of POS terminals must be installed and operational within 14 days of the Contractor receiving the retailer/merchant's contract measured over a 3-month period. Retailer/merchant initiated delays not included.</p>	<p>Failure to install 95% of the terminals within 14 days of the Contractor receiving the contract from the retailer/merchant measured over a 3-month period.</p>
<p>Card and PIN Issuance</p> <p>For card issuance requests received by the Contractor by 11:59 p.m. ET, cards must be mailed no later than the following day measured on a monthly basis.</p> <p>For expedited card issuance requests received by the Contractor by 12:00 p.m. (noon) ET, cards must be mailed the same day measured on a monthly basis.</p>	<p>Failure to mail cards and PINs in accordance with the requirement 98% of the time measured on a monthly basis.</p> <p>Failure to mail cards and PINs for expedited card requests in accordance with the requirement 98% of the time measured on a monthly basis.</p>
<p>Response to Enhancement/Change Requests</p> <p>The Contractor must respond to Enhancement and Change requests within one (1) week of receiving the request. If additional time is required to complete the estimate, the Contractor must provide the date within one (1) week of receipt of the Enhancement or Change Request of when the estimate will be completed.</p>	<p>Failure to provide a response to any Enhancement or Change request within the promised timeframe on a monthly basis.</p>
<p>System Problem Reporting</p> <p>System Problem Reports must be responded to within the following time frames below. Priority designation is made by the ODJFS Project Manager.</p> <p>High Priority Not to exceed 24 hrs. Medium Priority 3 Business Days Low Priority 7 Business Days</p>	<p>Failure to respond to a System Problem Report within the specified timeframe.</p>

Requirement	Performance Deficiency
<p>Adjustments</p> <p>The Contractor must investigate and complete cardholder initiated adjustment claims within 15 calendar days from the date the cardholder reports the error.</p> <p>Retailer/merchant Acquirer/TPP initiated adjustment claims must be investigated and completed within 15 calendar days from the date of the error.</p>	<p>Failure to debit or credit cardholder(s)' accounts within the specified time frames.</p>
<p>Reconciliation Discrepancies</p> <p>The Contractor must notify ODJFS of any reconciliation or settlement discrepancies with 48 hours of the difference.</p>	<p>Failure to notify ODJFS of discrepancies within the specified time frame.</p>
<p>ALERT Data</p> <p>The Contractor must provide a monthly ALERT file to USDA-FNS by the 15th day of the month following the end of the report month.</p>	<p>Failure to provide the monthly ALERT file to USDA-FNS by the specified time frame for two (2) consecutive months.</p>
<p>Federal Data</p> <p>The Contractor must provide accurate and timely data to USDA-FNS for FSP reporting.</p> <p>Resubmission of data file to USDA-FNS must occur within 48 hours of receipt of notification of the file failure.</p>	<p>Two instances of failure to provide accurate data within a calendar month.</p> <p>Two instance of failure to provide data within agreed upon time frames within a calendar month.</p> <p>Failure to resubmit data file(s) within the specified time frame.</p>
<p>Reconciliation Process</p> <p>All reports necessary for ODJFS to successfully perform daily reconciliation must be received by ODJFS no later than 10:00 am. ET each business day.</p>	<p>Reports not received within the time frames.</p>
<p>Computer Virus Protection</p> <p>All data transmitted to ODJFS/OIT by the contractor or subcontractors must be free of computer viruses.</p>	<p>Any introduction of a computer virus into an ODJFS/Ohio Office of Information Technology (OIT) system directly tied to a transmission by the contractor or subcontractor.</p>

3.1.19. Innovations

ODJFS has identified several areas where innovative technologies or services may be considered to meet the needs of the programs served or “to be” served in the future. The introduction of these innovations could occur at any time during the project upon execution of required contract amendment(s).

It is desirable that offerors provide a response to each of the innovations included in this section. Information must include the feasibility of the innovation as well as advantages and disadvantages.

In addition, it is desirable that offerors recommend the use of other innovative technologies or services not limited to those in this section when formulating a response to this RFP. **This is for discussion purposes only. No costs should be included.**

3.1.19.1. Alternate Methods for Authorization and Completion of Off-line Transactions for Food Stamp Retailer/merchants

It is desirable that the offeror discuss alternate methods for authorization and completion of off-line transactions for food stamps in the event of equipment or telecommunications problems. Any alternative discussed cannot be burdensome or labor intensive for either the cardholder or the retailer/merchant, and it must include acceptable privacy and security features.

3.1.19.2. Wireless Technology

It is desirable that the offeror discuss the use of wireless technology or other alternatives to support POS transactions in locations without telephone lines or electricity such as farmers' markets, route vendors, etc.

3.1.19.3. Detection and Prevention of Fraud

It is desirable that the offeror discuss innovative methods or technologies that would support the deterrence and detection of fraud, including fraud committed by cardholders, retailer/merchants, and employees. It is desirable that the offeror discuss methods that would support both State and Federal investigative efforts.

3.1.19.4. Other Recommendations

It is desirable to recommend the use of other innovative technologies or services.

Contractor Responsibilities and Deliverables. The Contractor must meet all RFP requirements and complete all Project Milestones and Deliverables, as defined in the approved Project Plan.

EBT Deliverables:

Deliverable	Draft Due Date	Final Draft/Completion Date
Project Work Plan	X + 10 days	X + 45 days
General System Design Document	X + 45 days	X + 80 days
Detailed System Design Document	X + 80 days	X + 115 days
System Test Plan	X + 125 days	X + 160days
Transition Plan	X + 60 days	X + 95 days
Retailers/Merchants/Acquirers/TPP Conversion and Management Plan	X + 30 days	X + 65 days
Training Materials	X + 120 days	X + 155 days
Acceptance Test Reports	X+175 days	X + 210 days
System Documentation Library		No later than 90 days after the completion of the Transition Phase
Reports Manual	X + 130 days	X + 220 days
Settlement/Reconciliation Manual	X + 130 days	X + 220 days
Administrative System Documentation	X + 160 days	X + 220 days
Risk Analysis Document	X + 220 days	X+ 290 days

Meeting Attendance and Reporting Requirements. The Contractor's project management approach must adhere to the following Project meeting and reporting requirements:

- Immediate Reporting - The project manager or his or her designee must immediately report any Project Team staffing changes to the Agency Project Representative (See: Attachment Three: Part Two: Replacement Personnel).
- Attend Bi-Weekly Status Meetings - The Contractor's project manager and other project team members, are required to attend bi-weekly status meetings with the Agency Project Representative and other members of the Project teams deemed necessary to discuss Project issues. These bi-weekly meetings must follow a mutually agreed upon agenda, and must allow the Contractor or the State the option to discuss other issues that concern either party.
- Prepare Monthly Status Reports - The Contractor must submit a written monthly status report, which is due to the Agency Project Representative by the fifth working day following the end of each month during the Project. Monthly status reports must contain, at a minimum, the following:
 - A description of the overall completion status of the Project in terms of the approved Project plan (schedule);
 - Updated Project WBS and Project schedule;
 - The plans for activities scheduled for the next month;
 - The deliverable status, with percentage of completion;
 - Time ahead or behind schedule for applicable tasks;
 - A risk analysis of actual and perceived problems;
 - Testing status and test results; and
 - Strategic changes to the Project work plan, if any.

In addition, the Monthly Status Report must be submitted electronically to the Ohio Office of Information Technology, Enterprise Project Management Office at epmo@ohio.gov.

Performance Testing. A Performance Test and Pilot Program will be done. Attachment Three: Part Five: describes the procedure and criteria for testing.

Performance Criteria. The performance criteria are detailed in Sections 2.1.3. Development Phase, and Section 2.1.4. Pilot Project. The Contractor will be held to the standards detailed in the Section 3.1.17. Transition Phase Performance Standards, and Section 3.1.18. Ongoing Performance Standards.

Work Hours & Conditions. The Contractor must maintain an office in Columbus, Ohio for the first two years of the Contract. The Project Manager or designee must be accessible 24/7/365 and work out of the Contractor's Columbus, Ohio office for the first two years of the Contract.

ATTACHMENT ONE: PROJECT REQUIREMENTS AND SPECIAL PROVISIONS
PART TWO: SPECIAL PROVISIONS

Submittal of Deliverables. The Contractor must perform its tasks and produce the Work that meets the Contract requirements. The Contractor's Work will be completed in steps/Deliverables. The Contractor must provide the required Deliverables no later than the due dates proposed in the RFP or included in the Contractor's Project Plan and approved by the State. At the time of delivery of a written deliverable, the Contractor must submit an original and four (4) copies of each Deliverable, plus an electronic copy. The electronic copy must be provided in a file format approved by the State. A Deliverable Submittal Form must be submitted with each of the Deliverables and be signed by the Contractor Project Manager. A sample submittal form can be found in Attachment Five of the RFP.

By submitting a Deliverable, the Contractor represents that, to the best of its knowledge, it has performed the associated tasks in a manner that meets the Contract requirements.

The Contractor will provide Deliverables to the Agency Project Representative who will review (or delegate review of) the materials or documents within thirty (30) days after the receipt date. The receipt date is not counted as one of the thirty (30) review days.

If the material or document is determined not to be in compliance, the Agency Project Representative, will note the reason for non-compliance on the Deliverable Submittal Form and send the form to the Contractor's Project Manager outlining the reason(s) for the State's determination. The Contractor, at no expense to the State, will bring the work, determined by the State to be in non-compliance with the Contract, into conformance and within ten (10) working days of notice, re-submit the Deliverable to the Agency Project Representative.

If the State agrees the Deliverable, Deliverable material or documents are compliant, the Agency Project Representative will indicate compliance by signing the Deliverable Submittal Form and submit to the Contractor. In addition, if the Agency Project Representative or designee determines that the payment associated with the Deliverable should be paid to the Contractor, the Agency Project Representative will indicate on the Deliverable Submittal Form that payment should be made.

The Contractor understands that the State form authorizing payment (Attachment Five), and the payment itself do not represent or indicate that the State has accepted the Deliverables associated with the payment. The State's acceptance of the Deliverables that are part of developing the system is conditional on a successful performance test at completion of the system.

Status reports are not subject to the thirty (30) day review cycle.

The Contractor's Fee Structure. The Contract award will be for a not to exceed fixed price. Upon receipt of a signed Deliverable Submittal Form (Attachment Five) indicating the State agrees the Deliverable is compliant or a milestone has been met and payment should be made, the Contractor may submit an invoice for that Deliverable/milestone.

After conversion, the contractor will submit a monthly invoice with the approved cost per case multiplied by the number of cases from the previous month (which will be supplied by ODJFS to the contractor.)

Reimbursable Expenses. None.

Bill to Address.

EBT Project Manager
Ohio Department of Job and Family Services, Office of Family Stability
145 South Front Street, Suite 140
Columbus, Ohio 43215-4156

ATTACHMENT TWO: REQUIREMENTS FOR PROPOSALS

Proposal Format. Each Proposal must include sufficient data to allow the State to verify the total cost for the Project and all of the offeror's claims of meeting the RFP's requirements. Each Proposal must respond to every request for information in this attachment whether the request requires a simple "yes" or "no" or requires a detailed explanation. Simply repeating the RFP's requirement and agreeing to comply will be an unacceptable response and may cause the Proposal to be rejected.

These instructions describe the required format for a responsive Proposal. The offeror may include any additional information it believes is relevant. An identifiable tab sheet must precede each section of a Proposal, and each Proposal must follow the format outlined below. All pages, except pre-printed technical inserts, must be sequentially numbered. Any material deviation from the format outlined below may result in a rejection of the non-conforming Proposal.

Each Proposal must contain the following:

- Cover Letter
- Certification
- Offeror Disclosure of Location of Services and Data
- Offeror Requirements
- Offeror Mandatory Specifications Checklist
- Entity Requirements
- Contract Performance
- Required Disclosure of Lawsuits and Administrative Proceedings
- Minimum Financial Requirements
- Personnel Profile Summaries
 - [Tabbed Separator Sheets for each of the following:]
 - Project Manager
 - Technical Manager
 - Program Operations/Support Manager
 - Team
- Proposed System Solution
 - [Tabbed Separator Sheets at Every Bolded Section Header (e.g. 2.1.1.; 2.1.2.; 2.1.3.; 2.1.4.; 2.1.6.; 2.1.8.; etc.)]
- Staffing Plan
- Time Commitment
- Assumptions
- Project Plan
- Support Requirements
- Conflict of Interest Statement
- Proof of Insurance
- Payment Address
- W-9 Form
- Cost Proposal

Cover Letter. The cover letter must be in the form of a standard business letter and must be signed by an individual authorized to legally bind the offeror. The cover letter will provide an executive summary of the solution the offeror plans to provide. The letter must also have the following:

- a. A statement regarding the offeror's legal structure (e.g., an Ohio corporation), and principal place of business; description of its corporate organization and of the offeror's parent company, if one exists, that includes at a minimum:
 - Date the firm was established; name of the firm when established, name changes and reasons for change (i.e., mergers, reorganization); current address of corporate headquarters; executive and lead (key) organization offices; and Federal tax identification number;

- Offeror or offeror's corporate or parent company philosophy, including mission and vision statements; and corresponding "critical success factors" or business performance objectives related to EBT services;
 - Offeror organizational chart depicting, from top-to-bottom, the lines of authority for EBT; division personnel responsible for quality assurance, security, risk management, and other oversight and controls;
 - Offeror organizational charts for current government customer projects involving the delivery of EBT, each depicting the top-to-bottom lines of authority, and the project functions and activities with offeror/customer (shared) management and decision-making; and
 - Number of employees; number of employees engaged in tasks directly related to the Work on this project; and any other background information that will help the State gauge the ability of the offeror to fulfill the obligations of the Contract.
- b. A list of the people who prepared the Proposal, including their titles;
 - c. The name, phone number, fax number, e-mail address, and mailing address of a contact person who has authority to answer questions regarding the Proposal;
 - d. A list of all subcontractors, if any, that the offeror will use on the Project if the offeror is selected to do the work;
 - e. For each proposed subcontractor, the offeror must attach a letter from the subcontractor, signed by someone authorized to legally bind the subcontractor, with the following included in the letter:
 1. Each proposed subcontractor's corporate organization and parent company, if one exists, that includes at a minimum, as applicable to the subcontractor organization:
 - Date the firm was established; name of the firm when established, name changes and reasons for change (i.e., mergers, reorganization); executive and lead (key) organization offices;
 - Organizational chart depicting from top-to-bottom the lines of authority and nature of business (i.e., products, services).
 2. The subcontractor's legal status, tax identification number, and principal place of business address;
 3. The name, phone number, fax number, e-mail address, and mailing address of a person who is authorized to legally bind the subcontractor to contractual obligations;
 4. A description of the work the subcontractor will do;
 5. A commitment to do the work if the offeror is selected;
 6. A statement that the subcontractor has read and understood the RFP and will comply with the requirements of the RFP; and
 7. A statement that the subcontractor will maintain any permits, licenses, and certifications required to perform work.
 - f. A statement that the offeror's proposed solution for the Project meets all the requirements of this RFP;
 - g. A statement that the offeror has not taken any exception to the Terms and Conditions;
 - h. A statement that the offeror does not assume there will be an opportunity to negotiate any aspect of the proposal;
 - i. A statement indicating the offeror will comply with all Federal and Ohio (Ohio Revised Code) Laws and Rules of the Ohio Administrative Code as those law and rules are currently enacted and promulgated, and as they may subsequently be amended and adopted;
 - j. A statement that the Contractor shall not substitute, at Project start-up, different personnel from those evaluated by the State except when a candidate's unavailability is no fault of the Contractor (e.g. candidate is no longer employed by the Contractor, is deceased, etc.);

- k. A statement that the offeror is not now, and will not become subject to an “unresolved” finding for recovery under ORC 9.24, prior to the award of a Contract arising out of this RFP, without notifying OIT of such finding; and
- l. A statement that the Contractor shall keep the software current with the operating environment in which it is designed to function (and, if applicable, the subject matter covered by the software) and to correct material defects in the software in a timely fashion.

All offerors who seek to be considered for a contract award must submit a response that contains an affirmative statement using the language in paragraphs (a) through (l) above.

Certification. Each proposal must include the following certification on company letterhead signed by an individual authorized to legally bind the offeror:

(Insert Company name) affirms they are the prime Contractor and the proposed Project Manager is an employee of (insert Company name).

(Insert Company name) affirms it shall not and shall not allow others to perform work or take data outside the United States without express written authorization from the Agency Project Representative. In addition, (Insert Company name) affirms that all EBT functions (i.e. Customer Service Center, Administrative System, etc.) will operate within the continental United States.

(Insert Company name) affirms that all personnel provided for the Project, who are not United States citizens, will have executed a valid I-9 form and presented valid employment authorization documents.

(Insert Company name) agrees that it is a separate and independent enterprise from the State of Ohio and the Office of Information Technology and Office of Job and Family Services. (Insert Company name) has a full opportunity to find other business and has made an investment in its business. Moreover (insert Company name) will retain sole and absolute discretion in the judgment of the manner and means of carrying out its obligations and activities under the Contract. This Contract is not to be construed as creating any joint employment relationship between (insert Company name) or any of the personnel provided by (insert Company name) or from the State of Ohio and the Office of Information Technology and Office of Job and Family Services.

(Insert Company name) affirms that the individuals supplied under the Contract are either (1) employees of (insert Company name) with (insert Company name) withholding all appropriate taxes, deductions or contributions required under law or (2) independent contractors to (insert Company name).

(If the offerors personnel are independent contractors to the offeror, the certification must also contain the following sentence:)

(Insert Company name) affirms that it has obtained a written acknowledgement from its independent contractors that they are separate and independent enterprises from the State of Ohio and the Departments of Administrative Services and ODJFS for all purposes including the application of the Fair Labor Standards Act, Social Security Act, Federal Unemployment Tax Act, Federal Insurance Contributions Act, the provisions of the Internal Revenue Code, Ohio tax law, worker’s compensation law and unemployment insurance law.

Offeror Disclosure of Location of Services and Data. As part of the proposal, the offeror must disclose the following:

1. The location(s) where all services will be performed;
2. The location(s) where any state data applicable to the contract will be maintained or made available; and
3. The principal location of business for the contractor and all subcontractors.

During the performance of this contract, the offeror must not change the location(s) of the country where the services are performed, change the location(s) of the country where the data is maintained, or made available without prior written approval of the State.

Offeror Profile Requirements. This RFP includes Offeror Profile Summary forms as an attachment. The offeror must use these forms and fill them out completely to provide the offeror requirement information.

The Offeror Profile Summary forms contained in this document have been customized for the applicable offeror requirements (refer to Attachment Six.) Each page of the form may contain minor variations. If an offeror elects to re-create the forms electronically, please carefully review each form to ensure that it has been copied accurately. Failure to recreate the forms accurately may lead to the rejection of the offeror's proposal.

All offerors must meet the minimum mandatory requirements in the RFP. If an offeror does not meet the minimum mandatory requirements, the offeror's proposal may be rejected as non-responsive.

The various sections of the Offeror Profile Summary forms are described below:

- a) Each offeror must provide a list of government or commercial customers for whom the offeror has provided or currently provides financial services similar in size, scope, and nature to this project. An offeror must provide the contact name(s) and addresses of the person(s) most knowledgeable about the offeror's performance for each of these past and current governmental or commercial customers. (See Attachment Six).

At least one of the projects listed must be as the primary contractor for the Contract. Offerors who fail to provide one example as a prime Contractor may be removed from further consideration.

Each offeror must then provide narrative descriptions for completed or current projects for the governmental or commercial entities (as listed above) that are comparable to Ohio EBT in size, scope, and nature. Each narrative description should identify and describe the following:

- Scope of work performed;
- Effective project dates;
- Scheduled and actual completion dates;
- Contract value (if possible); and
- Offeror's role and responsibilities.

Each offeror must clearly identify whether the work performed was as the primary contractor or as a subcontractor. Where the offeror was a subcontractor, the narrative description must identify the primary contractor, providing the name and address for a contact person(s).

Additionally, the offeror should describe what share (%) of the total contract was assigned to the offeror, the names of key project personnel assigned, and the time period during which the offeror was actually involved in service delivery. For current projects, an offeror should provide the same scope and type of information, with the exception of scheduled and actual completion dates. (See Attachment Six.)

- b) **Mandatory Experience and Qualifications.** This section must be completed to show how the offeror has the experience in meeting the mandatory offeror requirements. (Refer to Attachment Six. For each reference the following information must be provided:

- **Contact Information.** The contact name, title, phone number, e-mail address, company name, and mailing address must be completely filled out. If the primary contact cannot be reached, the same information must be included for an alternate contact in lieu of the primary contact. **Failure to provide the contact name and phone number for a specific requirement will**

void that reference and the months of experience. The contact name must be a person within the client's organization and not a co-worker or contact within the offeror's organization, subsidiaries, partnerships, etc.

- Project Name. The name of the Project where the mandatory experience was obtained and/or service was provided.
- Dates of Experience. Must be completed to show the length of time the offeror performed the experience being described, not the length of time the offeror was engaged for the reference. The offeror must complete these dates with a beginning month and year and an ending month and year.
- Description of the Related Service Provided. The State does not assume that since the experience requirement is provided at the top of the page that all descriptions on that page relate to that requirement. Offerors must reiterate the experience being described, including the capacity in which the experience was performed and the role of the offeror on the Project. It is the offeror's responsibility to customize the description to clearly substantiate the qualification.
- Description of how the related service shows the offerors experience, capability and capacity to develop this Project's deliverables and/or to achieve this Project's milestones.

The offerors project experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

c) Required Experience and Qualifications. This section must be completed to show how the offeror meets the required experience requirements. (Refer to Attachment Six.) For each reference the following information must be provided:

- Contact Information. The contact name, title, phone number, e-mail address, company name, and mailing address must be completely filled out. If the primary contact cannot be reached, the same information must be included for an alternate contact in lieu of the primary contact. **Failure to provide the contact name and phone number for a specific requirement will void that reference and the months of experience. The contact name must be a person within the client's organization and not a co-worker or contact within the offeror's organization, subsidiaries, partnerships, etc.**
- Project Name. The name of the Project where the required experience was obtained and/or service was provided.
- Dates of Experience. Must be completed to show the length of time the offeror performed the experience being described, not the length of time the offeror was engaged for the reference. The offeror must complete these dates with a beginning month and year and an ending month and year.
- Description of the Related Service Provided. The State does not assume that since the experience requirement is provided at the top of the page that all descriptions on that page relate to that requirement. Offerors must reiterate the experience being described, including the capacity in which the experience was performed and the role of the offeror on the Project. It is the offeror's responsibility to customize the description to clearly substantiate the qualification.
- Description of how the related service shows the offerors experience, capability and capacity to develop this Project's deliverables and/or to achieve this Project's milestones.

The offerors project experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

d) Desirable Experience and Qualifications. This section must be completed to show how the offeror meets the desirable experience requirements. (Refer to Attachment Six and to item b above.)

The offerors project experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

Offeror Specifications Checklist. This section is included as attachment 6-E, in the attachments section and describes the minimum technical requirements for the proposed system. In the blank column before each requirement, the offeror must indicate whether the requirement is met in the proposed product. This will be achieved by entering "yes" if available or "no" if unavailable. An offeror that enters "yes" to a requirement is committed to providing that requirement after the contract is awarded. **All requirements must be provided; no exceptions or substitutions are permitted for the requirements. An offeror who cannot provide every requirement may be eliminated from further consideration. The state may also place the contractor awarded the Contract in default for failing to meet any of the requirements and specifications listed.**

Offerors must photocopy attachment 6-E in its entirety, fill in the appropriate responses, and include the attachment with their proposal. Only photocopied documents for attachment 6-E will be accepted, no recreations will be accepted. Offerors who fail to photocopy and respond to all the requirements within the attachment may be eliminated from further consideration.

Entity Requirements. Following is a list of mandatory, standard, and desirable requirements for the offeror or subcontractor (entity) that the state believes is essential to this Project. Entity profile summary forms are contained as an attachment to this RFP. They must be filled out completely for each of the entity's references.

The state intends that the entity be experienced in providing the same type(s) and scope of services for which it is being proposed for this RFP. The entity must describe past and current governmental and commercial service agreements and contracts describing the roles and responsibilities that will correspond to work to be performed on this contract.

Each entity must provide a list of governmental or commercial customers for whom they provided or currently provide services similar in size, scope, and nature to what is being proposed on this project. Each entity must provide the contact name(s) and addresses of the person(s) most knowledgeable about its performance for each of these past and current governmental or commercial customers. (See Attachment Seven.)

The entity must provide narrative descriptions of their involvement in current or past governmental and commercial projects in the previous list comparable to Ohio's EBT in size, scope, and complexity. A concise, but thorough description of experience is desired. For current projects, the entity should provide the same scope and type of information, with the exception of scheduled and actual completion dates. Each narrative description should identify and describe the following:

- Scope of work performed;
- Effective project dates;
- Scheduled and actual completion dates;
- Contract value (if possible); and
- Offeror's role and responsibilities.

The entity must clearly identify whether the work performed was as the primary contractor or as a subcontractor.

Additionally, the entity should describe what share (%) of the total contract was assigned to them, the names of key project personnel assigned, and the time period during which the entity was actually involved in service delivery. For current projects, the entity should provide the same scope and type of information, with the exception of scheduled and actual completion dates. (See Attachment Seven.)

The Entity Profile Summary forms have been customized for the applicable requirements. Each page of the forms may contain variations, some minor. If the entity elects to re-create the forms electronically,

please carefully review each form to ensure that it has been copied accurately. Failure to recreate the forms accurately may lead to the rejection of the offeror's proposal.

The following mandatory requirement may be met by either the offeror or a subcontractor (entity), but must be provided by whoever provides the host site operations; therefore, that entity should fill in this form with their experience providing those services.

Host Site Operations Mandatory Requirements:

1. **Uninterrupted Transaction Processing – Ongoing Operations.** The entity must have five (5) years experience in providing uninterrupted transaction processing services during normal EBT/EFT system operations.

Host Site Operations Standard Requirements:

1. **Uninterrupted Transaction Processing – Transition and Conversion.** The entity must describe two (2) experiences where they provided transition and conversion of an EBT/EFT system operation during which they provided uninterrupted transaction processing services.

The following requirements must be met by either the offeror or a subcontractor (entity), but must be provided by whoever is proposed to do those services in the offerors proposal; therefore, that entity should fill in this form with their experience providing those services.

Entity Standard Requirements:

Management and Delivery of Core EBT/EFT Services

1. **Financial Network Management Services.** The entity must have five (5) years experience in the operations and management of a large-scale, complex financial network involving commercial or proprietary transaction processing.
2. **Card and PIN Issuance Services.** The entity must have five (5) years experience and delivery of core EBT/EFT services, including card and PIN issuance.
3. **“Train the Trainer” Training Services.** The entity must have five (5) years experience in the delivery of train the trainer training of the core EBT/EFT service.
4. **Transaction Processing, Routing, and Switching Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including transaction processing, routing, and switching.
5. **Settlement Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including the delivery of settlement services.
6. **Reconciliation Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including reconciliation.
7. **Cardholder and Retailer/Merchant Customer Service Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including cardholder and retailer/merchant customer service.
8. **Reporting Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including reporting services.

Management and Delivery of Ancillary EBT/EFT Services

9. **Card Design and Production Services.** The entity must have two (2) years experience in delivery of ancillary EBT/EFT services, including card design and production.
10. **Retailer/Merchant and Cardholder Training Materials Design, Deployment and Production.** The entity must have two (2) years experience in delivery of ancillary EBT/EFT services, including retailer/merchant and cardholder training materials design, development, and production.

Entity Desirable Requirements:

1. **EBT-Only POS Deployment, Maintenance, Support, and Transaction Acquiring Services.** The entity demonstrates five (5) years experience in delivery of core EBT/EFT services, including EBT-only POS deployment, maintenance, support services, and EBT-only transaction acquiring as core EBT/EFT services.
2. **Web Based Reporting Services.** The entity demonstrates two (2) years experience in delivery of web based reporting services for a system similar in size, scope, and nature to this RFP.

Contract Performance. The offeror must complete Attachment Eight, Contractor Performance Form.

Required Disclosure of Lawsuits and Administrative Proceedings. For both the offeror and subcontractors, the offeror must disclose in its proposal prior or current legal and disciplinary actions taken in current or past EBT services contract engagements. The offeror must fully disclose actions taken:

- By the offeror against a customer or by the customer against the offeror;
- By a proposed subcontractor against a prime contractor, including the offeror, or by a prime contractor, including the offeror, against a proposed subcontractor;
- By a proposed subcontractor against a customer or by a customer against the proposed subcontractor.

[NOTE: For purposes of this subsection only, the term “subcontractor” shall apply to any subcontractor proposed by the offeror that will provide or manage the delivery of a core service as defined by this RFP.]

The offeror is required to disclose the following types of legal and administrative actions:

- Administrative complaints filed;
- Administrative proceedings, past and present; and
- Lawsuits filed.

In disclosing these required legal and administrative actions, an offeror must include in its description the following information:

- Name of each party to the suit/proceeding, role and responsibilities;
- Contract or project name, identifier/number;
- Basis for suit/proceeding and proposed remedy(ies);and
- Legal or administrative jurisdiction, administrative body; and
- Date and description of final outcome or, if pending, current status.

Minimum Financial Requirements. In order to be considered responsive, an offeror must provide its audited annual financial statements for up to the past three (3) years. If the offeror's most recently completed fiscal year is not yet audited, the three (3) years just before the most recent fiscal year will be acceptable. The offeror must include any written management letter issued by the auditor to management, the Board of Directors, or the Audit Committee.

Personnel Profile Summaries. Each Proposal must include a profile for each key member of the proposed Work team. This RFP includes Personnel Profile Summary forms as an attachment. The offeror must use these forms and fill them out completely for each reference.

The Personnel Profile Summary forms contained in this document have been customized for the applicable candidate requirements (refer to Attachment Nine) Each page of the form may contain variations, some minor. If an offeror elects to re-create the forms electronically, please carefully review each form to ensure that it has been copied accurately. Failure to recreate the forms accurately may lead to the rejection of the offeror's proposal.

The offeror must propose a Work team that collectively meets all the requirements in this RFP, as demonstrated through the Personnel Profile Summary forms. Additionally, each team member may have mandatory requirements listed in this RFP that the team member must individually meet. All candidates proposed must meet the technical experience for the candidate's position and be named.

At a minimum, the state expects that there will be three key project personnel that will be needed for the Work, in addition to other key personnel:

1. Project Manager. The offeror must designate a Project Manager to be assigned fulltime to the State of Ohio. The assignment of the Project Manager will begin on the effective date of the contract resulting from this RFP and will continue, uninterrupted throughout the duration of the contract. The Project Manager is required to be located in the offeror's project office in Columbus, Ohio for the first two years of the Contract. The Project Manager or their designee must be available 24/7/365 to correspond to the availability of the Ohio's EBT Project Director.
2. Technical Manager. The offeror must designate a highly qualified and experienced Technical Manager to the Ohio EBT project. The Technical Manager oversees all data processing activities and is considered integral to converting successfully from the current Contractor's EBT system and services to that of the offeror; maintaining quality EBT services delivery during transition and beyond; and timely completion of all key project milestones and deliverables. The offeror's proposal must identify a Technical Manager by name and position title, their estimated level of effort (%), and whether tasks will be performed primarily onsite or off-site.
3. Operations/Support Manager. The offeror must designate a highly qualified Program Operations/Support Manager to the Ohio EBT Project. This individual oversees all Customer Service and support activities and must have extensive EBT/EFT operations experience to include core ancillary services and SIVR/ARU operations. This position requires extensive communication skills both written and oral.
- Other Key Personnel. The offeror must designate highly qualified and experienced key personnel to the Ohio EBT project. Key personnel are those persons, including offeror and subcontractor personnel, considered integral to converting successfully from the existing system and services to the offeror's system and services, maintaining quality EBT services delivery, and timely completing all key project milestones and deliverables. An offeror must identify by name and position title all key personnel proposed for those positions identified in the project organizational chart required in this RFP.

All candidate requirements must be provided using the Personnel Profile Summary Forms (See Attachment Nine.) The various sections of the form are described below:

- a) Candidate References. If less than three (3) projects are provided, the offeror must include information as to why less than three (3) projects were provided. The State may disqualify the proposal if less than three (3) projects are given. (Refer to Attachment Nine A.)

b) Education and Training. This section must be completed to list the education and training of the proposed candidates and will demonstrate, in detail, the proposed candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP. (Refer to Attachment Nine.)

c) Mandatory Experience and Qualifications.

This section must be completed to show how the candidate meets the mandatory experience requirements. If any candidate does not meet the minimum mandatory requirements for the position the candidate has been proposed to fill, the offeror's Proposal may be rejected as non-responsive. (Refer to Attachment Nine.)

For each reference the following information must be provided:

- Candidate's Name.
- Contact Information. The contact name, title, phone number, e-mail address, company name, and mailing address must be completely filled out. If the primary contact cannot be reached, the same information must be included for an alternate contact in lieu of the primary contact. **Failure to provide the contact name and phone number for a specific requirement will void that reference and the months of experience. The contact name must be a person within the client's organization and not a co-worker or contact within the offeror's organization, subsidiaries, partnerships, etc.**
- Dates of Experience. Must be completed to show the length of time the candidate performed the technical experience being described, not the length of time the candidate worked for the company. The offeror must complete these dates with a beginning month and year and an ending month and year.
- Description of the Related Service Provided. The State does not assume that since the technical requirement is provided at the top of the page that all descriptions on that page relate to that requirement. Contractors must reiterate the technical experience being described, including the capacity in which the experience was performed and the role of the candidate in the reference project as it relates to this RFP Project. It is the Contractors' responsibility to customize the description to clearly substantiate the candidate's qualification.

The candidate's project experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

b) Required Experience and Qualifications. This section must be completed to show how the candidate meets the required experience requirements. If any candidate does not meet the required requirements for the position the candidate has been proposed to fill, the offeror's Proposal may be rejected as non-responsive. (Refer to Attachment Nine.)

For each reference the following information must be provided:

- Candidate's Name.
- Contact Information. The contact name, title, phone number, e-mail address, company name, and mailing address must be completely filled out. If the primary contact cannot be reached, the same information must be included for an alternate contact in lieu of the primary contact. **Failure to provide the contact name and phone number for a specific requirement will void that reference and the months of experience. The contact name must be a person within the client's organization and not a co-worker or contact within the offeror's organization, subsidiaries, partnerships, etc.**
- Dates of Experience. Must be completed to show the length of time the candidate performed the technical experience being described, not the length of time the candidate worked for the company. The offeror must complete these dates with a beginning month and year and an ending month and year.

- Description of the Related Service Provided. The State does not assume that since the technical requirement is provided at the top of the page that all descriptions on that page relate to that requirement. Contractors must reiterate the technical experience being described, including the capacity in which the experience was performed and the role of the candidate in the reference project as it relates to this RFP Project. It is the Contractors' responsibility to customize the description to clearly substantiate the candidate's qualification.

The candidate's project experience must be listed separately and completely every time it is referenced, regardless of whether it is on the same or different pages of the form.

- c) Desirable Experience and Qualifications. This section must be completed to show how the candidate meets the desirable experience requirements. (Refer to Attachment Nine and item b above.)

Proposed System Solution. The offeror must describe in detail how its proposed system meets the System Functional and Technical Requirements as described in Attachment one (1) of the RFP. It is not acceptable to simply state that the proposed system will meet or exceed the specified system requirements. A written narrative must be provided describing the functionality of the proposed system. A detailed explanation of how the offeror's solution will meet or exceed the requirements must be provided in the proposal, identified by subsection, for all Work subsections listed below. **Tabbed separator sheets must be placed at every bolded/shaded section header (e.g. 2.1.1.; 2.1.2.; 2.1.3.; 2.1.4; 2.1.6; 2.1.8.; 3.1.3.; etc.), with the appropriate subsections described in detail within that section.**

All the specifications given in this RFP for equipment and other system elements are minimum system requirements. The offeror may recommend features, equipment or other elements in excess of the minimum but must clearly identify them as such, provide the rationale behind their recommendations, and explain how their recommendations will benefit the State. The recommendations may not result in additional evaluation credit being given.

2.1.1.	
2.1.1.	Project Work Plan
2.1.2.	
2.1.2.1.	General System Design Document
2.1.2.2.	Detailed System Design Document
2.1.2.3.	System Test Plan
2.1.2.4.	Transition Plan
2.1.2.5.	Retailer/Merchants Acquirers/TPP Conversion Management Plan
2.1.2.7.	Training Materials
2.1.3.	
2.1.3.2.	Functional Demonstration
2.1.3.3.	Interface Tests
2.1.3.4.	System Acceptance Test
2.1.3.5.	Performance (Stress) Test
2.1.3.6.	Network Performance Test
2.1.3.7.	SIVR Test
2.1.3.8.	Transition Test
2.1.3.9.	System Acceptance Test Reports
2.1.4.	
2.1.4.	Pilot Project
2.1.6.	
2.1.6.4.	Risk Analysis Document
2.1.7.	
2.1.7.2.	Transition Issues Already Identified
2.1.7.3.	Things Which Cannot Occur During Transition.
2.1.7.4.	Things ODJFS Must See During Transition.
2.1.7.5.	EBT-Only Retailer/Merchant Conversion

2.1.7.6.	Cardholder Database Conversion
2.1.8.	
2.1.8.	Operations Phase
2.1.9.	End-of Contract Transition
3.1.3.	
3.1.3.3.	Benefit Authorization
3.1.3.4.	File Transmissions
3.1.3.4.	File Transmissions (Desirable)
3.1.3.6.	Benefit Authorization Files
3.1.3.6.2.	Food Stamp Benefit Availability
3.1.3.7.	Disaster Benefit Issuance
3.1.3.8.	Investigative Account Set-up and Benefit Issuance
3.1.3.9.	Maintain Account Balances and Transaction History
3.1.3.10.	Post Credits
3.1.3.11.	Hold Funds
3.1.3.12.	Benefit Expungement
3.1.3.13.2.	Address Change
3.1.3.13.3.	PIN Release
3.1.3.13.4.	PIN Change Hold
3.1.3.13.6.	Account Adjustment
	• Cardholder Initiated Adjustment Claims.
	• Retailer/Merchant Acquirer/TPP Initiated Adjustment Claims.
	• Debit Adjustment Claims.
3.1.4.	
3.1.4.	EBT Card/Personal Identification Number (PIN)
3.1.4.1.	Card Design
3.1.4.1.2.	Card Number/BIN Number
3.1.4.2.	Card Issuance
3.1.4.3.	PIN Issuance and Encryption
3.1.4.4.	Card Activation
3.1.4.6.	PIN Selection/Change
3.1.4.7.	Replacement Card Issuance
3.1.4.8.	Disaster Card and PIN Stock
3.1.4.9.	Returned Cards
3.1.5.	
3.1.5.	EBT Administrative System Application
3.1.5.	EBT Administrative System Application.
3.1.5.1.1.	Inquiry Functionality
	• Cardholder Search Function.
	• Account History Function.
	• Cardholder History.
	• Retailer/Merchant Transaction History.
	• Interface Update.
	• Benefit Issuer Totals Function.
	• State Issuer Balancing Function.
	• Demographic Inquiry.
	• Benefit Inquiry.
3.1.5.1.2.	Update Functionality
	• Update Address Information for Replacement Card.
	• Disaster Account Set-up and Benefit Issuance.
	• PIN Selection.
	• Account Adjustments.
	• Benefit Repayments by Benefit Type.
	• PIN Unlock.

	• PIN Change Hold.
	• Card Status.
	• Investigative Account Set-up.
	• Investigative Benefit Add.
3.1.5.1.3.	90 Day History
3.1.5.2.	Administrative System Application Security
3.1.5.2.1.	User Identification and Authentication
3.1.5.2.2.	Discretionary Access Controls
3.1.5.2.3.	System Access Audit Controls
3.1.5.3.	User Profile/Menu Access
3.1.6.	
3.1.6.	Transaction Processing
3.1.6.1.	POS Food Stamp Transactions
3.1.6.2.	Interoperability
3.1.6.3.	Manual Transaction Authorizations
3.1.6.4.	Stand-in Processing
3.1.6.5.	Voucher Clear
3.1.6.6.	Re-presentments
3.1.6.7.1.	Voids or Cancellations
3.1.6.7.2.	Reversals
3.1.6.7.3.	Account Adjustments
3.1.6.7.4.	Key-entered Transactions
3.1.7.	
3.1.7.	Maintaining the USDA-FNS Retailer/Merchant Database
3.1.7.1.	Retailer/Merchant Confidentiality
3.1.8.	
3.1.8.	Retailer/Merchant Management
3.1.8.1.	Service Requirements (USDA-FNS Standards)
3.1.8.2.	Retailer/Merchant and Acquirer/TPP Agreements
3.1.8.3.	EBT-only Retailer/Merchant Deployment Requirements
3.1.8.4.	EBT-only Equipment Requirements
3.1.8.5.	EBT-only Equipment Support Services
3.1.8.6.	Acquirers/TPP's
3.1.8.7.	Group Home Support
3.1.9.	
3.1.9.	Settlement
3.1.10.	
3.1.10.	Reconciliation
3.1.10.1.	USDA-FNS Reconciliation Requirements
3.1.10.4.	Contractor Requirements for System Reconciliation
3.1.10.5.	Discrepancy Resolution
3.1.11.	
3.1.11.1.	Control and Security Requirements
3.1.11.2.	Facilities and Physical Security
3.1.11.3.1.	Control of Card Stock
3.1.11.3.2.	Control of PINs
3.1.11.3.3.	Communications Access Controls
3.1.11.4.1.	System Access
3.1.11.4.2.	Disclosure of Information and Data
3.1.11.4.4.	Separation of Duties
3.1.11.4.5.	System and Procedural Documentation
3.1.11.4.6.	System Modification and Tampering Controls
3.1.11.7.	Comprehensive Security Program
3.1.11.8.	Incident Reporting
3.1.12.	

3.1.12.	Reporting
3.1.12.1.	State Reporting
3.1.12.1.2.	Statistical Reports (Desirable)
3.1.12.2.1.	AMA File
3.1.12.2.2.	Food Stamp Redemption Reporting
3.1.12.2.3.	ALERT File
3.1.13.	
3.1.13.	Investigations Support
3.1.14.	
3.1.14.	Customer Service/Automated Response Units
3.1.14.1.	Cardholder Customer Service (Desirable)
3.1.14.1.1.	Cardholder Identification
3.1.14.1.3.	Cardholder Reporting of Lost, Stolen, or Damaged Cards, and Cards Not Received
3.1.14.1.5.	Current Balance Inquiry (Desirable)
3.1.14.2.	Retailer/Merchant Customer Service (Desirable)
3.1.15.	
3.1.15.	Training
3.1.15.1.	Cardholders
3.1.15.1.1.	Printed Material <ul style="list-style-type: none"> • Training Pamphlet • Training Video for CDJFS • Tips Card • Card Mailer
3.1.15.2.	Retailer/merchants
3.1.15.2.1.	Printed Material
3.1.15.2.2.	Retailer/Merchant Customer Service
3.1.15.3.	ODJFS Staff Training
3.1.15.3.1.	Train-the-Trainer Training
3.1.15.3.2.	Internal Administrative Training Manual Support
3.1.16.	
3.1.16.1.	Contractor's System
3.1.16.2.1.	Cardholder Support Services
3.1.16.2.2.	Retailer/Merchant Support Services
	Back-up Systems and Interface.
3.1.16.3.1.	Disaster Card and PIN Inventory
3.1.16.3.2.	Provision of Training Materials
3.1.16.3.3.	On-line Cardholder Account Set-up and Benefit Issuance
3.1.16.4.	Batch File Processing
3.1.16.5.	Specialized Reporting
3.1.16.6.	Disaster User Profiles
3.1.16.7.	Post Disaster
3.1.19.	
3.1.19.	Innovations (Desirable)
3.1.19.1.	Alternate Methods for Authorization and Completion of Off-line Transactions for Food Stamp Retailer/merchants
3.1.19.2.	Wireless Technology
3.1.19.3.	Detection and Prevention of Fraud
3.1.19.4.	Other Recommendations

Staffing Plan. The offeror must provide a staffing plan that identifies all personnel required to do the Project and their responsibilities on the Project. The State is seeking a staffing plan that matches the proposed key Project personnel and qualifications to the activities and tasks that will be completed on the Project. In addition, the plan must have the following information:

- A matrix matching each team member to the staffing requirements in this RFP;

- A contingency plan that shows the ability to add more staff if needed to ensure meeting the Project's due date(s); and
- The number of people onsite at the State location at any given time to allow the State to plan for the appropriate workspace.

The state understands that an offeror's ability to perform all required tasks identified in this RFP will be largely influenced by the quantity and quality of assigned staff resources. Offerors are encouraged to select and propose project personnel who meet the experience and performance standards set forth herein. Proposed subcontractor staff must be clearly identified as such.

At a minimum, the state expects that there will be three key project personnel that will be needed for the Work:

- Project Manager;
- Technical Manager; and
- Operations/Support Manager.

In addition, the offeror must provide an organizational chart depicting its proposed staffing plan, identifying proposed offeror and subcontractor personnel whose assignment is key to the offeror's successful completion of all RFP tasks. At a minimum the organizational chart must identify the following:

- The Project Manager, Technical Manager, and Operations/Support Manager and any other key personnel by name;
- Whether tasks will be performed primarily on-site or off-site;
- The lines of authority and communication, to include offeror and any subcontractors; and
- Identification of personnel providing executive oversight, including during problem escalation.

Time Commitment. The offeror must submit a statement and chart that clearly indicate the time commitment of the proposed Project Manager and the proposed team members to this Project during each phase. The offeror must also include a statement indicating to what extent, if any, the Project Manager may be used on other projects during the term of the Contract. The State may reject any Proposal that commits the proposed Project Manager and any proposed key Project personnel to other projects during the term of the Project if the State believes that doing so will be detrimental to the offeror's performance.

Assumptions. The offeror must provide a comprehensive listing of any and all of the assumptions that were made in preparing the proposal. If any assumption is unacceptable to the State, it may be cause for rejection of the Proposal. No assumptions shall be included regarding negotiation, terms and conditions, and requirements.

Project Plan. Offerors must propose a project management approach proven effective in Contractor's EBT systems development, implementation, transition and ongoing operations. The State encourages responses that demonstrate a thorough understanding of the nature of the Project and what the Contractor must do to get the Project done well. To this end, the offeror must submit for this section of the proposal, the Project plan that will be used to create a consistent, coherent management plan of action that will be used to guide the Project execution and control the Project. The Project plan should include detail sufficient to give the State an understanding of how the offeror's knowledge and approach will:

- Manage the Project;
- Guide Project execution;
- Document planning assumptions and decisions;
- Facilitate communication among stakeholders;
- Define key management review as to content, scope, and schedule;
- Detail the project schedule, tasks and activities;
- Report project progress at a task level;

- Identify “risks” and to assign additional resources as necessary for timely completion of project deliverables; and
- Provide a baseline for progress measurement and Project control.

The offeror’s Project plan, included as part of the offeror’s submittal, should include at a minimum the following:

- Description of the Project management approach;
- Scope statement, which includes the Project objectives and the Project Deliverables/milestones;
- Work Breakdown Structure (WBS) as a baseline scope document that includes Project elements at a level of detail to demonstrate the offeror’s understanding of effort of the Work, that will have increasingly descending levels of detailed definition added as the Project continues – the Project elements should include, at a minimum, scope definition, requirements gathering, design, development, conversion, testing, benchmarking, implementation, training, and transition, as applicable;
- Detailed Project schedule for all Project Deliverables and milestones. The Project schedule should be delivered as a Microsoft Project® Gantt chart, showing all major Project tasks on a week-by-week schedule to serve as the basis for managing the Project. The schedule should clearly demonstrate how the Project will become fully operational by the delivery date. The offeror must give dates for when the Deliverables/milestones will be completed and start and finish dates for tasks. The offeror will also identify and describe all risk factors associated with the forecasted milestone schedule;
- Who is assigned responsibility for each Deliverable within the WBS to the level at which control will be exercised;
- Performance measurement baselines for technical scope, schedule;
- Major milestones and target date(s) for each milestone;
- Key or required staff and their expected effort;
- High-level subsidiary Project management plans:
 - Integration management;
 - Scope management;
 - Schedule management;
 - Quality management;
 - Staffing management;
 - Communications management;
 - Risk management (including constraints and assumptions, planned responses and contingencies); and
 - Problem escalation and resolution process.
- Description of the offeror’s proposed organization(s) and management structure responsible for fulfilling the Contract’s requirements;
- Definition of the milestone and/or Deliverable review processes (e.g. critical design review), and description of how communication and status review will be conducted between all parties; and
- Description of Project issue resolution process.

The offeror may subcontract the performance of one or more required services. If the offeror chooses to use subcontractors, the offeror’s Proposal must describe in detail its approach and proposed methodologies for effectively managing its subcontractor’s performance of tasks required in this RFP. At a minimum, the description must confirm the offeror understands the following issues involving subcontractor management:

- Offeror authority and sole liability for subcontractor performance;
- Overlap in offeror and subcontractor roles and responsibilities; and
- Need for clear lines of authority and communication.

Subcontractors are subject to the same performance standards and requirements as the prime contractor; the prime contractor and its subcontractor(s) must adhere to the performance standards and requirements, including security requirements, specified in this RFP.

An offeror must also include in its proposal a detailed description of how it will:

- Make each subcontractor aware of all applicable performance requirements, including security requirements, specified in the RFP;
- Enforce subcontractor compliance with all performance standards and requirements, including security requirements, within this RFP.

Support Requirements. The offeror must describe the support it wants from the State other than what the State has offered in this RFP. Specifically, the offeror should address the following:

- Nature and extent of State support required in terms of staff roles, percentage of time available, etc.;
- Assistance from State staff and the experience/qualification level required; and
- Other support requirements.

The State may not be able or willing to provide the additional support the offeror lists in this part of its Proposal. The offeror must therefore indicate whether its request for additional support is a requirement for its performance. If any part of the list is a requirement, the State may reject the offeror's Proposal if the State is unwilling or unable to meet the requirements.

Conflict of Interest Statement. Each Proposal must include a statement indicating whether the offeror or any people that may work on the Project through the offeror have a possible conflict of interest (e.g., employed by the State of Ohio, etc.) and, if so, the nature of that conflict. The State has the right to reject a Proposal in which a conflict is disclosed or cancel the Contract if any interest is later discovered that could give the appearance of a conflict.

Proof of Insurance. In this section, the offeror must provide the certificate of insurance required by the General Terms & Conditions. The policy may be written on an occurrence or claims made basis.

Payment Address. The offeror must give the address to which payments to the offeror will be sent.

W-9 Form. The offeror must complete the attached W-9 form in its entirety. At least 1 original W-9 form must be submitted. All other copies of a Proposal may contain copies of the W-9 form. Please indicate on the outside of the binder which Proposal contains the original signature.

Cost Proposal. This RFP includes a Cost Summary Form provided as an attachment. Offerors may not reformat this form. Each offeror must complete the Cost Summary Form in the exact format provided. Any reformatting may cause the State to reject the offeror's Proposal. (See: Part Three Proposal Submittal)

The Cost Proposal must not include exceptions to or additional terms and conditions or assumptions.

The offeror's total cost for the entire Project must be broken down for each Deliverable, and the total must be represented as the not-to-exceed fixed price.

The State will not be liable for any costs the offeror does not identify in its Proposal.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS
PART ONE: PERFORMANCE AND PAYMENT

Statement of Work. The RFP and the Contractor's Proposal (Collectively referred to as the "RFP") are a part of this Contract and describe the work (the "Project") the Contractor will do and any materials the Contractor will deliver (the "Deliverables") under this Contract. The Contractor will do the Project in a professional, timely, and efficient manner and will provide the Deliverables in a proper fashion. The Contractor will also furnish its own support staff necessary for the satisfactory performance of the Project.

The Contractor will consult with the appropriate State representatives and others necessary to ensure a thorough understanding of the Project and satisfactory performance. The State may give instructions to or make requests of the Contractor relating to the Project, and the Contractor will comply with those instructions and fulfill those requests in a timely and professional manner. Those instructions and requests will be for the sole purpose of ensuring satisfactory completion of the Project and will not amend or alter the scope of the Project.

Term. Unless this Contract is terminated or expires without renewal, it will remain in effect until the Project is completed to the satisfaction of the State and the Contractor is paid. But the current General Assembly cannot commit a future General Assembly to an expenditure. Therefore, this Contract will automatically expire at the end of each biennium, the first of which is June 30, 2005. The State however, may renew this Contract in the next biennium by issuing written notice to the Contractor of the decision to do so. This expiration and renewal procedure will also apply to the end of any subsequent biennium during which the Project continues. Termination or expiration of this Contract will not limit the Contractor's continuing obligations with respect to Deliverables that the State paid for before termination or limit the State's rights in such.

It is understood that the State's funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails at any time to continue funding for the payments and other obligations due as part of this Contract, the State's obligations under this Contract are terminated as of the date that the funding expires without further obligation of the State.

The Project has a completion date that is identified in the RFP. The RFP may also have several dates for delivery of Deliverables or reaching certain milestones in the Project. The Contractor must make those deliveries, meet those milestones, and complete the Project within the times the RFP and the mutually agreed to Project plan requires. If the Contractor does not meet those dates, the Contractor will be in default, and the State may terminate this Contract under the termination provision contained below. But the State may also have certain obligations to meet. Those obligations, if any, are also listed in the RFP. If the State agrees that the Contractor's failure to meet the delivery, milestone, or completion dates in the RFP is due to the State's failure to meet its own obligations in a timely fashion, then the Contractor will not be in default, and the delivery, milestone, and completion dates affected by the State's failure to perform will be extended by the same amount of time as the State's delay. The Contractor may not rely on this provision unless the Contractor has in good faith exerted all professional management skill to avoid an extension and has given the State meaningful written notice of the State's failure to meet its obligations within five (5) business days of the Contractor's realization that the State's delay will impact the Project. The notice to the State must be directed at making the State aware of its delay and the impact of its delay. It must be sent to the Agency Project Representative and the Acquisition Management Procurement Representative. Remedies resulting from the State's delay will be at the State's discretion.

The State seeks a complete Project. Any incidental items omitted in the RFP will be provided as part of the Contractor's not-to-exceed fixed price. The Contractor must fully identify, describe, and document all systems that are delivered as a part of the Project. All hardware, software, supplies, and other required components (such as documentation, conversion, training, and maintenance) for the Project to be complete and useful to the State are included in the Project and the not-to-exceed fixed price.

Compensation. In consideration of the Contractor's promises and satisfactory performance, the State will pay the Contractor the amount(s) identified in the RFP (the "Fee"), plus any other expenses identified as reimbursable in the RFP. But in no event will payments under this Contract exceed the "not-to-

exceed" amount in the RFP without the prior, written approval of the State and, when required, the Ohio Controlling Board and any other source of funding. The Contractor's right to the Fee is contingent on the complete and satisfactory performance of the Project or, in the case of milestone payments or periodic payments of an hourly, daily, weekly, monthly, or annual rate, all relevant parts of the Project tied to the applicable milestone or period. Payment of the Fee is also contingent on the Contractor delivering a proper invoice and any other documents required by the RFP. An invoice must comply with the State's then-current policies regarding invoices and their submission. The State will notify the Contractor in writing within 15 business days after it receives a defective invoice of any defect and provide the information necessary to correct the defect.

The Contractor will send all invoices under this Contract to the "bill to" address in the RFP or in the applicable purchase order.

The State will pay the Contractor interest on any late payment as provided in Section 126.30 of the Ohio Revised Code (the "Code"). That section of the Code currently requires monthly interest payments of one 12th of the annual rate in Section 5703.47 of the Code. If the State disputes a payment for anything covered by an invoice, within 15 business days after receipt of that invoice, the State will notify the Contractor, in writing, stating the grounds for the dispute. The State may then deduct the disputed amount from its payment as a non-exclusive remedy. If, in the opinion of the State, a material breach has occurred by the Contractor, the State retains the right to withhold payment from the Contractor. Both parties agree that an attempt at resolution of any claims or material breach or disputes will first be made jointly by the Contractor Project Manager, the Contractor Project Principal, the Agency Project Representative and the State Acquisition Management Administrator. If, within 30 calendar days following the above notification, the claim or dispute has not been resolved, only then will it be submitted to non-binding mediation (pursuant to the rules as stipulated by the American Arbitration Association). A claim or dispute must be submitted to non-binding mediation prior to the initiation of any formal legal process. The State will consult with the Contractor as early as reasonably possible about the nature of the claim or dispute and the amount of payment affected. When the Contractor has resolved the matter to the State's satisfaction, the State will pay the disputed amount within 30 business days after the matter is resolved. No payments are required to be made by the State until the matter is resolved.

If the State has already paid the Contractor on an invoice but later disputes the amount covered by the invoice, and if the Contractor fails to correct the problem within 30 calendar days after written notice, the Contractor will reimburse the State for that amount at the end of the 30 calendar days as a non-exclusive remedy for the State. On written request from the Contractor, the State will provide reasonable assistance in determining the nature of the problem by giving the Contractor reasonable access to the State's facilities and any information the State has regarding the problem.

Reimbursable Expenses. The State will pay all reimbursable expenses identified in the RFP, if any, in accordance with the terms in the RFP and, where applicable, Section 126.31 of the Code. The Contractor will assume all expenses that it incurs in the performance of this Contract that are not identified as reimbursable in the RFP.

In making any reimbursable expenditure, the Contractor will always comply with the more restrictive of its own, then-current internal policies for making such expenditures or with the State's then-current policies. All reimbursable travel will require the advance written approval of the State's Agency Project Representative. All reimbursable expenses will be billed monthly and paid by the State within 30 business days of receiving the Contractor's invoice.

Certification of Funds. None of the rights, duties, or obligations in this Contract will be binding on the State, and the Contractor will not begin its performance, until all the following conditions have been met:

- (a) All statutory provisions under the Code, including Section 126.07, have been met;
- (b) All necessary funds are made available by the appropriate state agencies;
- (c) If required, approval of this Contract is given by the Controlling Board of Ohio; and
- (d) If the State is relying on Federal or third-party funds for this Contract, the State gives the Contractor written notice that such funds have been made available.

Employment Taxes. Each party will be solely responsible for reporting, withholding and paying all employment related taxes, payments and withholdings for its own personnel, including, but not limited to, Federal, state and local income taxes, social security, unemployment or disability deductions, withholdings, and payments (together with any interest and penalties not disputed with the appropriate taxing authority). All people the Contractor provides to the State under this Contract will be deemed employees of the Contractor for purposes of withholdings, taxes, and other deductions or contributions required under the law.

Sales, Use, Excise, and Property Taxes. The State is exempt from any sales, use, excise, and property tax. To the extent sales, use, excise, or any similar tax is imposed on the Contractor in connection with the Project, such will be the sole and exclusive responsibility of the Contractor. And the Contractor will pay such taxes, together with any interest and penalties not disputed with the appropriate taxing authority, whether they are imposed at the time the services are rendered or a later time.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS
PART TWO: PROJECT & CONTRACT ADMINISTRATION

Related Contracts. The Contractor warrants that the Contractor has not and will not enter into any contracts without written approval of the State to perform substantially identical services for the State such that the Project duplicates the work done or to be done under the other contracts.

Subcontracting. The Contractor may not enter into subcontracts for the Work after award without written approval from the State. But the Contractor will not need the State's written approval to subcontract for the purchase of commercial goods that are required for satisfactory completion of the Work. All subcontracts will be at the sole expense of the Contractor unless expressly stated otherwise in the RFP.

The State's approval of the use of subcontractors does not mean that the State will pay for them. The Contractor will be solely responsible for payment of its subcontractor and any claims of subcontractors for any failure of the Contractor or any of its other subcontractors to meet the performance schedule or performance specifications for the Project in a timely and professional manner. The Contractor will hold the State harmless for and will indemnify the State against any such claims.

The Contractor will assume responsibility for all Deliverables whether it, a subcontractor, or third-party manufacturer produces them in whole or in part. Further, the State will consider the Contractor to be the sole point of contact with regard to contractual matters, including payment of all charges resulting from the Contract. And the Contractor will be fully responsible for any default by a subcontractor, just as if the Contractor itself had defaulted.

If the Contractor uses any subcontractors, each subcontractor must have a written agreement with the Contractor. That written agreement must incorporate this Contract by reference. The agreement must also pass through to the subcontractor all provisions of this Contract that would be fully effective only if they bind both the subcontractor and the Contractor. Among such provisions are the limitations on the Contractor's remedies, the insurance requirements, record keeping obligations, audit rights, and location of services and data. Some sections of this Contract may limit the need to pass through their requirements to subcontracts to avoid placing cumbersome obligations on minor subcontractors. But this exception is applicable only to sections that expressly provide an exclusion for small-dollar subcontracts. Should the Contractor fail to pass through any provisions of this Contract to one of its subcontractors and the failure damages the State in any way, the Contractor will indemnify the State for the damage.

The state may request a subcontractor be replaced during the contract period if the subcontractor does not meet performance standards or other Contract requirements. The Contractor must:

- Replace the subcontractor within 30 calendar days of receipt of the state request; and
- Obtain prior written approval of the state for the replacement subcontractor.

In the event it becomes necessary to replace an existing subcontractor, the Contractor must ensure uninterrupted EBT service delivery and system operations.

Record Keeping. The Contractor will keep all financial records in accordance with generally accepted accounting procedures consistently applied. The Contractor will file documentation to support each action under this Contract in a manner allowing it to be readily located. And the Contractor will keep all Project-related records and documents at its principal place of business or at its office where the work was performed.

The Contractor will keep a separate account for the Project (the "Project Account"). All payments made from the Project Account will be only for obligations incurred in the performance of this Contract and will be supported by contracts, invoices, vouchers, and any other data needed to audit and verify the payments. All payments from the Project Account will be for obligations incurred only after the effective date of this Contract unless the State has given specific written authorization for making prior payments from the Project Account.

Audits. During the term of this Contract and for 3 years after the payment of the Contractor's Fee, on reasonable notice and during customary business hours, the State may audit the Contractor's records and other materials that relate to the Project. This audit right will also apply to the State's duly authorized representatives and any person or organization providing financial support for the Project.

Unless it is impracticable to do so, all records related to this Contract must be kept in a single location, either at the Contractor's principle place of business or its place of business where the work was done. If this is not practical, the Contractor will assume the cost of collecting, organizing, and relocating the records and any technology needed to access the records to the Contractor's office nearest Columbus whenever the State or anyone else with audit rights requests access to the Contractor's Project records. The Contractor will do so with all due speed, not to exceed 5 business days.

If any audit reveals any material deviation from the Project's specifications, any misrepresentation, or any overcharge to the State, the State will be entitled to recover damages, as well as the cost of the audit.

For each subcontract in excess of \$25,000.00, the Contractor will require its subcontractors to agree to the requirements of this section and of the record-keeping section. Subcontracts with smaller amounts involved need not meet this requirement. But the Contractor may not artificially break up contracts with its subcontractors to take advantage of this exclusion.

Insurance. The Contractor will provide the following insurance coverage at its own expense throughout the term of this Contract:

- (a) Workers' compensation insurance, as required by Ohio law, and, if some of the Project will be done outside Ohio, the laws of the appropriate state(s) where work on the Project will be done. The Contractor will also maintain employer's liability insurance with at least a \$1,000,000.00 limit.
- (b) Commercial General Liability insurance coverage for bodily injury, personal injury, wrongful death, property damage. The defense cost shall be outside of the policy limits. Such policy shall designate the State of Ohio as an additional insured, as its interest may appear. The policy will also be endorsed to include a blanket waiver of subrogation. At a minimum, the limits of the insurance shall be:

- \$ 2,000,000 General Aggregate
- \$ 2,000,000 Products/Completed Operations Aggregate
- \$ 1,000,000 Per Occurrence Limit
- \$ 1,000,000 Personal and Advertising Injury Limit
- \$ 100,000 Fire Legal Liability
- \$ 10,000 Medical Payments

The policy shall also be endorsed to provide the State with 30-day prior written notice of cancellation or material change to the policy. It is agreed upon that the Contractor's Commercial General Liability shall be primary over any other insurance coverage.

- (c) Commercial Automobile Liability insurance with a combined single limit of \$500,000.
- (d) Professional Liability insurance covering all staff with a minimum limit of \$1,000,000 per incident and \$3,000,000 aggregate. If the Contractor's policy is written on a "claims made" basis, the Contractor shall provide the State with proof of continuous coverage at the time the policy is renewed. If for any reason the policy expires, or coverage is terminated, the Contractor must purchase and maintain "tail" coverage through the applicable statute of limitations.

The certificate(s) must be in a form that is reasonably satisfactory to the State as to the contents of the policies and the quality of the insurance carriers. All carriers must have at least an "A-" rating by A.M. Best.

State Personnel. During the term of this Contract and for 1 year after completion of the Project, the Contractor will not hire or otherwise contract for the services of any state employee involved with the Project.

Replacement Personnel. If the RFP contains the names of specific people who will work on the Project, then the quality and professional credentials of those people were material factors in the State's decision to enter into this Contract. Therefore, the Contractor will use all commercially reasonable efforts to ensure the continued availability of those people. Also, the Contractor will not remove those people from the Project without the prior, written consent of the State, except as provided below.

The Contractor may remove a person listed in the RFP from the Project if doing so is necessary for legal or disciplinary reasons. But the Contractor must make a reasonable effort to give the State 30 calendar days' prior, written notice of the removal.

The Contractor must have qualified replacement people available to replace any people listed by name in the RFP. When the removal of a listed person is permitted under this Section, or if a person becomes unavailable, the Contractor will submit the resumes for 2 replacement people for each person removed or who otherwise becomes unavailable. The Contractor will submit the 2 resumes, along with such other information as the State may reasonably request, within 5 business days after the decision to remove a person is made or the unavailability of a listed person becomes known to the Contractor.

The State will select one of the two proposed replacements or will reject both of them within ten business days after the Contractor has submitted the proposed replacements to the State. The State may reject the proposed replacements for any legal reason(s). Should the State reject both replacement candidates due to their failure to meet the minimum qualifications identified in the RFP, or should the Contractor fail to provide the notice required under this Section or fail to provide two qualified replacement candidates for each removed or unavailable person, the Contractor will be in default and the cure period for default specified elsewhere in this Contract will not apply. In the event of such a default, the State will have the right to terminate this Contract and to have the damages specified elsewhere in this Contract for termination due to default.

The State may determine that proposed replacement candidates meet the minimum qualifications of this Contract and still substantially reduce the value the State perceived it would receive through the work of the original individual(s) the Contractor proposed and on whose credentials the State decided to enter into this Contract. Therefore, the State will have the right to reject any candidate that the State determines will provide it with diminished value.

Should the State reject both proposed candidates for any legal reason other than their failure to meet the minimum qualifications identified in the RFP, then such rejection will be deemed a termination for convenience.

The State has an interest in providing a healthy and safe environment for its employees and guests at its facilities. The State also has an interest in ensuring, and right to ensure, that its operations are carried out in an efficient, professional, legal, and secure manner. The State, therefore, will have the right to require the Contractor to remove any individual working on the Project if the State determines that any such individual has or may interfere with the State's interests identified above. In such a case, the request for removal will be treated as a case in which an individual providing services under this Contract has become unavailable, and the Contractor will follow the procedures identified above for replacing unavailable people. This provision applies to people engaged by the Contractor's subcontractors if they are listed as key people on the RFP.

Suspension and Termination. The State may terminate this Contract if the Contractor defaults in meeting its obligations under this Contract and fails to cure its default within the time allowed by this Contract, or if a petition in bankruptcy (or similar proceeding) has been filed by or against the Contractor. The State may also terminate this Contract if the Contractor violates any law or regulation in doing the Project, or if it appears to the State that the Contractor's performance is substantially endangered through

no fault of the State. In any such case, the termination will be for cause, and the State's rights and remedies will be those identified below for termination for cause.

On written notice, the Contractor will have 30 calendar days to cure any breach of its obligations under this Contract, provided the breach is curable. If the Contractor fails to cure the breach within 30 calendar days after written notice or if the breach is not one that is curable, the State will have the right to terminate this Contract. The State may also terminate this Contract in the case of breaches that are cured within 30 calendar days but are persistent. "Persistent" in this context means that the State has notified the Contractor in writing of the Contractor's failure to meet any of its obligations 3 times. After the third notice, the State may terminate this Contract without a cure period if the Contractor again fails to meet any obligation. The 3 notices do not have to relate to the same obligation or type of failure. Some provisions of this Contract may provide for a shorter cure period than 30 calendar days or for no cure period at all. Those provisions will prevail over this one. If a particular section does not state what the cure period will be, this provision will govern.

The State may also terminate this Contract for its convenience and without cause or if the Ohio General Assembly fails to appropriate funds for any part of the Project. If a third party is providing funding for the Project, the State may also terminate this Contract should that third party fail to release any Project funds. The RFP identifies any third party source of funds for the Project.

The notice of termination, whether for cause or without cause, will be effective as soon as the Contractor receives it. Upon receipt of the notice of termination, the Contractor will immediately cease all work on the Project and take all steps necessary to minimize any costs the Contractor will incur related to this Contract. The Contractor will also immediately prepare a report and deliver it to the State. The report must detail the work completed at the date of termination, the percentage of the Project's completion, any costs incurred in doing the Project to that date, and any Deliverables completed or partially completed but not delivered to the State at the time of termination. The Contractor will also deliver all the completed and partially completed Deliverables to the State with its report. But, if delivery in that manner would not be in the State's interest, then the Contractor will propose a suitable alternative form of delivery.

Upon expiration, termination, or cancellation of the Contract that results from this RFP, the Contractor must assist the State to ensure an orderly transfer of responsibility for, and the continuity of, those services required under the terms of the Contract to an organization designated in writing by the State. The Contractor must work in a businesslike manner and cooperate fully with any subsequent contractor for a smooth transition between systems.

If the State terminates this Contract for cause, it will be entitled to cover for the Project by using another Contractor on such commercially reasonable terms as it and the covering contractor may agree. The Contractor will be liable to the State for all costs related to covering for the Project to the extent that such costs, when combined with payments already made to the Contractor for the Project before termination, exceed the costs that the State would have incurred under this Contract. The Contractor will also be liable for any other direct damages resulting from its breach of this Contract or other action leading to termination for cause.

If the termination is for the convenience of the State, the Contractor will be entitled to compensation for any work on the Project that the Contractor has performed before the termination. Such compensation will be the Contractor's exclusive remedy in the case of termination for convenience and will be available to the Contractor only once the Contractor has submitted a proper invoice for such, with the invoice reflecting the amount determined to be owing to the Contractor by the State. The State will make that determination based on the lesser of the percentage of the Project completed or the hours of work performed in relation to the estimated total hours required to perform the entire applicable unit(s) of Work.

The State will have the option of suspending rather than terminating the Project where the State believes that doing so would better serve its interests. In the event of a suspension for the convenience of the State, the Contractor will be entitled to receive payment for the work performed before the suspension. In the case of suspension of the Project rather than termination for cause, the Contractor will not be entitled to any compensation for any work performed. If the State reinstates the Project after suspension for cause, rather than terminating this Contract after the suspension, the Contractor may be entitled to

compensation for work performed before the suspension, less any damage to the State resulting from the Contractor's breach of this Contract or other fault. Any amount due for work before or after the suspension for cause will be offset by any damage to the State from the default or other event giving rise to the suspension.

In the case of a suspension for the State's convenience, the amount of compensation due to the Contractor for work performed before the suspension will be determined in the same manner as provided in this section for termination for the State's convenience. The Contractor will not be entitled to compensation for any other costs associated with a suspension for the State's convenience. No payment under this provision will be made to the Contractor until the Contractor submits a proper invoice.

Any notice of suspension, whether with or without cause, will be effective immediately on the Contractor's receipt of the notice. And the Contractor will prepare a report concerning the Project just as is required by this Section in the case of termination. After suspension of the Project, the Contractor will perform no work without the consent of the State and will resume work only on written notice from the State to do so. In any case of suspension, the State retains its right to terminate this Contract rather than to continue the suspension or resume the Project. If the suspension is for the convenience of the State, then termination of the Contract will be a termination for convenience. If the suspension is with cause, the termination will also be for cause.

The State will not suspend the Project for its convenience more than once during the term of this Contract, and any suspension for the State's convenience will not continue for more than 30 calendar days. If the Contractor does not receive notice to resume or terminate the Project within the 30-day period, then this Contract will terminate automatically for the State's convenience at the end of the 30 calendar day period.

Any default by the Contractor or one of its subcontractors will be treated as a default by the Contractor and all of its subcontractors. The Contractor will be solely responsible for satisfying any claims of its subcontractors for any suspension or termination and will indemnify the State for any liability to them. Each subcontractor will hold the State harmless for any damage caused to them from a suspension or termination. They will look solely to the Contractor for any compensation to which they may be entitled.

Representatives. The State's representative under this Contract will be the person identified on the RFP or a subsequent notice to the Contractor as the "Agency Project Representative." The Agency Project Representative will review all reports made in the performance of the Project by the Contractor, will conduct all liaison with the Contractor, and will accept or reject the Deliverables and the complete Project. The Agency Project Representative may assign to a manager, responsibilities for individual aspects of the Project to act as the Agency Project Representative for those individual portions of the Project.

The Contractor's Project Manager under this Contract will be the person identified on the RFP as the "Project Manager." The Project Manager will conduct all liaison with the State under this Contract. Either party, upon written notice to the other party, may designate another representative. But the Project Manager may not be replaced without the approval of the State if s/he is identified in the RFP as a key individual on the Project.

Work Responsibilities. The State will be responsible for providing only those things expressly identified, if any, in the RFP. If the State has agreed to provide facilities or equipment, the Contractor, by signing this Contract, warrants that the Contractor has either inspected the facilities and/or equipment or has voluntarily waived an inspection and will work with the equipment and/or facilities on an "as is" basis.

The Contractor will assume the lead in the areas of management, design, and development of the Project. The Contractor will coordinate the successful execution of the Project and direct all Project activities on a day-to-day basis, with the advice and consent of the Agency Project Representative. The Contractor will be responsible for all communications regarding the progress of the Project and will discuss with the Agency Project Representative any issues, recommendations, and decisions related to the Project.

If the Project, or parts of it, require installation on the State's property, the State will provide the Contractor with reasonable access to the installation site for the installation and any site preparation that is needed. After the installation is complete, the Contractor will complete an installation letter and secure the signature of Agency Project Representative certifying that installation is complete and the Project, or applicable portion of it, is operational. The letter will describe the nature, date, and location of the installation, as well as the date it was certified as installed and operational by the Agency Project Representative.

Unless otherwise provided in the RFP, the Contractor will be responsible for obtaining all official permits, approvals, licenses, certifications, and similar authorizations required by any local, state, or Federal agency for the Project and maintaining them throughout the duration of this Contract.

Changes. The State may make reasonable changes, within the general scope of the Project. The State will do so by issuing a written order under this Contract describing the nature of the change ("Change Order"). Additionally, if the State provides directions or makes requests of the Contractor without a change order, and the Contractor reasonably believes the directions or requests are outside the specifications for the Project, the Contractor will have the right to request a Change Order from the State. Scope of work changes will be managed as follows: pricing will be provided from the Contractor to the State. The State will execute a Change Order once it and the Contractor have agreed on the description of and specifications for the change as well as any equitable adjustments that need to be made in the Contractor's Fee or the performance schedule for the Work. Within 5 business days after receiving the Change Order, the Contractor will sign it to signify agreement with it.

If a change causes an increase in the cost of, or the time required for, the performance of the Project, the Contractor will notify the State in writing and request an equitable adjustment in the Contractor's Fee, the delivery schedule, or both before the Contractor signs the Change Order. If the Contractor claims an adjustment under this section in connection with a change to the Project not described in a written Change Order, the Contractor must notify the State of the claim within 5 business days after the Contractor is notified of the change and before work on the change begins. Otherwise, the Contractor will have waived the claim. In no event will the State be responsible for any increase in the Fee or revision in any delivery schedule unless the relevant change was specifically ordered in writing by the State and the Contractor has complied with the requirements of this section. Provided the State has complied with the procedure for Change Orders in this section, nothing in this clause will excuse the Contractor from proceeding with performance of the Project, as changed.

Where an equitable adjustment to the Contractor's Fee is appropriate, the State and the Contractor may agree upon such an adjustment. If the State and the Contractor are unable to agree, and the Contractor seeks an equitable adjustment in its Fee, either party may submit the dispute to the senior management of the Contractor and the State for resolution. If, within 30 calendar days following referral to senior management, the claim or dispute has not been resolved, only then will it be submitted to non-binding mediation (pursuant to the rules as stipulated by the American Arbitration Association). A claim or dispute must be submitted to non-binding mediation prior to the initiation of any formal legal process. Costs of mediation will be shared equally. Both parties further agree to use best efforts to resolve any claims or disputes arising during the performance of this Contract within 30 calendar days following the initiation of the dispute process. The resolved amount will be the not-to-exceed amount of the Change Order. But if the change involves removing a requirement from the Project or replacing one part of the Project with the change, the State will get a credit for the work no longer required under the original scope of the Project. The credit will be calculated in the same manner as the Contractor's Fee for the change, and the not-to-exceed amount will be reduced by this credit.

The Contractor will be responsible for coordinating changes with its subcontractors and adjusting their compensation and performance schedule. The State will not pay any subcontractor for the Change Order. If a subcontractor will perform any work under a Change Order, that work must be included in the Contractor's not-to-exceed amount and calculated in the same manner as the Contractor's equitable adjustment for the portion of the work the Contractor will perform. The Contractor will not receive an overhead percentage for work a subcontractor will do under a Change Order.

Excusable Delay. Neither party will be liable for any delay in its performance that arises from causes beyond its control and without its negligence or fault. The delayed party will notify the other promptly of any material delay in performance and will specify in writing the proposed revised performance date as soon as practicable after notice of delay. In the event of any such excusable delay, the date of performance or of delivery will be extended for a period equal to the time lost by reason of the excusable delay. The delayed party must also describe the cause of the delay and what steps it is taking to remove the cause. The delayed party may not rely on a claim of excusable delay to avoid liability for a delay if the delayed party has not taken commercially reasonable steps to mitigate or avoid the delay. Things that are controllable by the Contractor's subcontractors will be considered controllable by the Contractor, except for third-party manufacturers supplying commercial items and over whom Contractor has no legal control.

Independent Status of the Contractor. The parties will be acting as independent contractors. The partners, employees, officers, and agents ("Personnel") of one party, in the performance of this Contract, will act only in the capacity of representatives of that party and not as Personnel of the other party and will not be deemed for any purpose to be Personnel of the other. Each party assumes full responsibility for the actions of its Personnel while they are performing services pursuant to this Contract and will be solely responsible for paying its Personnel (including withholding of and/or paying income taxes and social security, workers' compensation, disability benefits and the like). Neither party will commit, nor be authorized to commit, the other party in any manner. The Contractor's subcontractors will be considered the agents of the Contractor for purposes of this Contract.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS
PART THREE: OWNERSHIP & HANDLING OF INTELLECTUAL PROPERTY & CONFIDENTIAL INFORMATION

Confidentiality. The State may disclose to the Contractor written material or oral or other information that the State treats as confidential ("Confidential Information"). Title to the Confidential Information and all related materials and documentation the State delivers to the Contractor will remain with the State. The Contractor must treat such Confidential Information as secret if it is so marked, otherwise identified as such, or when, by its very nature, it deals with matters that, if generally known, would be damaging to the best interests of the public, other contractors or potential contractors with the State, or individuals or organizations about whom the State keeps information. By way of example, information should be treated as confidential if it includes any proprietary documentation, materials, flow charts, codes, software, computer instructions, techniques, models, information, diagrams, know-how, trade secrets, data, business records, or marketing information. By way of further example, the Contractor also must treat as confidential materials such as police and investigative records, files containing personal information about individuals or employees of the State, such as personnel records, tax records, and so on, court and administrative records related to pending actions, any material to which an attorney-client, physician-patient, or similar privilege may apply, and any documents or records expressly excluded by Ohio law from public records disclosure requirements.

The Contractor agrees not to disclose any Confidential Information to third parties and to use it solely to do the Project. The Contractor will restrict circulation of Confidential Information within its organization and then only to people in the Contractor's organization that have a need to know the Confidential Information to do the Project. The Contractor will be liable for the disclosure of such information whether the disclosure is intentional, negligent, or accidental, unless otherwise provided below.

The Contractor will not be liable for any unintentional disclosure of Confidential Information that results despite the Contractor's exercise of at least the same degree of care as it normally takes to safeguard its own secrets, except when the Contractor's procedures are not reasonable given the nature of the Confidential Information or when the disclosure nevertheless results in liability to the State.

The Contractor will not incorporate any portion of any Confidential Information into any work or product, other than a Deliverable, and will have no proprietary interest in any of the Confidential Information. Furthermore, the Contractor will cause all of its employees who have access to any Confidential Information to execute a confidentiality agreement incorporating the obligations in this section.

The Contractor's obligation to maintain the confidentiality of the Confidential Information will not apply where such: (1) was already in the Contractor's possession before disclosure by the State, and such was received by the Contractor without obligation of confidence; (2) is independently developed by the Contractor; (3) is or becomes publicly available without breach of this Contract; (4) is rightfully received by the Contractor from a third party without an obligation of confidence; (5) is disclosed by the Contractor with the written consent of the State; or (6) is released in accordance with a valid order of a court or governmental agency, provided that the Contractor (a) notifies the State of such order immediately upon receipt of the order and (b) makes a reasonable effort to obtain a protective order from the issuing court or agency limiting disclosure and use of the Confidential Information solely for the purposes intended to be served by the original order of production. The Contractor will return all originals of any Confidential Information and destroy any copies it has made on termination or expiration of this Contract.

The Contractor may disclose Confidential Information to its subcontractors on a need-to-know basis, but they will be obligated to the requirements of this section.

Ownership of Deliverables. All deliverables produced by the Contractor and covered by this Contract, including any software modifications, and documentation, shall be owned by the State, with all rights, title, and interest in all intellectual property that come into existence through the Contractor's custom work being assigned to the State. Additionally, the Contractor waives any author rights and similar retained interests in custom-developed material. The Contractor will provide the State with all assistance reasonably needed to vest such rights of ownership in the State. But the Contractor will retain ownership of all tools, methods, techniques, standards, and other development procedures, as well as

generic and preexisting shells, subroutines and similar material incorporated in any custom Deliverable ("Pre-existing Materials") if the Contractor provides the non-exclusive license described in the next paragraph.

The Contractor may grant the State a worldwide, non-exclusive, royalty-free, perpetual license to use, modify, sell, and otherwise distribute all Pre-existing Materials that are incorporated in any custom-developed Deliverable rather than grant the State ownership of the Pre-existing Materials provided however, that the State may distribute such Pre-existing materials to the extent required by governmental funding mandates. The Contractor will not include in any custom Deliverable any intellectual property unless such has been created under this Contract or qualifies as Pre-existing Material. If the Contractor wants to incorporate any Pre-existing Materials in a custom Deliverable, the Contractor must first disclose this and seek the State's approval for doing so in advance. On the request of the Contractor, the State will incorporate any proprietary notice the Contractor may reasonably want for any Pre-existing Materials included in a custom Deliverable in all copies the State makes of that Deliverable.

Subject to the limitations and obligations of the State with respect to Pre-existing Materials, the State may make all custom Deliverables available to the general public without any proprietary notices of any kind.

The solution must provide that JFS is the owner of record of the toll free numbers used to access the system. Should this contract be cancelled or terminated for any reason, the Contractor must relinquish all rights to the toll free numbers and ownership and future use will be exclusively with the State.

License in Commercial Material. As used in this section, "Commercial Material" means anything that has been developed at private expense by the Contractor or a third party, commercially available in the marketplace, subject to intellectual property rights, and readily copied through duplication on magnetic media, paper, or other media. Examples include written reports, books, pictures, videos, movies, computer programs, and computer source code and documentation.

Any Commercial Material that the Contractor intends to deliver as a Deliverable must have the scope of the license granted in such material disclosed in the RFP or as an attachment referenced in the RFP, if that scope of license is different from the scope of license contained in this section for Commercial Materials.

Except for Commercial Material that is software ("Commercial Software"), if the Commercial Material is copyrighted and published material, then the State will have the rights permitted under the Federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material is patented, then the State will have the rights permitted under the Federal patent laws for each copy of the Commercial Material delivered to it by the Contractor.

Except for Commercial Software, if the Commercial Material consists of trade secrets, then the State will treat the material as confidential. In this regard, the State will assume all obligations with respect to the Commercial Material that the Contractor assumes under the Confidentiality section of this Contract with respect to State secrets. Otherwise, the State will have the same rights and duties permitted under the Federal copyright laws for each copy of the Commercial Material delivered to it by the Contractor, whether or not the material is copyrighted when delivered to the State.

For Commercial Software, the State will have the rights in items (1) through (8) of this section with respect to the software. The State will not use any Commercial Software except as provided in items (1) through (8) of this section or as expressly stated otherwise in this Contract. The Commercial Software may be:

- (1) Used or copied for use in or with the computer or computers for which it was acquired, including use at any State installation to which such computer or computers may be transferred;
- (2) Used or copied for use in or with a backup computer for disaster recovery and disaster recovery testing purposes or if any computer for which it was acquired is inoperative;

- (3) Reproduced for safekeeping (archives) or backup purposes;
- (4) Modified, adapted, or combined with other computer software, but the modified, combined, or adapted portions of the derivative software incorporating any of the Commercial Software will be subject to same restrictions set forth in this Contract;
- (5) Disclosed to and reproduced for use on behalf of the State by support service contractors or their subcontractors, subject to the same restrictions set forth in this Contract; and
- (6) Used or copied for use in or transferred to a replacement computer.

However:

- (7) If the Commercial Software delivered under this Contract is published and copyrighted, it is licensed to the State without disclosure prohibitions; but
- (8) If any Commercial Software is delivered under this Contract with the copyright notice in 17 U.S.C. 401, it will be presumed to be published, copyrighted, and licensed to the State without disclosure restrictions, unless a statement substantially as follows accompanies such copyright notice: "Unpublished -- rights reserved under the copyright laws of the United States." The State will treat such Commercial Software as Confidential Information to the extent that such is actually the case.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS
PART FOUR: REPRESENTATIONS, WARRANTIES AND LIABILITIES

General Warranties. The Contractor warrants that the recommendations, guidance, and performance of the Contractor under this Contract will: (1) be in accordance with sound professional standards and the requirements of this Contract and without any material defects; (2) unless otherwise provided in the RFP, be the work solely of the Contractor; and (3) no Deliverable will infringe on the intellectual property rights of any third party.

Additionally, with respect to the Contractor's activities under this Contract, the Contractor warrants that: (1) the Contractor has the right to enter into this Contract; (2) the Contractor has not entered into any other contracts or employment relationships that restrict the Contractor's ability to perform the contemplated services; (3) the Contractor will observe and abide by all applicable laws and regulations, including those of the State regarding conduct on any premises under the State's control; (4) the Contractor has good and marketable title to any goods delivered under this Contract and in which title passes to the State; (5) all hardware, software, firmware, and similar devices and materials provided under this Contract will be designed to operate without regard to the turning of a century and process dates in a manner that takes into account dates occurring before and after the turning of a century; and (6) the Contractor has the right and ability to grant the license granted in any Deliverable in which title does not pass to the State.

The warranty regarding material defects is a 1-year warranty. All other warranties will be continuing warranties. If any portion of the Project fails to comply with these warranties, and the Contractor is so notified in writing, the Contractor will correct such failure with all due speed or will refund the amount of the compensation paid for such portion of the Project. The Contractor will also indemnify the State for any direct damages and claims by third parties based on a breach of these warranties. This obligation of indemnification will not apply where the State has modified or misused the Deliverable and the claim is based on the modification or misuse. The State agrees to give the Contractor notice of any such claim as soon as reasonably practicable. If a successful claim of infringement is made, or if the Contractor reasonably believes that an infringement claim that is pending may actually succeed, the Contractor will do 1 of the following 4 things: (1) modify the Deliverable so that it is no longer infringing; (2) replace the Deliverable with an equivalent or better item; (3) acquire the right for the State to use the infringing Deliverable as it was intended for the State to use under this Contract; or (4) remove the Deliverable and refund the amount the State paid for the Deliverable and the amount of any other Deliverable or item that requires the availability of the infringing Deliverable for it to be useful to the State.

Software Warranty. If this Contract involves software as a Deliverable, then, on acceptance and for 12 months after the date of acceptance of any Deliverable that includes software, the Contractor warrants as to all software developed under this Contract that: (a) the software will operate on the computer(s) for which the software is intended in the manner described in the relevant software documentation, the Contractor's Proposal, and the RFP; (b) the software will be free of any material defects; (c) the Contractor will deliver and maintain relevant and complete software documentation, commentary, and source code; and (d) the source code language used to code the software is readily available in the commercial market, widely used and accepted for the type of programming involved, and support programming in the language is reasonably available in the open market; and (e) the software and all maintenance will be provided in a professional, timely, and efficient manner.

For Commercial Software licensed from a third party that is incorporated in a Deliverable, the Contractor represents and warrants that it has done 1 of the following 3 things: (a) obtained the right from the third-party licensor to commit to the warranties and maintenance obligations in this Section; (b) obtained a binding commitment from the licensor to make those warranties and maintenance obligations directly to the State; or (c) fully disclosed in the RFP any discrepancies between the requirements of this section and the commitment the third-party licensor has made.

In addition, for Commercial Software that is incorporated in a Deliverable, the Contractor will: (a) maintain or cause the third-party licensor to maintain the Commercial Software so that it operates in the manner described in the RFP (or any attachment referenced in the RFP) and relevant Commercial Software documentation; (b) supply technical bulletins and updated user guides; (c) supply the State with updates,

improvements, enhancements, and modifications to the Commercial Software and documentation and, if available, the commentary and the source code; (d) correct or replace the Commercial Software and/or remedy any material programming error that is attributable to the Contractor or the third-party licensee; (e) maintain or cause the third-party licensor to maintain the Commercial Software and documentation to reflect changes in the subject matter the Commercial Software deals with; (f) maintain or obtain a commitment from the third-party licensor to maintain the Commercial Software so that it will properly operate in conjunction with changes in the operating environment in which it is designed to operate.

For purposes of the warranties and the delivery requirements in this Contract, software documentation means well written, readily understood, clear, and concise instructions for the software's users as well as a system administrator. The software documentation will provide the users of the software with meaningful instructions on how to take full advantage of all of the capabilities designed for end users. It also means installation and system administration documentation for a system administrator to allow proper control, configuration, and management of the software. Source code means the uncompiled operating instructions for the entire System. But the Contractor will not be obligated to provide source code for Commercial Software unless it is readily available from the licensor. The source code will be provided in the language in which it was written and will include commentary that will allow a competent programmer proficient in the source language to readily interpret the source code and understand the purpose of all routines and subroutines contained within the source code.

Equipment Warranty. If any electrical equipment, mechanical device, computer hardware, telecommunications hardware, or other type of physical machinery ("Equipment") will be a part of any Deliverable, the following warranties apply. The Contractor warrants that the Equipment fully complies with all government environmental and safety standards applicable to the Equipment. The Contractor also warrants for 1 year from the acceptance date of the Equipment that the Equipment will perform substantially in accordance with specifications described in the RFP, the user manuals, technical materials, and related writings published by the manufacturer for the Equipment. The foregoing warranties will not apply to Equipment that is modified or damaged after title passes to the State.

The Contractor will notify the State in writing immediately upon the discovery of any breach of the warranties given above.

The Contractor's will do the following if any Equipment does not meet the above warranties:

- (a) Cause the Equipment to perform as required, or, if that is not commercially practicable, then;
- (b) Grant the State a refund equal to the amount the State paid for the Equipment or, if such has not been individually priced, the manufacturer's suggested retail price for the Equipment.

Except where the Contractor's breach of a warranty makes it not possible for the State to do so, the State will return the affected Equipment to the Contractor in the case of a refund under the previous paragraph.

General Exclusion of Warranties. THE CONTRACTOR MAKES NO WARRANTIES, EXPRESS OR IMPLIED, OTHER THAN THOSE EXPRESS WARRANTIES CONTAINED IN THIS CONTRACT. THE CONTRACTOR ALSO MAKES NO WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE EXCEPT AS FOLLOWS: IF THE CONTRACTOR HAS BEEN ENGAGED UNDER THE SCOPE OF WORK IN THE RFP TO DESIGN SOMETHING TO MEET A PARTICULAR NEED FOR THE STATE, THEN THE CONTRACTOR DOES WARRANT THAT THE CONTRACTOR'S WORK WILL MEET THE STATED PURPOSE FOR THAT WORK.

Indemnity for Property Damage and Bodily Injury. The Contractor will indemnify the State for all liability and expense resulting from bodily injury to any person (including injury resulting in death) and damage to property arising out of the performance of this Contract, providing such bodily injury or property damage is due to the fault of the Contractor, its employees, agents, or subcontractors.

Limitation of Liability. The parties agree as follows:

The parties agree as follows:

- 1) Neither party is liable for any indirect, incidental or consequential loss or damage of any kind, including but not limited to lost profits, even if the parties have been advised, knew or should have known of the possibility of such damages.
- 2) The Contractor further agrees that the Contractor shall be liable for all direct damages due to the fault or negligence of the Contractor.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS
PART FIVE: ACCEPTANCE AND MAINTENANCE

Standards of Performance and Acceptance. If the RFP so indicates, there will be a period for performance testing of the Project. During the performance period, the State, with the assistance of the Contractor, will perform acceptance testing. The performance period will last up to 90 calendar days, during which time the Project must meet the standard of performance required by the RFP for 30 consecutive calendar days. The performance criteria in the RFP will be supplemented with the relevant user manuals, technical materials, and related writings, to the extent that the specifications in those writings supplement and refine rather than contradict the performance criteria in the RFP. Acceptance of the Project depends on a successful completion of the performance period defined in this section and the RFP. This section applies to the Project, and any part of it, as well as replacements or substitutes for the Project after completion of a successful performance period.

If the Project does not meet the standard of performance during the initial performance period, the State will give the Contractor details about the problems in a timely manner and in a useful and relevant form. Until all outstanding problems have been demonstrably corrected by the Contractor, the second performance period will not start, and the Project (or part thereof) will not be accepted. The second performance test will continue on a day-by-day basis until the standard of performance is met for a total of 30 consecutive calendar days or until the 90 day performance period has ended without meeting the standard of performance.

If the Project fails to meet the standard of performance after 90 calendar days from the start of the second performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State will have the right to request correction or replacement of the relevant portion of the Project.

The Project may have components that can be tested for acceptance individually. If that is so, there may be acceptance criteria listed on the RFP for each part of the Project that will be independently tested and accepted. But, unless the RFP expressly provides otherwise, the failure of any independently tested component to meet its acceptance criteria will give the State the right to reject the entire Project. Alternatively, if the State determines that it is in the State's interest to reject only the part of the Project that was independently and unsuccessfully tested, it may do so. If the State chooses this option, the State will be entitled to a refund or credit toward the Contractor's Fee equal to the cost of acquiring a replacement for the rejected component.

The acceptable level of performance for the Project will be 98.5%, unless otherwise specified in the RFP. The performance level for the Project is computed by dividing the sum of the uptime by the number of working hours during the test time. Uptime is defined as the total hours, rounded to the nearest quarter hour, during which all components of the Project are operational and all functions of the Project are available to its users. The number of working hours is defined as the total number of working hours for the period during which the Project was scheduled to be available to its users. Uptime and downtime will be measured in hours and quarter hours.

The Project downtime is that period when any part of the Project is inoperable due to failure of the Project or a particular Deliverable to operate according to the specifications in the RFP, the user documentation, or the published technical specifications.

During a period of downtime, the State may use operable components of the Project when that will not interfere with repair of inoperable components of the Project.

Downtime will start from the time the State notifies the Project Manager of the inoperable condition of the Project until the Project is returned in proper operating condition.

The Project will not be accepted until the performance period is complete.

Should it be necessary, the State may delay the start of the performance period, but the delay will not exceed 30 consecutive calendar days after the scheduled date for implementation of the Project. Such a

delay will not be considered a suspension of work under the Suspension and Termination section of this Contract.

Alternative form of Acceptance. If this Contract does not involve software or Equipment as a Deliverable, then the preceding section will not apply and there will be no formal acceptance procedure unless the RFP expressly provides otherwise. If the RFP does not provide otherwise, the acceptance procedure will be an informal review by the Agency Project Representative to ensure that each Deliverable and the Project as a whole comply with the requirements of this Contract. The Agency Project Representative will have up to 30 calendar days to do this. No formal letter of acceptance will be issued, and passage of the 30 calendar days will imply acceptance, though the State will issue a notice of noncompliance if a Deliverable or the Project as a whole does not meet the requirements of this Contract. If the Agency Project Representative issues a letter of noncompliance, then the Contractor will have 30 calendar days to correct the problems listed in the noncompliance letter. If the Contractor fails to do so, the Contractor will be in default without a cure period. If the Agency Project Representative has issued a noncompliance letter, the Deliverables or the Project as a whole will not be accepted until the Agency Project Representative issues a letter of acceptance indicating that each problem noted in the noncompliance letter has been cured. If the problems have been fixed during the 30 day period, the Agency Project Representative will issue the acceptance letter within 15 calendar days.

If the Project fails to meet the standard of performance after 90 calendar days from the start of the performance period, the Contractor will be in default and will not have a cure period. In addition to all other remedies the State may have under this Contract, the State will have the right to request correction or replacement of the relevant portion of the Project.

Passage of Title. Title to any Deliverable will pass to the State only on acceptance of the Deliverable. All risk of loss, regardless of the cause, will remain with the Contractor until title to the Deliverable passes to the State.

Software Maintenance. If applicable, during the warranty period, the Contractor will correct any material programming errors that are attributable to the Contractor within a reasonable period of time. But the State must notify the Contractor, either orally or in writing, of a problem with the software and provide sufficient information for the Contractor to identify the problem.

The Contractor's response to a programming error will depend upon the severity of the problem. For programming errors that slow the processing of data by a small degree, render minor and non-critical functions of the System inoperable or unstable, or require users or administrators to employ work-arounds to fully use the software, Contractor will respond to the request for resolution within four (4) business hours. And the Contractor must begin working on a proper solution for the problem within one (1) business day, dedicating the resources required to fix the problem. For any defects with more significant consequences, including those that render key functions of the system inoperable or significantly slow processing of data, the Contractor will respond within two (2) business hours of notice. Additionally, the Contractor must begin working on a proper solution for the problem immediately after responding and, if requested, provide on-site assistance and dedicate all available resources to resolving the problem.

For software classified as Commercial Software in the Ownership of the Work section and for which the State has not signed a separate license agreement, the Contractor will acquire the right to maintenance for one (1) year. That maintenance will be the third-party licensor's standard maintenance program. But, at a minimum, that maintenance program must include all updates, patches, and fixes to the software. It will also include a commitment to keep the software current with the operating environment in which it is designed to function (and, if applicable, the subject matter covered by the software) and to correct material defects in the software in a timely fashion. Additionally, the Contractor will obtain a commitment from the licensor to make maintenance available for the product for at least four (4) years after the first year of maintenance. The Contractor will also obtain a commitment from the licensor to limit increases in the annual fee for maintenance to no more than 8% annually. If the licensor is unable to provide maintenance during that 5 year period, then the licensor must be committed to doing one (1) of the following two (2) things: (a) give the State a *pro rata* refund of the license fee based on a five (5)-year useful life; or (b) release the source code for the software (except third party software) to the State for

use by the State solely for the purpose of maintaining the copy(ies) of the software for which the State has a proper license. For purposes of receiving the source code, the State agrees to treat it as confidential and to be obligated to the requirements under the Confidentiality section of this Contract with respect to the source code. That is, with respect to the source code that the State gets under this section, the State will do all the things that the Confidentiality section requires the Contractor to do in handling the State's Confidential Information.

Equipment Maintenance. If applicable, upon equipment delivery and for 12 months after acceptance, the Contractor will provide Equipment maintenance to keep the Equipment in or restore the Equipment to good working order. This maintenance will include preventative and remedial maintenance, installation of safety changes, and installation of engineering changes based upon the specific needs of the individual item of Equipment. This maintenance will include the repair, replacement, or exchange deemed necessary to keep the Equipment to good working order. For purposes of this Contract, Equipment restored to good working condition means Equipment that performs in accordance with the manufacturer's published specifications and the RFP.

The Contractor will exert its best efforts to perform all fault isolation and problem determination attributed to the Equipment covered under this Contract.

The following services are outside the scope of this Contract:

- a. Maintenance to bring the Equipment into compliance with any law, rule, or regulation if such law, rule, or regulation was not in effect on the acceptance date.
- b. Repair and replacement work or increase in maintenance time as a result of damage or loss resulting from casualty or the State's misuse of the Equipment, damage resulting from improper packing or failure to follow prescribed shipping instructions (if such is done by the State), failure of electrical power, air conditioning or humidity control, use of supplies not approved by the original manufacturer of the Equipment as described or included in the Contractor's Proposal, or causes other than ordinary use of the Equipment.
- c. Furnishing platens, supplies, or accessories, making specification changes, or adding or removing approved accessories, attachments, or other devices.
- d. Maintenance or any increase in maintenance time resulting from any maintenance or inappropriate connection to other equipment (not done by the Contractor) that results in damage to the Equipment.
- e. Activities required to restore the Equipment to good operating condition if the problem has resulted from someone other than Contractor's authorized service personnel repairing, modifying, or performing any maintenance service on the Equipment.

Equipment Maintenance Standards. Where applicable, remedial equipment maintenance by the Contractor will be completed within 24 business hours for EBT-only equipment, after notification by the State that maintenance is required. In the case of preventative maintenance, the Contractor will perform such in accordance with the manufacturer's published schedule and specifications. If maintenance is not completed or substitute equipment provided within 8 hours after notification by the State, the Contractor will be in default.

All maintenance will also meet any standards contained in the RFP. Failure of the Contractor to meet or maintain these requirements will provide the State with the same rights and remedies specified elsewhere in the RFP for default, except that the Contractor will only have 8 hours to remedy a default.

The Contractor will provide adequate staff to provide the maintenance required by this Contract.

Equipment Maintenance Continuity. Where applicable, if the Contractor is unable to provide maintenance services to meet the State's ongoing performance requirements and if, in the State's sole

opinion, the Contractor is unlikely to resume providing warranty services that meets the State's ongoing performance requirement, the Contractor will be in default. The State then will be entitled to the remedies in the default section of this Contract. But the State will also be entitled to the following items from the Contractor: (a) all information necessary for the State to perform the maintenance, including logic diagrams, maintenance manuals and system and unit schematics, as modified by the Contractor; and (b) a listing of suppliers capable of supplying necessary spare parts.

Any information in items (a) and (b) above that is rightfully identified by the Contractor as proprietary information will be maintained in confidence by the State except where disclosure to a third party is necessary for the State to continue the maintenance. But any third party to whom disclosure is made will agree to hold such proprietary information in confidence and to make no further disclosure of it. Further, the State agrees that any such proprietary information will be used solely to perform the Contractor's maintenance obligations hereunder and will be returned to the Contractor upon completion of such use.

Principal Period of Maintenance (General). Maintenance will be available 9 working hours per weekday, [between 8:00 a.m. and 5:00 p.m.] Travel time and expenses related to remedial and preventive maintenance will not be considered billable but will be included in the Contractor's firm, fixed Fee for the Project during the warranty period and a part of the annual maintenance Fee during later annual maintenance periods.

Maintenance Access (General). The Contractor will keep the Project in good operating condition during the warranty period and any annual maintenance period during which the State contracts for continued maintenance, and the State will provide the Contractor with reasonable access to the Project to perform maintenance. All maintenance that requires the Project to be inoperable must be performed outside the State's customary working hours except when the Project is already inoperable. Preventive or scheduled maintenance will be performed at mutually agreeable times, within the parameters of the manufacturer's published schedule.

Key Maintenance Personnel (General). The Contractor will identify all key people responsible for providing maintenance on the Project, furnish the State with a means of identifying these people, furnish the State with their credentials, and notify the State at least 30 calendar days in advance of any reductions in staffing levels of key people at the office serving the State.

**ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS
PART SIX: CONSTRUCTION**

Entire Document. This Contract is the entire agreement between the parties with respect to the subject matter and supersedes any previous statements or agreements, whether oral or written.

Binding Effect. This Contract will be binding upon and inure to the benefit of the respective successors and assigns of the State and the Contractor.

Amendments – Waiver. No change to any provision of this Contract will be effective unless it is in writing and signed by both parties. The failure of either party at any time to demand strict performance by the other party of any of the terms of this Contract will not be a waiver of those terms. Waivers must be in writing to be effective. And either party may at any later time demand strict performance.

Severability. If any provision of this Contract is held by a court of competent jurisdiction to be contrary to law, the remaining provisions of this Contract will remain in full force and effect to the extent that such does not create an absurdity.

Construction. This Contract will be construed in accordance with the plain meaning of its language and neither for nor against the drafting party.

Headings. The headings used herein are for the sole sake of convenience and will not be used to interpret any section.

Notices. For any notice under this Contract to be effective it must be made in writing and sent to the address of the appropriate contact provided elsewhere in the Contract, unless such party has notified the other party, in accordance with the provisions of this section, of a new mailing address. This notice requirement will not apply to any notices that this Contract expressly authorized to be made orally.

Continuing Obligations. The terms of this Contract will survive the termination or expiration of the time for completion of Project and the time for meeting any final payment of compensation, except where such creates an absurdity.

ATTACHMENT THREE: GENERAL TERMS AND CONDITIONS
PART SEVEN: LAW & COURTS

Compliance with Law. The Contractor agrees to comply with all applicable Federal, state, and local laws in the conduct of the Work.

Drug-Free Workplace. The Contractor will comply with all applicable state and Federal laws regarding keeping a drug-free workplace. The Contractor will make a good faith effort to ensure that all the Contractor employees, while working on state property, will not have or be under the influence of illegal drugs or alcohol or abuse prescription drugs in any way.

Conflicts of Interest. No Personnel of the Contractor may voluntarily acquire any personal interest that conflicts with their responsibilities under this Contract. Additionally, the Contractor will not knowingly permit any public official or public employee who has any responsibilities related to this Contract or the Project to acquire an interest in anything or any entity under the Contractor's control if such an interest would conflict with that official's or employee's duties. The Contractor will disclose to the State knowledge of any such person who acquires an incompatible or conflicting personal interest related to this Contract. And the Contractor will take steps to ensure that such a person does not participate in any action affecting the work under this Contract. But this will not apply when the State has determined, in light of the personal interest disclosed, that person's participation in any such action would not be contrary to the public interest.

Ohio Ethics and Elections Law. The Contractor certifies that it is currently in compliance and will continue to adhere to the requirements of the Ohio ethics law, O.R.C. §102.04. The Contractor affirms that, as applicable to the Contractor, no party listed in Division (I) or (J) of Section 3517.13 of the Ohio Revised Code or spouse of such party has made, as an individual, within the 2 previous calendar years, one or more contributions totaling in excess of \$1,000.00 to the Governor or to his campaign committees.

Equal Employment Opportunity. During the Project, the Contractor will not discriminate against any employee or applicant for employment because of race, religion, color, sex, national origin, disability, age, or Vietnam-era veteran status ("Protected Status"). The Contractor will ensure that applicants for employment and employees are treated without regard to their Protected Status.

The Contractor agrees to post notices with the provisions of this section in conspicuous places that are available to employees and applicants and to state in all solicitations and advertisements for employees that it is an equal opportunity employer.

Injunctive Relief. Nothing in this Contract is intended to limit the State's right to injunctive relief if such is necessary to protect its interests or to keep it whole.

Assignment. The Contractor may not assign this Contract or any of its rights or obligations under this Contract without the prior, written consent of the State.

Governing Law. This Contract will be governed by the laws of Ohio, and venue for any disputes will lie exclusively with the appropriate court in Franklin County, Ohio.

**ATTACHMENT FOUR
SAMPLE CONTRACT**

**A CONTRACT BETWEEN
THE OHIO OFFICE OF INFORMATION TECHNOLOGY
ON BEHALF OF THE OHIO DEPARTMENT OF JOB AND FAMILY SERVICES
AND**

(CONTRACTOR)

THIS CONTRACT, which results from RFP#0A05008, entitled "Electronic Benefits Transfer System for Food Stamp Benefits" is between the State of Ohio, through the Ohio Office of Information Technology, Information Technology Governance Division, on behalf of the Department of Job and Family Services (the "State") and _____ (the "Contractor").

If this RFP results in a contract award, the contract will consist of this RFP including all attachments, written amendments to this RFP, the Contractor's proposal, and written, authorized amendments to the Contractor's proposal. It will also include any materials incorporated by reference in the above documents and any change orders issued under the contract. The form of the contract is this one page attachment to the RFP, which incorporates by reference all the documents identified above. The general terms and conditions for the contract are contained in another attachment to the RFP. If there are conflicting provisions between the documents that make up the contract, the order of precedence for the documents is as follows:

1. This RFP, as amended;
2. The documents and materials incorporated by reference in the RFP;
3. The Contractor's proposal, as amended, clarified, and accepted by the state; and
4. The documents and materials incorporated by reference in the Contractor's proposal.

Notwithstanding the order listed above change orders and amendments issued after the contract is executed may expressly change the provisions of the contract. If they do so expressly, then the most recent of them will take precedence over anything else that is part of the contract.

This contract has an effective date of the later of _____, 20____, or the occurrence of all conditions precedent specified in the General Terms and Conditions.

IN WITNESS WHEREOF, the parties have executed this Contract as of the dates below.

CONTRACTOR

STATE OF OHIO

OHIO OFFICE OF INFORMATION TECHNOLOGY

SAMPLE – DO NOT FILL OUT _____

BY:

By: Greg S. Jackson

Title: _____

Title: Director and State Chief information Officer

Date: _____

Date: _____

**ATTACHMENT FIVE
SAMPLE DELIVERABLE/MILESTONE SUBMITTAL FORM**

Client Name:	[Insert Client Name]
Project Name:	[Insert Project Name]
Contract Number:	[Insert Contract Number]
Deliverable To Be Reviewed or Milestone Attained:	[Insert Deliverable/Milestone Name and WBS Task #]
Date Deliverable Submitted for Review or Milestone Achievement Date:	[Insert Applicable Date]

The **[insert deliverable/milestone name]** deliverable/milestone is complete. This deliverable/milestone has been completed/attained by **[insert Corporate name]** in accordance with the requirements specified in the RFP and Project Plan. Please obtain signatures below indicating the compliance of **[insert deliverable/milestone name]**. Please obtain all signatures within **XX** calendar days of the Submitted or Achievement Date, above, **[insert date XX calendar days from submitted date]**.

Please contact _____ at XXX-XXX with any questions.

Sincerely,

**[Insert Company Name]
[Insert Project Name] Project Manager**

Printed Name
Contractor Project Manager
{Same as person signing above}

COMPLIANT: Deliverable Payment Authorized: Yes ____ No ____ N/A ____ _____ Signature of State Agency Project Representative/Date
--

NOT COMPLIANT: Describe reason(s) for non-compliance: (Continue on back if necessary) _____ Signature of State Agency Project Representative/ Date Payment <u>Not</u> Authorized

ATTACHMENT SIX

OFFEROR PROFILE SUMMARY

NOTE: The Offeror Profile Summary Forms contained in this Attachment are comprised of four (4) different types of forms. The form types are:

- Attachment Six – A Offeror Past and Current Projects
- Attachment Six – B Offeror Mandatory Requirements
- Attachment Six – C Offeror Standard Requirements
- Attachment Six – D Offeror Desirable Requirements
- Attachment Six – E Offeror Mandatory Specifications Checklist

Each form of this Attachment may contain minor variations. If an offeror elects to re-create the forms instead of typing the forms using a typewriter, please carefully review each form to ensure that the forms have been re-created accurately.

ATTACHMENT SIX

OFFEROR PROFILE SUMMARY

Following is a list mandatory, standard, and desirable requirements for the offeror that the state believes is essential to this Project. The offeror will need to fill out the corresponding Offeror Profile Summary forms in their entirety.

The Offeror Profile Summary forms following the list have been customized for the applicable requirements. Each page of the form may contain variations, some minor. If an offeror elects to re-create the forms electronically, please carefully review each form to ensure that it has been copied accurately. Failure to recreate the forms accurately may lead to the rejection of the offeror's proposal.

The following mandatory requirements must be met by the prime offeror.

1. **List of Past and Current Projects.** The offeror must list at least three (3) government or commercial customers for whom the offeror has provided or currently provides financial services similar in size, scope, and nature to this project. One of these projects must have been as the prime contractor on the project.
2. **Description of Past and Current Projects.** The offeror must provide narrative descriptions for completed or current projects for these governmental or commercial entities that are comparable to Ohio EBT/EFT in size, scope, and nature to this project.

Mandatory Requirements:

1. **Financial Network Management Services.** The offeror must have five (5) years experience in the operations and management of a large-scale, complex financial network involving commercial or proprietary transaction processing similar in size, scope, and nature to this project.
2. **Management and Delivery of Core EBT/EFT Services.** The offeror must have five (5) years experience in the delivery of core EBT/EFT services which may include account setup, benefit authorization, account maintenance services, card and PIN issuance, transaction processing, settlement service, reconciliation service, card holder and retailer/merchant customer service, POS deployment, and reporting services similar in size, scope, and nature to this project.

Standard Requirements:

1. **Management and Delivery of Ancillary EBT/EFT Services.** The offeror must have five (5) years experience in the delivery of ancillary EBT/EFT services to include card design and production; retailer/merchant and cardholder training materials; and marketing commercial POS deployment and services.

Desirable Requirements:

1. **Service Responsiveness of Offeror Past and Current Projects.** Description of at least one (1) instance where offeror as prime contractor provided significant levels of EBT/EFT services support beyond the scope defined in the initial contract.
2. **Previous Implementation.** Offeror has implemented another health and human services application on an EBT card within another state similar in size, scope, and nature to this project.

**ATTACHMENT SIX – A
OFFEROR PROFILE SUMMARY**

OFFEROR PAST AND CURRENT PROJECTS

1. **List of Past and Current Projects.** The offeror must list at least three (3) government or commercial customers for whom the offeror has provided or currently provides financial services similar in size, scope, and nature to this project. One of these projects must have been as the prime contractor on the project.

At least one of the projects listed must be as the primary contractor for the Contract. Offerors who fail to provide one example as a prime Contractor may be removed from further consideration.

1. **Contact Name(s)** _____
Addresses of the person(s) most knowledgeable about the offeror's performance _____
Contact Phone Number _____
Past or Current Project? _____
Primary or Subcontractor? _____
Governmental or Commercial Customer _____

2. **Contact Name(s)** _____
Addresses of the person(s) most knowledgeable about the offeror's performance _____
Contact Phone Number _____
Past or Current Project? _____
Primary or Subcontractor? _____
Governmental or Commercial Customer _____

3. **Contact Name(s)** _____
Addresses of the person(s) most knowledgeable about the offeror's performance _____
Contact Phone Number _____
Past or Current Project? _____
Primary or Subcontractor? _____
Governmental or Commercial Customer _____

4. **Contact Name(s)** _____
Addresses of the person(s) most knowledgeable about the offeror's performance _____
Contact Phone Number _____
Past or Current Project? _____
Primary or Subcontractor? _____
Governmental or Commercial Customer _____

-- Recreate and Append as Needed --

**ATTACHMENT SIX – A
OFFEROR PROFILE SUMMARY**

OFFEROR PAST AND CURRENT PROJECTS

2. **Description of Past and Current Projects.** The offeror must provide narrative descriptions for completed or current projects for these governmental or commercial entities that are comparable to Ohio EBT/EFT in size, scope, and nature to this project.

At least one of the projects listed must be as the primary contractor for the Contract. Offerors who fail to provide one example as a prime Contractor may be removed from further consideration.

1.	Company or Client Name:		Scheduled completion dates:			
	Contact Name(s):		From: mm/yy		To: mm/yy	
	Contact Phone Number:		Actual completion dates:			
	Contract value (if available):		From: mm/yy		To: mm/yy	
	Primary or Sub-contractor?					
	Share (%) of total contract assigned to offeror:		%			
	Time period during which the offeror was actually involved in service delivery:					
	Key project personnel assigned (also provide job titles):					
	Offeror's role and responsibilities:					
	Scope of work performed (where the offeror was a subcontractor, the narrative description must identify the primary contractor):					
	Describe in detail how the work was comparable in size, scope and nature to this Project:					

-- Recreate as Needed for Each Past or Current Client --

**ATTACHMENT SIX – D
OFFEROR PROFILE SUMMARY**

OFFEROR DESIRABLE REQUIREMENTS

1. **Service Responsiveness of Offeror Past and Current Projects.** Description of at least one (1) instance where offeror as prime contractor provided significant levels of EBT/EFT services support beyond the scope defined in the initial contract.
- What additional EBT/EFT services were provided (i.e. types, scope, and value)?
 - Were the services provided to the customer at no additional cost?
 - If the offeror was compensated, was the payment based on a pre-approved change order or contract amendment?

1. Company or Client Name:		Scheduled completion dates:			
Contact Name(s):		From:		To:	
Contact Phone Number:		Actual completion dates:			
Primary or Sub-contractor?		From:		To:	
Share (%) of total contract assigned to offeror:	%				
Time period during which the offeror was actually involved in service delivery:					
Offeror's role and responsibilities:					
What additional EBT/EFT services were provided (i.e. types, scope, and value)?					
Were the services provided to the customer at no additional cost?					
If the offeror was compensated, was the payment based on a pre-approved change order or contract amendment?					

-- Recreate as Needed --

**ATTACHMENT SIX – D
OFFEROR PROFILE SUMMARY**

**OFFEROR DESIRABLE REQUIREMENTS
CONTINUED**

2. **Previous Implementation.** Offeror has implemented another health and human services application on an EBT card within another state similar in size, scope, and nature to this project.

Company or Client Name:		Scheduled completion dates:			
Contact Name(s):		From: mm/yy		To: mm/yy	
Contact Phone Number:		Actual completion dates:			
Contract value (if available):		From: mm/yy		To: mm/yy	
Primary or Sub-contractor?					
Share (%) of total contract assigned to offeror:		%			
Time period during which the offeror was actually involved in service delivery:					
Offeror's role and responsibilities:					
Scope of work performed (where the offeror was a subcontractor, the narrative description must identify the primary contractor):					
Describe in detail how the work was comparable in size, scope and nature to this Project:					

-- Recreate as Needed --

**ATTACHMENT SIX - E
OFFEROR MANDATORY SPECIFICATIONS CHECKLIST**

Offeror Specifications Checklist. This section describes some of the technical requirements for the proposed system. It is the intent of the State to procure a complete EBT system as specified in this document. Any incidental items omitted from these requirements must be provided by the offeror in order to deliver a working system and be in compliance with the RFP specifications. Such items must be included in the not-to-exceed-fixed price.

In the blank column before each requirement, the offeror must indicate whether the requirement is met in the proposed solution. This will be achieved by entering "yes" if available or "no" if unavailable. An offeror that enters "yes" to a requirement is committed to providing that requirement after the Contract is awarded.

All requirements must be provided; no exceptions or substitutions are permitted for the requirements. An offeror who cannot provide every requirement may be eliminated from further consideration. The state may also place the contractor awarded the Contract in default for failing to meet any of the requirements and specifications listed.

Offerors must photocopy attachment 6-E in its entirety, fill in the appropriate responses, and include the attachment with their proposal. Only photocopied documents for attachment 6-E will be accepted, no recreations will be accepted. Offerors who fail to photocopy and respond to all the requirements within the attachment may be eliminated from further consideration.

The following technical specification and requirements are required:

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
Contract Requirements and EBT System Requirements		
1.		The Contractor must comply with all applicable Federal and State laws, regulations, action transmittals, program instructions, review guides and similar policy directives and must comply with the rules and regulations governing EBT systems and their operations
2.		Unless expressly noted as an exception herein, the Quest® Operating Rules must apply to all applicable aspects of EBT services development and operation.
3.		As the Quest® Operating Rules are changed, EBT services must be modified to meet the new requirements.
4.		The Contractor must comply with ISO and ANSI standards related to EBT as required by Quest® Operating Rules and as stated in this RFP, to include EBT messaging standards promulgated by ANSI based upon the ISO 8583 and 9510 financial interchange message specifications, as well as ISO 7813, and ANSI X9.8, X9.24, and X3.92.
5.		The Contractor must follow all applicable State statutes, rules and policies related to EBT on an ongoing basis, not limited to those terms and conditions set forth within the executed contract.
6.		The Contractor must follow regulation 7 CFR § 274.12, Electronic Benefit Transfer Issuance System Approval Standards governing the administration of the FSP.
7.		The Contractor must implement all changes, updates, revisions, and policy interpretations of the federal regulations as enacted by law or USDA - FNS.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
8.		The Contractor must provide the flexibility to add additional programs and services as mandated by law or as requested by ODJFS.
9.		The Contractor must assist ODJFS in evaluating and developing technical solutions and plans for expanded service delivery and must work cooperatively with ODJFS and others, as appropriate to ensure the responsive and successful addition of programs and services.
10.		The Contractor must provide five (5) drafts and five (5) final copies of the specified documentation for each phase to ODJFS. Additionally, the Contractor must provide all required documentation, drafts and final versions in electronic media in the formats and software specified by ODJFS.
11.		The Contractor must deliver any draft documents to ODJFS in sufficient time to allow for a 30-day comment period on the initial drafts, time for follow up review on the revisions, minimally one week, and time to deliver the final documents by the due dates specified in Supplement Seven, Deliverables.
12.		System testing must be completed to the satisfaction of ODJFS and other State and Federal agencies, prior to commencement of the transition phase of this project.
13.		System testing must be performed on all components and functional areas of the Contractor's EBT system and services before delivery.
14.		The Contractor must revise the Detailed System Design documents to reflect any system modifications identified and made as a result of the system testing. If revisions are required, the Contractor must submit the updated Detailed System Design no later than 30 calendar days following the completion of the modification.
15.		<p>The Contractor must provide, maintain, and update the following library of system documentation in both electronic media and hard copy:</p> <ul style="list-style-type: none"> • General System Design Document; • Detail System Design Document; • Business Continuation & Recovery Plan, including Escalation Procedures; • Training Materials; • All SIVR Application Scripts; • Reports Manual; • Settlement and Reconciliation Procedures Manual; • Interface Design, including Record and Batch Formats; • Problem Reporting and Escalation Procedures and Resolution Tracking; • Administrative System Documentation/User Guide; and • Any and all documentation related to system design and functionality.
16.		The Contractor must provide updated documentation to ODJFS prior to implementing system and operational modifications into the production environment.
17.		The Contractor is required to maintain an updated authorized retailer/merchant database through an interface with USDA-FNS.
18.		The Contractor is required to support an on-line method of entering AMA issuance data as a back-up to batch processing.
19.		The Contractor must use the REDE system to establish and maintain its database of authorized food stamp retailer/merchants.
20.		The Contractor must provide daily food stamp redemption summary totals by retailer/merchant identification number to STARS.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
21.		The USDA-FNS ALERT subsystem utilizes retailer/merchant EBT transaction data files provided by the Contractor for fraud investigative purposes. The Contractor must submit the file monthly by secure method and in media specified by USDA-FNS, so that it is received by the fifteenth (15th) day of the calendar month following the report month.
22.		The Contractor is liable for any funds drawn from an incorrect account; for overdrafts of benefit accounts; for incorrect debits and credits, including adjustments and reversals; and for incorrect postings of benefits to a cardholder's EBT accounts.
23.		The State has defined file formats for the exchange of benefit authorization records. These records are detailed within Supplement Six, File Layouts. The Contractor must utilize the existing record formats.
24.		The Contractor must support card and benefit issuance for disaster services and investigative accounts through the Administrative System.
25.		The Contractor must provide the functionality through the Administrative System to change card status and issue replacement cards.
26.		The Contractor must support voluntary benefit repayments from cardholders through the Administrative System. Repayments are non-settling transactions and are reported on the Account Repayment report.
27.		USDA-FNS regulations prohibit charging a fee for any Food Stamp transactions. Therefore, cardholders must not be charged for any Food Stamp POS transactions.
28.		The Contractor must receive and process REDE file updates in a timely manner to ensure that all newly authorized retailer/merchants are able to perform food stamp transactions within two (2) weeks (14 calendar days) from receipt of the USDA-FNS authorization notice.
29.		The Contractor must suspend or terminate the food stamp transaction processing privileges of a retailer/merchant that has been de-authorized or suspended within 48 hours of notification by USDA-FNS.
30.		All reports must be provided by an on-line/ web-based method. If the report cannot be provided or is not feasible to be provided by the on-line/web-based method, the offeror must provide a justification in their proposal.
31.		After Contract award, the Contractor must supply data and information to the State or USDA - FNS as requested.
32.		The Contractor must provide performance projections and guarantee performance standards meeting the requirements and agreed to in the design documents.
33.		The State must have the right to test system performance at any time.
34.		The transaction time for EBT-only terminals from verification of the purchase amount through printing of the transaction and remaining balance must be ten seconds or less.
35.		The central computer network and intermediate processing facilities must be available 99.9% of the time twenty-four hours per day, seven days per week, 365 days per year (24/7/365).
36.		Scheduled downtime for routine maintenance of the central computer network and intermediate processing facilities must occur during non-peak transaction periods.
37.		Service time(s) for EBT-only terminals must be suitable to the participating retailer/merchants. ,
Contractor's EBT System Errors and Reconciliation Requirements		

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
38.		There must be no more than two (2) inaccurate EBT transactions for every 10,000 EBT transactions processed.
39.		Reconciliation reports and other information concerning problematic transactions must be made available to the State by the appropriate source.
40.		Errors must be resolved in a timely manner dependent upon the nature of the source of the problem.
41.		Reports on problematic transactions must be delineated by the source of the problem.
42.		Federal funds may not be drawn for erroneous transactions or overpayments in excess of the State authorized benefit amount.
43.		The Contractor must provide a Benefit Update Report, which provides the number and amount totals that detail the disposition of each benefit file processed by the Contractor. Totals must be provided by record type (benefit, debits, and credits) and disposition (i.e. number and amount rejected, number and amount staged, number and amount posted).
44.		The Contractor must provide a Staged Benefits Report, which provides information about benefits in the pending file on a daily basis. This report must provide totals by benefit type and availability date for FS Benefit(s).
45.		The Contractor must provide a Daily Deposit Calculation Report, which provides a daily report showing the calculations performed to determine the net deposit amount for the business day. The report must show changes in pending benefits from the previous day compared to the current day, debits and credits posted, pending debits and credits, and purged benefits by summary total.
46.		The Contractor must provide a Benefit Drawdown Totals Report, which provides the value of the outstanding liability for unused benefits residing on the Contractor's EBT system at the end of the processing day. The ending balance for the previous day must become the beginning balance for the current processing day. It must be possible for ODJFS to reconcile the ending balance on this report to the outstanding liability reported on the ASAP system for the processing day.
47.		The Contractor must provide an AMA Calculation Report, which provides AMA entries to the Federal Reserve Bank of Richmond through the AMA batch process. The Contractor must provide a daily report containing details of the content of the AMA file. Separate entries must be created for regular FS Benefit(s) activity and investigative account FS Benefit(s) activity.
Contractor's EBT System Security Requirements		
48.		The cardholder's PIN number must not be available for others to use in obtaining unauthorized benefits.
49.		Access to allotment and certification information must be protected from unauthorized individuals including Contractor staff.
50.		The Contractor is liable for any unauthorized transactions resulting from the loss of unissued cards.
51.		Security measures must limit to four (4) the number of unsuccessful PIN attempts that can be made before the card is deactivated or reset.
52.		Communication network security must use data encryption to encrypt the PIN from the point of entry.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
53.		Data security must be maintained during electronic transmission.
54.		Passwords, identification codes, and/or other security procedures must be utilized by State staff, county agency staff, and at data processing centers.
55.		The Contractor's EBT system must ensure the security and confidentiality of all transmitted files by the establishment of a dedicated communication line connecting CRIS-E to the Contractor's central computer.
56.		The Contractor must use Data Encryption Standard (DES) encryption for data communication purposes to protect a cardholder's PIN. The Contractor must implement cryptography for its PIN management operations to render the PIN unintelligible during transmission to anyone not possessing the encryption keys.
57.		The management of encryption keys must meet the standards set by the ANSI X9.8 - 1982; X9.24 - 1992; X3.92 - 1987. At a minimum, all encryption keys must be subject to dual control, i.e., no single person will have control over all parts of an encryption key.
58.		The EBT card must be immediately de-activated when reported to Customer Service as lost, stolen, non-functioning, or not received.
59.		The EBT card must be suspended immediately after four (4) invalid PIN entry attempts within 24 hours. After 24 hours from the last invalid PIN attempt, the PIN will be reset.
60.		The Contractor's security system must also provide for ODJFS-approved destruction of magnetic media when no longer required.
61.		The Contractor must keep FS Benefit(s) redemption data confidential.
Contractor's EBT System Business Continuity/Disaster Recovery Requirements		
62.		All software changes must be subject to approval by ODJFS prior to implementation of the changes.
63.		The Contractor must provide proof of a Business Continuity/Disaster Recovery plan for their entire system.
64.		Test results of the Contractor's Business Continuity/Disaster Recovery plan must be made available to ODJFS within 30 days of the test.
65.		The Contractor must work in conjunction with ODJFS in order to ensure that their Business Continuity/Disaster Recovery plan is compatible with the State's.
66.		The Contractor must have the ability to continue processing in the event that the central processing site is rendered inoperable.
Contractor's EBT System Problem Resolution Requirements		
67.		The Contractor's EBT system must adhere to procedures for problem resolution.
68.		The Contractor's EBT system must provide reasonable accommodation for the needs of cardholders with disabilities (including design and placement of equipment).
69.		The Contractor's EBT-only terminal placement must allow retailer/merchants to check credits to their banks on a daily basis.
70.		The Contractor's EBT system must allow retailer/merchants to cross reference deposit information to information maintained in their store.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
71.		The Contractor must provide retailer/merchants with instructions on resolving problems with equipment and retailer/merchant accounts including store reconciliation.
72.		Upon request, performance standards, incidence and cause of system problems, and utilization patterns must be provided within forty-eight (48) hours.
Contractor's EBT System Card Requirements		
73.		The Contractor must encode Track 2 of the Ohio EBT card in accordance with ISO 7813.
74.		The Contractor must issue EBT cards containing a 16 digit PAN that utilizes ODJFS's current BIN/IIN as the first six (6) digits.
75.		A 'return to' address must be printed on the reverse side of the EBT card.
76.		The Contractor must ensure that the EBT card produced for the Ohio EBT system complies with the specifications prescribed in the Quest® Operating Rules, International Standards Organization (ISO) and American National Standards Institution (ANSI) standards relating to cards used for financial transactions.
77.		The cardholder's name and the PAN must be embossed with silver tipping.
78.		The card must contain fine line printing.
79.		A high-coercivity magnetic stripe must be on the reverse side of the EBT card.
80.		A tamper evident signature panel must be on the reverse side of the EBT card.
81.		The statement, "Do Not Write PIN on Card" must be printed on the reverse side of the EBT card.
82.		The USDA-FNS non-discrimination statement must be printed on the reverse side of the EBT card.
83.		The Customer Service toll-free number must be printed on the reverse side of the card.
84.		The Quest® registered trademark must be printed on the reverse side of the card.
85.		No names of any state or local official must appear on the EBT card and card sleeve.
86.		ODJFS requires that card and PIN production and issuance be performed at a Visa/MasterCard certified facility.
87.		Track 2 of the Ohio EBT card must be encoded in accordance with ISO 7813. The maximum character count in Track 2 must not exceed 40 characters, including all control characters.
88.		ODJFS requires that the stock of disaster vault cards be stored in a Visa/MasterCard Certified Card Service Bureau.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
EBT POS System Requirements		
89.		The Contractor must develop standards for certifying pre-existing commercial equipment and acquirers/TPPs. Certification standards must comply with the Quest® Operating Rules and the EBT messaging standards promulgated by the American National Standards Institute (ANSI) based on International Standards Organization (ISO) Technical Standards 8583 and 9510.
90.		If the EBT-only POS device is capable of performing functions and serving purposes outside the scope of the ODJFS EBT project, any such use must be prior approved by ODJFS.
91.		The POS receipt must comply with all Federal regulations.
92.		The POS receipt must identify the cardholder through the PAN or a coded transaction number.
93.		The cardholder's name and PIN must never appear on the POS receipt.
Contractor's Customer Service Requirements		
94.		The Contractor's customer support service must be fully operational and staffed prior to EBT implementation.
95.		The Contractor must be responsible for the development of all aspects of the cardholder training program.
96.		The Contractor must have sole responsibility for all aspects of training participating retailer/merchants.
97.		The Contractor must provide retailer/merchant training if requested prior to implementation.
98.		The Contractor must provide customer service through separate toll free numbers for Ohio EBT cardholders and retailer/merchants. Customer Service must be located within the continental United States.
99.		Callers experiencing difficulty obtaining services using automated functions must be provided easy access to a CSR for assistance.
100.		Callers using rotary phones must be directed to a CSR for assistance without undue delay.
101.		Callers selecting the lost, stolen, damaged, or card not received service option must be immediately transferred to a CSR.
102.		The CSR must verify the cardholders' identity and address before proceeding with the card deactivation/replacement action.
103.		If the cardholder reports an address change, the CSR must make the address change on the Administrative System before issuing a replacement card.
104.		Ohio EBT cards require activation before use. The caller's identity must be verified prior to activating the card.
105.		Callers selecting the current balance inquiry service option are to be given the current on-line real time balance of their account(s).
106.		Callers selecting the transaction history service option are provided information about the last ten (10) transactions performed on the account, which appear on the on-line system.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
107.		PIN selection/change may be accomplished by the cardholder by means of a single call to the Customer Service number, using CSR assistance or the SIVR. Callers selecting this service option must have their identity verified prior to selecting or changing their PIN.
108.		Callers selecting the retailer/merchant location information service option are transferred to a CSR and given information about POS site locations where EBT benefits may be accessed. CSRs must also provide interoperability information for Ohio cardholders calling in from other states (e.g., whether or not the cardholder would be able to use their card in that state).
109.		Callers selecting the reports of unauthorized card use service option are transferred to a CSR who must record pertinent information about the unauthorized card use to be forwarded to ODJFS who will in turn forward it to the DPS.
110.		Callers selecting the benefit availability information option must be able to receive their benefit availability.
111.		Callers selecting the cardholder initiated adjustment claims option must be transferred to a CSR that must record pertinent information about the adjustment claim to support investigation. Callers must also be provided access to information about the status of their adjustment claim request.
Contractor's EBT System Operation and Information Retention Requirements		
112.		The Contractor must retain FS Benefit(s) issuance record data and current issuance authorization data online for a period of at least 90 days.
113.		The Contractor must retain multiple FS Benefit(s) issuance record data and current issuance authorization data as long as the State deems necessary.
114.		The Contractor's EBT system must ensure the privacy of household data and provide benefit and data security.
115.		The Contractor's EBT system must provide manual purchase procedures when the system is unavailable.
116.		The Contractor's EBT system must permit debit of an account when a duplicate benefit amount has been credited to it.
117.		The EBT transaction permitting debit of an account when a duplicate benefit amount has been credited to it must be processed as a separate transaction code that must identify this specific transaction.
118.		The EBT transaction that debits the duplicate benefit must be posted to a discrete file showing the amount(s) debited listed by PAN and date.
119.		The Contractor's EBT system must maintain the level and quality of service to cardholders that is mandated by law and program regulations.
Contractor's EBT system Deployment/Withdrawal Requirements		
120.		Within two weeks after certification by USDA - FNS, the Contractor must have EBT-only retailer/merchants ready to accept EBT transactions.
121.		An approved retailer/merchant Agreement can only be modified with the approval of the State.
122.		Disqualified or withdrawn retailer/merchants must be closed to any further EBT transactions immediately.
123.		No transaction fees will be imposed on households using the Contractor's EBT system to access their benefits.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
124.		The Contractor must review EBT-only terminal deployment for EBT-only retailer/merchants on an annual basis and, with the approval of the State, adjust the number of terminals if FS Benefit(s) redemption activity warrants an increase or reduction.
125.		The Contractor must determine the initial level of terminal deployment for newly authorized EBT-only retailer/merchants from information provided by the State and USDA - FNS.
126.		The Contractor must ensure that equipment and supplies are maintained in working order for EBT-only equipped stores.
127.		If a retailer/merchant chooses to employ an acquirer/TPP to drive its terminals or elects to drive its own terminals, access to the system must be accomplished within a thirty (30) day period or mutually agreed time to enable the third party interface specifications and the required State functions certification to be performed by the Contractor.
128.		The Contractor must have the ability to extract redeemed (spent) FS Benefit(s) from the retailer/merchant's transaction records and to transmit this information to CRIS-E.
129.		The Contractor must provide training to EBT-only retailer/merchants at the time of equipment installation if requested by the retailer/merchant.
Contractor's EBT System Transmission Requirements		
130.		The Contractor must transfer FS Benefit(s) information, including authorization number, Food Stamp sales, and date of transaction, to the USDA - FNS Minneapolis Computer Support Center by a method approved by USDA - FNS.
131.		The Contractor's EBT system must provide a mechanism that allows a retailer/merchant to recoup benefits advanced to the cardholder but not credited to the retailer/merchant's account due to processing manual transactions (re-presentation).
132.		The Contractor's EBT system must allow authorized FS Benefit(s) route vendors, farm markets, or intermittent food banks to participate in EBT.
133.		The Contractor must be liable for any errors resulting from the entry of erroneous data after any loss of retailer/merchant daily transaction information.
134.		The Contractor's EBT system must provide all necessary daily reconciliation information for retailer/merchant sites, financial institutions, and Federal Reserve Banks.
Contractor's EBT System Reports and Account Management Requirements		
135.		The Contractor's EBT system must provide regular management reports as required by the State and USDA - FNS.
136.		The Contractor's EBT system must provide a daily audit trail of the full cycle of issuance.
137.		The Contractor's EBT system must provide a process that will enable the State and USDA - FNS to account for benefits issued but not redeemed.
138.		With prior approval from the State, the Contractor must expunge an account that has had no activity for 365 days.
139.		The Contractor must maintain a record of the PAN numbers, the time, and the date of all reports by households of lost or stolen cards.
140.		The Contractor must prepare a daily report of all cards reported lost or stolen.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
141.		The Contractor must provide compliance reports as requested by the State.
142.		The Contractor must provide ad hoc reports as requested by the State.
143.		The Federal regulations at 7 CFR 274.12 (k) (5) (i) require processors to obtain an annual Statement of Auditing Standards No. 70 (SAS No. 70). The Contractor and any subcontractor(s) must perform an annual SAS No. 70 audit on their respective EBT operations, and provide the report(s) to ODJFS within 30 days of the completion of the audit.
Contractor's EBT System Financial Reports Requirements		
144.		The Contractor must provide an Benefit Repayments Report - List of all account repayment transactions by benefit type performed by User I.D.
145.		The Contractor must provide an Account Status Report - List of accounts that have reached inactive or dormant status and have had benefits posted in the past 31 days.
146.		The Contractor must provide an ACH Transaction Summary Report - List of ACH daily activity.
147.		The Contractor must provide an Adjustment Report - List of daily account adjustments.
148.		The Contractor must provide an AMA Calculation Report - Lists aggregate detail of elements used to determine AMA Authorizations calculations.
149.		The Contractor must provide a Benefit Drawdown Totals - Report of daily account reconciliation totals for each FS Benefit(s).
150.		The Contractor must provide a File Status Report - Provides information and status of CRIS-E interface file processing (i.e.posted, rejected). Provides updates on-line as files are processed.
151.		The Contractor must provide a Daily Account Activity File - File of all EBT account activity for the previous day.
152.		The Contractor must provide a Daily Deposit Calculation Report - Aggregate list of elements and data involved in the calculation of daily deposits to cardholders.
153.		The Contractor must provide a Daily Manual Authorization Report - List of all new, active, expired, released, or cleared manual transaction vouchers for the day.
154.		The Contractor must provide an Expungement Report File - File containing records of benefits that have reached expunged status.
155.		The Contractor must provide a Food Stamp Retailer/Merchant Activity Report - Report of the number and dollar amount of food stamp purchases and reversals in total and by store ID number.
156.		The Contractor must provide an Unmatched Pending Benefits Report (Operations) - Lists the pending benefits that have not posted to accounts because of failure to match with an Account set-up record or current account.
157.		The Contractor must provide a Monthly Benefit Drawdown Totals - Lists total count and amount of deposits, debits, credits, non-settling transactions, and net amount.
158.		The Contractor must provide a Monthly Deposit Report – Food Stamps - Summary of food stamp deposits for the month.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
159.		The Contractor must provide a Monthly State Benefit Totals – Food Stamps - Details the monthly State Benefit totals for food stamps.
160.		The Contractor must provide a Monthly Transaction Profile Report - Report of number, dollar amount, and average dollar amount of POS transactions.
161.		The Contractor must provide a Settlement Summary Report-State Benefit Totals - Details the daily funds reconciliation
162.		The Contractor must provide a Settlement Summary Report-Switch Log Totals - Provides a daily summary of transaction activity through the Contractor's EBT system's transaction gateway.
Contractor's EBT System Statistical Reports Requirements		
163.		The Contractor must provide an Average Daily Response Time Report - Lists the system response times by day for update and inquiry transactions.
164.		The Contractor must provide a Card Issuance Statistics - A summary of the number of cards issued.
165.		The Contractor must provide a Device Type Usage Report - Report of POS activity by transaction type and daily and weekly time increments.
166.		The Contractor must provide a Monthly System Availability Report - Summary of monthly host availability including minutes of monthly downtime.
167.		The Contractor must provide an On-line Transaction Response Time Report - Report of response times by hour by day for all update and inquiry transactions.
Contractor's EBT System Administrative System Reports Requirements		
168.		The Contractor must provide a User Access Report - List of authorized users and their level of access (security profile).
169.		The Contractor must provide an Address Change for Replacement Card Report - Detail list of address changes made from the Administrative System Update Address Information function by county.
170.		The Contractor must provide an Administrative System Non-Financial Actions Report-Detail Report - Detail list of all non-financial administrative update transactions performed by user and action type.
171.		The Contractor must provide an Administrative System Non-Financial Actions Report-Summary Report - Summary totals of all non-financial administrative update transactions performed by user and action type.
172.		The Contractor must provide an Administrative System Financial Transactions Detail Report - Detail list of all financial administrative update transactions performed by User ID.
173.		The Contractor must provide an Administrative System Financial Transactions Report - Summary report of all financial administrative update transactions performed.
174.		The Contractor must provide a Log-On File Summary - Summary of all access to the Contractor's EBT system by user ID.
Contractor's EBT System Support Reports Requirements		
175.		The Contractor must provide a Manual Transactions Report - List of manual transaction voucher activity by county.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
Contractor's EBT System Customer Service Call Center Reports Requirements		
176.		The Contractor must provide an Overall Performance Summary - Provides monthly totals for the latest 12 month period. Fields must include: total calls, total calls answered, percent of calls answered, total calls abandoned, percent calls abandoned, total calls busy, percent of calls busy, average call length, average speed of answer and average speed to abandon.
177.		The Contractor must provide a Cardholder Call Statistics – Automated Response Unit - Provides monthly totals for the SIVR. This report must provide monthly totals for the latest 12-month period. Fields must include: total calls, total calls answered, percent of calls answered, total calls abandoned, percent calls abandoned, average speed answered, average speed abandoned.
178.		The Contractor must provide a Cardholder Call Statistics- Customer Service Representative - Provides a monthly total for CSR assisted calls. Fields must include: total calls, total calls answered, calls abandoned, percent of calls abandoned, routed calls, percent of calls routed, average call length, average speed answered, average speed to abandon.
179.		The Contractor must provide a Cardholder Call Types - Provides the number of calls received monthly by ARU and CSR staff by call type, with a monthly total for all calls and the percentage of call type. Fields must include: calls reporting lost cards, calls reporting stolen cards, PIN concerns, PIN select, balance inquiries, calls referred to ODJFS, calls reporting damaged cards, POS dispute, benefit schedule, transaction history and card activation.
180.		The Contractor must provide a Cardholder Service Level Standards - Provides the percentage of calls answered within the time limit prescribed within the performance standards. (Calls answered in less than 25 seconds/4 rings.)
181.		The Contractor must provide a Cardholder Service Level Standards - This report must provide the average wait time for the initial pickup call on hold.
182.		The Contractor must provide a Cardholder Calls Received from Pay Phones - Provides the number of Customer Service calls from cardholders using pay phones and the charge levied by the owner of the pay phone for each call. A total of all charges must be included. Backup documentation must be available.
Contractor's EBT System Cardholder Printed Material Requirements		
183.		The Contractor must design, develop, produce, and distribute the Training Pamphlets for cardholders as defined in this RFP.
184.		The Contractor must design, develop, produce, and distribute the Training Videos for CDJFS as defined in this RFP.
185.		The Contractor must design, develop, produce, and distribute the Tips Cards for cardholders as defined in this RFP.
186.		The Contractor must design, develop, produce, and distribute the Card Mailers for cardholders as defined in this RFP.
Contractor's EBT System Retailer/Merchant Printed Material Requirements		
187.		The Contractor must design, develop, produce, and distribute the User Manual for retailer/merchants as defined in this RFP.
188.		The Contractor must design, develop, produce, and distribute the Tips Cards for retailer/merchants as defined in this RFP.

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
Contractor's Cardholder Support Services Requirements		
189.		The Contractor must provide Lift Staggered Issuance: In the event of a disaster, ODJFS requires the ability to post all benefits in a designated county or counties immediately, regardless of actual availability date. The Contractor must support this requirement to immediately post benefits upon ODJFS authorization by county code.
190.		The Contractor must provide Replacement Benefits: In the event of a disaster, Federal policy permits replacement of food previously purchased with FS Benefit(s) by EBT cardholders that is lost, destroyed, or otherwise rendered unusable by the disaster. ODJFS generates and transmits files of replacement benefits for posting to cardholder accounts.
191.		The Contractor must provide Increased Customer Service Support: In the event of a disaster, the Contractor must provide an increased level of services at Customer Service. The SIVR must have specific disaster scripts that have been approved by ODJFS to notify callers of changes and potential delays. Because call volumes will likely increase, the Contractor must increase the number of CSRs available. The Contractor must include a Customer Service Staffing Capacity Plan to cover unanticipated high call volumes. CSRs must be alerted when accessing the cardholder records that the cardholder resides in the disaster area.
192.		The Contractor must provide Drop-ship Delivery Option: In normal circumstances, new cardholders receive their cards by mail delivery at their residence or mailing address. In disaster situations, normal mail delivery may be interrupted or the household may be displaced. ODJFS requires the ability to drop-ship active cards via overnight express mail to a designated location at ODJFS's option. Cardholders must call the SIVR to select a PIN and activate the card.
Contractor's Retailer/Merchant Support Services Requirements		
193.		The Contractor must provide Retailer/Merchant Site Surveys: After the disaster has occurred, the Contractor must contact selected retailer/merchants to determine the status of ongoing operations to include the level of service that is available to cardholders. The Contractor must ensure that CSRs are aware of which retailer/merchants are operational during and after the disaster. ODJFS/CDJFS must be able to contact Customer Service to determine which retailer/merchants are operational.
194.		The Contractor must provide Distribution of Manual Vouchers: Retailer/merchants will normally maintain a supply of manual transaction vouchers. In the event of a disaster, retailer/merchants may require additional manual transaction vouchers. The Contractor must maintain a bulk supply of manual transaction vouchers in strategic locations and propose a method by which the additional vouchers will be distributed to retailer/merchants as a result of a disaster.
195.		The Contractor must provide Disaster Off-line Manual Voucher: In a disaster scenario, if POS devices and phone lines are inoperable, retailer/merchants must utilize a special disaster off-line manual voucher process to document the benefit redemption transactions for the FSP without obtaining voice authorization prior to completion of the transaction. When phone lines are operational again, retailer/merchants must request authorization for the disaster off-line manual voucher through Retailer/Merchant Customer Service:

#	YES/NO	System Specifications and Requirements Affirmation. For each of the two-hundred and two (202) specifications or requirements listed below, the offeror must affirm that, if awarded the Contract, they will meet the specification or requirement. Offerors must enter "YES" in the "YES/NO" column of Attachment 6-E to affirm their commitment to meet each of the required items. Marking the column with a "NO" may result in the offeror's proposal being disqualified from consideration. The State may disqualify an offeror's proposal for not affirming to meet ALL of the specifications or requirements listed below.
196.		The Contractor must provide Distribution of Disaster Off-line Manual Vouchers: The Contractor must maintain a bulk supply of disaster off-line manual vouchers and propose a method by which the vouchers will be distributed to retailer/merchants. The Contractor must immediately notify ODJFS of situations that potentially require the disaster off-line manual voucher process to be implemented. The situation and the time required to resolve it will be evaluated. ODJFS must approve use of the disaster off-line manual voucher process before it can be implemented.
197.		The Contractor must provide Extended Voucher Authorization and/or Clearance Period for Disaster Off-line Vouchers: Because retailer/merchants accept full risk and liability for disaster off-line manual voucher transactions, they have 90 days to obtain the authorization and may obtain the authorization incrementally. Retailer/merchants may clear the authorized disaster off-line manual voucher at any time during the 90 day period, for the amount of benefits available at that time. A hold must be placed on the available benefits in the account. After 90 days, the hold must expire if the transaction is not cleared for the total amount authorized.
198.		The Contractor must provide Administrative System Application Access: The Contractor must support ODJFS access to the EBT Administrative System by direct dial up or other method in case the primary method of communications fails. The Contractor must provide the appropriate security access and software required for dial-up access. The Contractor must also provide instruction to designated ODJFS staff for use of the dial-up access and software.
Contractor Cooperation Requirements		
199.		The Contractor must be responsive to requests from ODJFS or USDA-FNS to research and promptly resolve reconciliation discrepancies.
200.		Upon request, ODJFS and USDA-FNS have the right to inspect, review, investigate or audit all parts of the Contractor's or any subcontractor's facilities engaged in performing EBT services. In such capacity, ODJFS, USDA-FNS or their representatives, must be provided access to facilities, records, reports, personnel and other appropriate aspects of the Contractor's EBT system.
201.		The Contractor must cooperate with all FS Benefit(s) compliance investigations.
202.		The Contractor must be prepared to cooperate with the Offices of the Inspector General, within the state and federal governments.

ATTACHMENT SEVEN
ENTITY PROFILE SUMMARY

NOTE: The Subcontractor Profile Summary Forms contained in this Attachment are comprised of four (4) different types of forms. The form types are:

- Attachment Seven – A Host Site Operations Entity Mandatory Requirements
- Attachment Seven – B Host Site Operations Entity Standard Requirements
- Attachment Seven – C Entity Standard Requirements
- Attachment Seven – D Entity Desirable Requirements

The offeror should include only the forms applicable to the Requirements that are to be provided by the subcontractor.

Each form of this Attachment may contain minor variations. If an offeror elects to re-create the forms instead of typing the forms using a typewriter, please carefully review each form to ensure that the forms have been re-created accurately.

ATTACHMENT SEVEN

ENTITY PROFILE SUMMARY

Following is a list of mandatory, standard, and desirable requirements for the offeror or subcontractor (entity) that the state believes is essential to this Project. The entity will need to fill out the corresponding Entity Profile Summary forms in their entirety.

The Entity Profile Summary forms following the list have been customized for the applicable requirements. Each page of the form may contain variations, some minor. If the entity elects to re-create the forms electronically, please carefully review each form to ensure that it has been copied accurately. Failure to recreate the forms accurately may lead to the rejection of the offeror's proposal.

The following mandatory requirement may be met by either the offeror or a subcontractor (entity), but must be provided by whoever provides the host site operations; therefore, that entity should fill in this form with their experience providing those services.

Host Site Operations Mandatory Requirements:

1. **Uninterrupted Transaction Processing – Ongoing Operations.** The entity must have five (5) years experience in providing uninterrupted transaction processing services during normal EBT/EFT system operations.

Host Site Operations Standard Requirements:

2. **Uninterrupted Transaction Processing – Transition and Conversion.** The entity must describe two (2) experiences where they provided transition and conversion of an EBT/EFT system operation during which they provided uninterrupted transaction processing services.

The following requirements must be met by either the offeror or a subcontractor, but must be provided by whoever is proposed to do those services in the offerors proposal; therefore that entity should fill in this form with their experience providing those services.

Entity Standard Requirements:

Management and Delivery of Core EBT/EFT Services

1. **Financial Network Management Services.** The entity must have five (5) years experience in the operations and management of a large-scale, complex financial network involving commercial or proprietary transaction processing.
2. **Card and PIN Issuance Services.** The entity must have five (5) years experience and delivery of core EBT/EFT services, including card and PIN issuance.
3. **“Train the Trainer” Training Services.** The entity must have five (5) years experience in the delivery of train the trainer training of the core EBT/EFT service.
4. **Transaction Processing, Routing, and Switching Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including transaction processing, routing, and switching.
5. **Settlement Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including the delivery of settlement services.
6. **Reconciliation Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including reconciliation.

7. **Cardholder and Retailer/Merchant Customer Service Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including cardholder and retailer/merchant customer service.
8. **Reporting Services.** The entity must have five (5) years experience in delivery of core EBT/EFT services, including reporting services.

Management and Delivery of Ancillary EBT/EFT Services

9. **Card Design and Production Services.** The entity must have two (2) years experience in delivery of ancillary EBT/EFT services, including card design and production.
10. **Retailer/Merchant and Cardholder Training Materials Design, Deployment and Production.** The entity must have two (2) years experience in delivery of ancillary EBT/EFT services, including retailer/merchant and cardholder training materials design, development, and production.

Entity Desirable Requirements:

1. **EBT-Only POS Deployment, Maintenance, Support, and Transaction Acquiring Services.** The entity demonstrates five (5) years experience in delivery of core EBT/EFT services, including EBT-only POS deployment, maintenance, support services, and EBT-only transaction acquiring as core EBT/EFT services.
2. **Web Based Reporting Services.** The entity demonstrates two (2) years experience in delivery of web based reporting services for a system similar in size, scope, and nature to this RFP.

ATTACHMENT EIGHT

CONTRACTOR PERFORMANCE FORM

The offeror must provide the following information for this section for the past seven (7) years. Please indicate yes or no in each column.

Yes/No	Description
	The offeror has had a contract terminated for default or cause. If so, the offeror must submit full details, including the other party's name, address, and telephone number.
	The offeror has been assessed any penalties in excess of ten thousand dollars (\$10,000.00), including liquidated damages, under any of its existing or past contracts with any organization (including any governmental entity). If so, the offeror must provide complete details, including the name of the other organization, the reason for the penalty, and the penalty amount for each incident.
	The offeror was the subject of any governmental action limiting the right of the offeror to do business with that entity or any other governmental entity.
	Trading in the stock of the company has ever been suspended with the date(s) and explanation(s).
	The offeror, any officer of the offeror, or any owner of a twenty percent (20%) interest or greater in the offeror has filed for bankruptcy, reorganization, a debt arrangement, moratorium, or any proceeding under any bankruptcy or insolvency law, or any dissolution or liquidation proceeding.
	The offeror, any officer of the offeror, or any owner with a twenty percent (20%) interest or greater in the offeror has been convicted of a felony or is currently under indictment on any felony charge.

If the answer to any item above is affirmative, the offeror must provide complete details about the matter. While an affirmative answer to any of these items will not automatically disqualify an offeror from consideration, at the sole discretion of the State, such an answer and a review of the background details may result in a rejection of the offeror's proposal. The State will make this decision based on its determination of the seriousness of the matter, the matter's possible impact on the offeror's performance on the project, and the best interests of the State.

ATTACHMENT NINE

PERSONNEL PROFILE SUMMARY

NOTE: The Personnel Profile Summary Forms contained in this Attachment are comprised of five (5) different types of forms. The form types are:

- Attachment Nine – A Project Manager Candidate References.
- Attachment Nine – B Project Manager Candidate Education & Training.
- Attachment Nine – C Project Manager Candidate Mandatory Requirements.
- Attachment Nine – D Project Manager Candidate Standard Requirements.
- Attachment Nine – E Project Manager Candidate Desirable Requirements.
- Attachment Nine – F Technical Manager Candidate References.
- Attachment Nine – G Technical Manager Candidate Education & Training.
- Attachment Nine – H Technical Manager Candidate Mandatory Requirements.
- Attachment Nine – I Technical Manager Candidate Standard Requirements.
- Attachment Nine – J Technical Manager Candidate Desirable Requirements. **INTENTIONALLY OMITTED**
- Attachment Nine – K Program Operations/Support Manager Candidate References.
- Attachment Nine – L Program Operations/Support Manager Candidate Education & Training.
- Attachment Nine – M Program Operations/Support Manager Candidate Mandatory Requirements.
- Attachment Nine – N Program Operations/Support Manager Candidate Standard Requirements.
- Attachment Nine – O Program Operations/Support Manager Candidate Desirable Requirements. **INTENTIONALLY OMITTED**
- Attachment Nine – P Other Team Candidate References. **INTENTIONALLY OMITTED**
- Attachment Nine – Q Other Team Candidate Education & Training. **INTENTIONALLY OMITTED**
- Attachment Nine – R Other Team Candidate Mandatory Requirements.
- Attachment Nine – S Other Team Candidate Standard Requirements.
- Attachment Nine – T Other Team Candidate Desirable Requirements. **INTENTIONALLY OMITTED**

All or any combination of the form types may be requested for offeror key candidates. There are variations between form types and there may also be variations between the form types for different candidates. If an offeror elects to re-create the forms instead of typing in the forms using a typewriter, **please carefully review each form** to ensure that the forms have been re-created accurately.

ATTACHMENT NINE - A PERSONNEL PROFILE SUMMARY

Following is a list of mandatory, standard, and desirable requirements for the key personnel that the state believes is essential to this Project. Candidates will need to fill out the corresponding personnel profile sheets in their entirety.

The Personnel Profile Summary forms following the list have been customized for the applicable candidate requirements. Each page of the form may contain variations, some minor. If an offeror elects to re-create the forms electronically, please carefully review each form to ensure that it has been copied accurately. Failure to recreate the forms accurately may lead to the rejection of the offeror's proposal.

The offeror must propose a Work team that collectively meets all the requirements in this RFP, as demonstrated through the Personnel Profile Summary forms. Additionally, each team member may have mandatory requirements listed in this RFP that the team member must individually meet. All candidates proposed must meet the technical experience for the candidate's position and be named.

Project Manager

Project Manager. The offeror must designate a Project Manager to be assigned fulltime to the State of Ohio. The assignment of the Project Manager will begin on the effective date of the contract resulting from this RFP and will continue, uninterrupted throughout the duration of the contract. The Project Manager is required to be located in the offeror's project office in Columbus, Ohio for the first two years of the Contract and must be available 24/7/365 to correspond to the availability of the Ohio's EBT Project Director.

The minimum qualifications for the offeror's Project Manager are as follows:

Mandatory Requirements:

1. 60 months experience as the Project Manager on projects comparable in size, scope, and nature as defined within this RFP.
2. 12 months of project management skills, which included resource management, forecasting, planning, and budgeting for projects comparable in size, scope, and nature as defined within this RFP.

Standard Requirements:

1. The Project Manager must be an employee of the offer for the past 12 months.
2. 12 months experience with project management and resource management tools.
3. 24 months experience managing multiple contractors or subcontractors in projects comparable in size, scope, and nature as defined within this RFP.
4. 24 months of the past 60 months experience as a Project Manager for the development, implementation, and operation of an EBT/EFT system of comparable size, scope, and nature as defined within this RFP.
5. Project Manager must have managed a team of staff in a previous project similar in size, scope, and nature as defined within this RFP.
6. 12 months experience in overseeing all aspects of project management which may include: planning, coordinating, scheduling, conducting demonstrations, system testing, user training, documentation preparation, deployment, and resource management.

Desirable Requirements:

1. 12 months experience as the Project Manager working with a federal, state, or local government project where the Project Manager worked with the government and dealt with specific laws, regulations, and rules that affected the Project.
2. 12 months experience as a Project Manager as an employee of the offeror on an EBT/EFT system(s) project similar in size, scope, and nature as defined within this RFP.

Technical Manager

Technical Manager. The offeror or entity must designate a highly qualified and experienced Technical Manager to the Ohio EBT project. The Technical Manager oversees all data processing activities and is considered integral to converting successfully from the current Contractor's EBT system and services to that of the offeror; maintaining quality EBT services delivery during transition and beyond; and timely completion of all key project milestones and deliverables. The offeror's proposal must identify a Technical Manager by name and position title, their estimated level of effort (%), and whether tasks will be performed primarily onsite or off-site.

The minimum qualifications for the Technical Manager are as follows:

Mandatory Requirements:

1. 36 months within the last 60 months successfully performing same or similar duties for project(s) of similar size, scope and nature as defined within this RFP.
2. Employed by the provider of the host processing services for at least the last 12 months in a job performing the same duties as being proposed for this RFP.

Standard Requirements:

1. 12 months experience demonstrating a diverse technical background, which includes a large set of diverse application experience, increasingly challenging responsibilities, and use of many technologies and tools for project(s) similar in size, scope, and nature as defined within this RFP.
2. 12 months experience in documentation, change control, and test scripts for project(s) similar in size, scope, and nature as defined within this RFP.
3. 12 months experience as a Technical Manager focusing on conversion/transition of database(s) similar in size, scope, and nature as described within this RFP.
4. Technical management of EBT/EFT services for a client with a similar size, scope, and nature of service and volume accounts/transactions as defined within this RFP.

Program Operations/Support Manager

Operations/Support Manager. The offeror or entity must designate a highly qualified Program Operations/Support Manager to the Ohio EBT Project. This individual oversees all Customer Service and support activities and must have extensive EBT/EFT operations experience to include core ancillary services and SIVR/ARU operations. This position requires extensive communication skills both written and oral.

The minimum qualifications of the offeror or entity's Program Operations/Support Manager are as follows:

Mandatory Requirements:

1. 18 months experience within the last 36 months performing assigned tasks and providing high levels of service comparable in size, scope, and nature as defined within this RFP.

Standard Requirements:

1. 36 months experience managing multiple contractors or subcontractors in size, scope, and nature as defined within this RFP.
2. 18 months experience in providing multiple instances of SIVR scripts, testing, change control, and emergency management in a diverse mission critical environment similar in size, scope and nature to this RFP.
3. Successful performance of assigned tasks and the delivery of EBT/EFT services for a customer with similar volumes of accounts and transactions comparable in size, scope, and nature as defined within this RFP.

Team Experience

At least one person whether on the offeror's or a subcontractor's team, must have skills or experience for

each of the following experience criteria. The team member must be listed by name on the project team experience matrix. That team member must then fill out the associated personal profile summary sheet for that experience criteria explaining how they meet or exceed the requirement. **The Project manager can not be used to meet the Team Experience Requirements.**

Mandatory Requirements:

1. 36 months experience in the area of systems programming in database/software being proposed for this RFP, for project(s) similar in size, scope, and nature as defined within this RFP.
2. 36 months experience within the last five (5) years in systems analysis similar in size, scope, and nature as defined within this RFP.

Standard Requirements:

1. 36 months experience within the last seven (7) years in the area of application development programming similar in size, scope, and nature as defined within this RFP.
2. 36 months experience in the area of capacity planning, performance measurement, and systems tuning for project(s) similar in size, scope, and nature as defined within this RFP.
3. 24 months experience in the area of distributed mainframe computer systems, security, and related services similar in size, scope, and nature as defined within this RFP.
4. 24 months experience providing multiple instances of creating, testing, managing change control, and emergency management of production scripts, in a diverse, mission-critical ARU/SIVR environment similar in size, scope, and nature to this RFP.
5. 24 months experience managing a call center or customer support center for project(s) similar in size, scope, and nature as defined within this RFP.
6. 18 months experience in database administration, establishing database standards for backups, restores, reorganizations, fiscal changes, and monitoring, tuning, etc.
7. 18 months experience in planning, conducting, and documenting functional tests and audits on software development projects similar in size, scope, and nature as defined within this RFP.
8. 12 months experience in database design and analysis for a project similar in size, scope, and nature as defined within this RFP.
9. 12 months experience in POS installation, configuration, and maintenance similar in size, scope, and nature as defined within this RFP.
10. 12 months experience within the last 24 months managing a major computer security system for a project similar in size, scope, and nature as defined within this RFP.
11. 6 months experience in the development and creation of training materials to include manuals, tip sheets, training agenda, and other supporting documentation for projects similar in size, scope, and nature as defined within this RFP.

**ATTACHMENT NINE - A
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REFERENCES
PROJECT MANAGER**

Candidate's Name:

References. Provide 3 references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFP on projects of similar size and scope in the past 5 years. The name of the person to be contacted, phone number, company, address, brief description of project size and complexity, and date (month and year) of employment must be given for each reference. The candidate must provide a list of professional references that can attest to his/her specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offerors organization.

If less than 3 references are provided, the offeror must include information as to why less than 3 references were provided. The State may disqualify the proposal if less than 3 references are given.

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project:			
Description of how client project size and complexity are similar to this project:			

**ATTACHMENT NINE - A
PERSONNEL PROFILE SUMMARY**

CANDIDATE REFERENCES CONTINUED

Candidate's Name:

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Number:	Phone
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Number:	Phone
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

**ATTACHMENT NINE - B
PERSONNEL PROFILE SUMMARY**

**CANDIDATE EDUCATION AND TRAINING
PROJECT MANAGER**

Candidate's Name:

Education and Training. This section must be completed to list the education and training of each proposed candidate and will demonstrate, in detail, the proposed candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP.

EDUCATION AND TRAINING	MONTHS/ YEARS	WHERE OBTAINED	DEGREE/MAJOR YEAR EARNED
College			
Technical School			
Other Training			

**ATTACHMENT NINE - C
PERSONNEL PROFILE SUMMARY**

**CANDIDATE MANDATORY REQUIREMENTS
PROJECT MANAGER**

Candidate's Name:

Requirement:

1. 60 months experience as the Project Manager on projects comparable in size, scope, and nature as defined within this RFP.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Was the candidate the Project Manager? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - C
PERSONNEL PROFILE SUMMARY**

**CANDIDATE MANDATORY REQUIREMENTS
PROJECT MANAGER CONTINUED**

Candidate's Name:

Requirement:

- 12 months of project management skills, which included resource management, forecasting, planning, and budgeting for projects comparable in size, scope, and nature as defined within this RFP.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Project Manager? YES / NO			
Did the candidate perform resource management, forecasting, planning, and budgeting? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - D
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROJECT MANAGER**

Candidate's Name:

Requirement:

- The Project Manager must be an employee of the offer for the past 12 months.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate employed with the offeror consecutively over the last 12 months? YES / NO			
Is the candidate employed with the offeror currently? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - D
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROJECT MANAGER CONTINUED**

Candidate's Name:

Requirement:

2. 12 months experience with project management and resource management tools.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
List the project and resource management tools that were utilized:			
Describe how these tools were used in the project:			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - D
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROJECT MANAGER CONTINUED**

Candidate's Name:

Requirement:

- 24 months of the past 60 months experience as a Project Manager for the development, implementation, and operation of an EBT/EFT system of comparable size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Was the candidate the Project Manager? YES / NO			
Did the candidate oversee development, implementation, and operation of the EBT/EFT system? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - D
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROJECT MANAGER CONTINUED**

Candidate's Name:

Requirement:

5. Project Manager must have managed a team of staff in a previous project similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Project Manager? YES / NO		How many direct reports did the candidate manage on the project?	
List the titles of the direct reports that worked under the candidate:			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - D
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROJECT MANAGER CONTINUED**

Candidate's Name:

Requirement:

6. 12 months experience in overseeing all aspects of project management which may include: planning, coordinating, scheduling, conducting demonstrations, system testing, user training, documentation preparation, deployment, and resource management.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Project Manager? YES / NO			
List Related Service Provided: (Check)			
<input type="checkbox"/> Planning <input type="checkbox"/> Coordinating <input type="checkbox"/> Scheduling <input type="checkbox"/> Conducting demonstrations <input type="checkbox"/> System testing		<input type="checkbox"/> User training <input type="checkbox"/> Documentation preparation <input type="checkbox"/> Deployment <input type="checkbox"/> Resource management	
For each checked service, please describe how the Related Service shows the candidate's experience, capability and capacity to develop the Deliverables and/or to achieve the milestones for this Project:			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - E
PERSONNEL PROFILE SUMMARY**

**CANDIDATE DESIRABLE REQUIREMENTS
PROJECT MANAGER**

Candidate's Name:

Requirement:

1. 12 months experience as the Project Manager working with a federal, state, or local government project where the Project Manager worked with the government and dealt with specific laws, regulations, and rules that affected the Project.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Project Manager? YES / NO			
List the federal, state or local governments that the candidate worked with:			
Give examples of what laws, regulations, and rules were encountered and how they affected the project:			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - E
PERSONNEL PROFILE SUMMARY**

**CANDIDATE DESIRABLE REQUIREMENTS
PROJECT MANAGER CONTINUED**

Candidate's Name:

Requirement:

- 12 months experience as a Project Manager as an employee of the offeror on an EBT/EFT system(s) project similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate _____	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Project Manager? YES / NO			
At the time of the project, was the candidate an employee of the offeror? YES / NO			
Was the project an EBT/EFT system? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - F
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REFERENCES
TECHNICAL MANAGER**

Candidate's Name:

References. Provide 3 references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFP on projects of similar size and scope in the past 5 years. The name of the person to be contacted, phone number, company, address, brief description of project size and complexity, and date (month and year) of employment must be given for each reference. The candidate must provide a list of professional references that can attest to his/her specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offerors organization.

If less than 3 references are provided, the offeror must include information as to why less than 3 references were provided. The State may disqualify the proposal if less than 3 references are given.

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project:			
Description of how client project size and complexity are similar to this project:			

**ATTACHMENT NINE - F
PERSONNEL PROFILE SUMMARY**

CANDIDATE REFERENCES CONTINUED

Candidate's Name:

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact	Phone Number:
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact	Phone Number:
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

**ATTACHMENT NINE - G
PERSONNEL PROFILE SUMMARY**

**CANDIDATE EDUCATION AND TRAINING
TECHNICAL MANAGER**

Candidate's Name:

Education and Training. This section must be completed to list the education and training of each proposed candidate and will demonstrate, in detail, the proposed candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP.

EDUCATION AND TRAINING	MONTHS/ YEARS	WHERE OBTAINED	DEGREE/MAJOR YEAR EARNED
College			
Technical School			
Other Training			

**ATTACHMENT NINE - H
PERSONNEL PROFILE SUMMARY**

**CANDIDATE MANDATORY REQUIREMENTS
TECHNICAL MANAGER**

Candidate's Name:

Requirement:

1. 36 months within the last 60 months successfully performing same or similar duties for project(s) of similar size, scope and nature as defined within this RFP.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Was the candidate a Technical Manager? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - H
PERSONNEL PROFILE SUMMARY**

**CANDIDATE MANDATORY REQUIREMENTS
TECHNICAL MANAGER CONTINUED**

Candidate's Name:

Requirement:

- Employed by the provider of the host processing services for at least the last 12 months in a job performing the same duties as being proposed for this RFP.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Was the candidate employed by the provider of the host processing services for at least the last 12 months in a job performing the same duties as being proposed for this RFP? YES / NO			
Is the candidate currently employed by the provider of the host processing services? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - I
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
TECHNICAL MANAGER**

Candidate's Name:

Requirement:

1. 12 months experience demonstrating a diverse technical background, which includes a large set of diverse application experience, increasingly challenging responsibilities, and use of many technologies and tools for project(s) similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Explain the diverse technical background and diverse application experience utilized on the project:			
How did this project present increasingly challenging responsibilities?			
What technologies and tools were utilized for this project?			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - I
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
TECHNICAL MANAGER CONTINUED**

Candidate's Name:

Requirement:

- 12 months experience in documentation, change control, and test scripts for project(s) similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide documentation, change control, and test scripts for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - I
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
TECHNICAL MANAGER CONTINUED**

Candidate's Name:

Requirement:

- 12 months experience as a Technical Manager focusing on conversion/transition of database(s) similar in size, scope, and nature as described within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Technical Manager for the project? YES / NO			
Explain the size and relevance of the conversion/transition of the database(s):			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - I
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
TECHNICAL MANAGER CONTINUED**

Candidate's Name:

Requirement:

4. Technical management of EBT/EFT services for a client with a similar size, scope, and nature of service and volume accounts/transactions as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide Technical Management of EBT/EFT services for the project? YES / NO			
What was the approximate volume of accounts and transactions per month? Per year?			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - J
PERSONNEL PROFILE SUMMARY
CANDIDATE DESIRABLE REQUIREMENTS
TECHNICAL MANAGER**

INTENTIONALLY OMITTED

**ATTACHMENT NINE - K
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REFERENCES
PROGRAM OPERATIONS/SUPPORT MANAGER**

Candidate's Name:

References. Provide 3 references for which the proposed candidate has successfully demonstrated meeting the requirements of the RFP on projects of similar size and scope in the past 5 years. The name of the person to be contacted, phone number, company, address, brief description of project size and complexity, and date (month and year) of employment must be given for each reference. The candidate must provide a list of professional references that can attest to his/her specific qualifications.

The reference given should be a person within the client's organization and not a co-worker or a contact within the offerors organization.

If less than 3 references are provided, the offeror must include information as to why less than 3 references were provided. The State may disqualify the proposal if less than 3 references are given.

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Phone Number:	
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project:			
Description of how client project size and complexity are similar to this project:			

**ATTACHMENT NINE - K
PERSONNEL PROFILE SUMMARY**

CANDIDATE REFERENCES CONTINUED

Candidate's Name:

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Number:	Phone Number:
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

Client Company:	Client Contact Name:	Client Contact Title:	
Client Address:		Client Contact Number:	Phone Number:
Project Name:		Beginning Date of Employment: Month/Year	Ending Date of Employment: Month/Year
Description of services provided that are in line with those to be provided as part of this Project: Description of how client project size and complexity are similar to this project:			

**ATTACHMENT NINE - L
PERSONNEL PROFILE SUMMARY**

**CANDIDATE EDUCATION AND TRAINING
PROGRAM OPERATIONS/SUPPORT MANAGER**

Candidate's Name:

Education and Training. This section must be completed to list the education and training of each proposed candidate and will demonstrate, in detail, the proposed candidate's ability to properly execute the Contract based on the relevance of the education and training to the requirements of the RFP.

EDUCATION AND TRAINING	MONTHS/ YEARS	WHERE OBTAINED	DEGREE/MAJOR YEAR EARNED
College			
Technical School			
Other Training			

**ATTACHMENT NINE - M
PERSONNEL PROFILE SUMMARY**

**CANDIDATE MANDATORY REQUIREMENTS
PROGRAM OPERATIONS/SUPPORT MANAGER**

Candidate's Name:

Requirement:

1. 18 months experience within the last 36 months performing assigned tasks and providing high levels of service comparable in size, scope, and nature as defined within this RFP.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Program Operations/Support Manager for the project? YES / NO			
What high levels of service were provided?			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - N
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROGRAM OPERATIONS/SUPPORT MANAGER**

Candidate's Name:

Requirement:

1. 36 months experience managing multiple contractors or subcontractors in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Was the candidate the Program Operations/Support Manager for the project? YES / NO			
List the contractors and subcontractors utilized on the project:			
Did the candidate manage these contractors and subcontractors?			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - N
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROGRAM OPERATIONS/SUPPORT MANAGER CONTINUED**

Candidate's Name:

Requirement:

- 18 months experience in providing multiple instances of SIVR scripts, testing, change control, and emergency management in a diverse mission critical environment similar in size, scope and nature to this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Was the candidate the Program Operations/Support Manager for the project? YES / NO			
Did the candidate manage providing multiple instances of SIVR scripts, testing, change control, and emergency management in a diverse mission critical environment? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - N
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
PROGRAM OPERATIONS/SUPPORT MANAGER CONTINUED**

Candidate's Name:

Requirement:

- Successful performance of assigned tasks and the delivery of EBT/EFT services for a customer with similar volumes of accounts and transactions comparable in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Was the candidate the Program Operations/Support Manager for the project? YES / NO			
Did the candidate manage delivery of EBT/EFT services? YES / NO			
Approximately how many accounts and transactions were processed per month? Per year?			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - O
PERSONNEL PROFILE SUMMARY**

**CANDIDATE DESIRABLE REQUIREMENTS
PROGRAM OPERATIONS/SUPPORT MANAGER**

INTENTIONALLY OMITTED

**ATTACHMENT NINE - P
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REFERENCES
OTHER TEAM MEMBERS**

INTENTIONALLY OMITTED

**ATTACHMENT NINE - Q
PERSONNEL PROFILE SUMMARY**

**CANDIDATE EDUCATION AND TRAINING
OTHER TEAM MEMBERS**

INTENTIONALLY OMITTED

**ATTACHMENT NINE - R
PERSONNEL PROFILE SUMMARY**

**CANDIDATE MANDATORY REQUIREMENTS
OTHER TEAM MEMBERS**

Candidate's Name:

Requirement:

- 36 months experience in the area of systems programming in database/software being proposed for this RFP, for project(s) similar in size, scope, and nature as defined within this RFP.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide systems programming for the project? YES / NO			
What was the database/software used?		Is it the same as being proposed for this project? YES / NO	
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - R
PERSONNEL PROFILE SUMMARY**

**CANDIDATE MANDATORY REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

2. 36 months experience within the last five (5) years in systems analysis similar in size, scope, and nature as defined within this RFP.

Company Name:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide systems analysis for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS**

Candidate's Name:

Requirement:

1. 36 months experience within the last seven (7) years in the area of application development programming similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide application development programming for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

- 36 months experience in the area of capacity planning, performance measurement, and systems tuning for project(s) similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide capacity planning, performance measurement, and systems tuning for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

- 24 months experience in the area of distributed mainframe computer systems, security, and related services similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide mainframe computer systems, security, and related services for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

5. 24 months experience managing a call center or customer support center for project(s) similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate manage a call center or customer support center for the project? YES / NO			
Approximate number of calls handled per month? Per year?			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

6. 18 months experience in database administration, establishing database standards for backups, restores, reorganizations, fiscal changes, and monitoring, tuning, etc.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide database administration, establishing database standards for backups, restores, reorganizations, fiscal changes, and monitoring, tuning, etc. for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

7. 18 months experience in planning, conducting, and documenting functional tests and audits on software development projects similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide planning, conducting, and documenting functional tests and audits on software development for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

8. 12 months experience in database design and analysis for a project similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide database design and analysis for the project? YES / NO			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

9. 12 months experience in POS installation, configuration, and maintenance similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number: e-Mail Address:	
Project Name:		Beginning Date of Expr:	Ending Date of Expr:
Did the candidate provide POS installation, configuration, and maintenance for the project? YES / NO			
Approximately how many POS installation were performed? How many POS sites were maintained?			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - S
PERSONNEL PROFILE SUMMARY**

**CANDIDATE STANDARD REQUIREMENTS
OTHER TEAM MEMBERS CONTINUED**

Candidate's Name:

Requirement:

11. 6 months experience in the development and creation of training materials to include manuals, tip sheets, training agenda, and other supporting documentation for projects similar in size, scope, and nature as defined within this RFP.

Company:	Contact Name: Primary or Alternate	Contact Title:	
Address:		Contact Phone Number:	
		e-Mail Address:	
Project Name:	Beginning Date of Expr:	Ending Date of Expr:	
Did the candidate manage the development and creation of training materials to include manuals, tip sheets, training agenda, and other supporting documentation for the project? YES / NO			
Describe in detail the materials produced and provided:			
Description of technical experience, capacity performed, and role that is related to services to be provided for this Project:			

- Recreate as needed for demonstration of additional experience -

**ATTACHMENT NINE - T
PERSONNEL PROFILE SUMMARY
CANDIDATE DESIRABLE REQUIREMENTS
OTHER TEAM MEMBERS**

INTENTIONALLY OMITTED

**ATTACHMENT TEN
COST SUMMARY**

DELIVERABLE	PRICE
Project Work Plan	\$ _____
General System Design Document	\$ _____
Detailed System Design Document	\$ _____
System Test Plan	\$ _____
Transition Plan	\$ _____
Retailer/merchant Acquirer/TPP Conversion Management Plan	\$ _____
Training Materials	\$ _____
System Acceptance Test Reports	\$ _____
System Documentation Library	\$ _____
Reports Manual	\$ _____
Settlement/Reconciliation Procedures Manual	\$ _____
Administrative System Documentation	\$ _____
Risk Analysis Documentation	\$ _____
TOTAL COST OF DELIVERABLES	\$ _____

SUPPLEMENTAL INFORMATION HEADER

The following pages contain supplemental information for this competitive document. The supplemental information is contained between this header and a trailer page. If you receive the trailer page, all supplemental information has been received.

If you do not receive the trailer page of this supplement, use the inquiry process described in the document to notify the Procurement Representative.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.

Supplement 1

W-9 Form

Request for Taxpayer Identification Number and Certification

**Give form to the
 requester. Do NOT
 send to the IRS.**

Please print or type

Name (If joint names, list first and circle the name of the person or entity whose number you enter in Part I below. **See instructions on page 2 if your name has changed.**)

Business name (Sole proprietors see instructions on page 2.)

Please check appropriate box: Individual/Sole proprietor Corporation Partnership Other ▶

Address (number, street, and apt. or suite no.)

Requester's name and address (optional)

City, state, and ZIP code

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. For individuals, this is your social security number (SSN). For sole proprietors, see the instructions on page 2. For other entities, it is your employer identification number (EIN). If you do not have a number, see **How To Get a TIN** below.

Social security number								
			+				+	

OR

Employer identification number								
			+					

Note: If the account is in more than one name, see the chart on page 2 for guidelines on whose number to enter.

Part II For Payees Exempt From Backup Withholding (See Part II instructions on page 2)

List account number(s) here (optional)

Part III Certification

Under penalties of perjury, I certify that:

- The number shown on this form is my correct taxpayer identification number (or I am waiting for a number to be issued to me), **and**
- I am not subject to backup withholding because: **(a)** I am exempt from backup withholding, or **(b)** I have not been notified by the Internal Revenue Service that I am subject to backup withholding as a result of a failure to report all interest or dividends, or **(c)** the IRS has notified me that I am no longer subject to backup withholding.

Certification Instructions.—You must cross out item 2 above if you have been notified by the IRS that you are currently subject to backup withholding because of underreporting interest or dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, the acquisition or abandonment of secured property, cancellation of debt, contributions to an individual retirement arrangement (IRA), and generally payments other than interest and dividends, you are not required to sign the Certification, but you must provide your correct TIN. (Also see **Part III instructions** on page 2.)

Sign Here

Signature ▶

Date ▶

Section references are to the Internal Revenue Code.

Purpose of Form.—A person who is required to file an information return with the IRS must get your correct TIN to report income paid to you, real estate transactions, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. Use Form W-9 to give your correct TIN to the requester (the person requesting your TIN) and, when applicable, (1) to certify the TIN you are giving is correct (or you are waiting for a number to be issued), (2) to certify you are not subject to backup withholding, or (3) to claim exemption from backup withholding if you are an exempt payee. Giving your correct TIN and making the appropriate certifications will prevent certain payments from being subject to backup withholding.

Note: If a requester gives you a form other than a W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

What Is Backup Withholding?—Persons making certain payments to you must withhold and pay to the IRS 31% of such

payments under certain conditions. This is called "backup withholding." Payments that could be subject to backup withholding include interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

If you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return, your payments will not be subject to backup withholding. Payments you receive will be subject to backup withholding if:

- You do not furnish your TIN to the requester, or
- The IRS tells the requester that you furnished an incorrect TIN, or
- The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or
- You do not certify to the requester that you are not subject to backup withholding under 3 above (for reportable

interest and dividend accounts opened after 1983 only), or

- You do not certify your TIN. See the Part III instructions for exceptions.

Certain payees and payments are exempt from backup withholding and information reporting. See the Part II instructions and the separate **Instructions for the Requester of Form W-9**.

How To Get a TIN.—If you do not have a TIN, apply for one immediately. To apply, get **Form SS-5**, Application for a Social Security Number Card (for individuals), from your local office of the Social Security Administration, or **Form SS-4**, Application for Employer Identification Number (for businesses and all other entities), from your local IRS office.

If you do not have a TIN, write "Applied For" in the space for the TIN in Part I, sign and date the form, and give it to the requester. Generally, you will then have 60 days to get a TIN and give it to the requester. If the requester does not receive your TIN within 60 days, backup withholding, if applicable, will begin and continue until you furnish your TIN.

Note: Writing "Applied For" on the form means that you have already applied for a TIN **OR** that you intend to apply for one soon.

As soon as you receive your TIN, complete another Form W-9, include your TIN, sign and date the form, and give it to the requester.

Penalties

Failure To Furnish TIN.—If you fail to furnish your correct TIN to a requester, you are subject to a penalty of \$50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil Penalty for False Information With Respect to Withholding.—If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a \$500 penalty.

Criminal Penalty for Falsifying Information.— Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs.—If the requester discloses or uses TINs in violation of Federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Name.—If you are an individual, you must generally enter the name shown on your social security card. However, if you have changed your last name, for instance, due to marriage, without informing the Social Security Administration of the name change, please enter your first name, the last name shown on your social security card, and your new last name.

Sole Proprietor.—You must enter your individual name. (Enter either your SSN or EIN in Part I.) You may also enter your business name or "doing business as" name on the business name line. Enter your name as shown on your social security card and business name as it was used to apply for your EIN on Form SS-4.

Part I—Taxpayer Identification Number (TIN)

You must enter your TIN in the appropriate box. If you are a sole proprietor, you may enter your SSN or EIN. Also see the chart on this page for further clarification of name and TIN combinations. If you do not have a TIN, follow the instructions under **How To Get a TIN** on page 1.

Part II—For Payees Exempt From Backup Withholding

Individuals (including sole proprietors) are **not** exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends. For a complete list of exempt payees, see the separate Instructions for the Requester of Form W-9.

If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding. Enter your correct TIN in Part I, write "Exempt" in Part II, and sign and date the form. If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester a completed **Form W-8**, Certificate of Foreign Status.

Part III—Certification

For a joint account, only the person whose TIN is shown in Part I should sign.

1. Interest, Dividend, and Barter Exchange Accounts Opened Before 1984 and Broker Accounts Considered Active During 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, Dividend, Broker, and Barter Exchange Accounts Opened After 1983 and Broker Accounts Considered Inactive During 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real Estate Transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other Payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified of an incorrect TIN. Other payments include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services, payments to a nonemployee for services (including attorney and accounting fees), and payments to certain fishing boat crew members.

5. Mortgage Interest Paid by You, Acquisition or Abandonment of Secured Property, Cancellation of Debt, or IRA Contributions. You must give your correct TIN, but you do not have to sign the certification.

Privacy Act Notice

Section 6109 requires you to give your correct TIN to persons who must file information returns with the IRS to report interest, dividends, and certain other income paid to you, mortgage interest you paid, the acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. You must provide your

TIN whether or not you are required to file a tax return. Payers must generally withhold 31% of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to a payer. Certain penalties may also apply.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account)	The actual owner of the account or, if combined funds, the first individual on the account ¹
3. Custodian account of a minor (Uniform Gift to Minors Act)	The minor ²
4. a. The usual revocable savings trust (grantor is also trustee)	The grantor-trustee ¹
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ¹
5. Sole proprietorship	The owner ³
For this type of account:	Give name and EIN of:
6. Sole proprietorship	The owner ³
7. A valid trust, estate, or pension trust	Legal entity ⁴
8. Corporate	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership	The partnership
11. A broker or registered nominee	The broker or nominee
12. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity

¹ List first and circle the name of the person whose number you furnish.

² Circle the minor's name and furnish the minor's SSN.

³ You must show your individual name, but you may also enter your business or "doing business as" name. You may use either your SSN or EIN.

⁴ List first and circle the name of the legal trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.)

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Supplement 2

Glossary

Supplement Two – Glossary

Term	Definition
ABAWD	Able bodied adults without dependents
ACH (Automated Clearing House)	<p>1) A funds transfer system governed by the rules of NACHA which provides for the inter-bank clearing of electronic entries for participating Depository Institutions.</p> <p>2) The paperless funds transfer system maintained by the Federal Reserve or other entities that have networks to exchange electronic funds transfer items.</p> <p>The ACH network is utilized by the Federal Reserve and financial institutions to process electronic debits and credits between financial participants.</p>
ACO Terminal	This is the current POS terminal located in each CDJFS which is configured to allow the client to “load” their food stamp benefits to the chip on their Ohio Direction Card.
Acquirer	A financial institution participant that either owns or operates point-of-sale (POS) devices and signs Merchant Agreements with Merchants for the acceptance of the Ohio EBT card.
Active Case	Any food stamp case in which a benefit has been made available during a calendar month.
ADA	Americans with Disabilities Act
Adjustment	A debit or credit Transaction initiated by the cardholder, Issuer, Acquirer, retailer/merchant, and/or State agency, to correct a system error, correct an inaccurate record of a transaction, or to correct an out-of-balance condition identified in the settlement process.
Administrative Terminal	An input/output device to be made available to local CDJFS offices and designated state and federal offices. The device will perform the functions of standard data terminal equipment for communications to and from the contractor's computer system.
AG	Assistance Group
ALERT System	Anti-fraud locator of EBT Retailer transactions. The Federal subsystem used to detect retailer fraud
AMA	Account Management Agent. An automated application that supports the activities of the Federal Bank of Richmond's operations in providing Automated Standard Application for Payments (ASAP) account management activities to the Food and Nutrition Service (FNS) for the Federal EBT Food Stamp Program.
ANSI (American National Standards Institute)	The U.S. Standards group responsible for issuing U.S. standards and maintaining consistency with similar international standards.
ASAP	Automated Standard Application for Payments. ASAP is a payment and information system providing a single point of contact for the request and delivery of Federal funds. ASAP was developed by the Financial Management Service of the U.S. Treasury and the Federal Reserve Bank of Richmond.

Term	Definition
Acquirer / Third Party Processor (Acquirer/ TPP)	A non-member organization or individual who provides EBT services as an Independent Sales Organization, Encryption Support Service Provider, Network and/or Processor as described in the QUEST® Operating Rules. Commonly referred to as a 'Third Party Processor (TPP).
Authorization	The approval of Transactions either by the issuer or on behalf of an issuer, either on-line, during stand-in, or by telephone.
Authorized Representative	A person authorized by an assistance group to act on their behalf in making application for food stamp benefits and, if so designated, to receive the food benefit on behalf of the assistance group. Authorized representatives are secondary payees in addition to the primary payee and are provided with an EBT card with their name on it, their own PIN, and full access to the benefits in the EBT food stamp account.
Authorized Retailer	Any merchant who has been approved by FNS to accept FSB as payment for eligible food items and has also completed and signed a retailer agreement. Authorized retailers include, but are not limited to, retail grocery stores, food chains, farmers markets, roadside vendors, delivery services, and cooperatives.
Automated Response Unit (ARU)	A telephone answering system that is accessed through a touch-tone telephone and responds with voice commands and information. Two separate ARU applications are used in the Ohio EBT Project.
Balance Inquiry	A transaction whereby the Cardholder obtains his or her Account balance at the POS or a stand-alone balance inquiry terminal. At the POS and the optional stand-alone terminal, Food Stamp Account balances are available. Balance Inquiry terminals are provided at the retailers/merchant's option.
Bank Identifier Number (BIN)	A set of numbers assigned by the American Bankers Association that appears as a part of the primary account number (PAN) on the face of the card and that identifies the offeror for purposes of interchange, sometimes referred to as an Institution Identifier Number (IIN).
Benefit Availability Date	The date that benefits are posted in the account; the benefit availability date for ongoing issuances is a fixed date, the same date each month, no matter whether it is a holiday or weekend. The benefit availability date may be different for each type of program benefits.
Business Day	A 24-hour period ending at a time mutually agreed upon by the contractor and ODJFS. The end of the business day will designate that time at which system settlement will occur.
Campus	The name given to the ODJFS Columbus network by network support.
Card Authentication Value (CAV)	A cryptographic value encoded on Track 2 used to validate its contents.
Card Mailer	The card mailer is a two-sided protective page in which the EBT Card is mailed to the cardholder. It provides information about how to activate the card and notifies the cardholder of his/her rights with respect to the food stamp program.
Cardholder	An individual to whom an EBT card has been issued by the offeror and for whom the offeror maintains a government account which may be accessed through the use of an EBT card.

Term	Definition
Cardholder Dispute	A dispute initiated by the offeror on behalf of a Cardholder for all or part of an amount for which settlement occurred.
CDJFS	County Department of Job and Family Services
Central Processor	Contractor responsible for accepting, processing and reporting of all EBT transactions including settlement.
CIR	Committed Information Rate (frame relay)
Claim	A request made by a retailer/merchant/acquirer or cardholder/issuer/state agency for account adjustment, debit or credit. Also action taken to obtain payment from cardholders for over issuance of FSP benefits.
CMS Terminal	Card Management System. This is the current system(s) located in each CDJFS which allows county staff to personalize the EBT card to each cardholder and performs other basic functions such as card unlock, change PIN, card transaction history, card balance, card diagnostics, card region change and coupon conversions.
Controller	The device that captures and consolidates transactions from a group of terminals to be transmitted to another node or entity. For example, the POS devices in all lanes of one store are first transmitted to one store controller, then transmitted to an Acquirer.
Core	A subset of the Campus.
County (CDJFS) Settlement	The current process by which the county systems (CMS and ACO) communicate with the host computer via a batch process. Each system must be settled independently and this process is performed at least once a day.
CRIS-E	Client Registry Information System – Enhanced. Automated eligibility system used by ODJFS in determining cardholder eligibility for Food Stamps, OWF, and Medicaid.
Cryptography	The program by which a PIN is transformed so as to be rendered unintelligible during transmission.
Customer Service Number	The toll-free telephone number cardholders may call to report a lost, damaged or stolen EBT Card, inquire on their EBT account balance(s), or ask questions regarding EBT.
Customer Service Representative	An individual who provides assistance to an EBT client or retailer, via a dial-up to a customer service center. Examples of assistance include access to account information, action on reports of lost or stolen cards, and PIN sections, as well as voice authorization of manual vouchers.
Data Encryption Standard (DES)	The Data Encryption Standard as promulgated by the National Bureau of Standards. An encryption/decryption algorithm published by ANSI as Standard X3.92-1981 used to encrypt PIN data in EBT transactions for secure transmission.
Debit	A transaction initiated by a cardholder at a terminal with the use of a PIN to effect a payment that results in a debit against the balance of the cardholder's account.
Decline	The denial of a Transaction by the offeror or on behalf of the offeror either on-line, during stand-in, or during the telephone authorization process.
DHCP	Dynamic Host Configuration Protocol

Term	Definition
Domain Name System (DNS)	The DNS is a distributed Internet Directory service.
Downtime	The failure of some required Transaction processing system component which prevents the Acquirer from obtaining EBT host approval of the Transaction amount, with Cardholder PIN and the Magnetic Stripe data, prior to completion of a Transaction.
EBS Council	The emancipated council of NACHA operating under the Charter attached as Appendix 1 to the QUEST® Operating Rules.
EBT Host System	The offeror's core system that maintains cardholder accounts, provides transaction authorization and processing, supports administrative system functionality, supports card issuance and status functionality, supports PIN issuance, change, and hold functionality, maintains the Food Stamp Program Retailer Validation Database, supports settlement and reconciliation, and provides reporting.
EBT-Only Retailer/Merchant	A person or entity that has agreed to accept cards for purchases of food/goods from Food Stamp Accounts and that has been specifically authorized by USDA-FNS to accept Food Stamp Transactions. These retailers will most likely use equipment supplied by ODJFS.
Electronic Benefits Transfer (EBT)	The delivery of government benefits through electronic means and equipment.
Encryption	The method used to protect PIN data by transforming it into cryptographic form. The translation of data by hardware devices or software programs that renders transmitted data unintelligible, thereby protecting the privacy of information.
Encryption Key	A mathematical value that is used in an algorithm to transform plain text into cipher text or vice versa.
Food and Nutrition Service (FNS)	The U.S. Department of Agriculture, Food and Nutrition Service (USDA-FNS) is responsible for the Federal administration of the Food Stamp Program; the Special Supplemental Nutrition Program for Women, Infants and Children; and other types of food assistance benefit programs.
Food Stamp Account	<ol style="list-style-type: none"> 1) An authorization file maintained by an Issuer that represents benefits administered by a government entity under the Federal Food Stamp Program. 2) An authorization file maintained on behalf of a cardholder from which Food Stamp purchase transactions at approved Food Stamp retailers/merchants are authorized.
Food Stamp Benefits (FSB)	Benefits received under the authority of the Food Stamp Act of 1977, as amended.
Food Stamp Merchandise Refund	A transaction initiated with a card at a POS terminal or via a manual voucher to credit a cardholder's food stamp account for a return of merchandise originally purchased from the Food Stamp account with the same card.
Food Stamp Program (FSP)	The government benefits program operated under the authority of the Food Stamp Act of 1977, as amended.
Food Stamp Purchase	A transaction initiated with a card at a POS terminal located at an authorized Food Stamp Retailer/Merchant and which is authorized from a Food Stamp Account. The entire transaction amount is for the purchase of products or services permitted under the Food Stamp Program.

Term	Definition
Food Stamp Transaction	<p>1) A Food Stamp Purchase, balance inquiry to a food stamp account, or food stamp merchandise refund, including a manual food stamp transaction.</p> <p>2) A transaction authorized from a Food Stamp Account in which the entire transaction amount debited is for the purchase of food at approved Food Stamp retailers/merchants in accordance with requirements of the Food Stamp Program. A Food Stamp Transaction must not include cash back.</p>
Gateway	A service provided by a network for access to other regional and network networks.
Hold	A temporary restriction placed on all or part of the funds in an account as a result of a manual voucher authorization or adjustment. The amount of funds on hold becomes unavailable to the client.
Hops	Each time a packet is forwarded to another router, a hop occurs.
Host	A central processor/computer which can act as a database processor and/or switch for Transactions leaving or coming into a central processor.
International Standards Organization (ISO)	The international group responsible for issuing technical standards.
Interoperability	The ability of the EBT system to process interstate food stamp transactions occurring at an Ohio retailer/merchant when the cardholder has benefits and payments issued by another state and an Ohio cardholder's transactions occurring at a retailer/merchant in another state. The EBT system must accept these transactions and route to the appropriate states' EBT system for authorization and settlement.
ISO 8583	International Standards Organization standard for retail financial transactions. Adopted and modified by the American National Standards Institute (ANSI) X9.2-1988.
Issuer	Under the QUEST® Operating Rules, a Depository Institute that has entered an agreement with a Government Entity or EBT Service Provider to undertake the responsibilities of an Issuer.
Issuer Identification Number (IIN)	A set of numbers as assigned by the American Bankers Association which appears on the Ohio EBT Card and identifies the offeror for purposes of interchange of Transactions (more frequently referred to as BIN).
Magnetic Stripe	A stripe of magnetic tape that is affixed on the reverse side of cards and that meets all applicable standards contained in Chapter 1 of the QUEST® Operating Rules.
Manual (Food Stamp) Transaction	An off-line transaction whereby the Merchant completes a paper sales draft, obtains the Cardholder's signature as well as a Telephone Authorization Code from the offeror.
Manual Authorization	A code provided a merchant as part of a telephone authorization indicating that a manual food stamp transaction has been approved.
Manual Voucher	The form a retailer/merchant completes whenever a manual transaction is done.

Term	Definition
Manual Voucher Clear	The submission of a manual voucher, either electronically or by mail, to confirm the authenticity of the manual transaction and effect settlement. Voice authorization must be obtained with respect to each manual voucher prior to the voucher clearing in order to place a hold on funds in the client's EBT account. Once the voucher is cleared, the funds are debited permanently from the account and credited to the retailer. If the voucher transaction is not cleared within 30 days, the hold is released and the funds again become available to the client.
National Automated Clearinghouse Association (NACHA)	NACHA is a national group that oversees EFT operations.
Network	A Switch, together with all other computer hardware and software connected to the Switch, all telecommunications facilities and equipment utilized in connection therewith, and all other agreements and documents including the QUEST® Operating Rules utilized by the Network for the purpose of supporting the interchange of Transactions.
Non-Traditional Retailers	A person, company or organization authorized by FNS to accept food stamp benefits in exchange for eligible food items that does not operate like a normal retail enterprise. Usually this means that the retailer does not have access to a phone line or electricity at the point of sale and therefore is unable to use a standard POS device to authorize the transaction (e.g., farmers' markets and route vendors).
Off-line	Ohio's current EBT system is considered an off-line system as all transactions except for the interaction between the card and the POS terminal are performed in a batch mode.
ODJFS	Ohio Department of Job and Family Services
Ohio Direction Card	The service mark of the Ohio EBT system.
On-line Transaction	A transaction processed through to the host at the time of initiation.
OWF (Ohio Works First)	Ohio's public assistance program funded under the Federal TANF programs.
PAN (Primary Account Number)	Number on the EBT card that identifies the EBT system user and specifies an individual EBT account.
Personal Identification Number (PIN)	A four to six character alphanumeric code issued to or selected by a cardholder, which must be utilized by the cardholder in conjunction with a card to initiate a transaction.
PIN Pad	A device that meets all applicable standards set forth in the QUEST® Operating Rules and EBT Security Manual Guidelines through which a Cardholder may enter his or her PIN at a terminal.
PIN Verification	The procedure utilized by or on behalf of the offeror to verify the authenticity of a PIN upon receipt of a Transaction Request.
Point of Sale (POS)	A location at which cardholders access benefits; also a POS terminal.
POS Acquirer	A Depository Institution that enters into Retailer/Merchant Agreements or owns, operates or controls POS terminals, which accept cards for purchases.

Term	Definition
POS Terminal	An electronic hardware device used at the point of sale and designated by an Acquirer to accept cards, including a Scrip Terminal or Stand-Alone Balance Inquiry Terminal, that, when activated by a cardholder through use of a magnetic stripe on a card, is capable of initiating a request for authorization of a purchase from an account or initiating a balance inquiry.
POS Transaction	A transaction authorized from a food stamp account that is initiated with a card at a POS terminal pursuant to the QUEST® Operating Rules.
Primary Cardholder	A cardholder designated by the eligibility system to be the primary cardholder of benefits. The primary cardholder may also be an authorized representative that has been assigned to receive benefits on behalf of the primary cardholder.
Processor	Any company processing transactions on behalf of an Issuer, Acquirer, or merchant, including any terminal operator that is not also an Acquirer or a network.
Proprietary Software	Software that is entitled to copyright protection, and was created without federal, state, or local government funding.
QUEST® Mark	The QUEST® design mark and such other service marks as may be adopted from time to time in accordance with the QUEST® Operating Rules.
QUEST® Operating Rules	The QUEST® Operating Rules, including all exhibits thereto and all documents incorporated therein, as amended from time to time by the National Automated Clearinghouse Association (NACHA).
Cardholder	An individual who has been determined eligible to receive one or more government benefits or services.
Reconciliation	Refers to the process of ensuring that all system transactions have been processed accurately and validated as outlined in the FNS EBT reconciliation Guidance for State Agencies.
REDE File	Retailer EBT Data Exchange This list maintained by FNS, contains all authorized food stamp retailers along with additions and deletions.
Retailer/Merchant	A person or entity that has entered into a Retailer/Merchant Agreement with a Financial Institution Acquirer to accept EBT Cards. Retailers/merchants may be categorized as: full service, food stamp only, including retailers/merchants utilizing only the manual voucher transaction process.
Retailer/Merchant Customer Service	A 24-hour per day / 7 day per week toll-free number that retailers/merchants can call for assistance with the EBT program.
Retailer/Merchant Agreement	A written agreement between an Acquirer and a retailer/merchant setting forth the respective rights and duties of the parties with respect to transactions and obligating the retailer/merchant to abide by the QUEST® Operating Rules, as such may be amended from time to time. <i>Commonly referred to as a "Retailer Agreement".</i>

Term	Definition
Retailer Settlement	In the current EBT Off-line system this is the batch process by which the Retailer sends transactions from the POS terminals to the host computer and in turn, receives information back from the host such as negative file updates. This is done at least on a daily basis.
Reversal	A transaction that returns a prior transaction attempt to the entity that initiated it and resets the system to its previous status.
Secondary Cardholder	A person authorized by a household or individual to act on their behalf in redeeming food stamp benefits. If so designated, the secondary cardholder receives a separate EBT card to access the specified benefit account.
Settlement	<ol style="list-style-type: none"> 1) The movement of funds between an Issuer and an Acquirer in satisfaction of transactions in accordance with the Quest Rules. 2) The process of transferring funds for sales and credits between Acquirer and Issuers, including the final debiting of a cardholder's account and crediting a merchant's account. 3) In the Food Stamp Program, settlement involves Federal EBT funds, which are used to support cardholder food purchases and payments to retailers.
Settlement Day	The calendar date on which funds are transferred for settlement. The period between cut-off times established by an Issuer for Settlement.
Speech Interactive Voice Response (SIVR)	An automated response unit that is activated by either touch-tone telephone pads or speech command for callers using rotary dial telephones.
Stale Date	When a benefit account has not been accessed by the cardholder for a period of ninety (90) or more days.
Stand-In Processing/Authorization	The process whereby the Switch provider, or other processing entity, authorizes Transactions in place of the EBT host or its Processor at times when it is unable to authorize such Transactions.
STARS	The Store Tracking and Redemption Subsystem
Subcontractor	All other entities under contract to the offeror that, upon State approval, provide a service specifically defined and required by the offeror, either core or ancillary services. Core service subcontractors are considered to perform critical services and functions including, but not limited to, EBT card production and/or management, EBT-only terminal driving, EBT transaction switching, settlement, etc.
Swipe	The action of inserting and moving the EBT Card through the groove of the card reading equipment (usually a POS).
Switch	The computer hardware and software operated by or on behalf of a network or issuer for the purpose of routing transactions among participants.
Switch Settlement	The processing, reporting, and funds settlement of daily transaction activity within a network.

Term	Definition
Terminal	<ol style="list-style-type: none"> 1) A device used at the point of sale through which a Transaction may be processed and which meets all applicable standards contained in the RFP. 2) Information processing device through which transaction messages are initiated and transmitted electronically. 3) A personal computer (PC) or other desktop model which is attached through a network to a mainframe computer system.
Terminal Driver	The entity that operates the POS Terminals for a merchant or a Financial Institution.
Third Party Processor Agreement	A written agreement between an Issuer, Designated Agent or Acquirer and a Third Party Service Provider pursuant to which the Third Party Service Provider agrees to be bound by and comply with the QUEST® Operating Rules, as such Rules may be amended from time to time.
Third Party Processor/Acquirer	An entity other than an acquirer or issuer who provides EBT services as an Independent Sales Organization, Encryption Support Service Provider, Network and/or Processor as described in the QUEST® Operating Rules. Commonly referred to as a 'Third Party Processor (TPP).
Time Out	The length of time during which a terminal, the EBT host, or an acquirer's processor must reply before the transaction is terminated by other processors in the network.
Tips Card	A handy, step-by-step reference guide for cardholders to use to access Customer Service and the POS machines to make purchases. Similar reference guides may be used by cashiers at retailers/merchants.
Trace Number	The number assigned by the Acquirer System to identify a Transaction.
Transaction	<ol style="list-style-type: none"> 1) A POS transaction initiated through the use of a card or a terminal pursuant to the QUEST® Operating Rules. If an Issuer uses an alternative service mark to identify transactions solely involving cards issued by that Issuer at terminals supported by Acquirers that have entered into direct agreements with that Issuer or its Designated Agents, such transactions are not subject to the QUEST® Operating Rules. 2) An act between a merchant and a cardholder that results in either a paper or an electronic representation of the cardholder's promise to pay for food/goods received. 3) An electronic message interchanged between participants resulting in the exchange of financial information and in which the Quest Mark is utilized to identify both the card, and/or the retailer/merchant. A Food Stamp Transaction initiated through use of an EBT Card at the point-of-sale retailer/merchant.
Transaction Request	An electronic message sent by an Acquirer, to an Issuer, requesting a response.
Transaction Response	An electronic message sent to the Acquirer, by the Issuer, in response to a Transaction Request.

Term	Definition
Unauthorized Transaction	A Transaction for which authorization is not, and has not been, received by or on behalf of the Merchant or the Acquirer from the Processor.
USDA	United States Department of Agriculture
USDA - FNS	United States Department of Agriculture – Food and Nutrition Services

Supplement 3

EBT Card Artwork

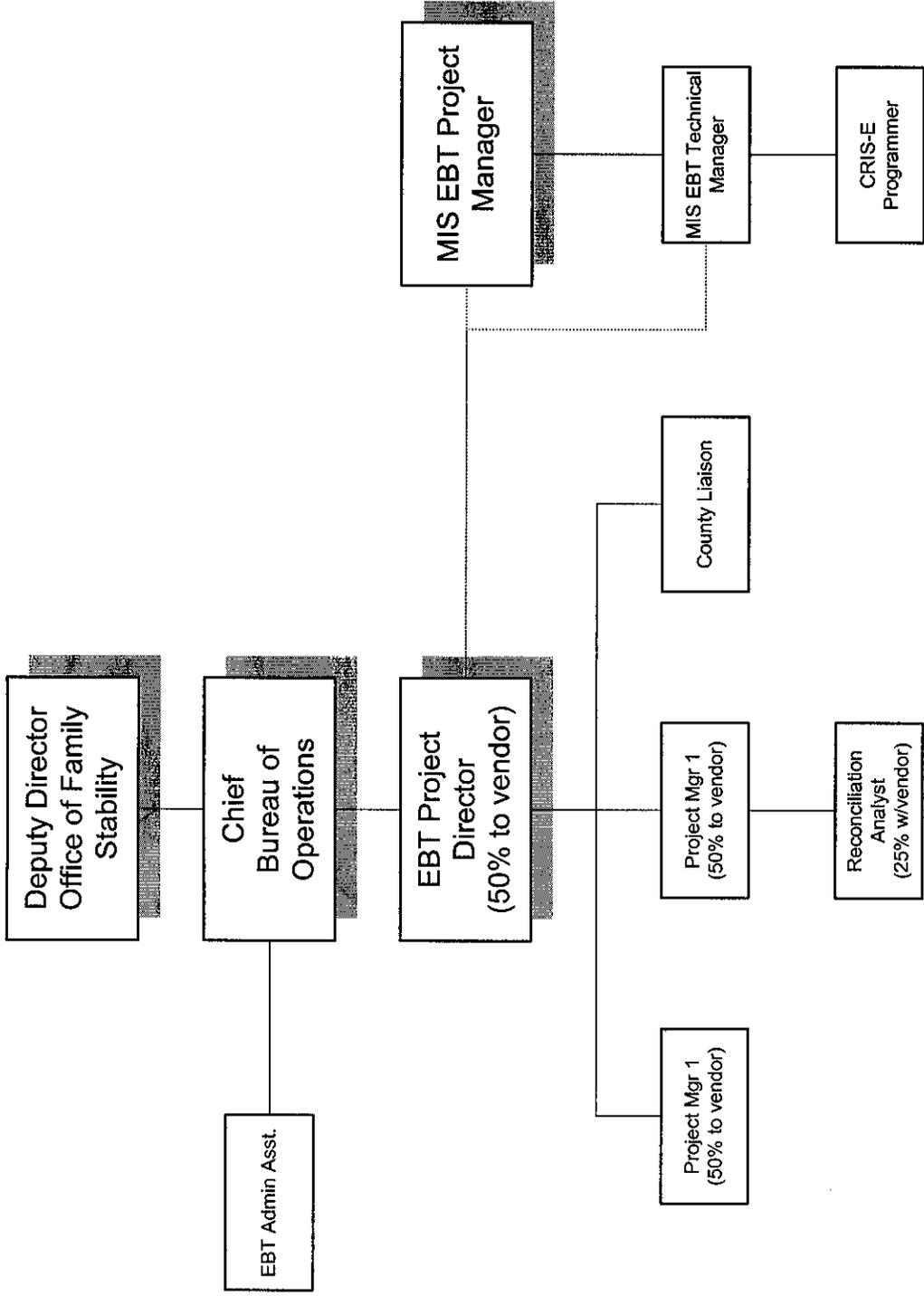
**SUPPLEMENT 3
CARD ART**

Ohio will use the same card design without the smart card chip. Final design will be in different color(s), which will be agreed upon by ODJFS and the Contractor.



Supplement 4

ODJFS EBT Organizational Chart



Supplement 5

Letter of Intent from the
Ohio Department of Health

OHIO DEPARTMENT OF HEALTH

246 North High Street
Post Office Box 118
Columbus, Ohio 43216-0118

Telephone: (614) 466-3543
www.odh.state.oh.us



BOB TAFT
Governor

J. NICK BAIRD, M.D.
Director of Health

APR 14 2004

Thomas J. Hayes, Director
Ohio Department of Job and
Family Services
30 East Broad Street – 32 Floor
Columbus, Ohio 43206-0423

Dear Director Hayes:

I am writing to express the Ohio Department of Health's (ODH) interest in coordinating efforts in the development of a common on-line Electronic Benefits Transfer (EBT) application in Ohio.

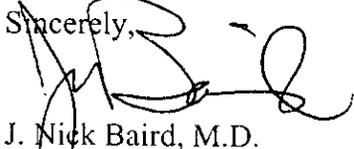
Currently, ODH participates in EBT as an amendment to the Ohio Department of Job and Family Services (ODJFS) and JP Morgan Electronic Financial Services contract. This arrangement facilitates the delivery of Women, Infants and Children (WIC) program benefits to participants in Montgomery County. During SFY2005, ODH will be conducting a feasibility study and exploring its options in regards to WIC EBT in Ohio.

As ODJFS prepares to issue a Request for Proposal (RFP) for the design, development and implementation of an on-line EBT system for the Food Stamp program, I would like to express ODH's support of this endeavor. In addition, I would like to request ODH be considered as a potential partner in the pursuit of EBT solutions for Ohio.

Please accept this letter as a demonstration of ODH's commitment to consider possible WIC EBT options and to partner with Food Stamps in this effort if at all possible.

Thank you for your consideration in this matter.

Sincerely,



J. Nick Baird, M.D.
Director of Health

JNB/CYH/KAD/kad

Supplement 6

File Layouts

Supplement 6

Data transmitted/received with file layouts

Outgoing file to offeror (260 bytes):

GWSC0001 : Record type 1

```
000100 01 FILE-HEADER-RECORD.
000200 05 FH-REC-TYPE PIC 9(01).
000300 88 FH-EBT-FILE-HDR-1 VALUE 1.
000400 05 FH-REC-LENGTH PIC 9(04).
000500 05 FH-ORIGIN-NUMBER PIC 9(04).
000600 88 FH-ORIGIN-NPC VALUE 0001.
000700 88 FH-ORIGIN-CRISE VALUE 1000.
000800 05 FH-ORIGIN-NAME PIC X(20).
000900 05 FH-DEST-NUMBER PIC 9(04).
001000 88 FH-DEST-NPC VALUE 1000.
001100 88 FH-DEST-CRISE VALUE 0001.
001200 05 FH-DEST-NAME PIC X(20).
001300 05 FH-TRANSMISSION-DATE PIC 9(08).
001400 05 FH-TRANSMISSION-TIME PIC 9(06).
001500 05 FH-FILE-SEQ-NUMBER PIC 9(08).
001600 05 FILLER PIC X(185).
```

Example:

100801000CRISE COLUMBUS OH 0001SVS EBT LOUISVILLE 2003103120484400000001

GWSC0002: Record type 5 (260 bytes):

```
000100 01 BATCH-HEADER-RECORD.
000200 05 BH-REC-TYPE PIC 9(01).
000300 88 BH-EBT-BTCH-HDR-5 VALUE 5.
000400 05 BH-REC-LENGTH PIC 9(04).
000500 05 BH-ORIGIN-NUMBER PIC 9(04).
000600 05 BH-ORIGIN-NAME PIC X(20).
000700 05 BH-BATCH-TYPE PIC 9(04).
000800 05 BH-COPA PIC X(03).
000900 05 BH-BATCH-DATE PIC 9(08).
001000 05 BH-BATCH-NUMBER PIC 9(06).
001100 05 FILLER PIC X(209).
```

Example:

500800000 0001FS 20031031000001

GWSC0003: Record type 6 (260 bytes):

```
000100 01  ISSUANCE-DETAIL-RECORD.
000200      05  ID-REC-TYPE                PIC 9(01).
000300      88  ID-EBT-BTCH-DTL-6         VALUE 6.
000400      05  ID-REC-LENGTH              PIC 9(04).
000500      05  ID-TRACE-NUMBER            PIC 9(06).
000600      05  ID-TRANS-CODE              PIC 9(04).
000700      88  ID-TC-1                    VALUE 0001.
000800      05  ID-MAINT-CODE             PIC X(01).
000900      88  ID-MC-A                    VALUE 'A'.
001000      88  ID-MC-U                    VALUE 'U'.
001100      05  ID-AUTH-NUMBER            PIC X(12).
001200      05  ID-CASE-CAT-SEQ          PIC X(15).
001300      05  ID-AMOUNT                 PIC 9(08)V99.
001400      05  ID-BENEFIT-NUMBER        PIC 9(07).
001500      05  ID-BENEFIT-DATE          PIC 9(08).
001600      05  ID-BENEFIT-END-DATE      PIC 9(08).
001600      05  ID-COUNTY-NBR           PIC 9(02).
001700      05  ID-CDE-SPECIAL-BENEFIT   PIC X(01).
001700      05  FH-CLIENT-ADDR.
001700          10  FH-CL-ADDR1          PIC X(41).
001700          10  FH-CL-ADDR2          PIC X(30).
001700          10  FH-CL-CITY           PIC X(15).
001700          10  FH-CL-STATE          PIC X(02).
001700          10  FH-CL-ZIP            PIC 9(09).
001700      05  FH-COUNTY-ADDR.
001700          10  FH-CTY-ADDR1         PIC X(26).
001700          10  FH-CTY-ADDR2         PIC X(26).
001700          10  FH-CTY-CITY          PIC X(20).
001700          10  FH-CTY-STATE         PIC X(02).
001700          10  FH-CTY-ZIP           PIC 9(09).
001700      05  FILLER                    PIC X(01).
```

Example:

600800000010001A8936103467004951092180FS 0100000131006318096200310312003

GWSC0005: Record type 8 (260 bytes):

```
000100 01  BATCH-TRAILER-RECORD.
000200      05  BT-REC-TYPE                PIC 9(01).
000300      88  BT-EBT-BTCH-TRL-8         VALUE 8.
000400      05  BT-REC-LENGTH              PIC 9(04).
000500      05  BT-REC-COUNT                PIC 9(06).
000600      05  BT-TOTAL-AUTHS             PIC 9(14)V99.
000700      05  BT-TOTAL-DEBIT             PIC 9(10)V99.
000800      05  BT-TOTAL-CREDIT           PIC 9(10)V99.
000900      05  BT-BATCH-NUMBER          PIC 9(06).
001000      05  FILLER                    PIC X(203).
```

Example:

80080000363000000000683090000000000000000000006830900000009

GWSC0006: Record type 9 (260 bytes):

000100	01	FILE-TRAILER-RECORD.	
000200	05	FT-REC-TYPE	PIC 9(01).
000300	88	WSH-EBT-FILE-TRL-9	VALUE 9.
000400	05	FT-REC-LENGTH	PIC 9(04).
000500	05	FT-BATCH-COUNT	PIC 9(08).
000600	05	FT-DETAIL-REC-COUNT	PIC 9(12).
000700	05	FT-TOTAL-AUTHS	PIC 9(14)V99.
000800	05	FT-TOTAL-DEBIT	PIC 9(10)V99.
000900	05	FT-TOTAL-CREDIT	PIC 9(10)V99.
001000	05	FT-FILE-SEQ-NUMBER	PIC 9(08).
001100	05	FILLER	PIC X(187).

Example:

900800000000900000000436300000007924150000000000000000792415

Layout of Return file from offeror:

Currently the offeror sends us the FTP password to their FTP server in the header file of the return file, it is situated in header record type 5 at column 52 for 7 characters.

We use this password to get access to the offerors systems when we do the FTP of our issuance file. This password requirement was put in after system implementation and may have been federally mandated.

GWSC0012 : combined record type layout for return file.

```
00005000 01 WSH-EBT-RECORD-AREA.
00010000 05 WSH-EBT-REDEFINES-AREA.
00020000 10 WSH-EBT-REC-TYPE PIC 9(01).
00030000 88 WSH-EBT-FILE-HDR-1 VALUE 1.
00031000 88 WSH-EBT-BTCH-HDR-5 VALUE 5.
00032000 88 WSH-EBT-BTCH-DTL-6 VALUE 6.
00033000 88 WSH-EBT-BTCH-TRL-8 VALUE 8.
00034000 88 WSH-EBT-FILE-TRL-9 VALUE 9.
00035000 10 WSH-EBT-REC-LENGTH PIC 9(04).
00036000 10 WSH-EBT-DTL-TRACE-NUM PIC 9(06).
00036100 10 WSH-EBT-TRANS-CODE PIC 9(04).
00036200 88 WSH-EBT-PICKUP-3 VALUE 3.
00036300 88 WSH-EBT-RETURN-4 VALUE 4.
00036400 88 WSH-EBT-STALE-PEND-5 VALUE 5.
00036500 88 WSH-EBT-STALE-6 VALUE 6.
00036600 88 WSH-EBT-DEBIT-7 VALUE 7.
00036700 88 WSH-EBT-CREDIT-8 VALUE 8.
00036800 88 WSH-EBT-VOL-PAYBK VALUE 9.
00036900 10 WSH-EBT-DTL-AUTH-NUM PIC X(12).
00037000 10 WSH-EBT-DTL-CASE-CAT-SEQ PIC X(15).
00038000 10 FILLER PIC X(35).
00039002 10 WSH-EBT-CDE-SPECIAL-BENEFIT PIC X.
00039102 10 WSH-EBT-NBR-COUNTY PIC X(02).
00039202 05 FILE-HEADER-RECORD REDEFINES
00040000 WSH-EBT-REDEFINES-AREA.
00050000 10 FILLER PIC 9(05).
00051000 10 FH-ORIGIN-NUMBER PIC 9(04).
00052000 88 FH-ORIGIN-NPC VALUE 0001.
00053000 88 FH-ORIGIN-CRISE VALUE 1000.
00054000 10 FH-ORIGIN-ID-NAME.
00055000 15 FH-ORIGIN-CDE-ID PIC X(04).
00056000 15 FH-ORIGIN-CDE-EBT PIC X(04).
00057000 15 FH-ORIGIN-NAME PIC X(12).
00057100 10 FH-DEST-NUMBER PIC 9(04).
00057200 88 FH-DEST-CRISE VALUE 1000.
00057300 88 FH-DEST-NPC VALUE 0001.
00057400 10 FH-DEST-NAME PIC X(20).
00057500 10 FH-TRANSMISSION-DATE PIC 9(08).
00057600 10 FH-TRANSMISSION-TIME PIC 9(06).
00057700 10 FH-FILE-SEQ-NUMBER PIC 9(08).
00057800 10 FILLER PIC X(05).
```

00057900	05	BATCH-HEADER-RECORD	REDEFINES
00058000			WSH-EBT-REDEFINES-AREA.
00059000	10	FILLER	PIC 9(05).
00060000	10	BH-ORIGIN-NUMBER	PIC 9(04).
00070000	10	BH-ORIGIN-NAME	PIC X(20).
00080000	10	BH-BATCH-TYPE	PIC 9(04).
00090000	10	BH-COPA	PIC X(03).
00100000	10	BH-BATCH-DATE	PIC 9(08).
00110000	10	BH-BATCH-NUMBER	PIC 9(06).
00120000	10	FILLER	PIC X(01).
00121004	10	BH-FTP-PASSWORD	PIC X(07).
00130003	10	FILLER	PIC X(22).
00131004	05	ISSUANCE-PICK-UP-RTN-RECORD	REDEFINES
00140000			WSH-EBT-REDEFINES-AREA.
00150000	10	FILLER	PIC X(42).
00160000	10	IPR-AMOUNT	PIC 9(08)V99.
00170000	10	IPR-BENEFIT-NUMBER	PIC 9(07).
00180000	10	IPR-BENEFIT-DATE	PIC 9(08).
00190000	10	IPR-DATE-PICKUP-RETURN	PIC 9(08).
00200000	10	FILLER	PIC X(05).
00210000	05	FORCED-DEBIT-RECORD	REDEFINES
00220000			WSH-EBT-REDEFINES-AREA.
00230000	10	FD-REC-TYPE	PIC 9(01).
00240000	10	FD-REC-LENGTH	PIC 9(04).
00250000	10	FD-TRACE-NUMBER	PIC 9(06).
00260000	10	FD-TRANS-CODE	PIC 9(04).
00270000	10	FD-AUTH	PIC X(12).
00280000	10	FD-AMOUNT	PIC 9(05)V99.
00290000	10	FD-AUTH-DATE	PIC 9(08).
00300000	10	FD-STORE-NAME-AREA.	
00310000	15	FD-STORE-NAME	PIC X(18).
00311000	15	FD-NBR-COUNTY	PIC X(02).
00312000	10	FD-REASON-CODE	PIC X(03).
00320000	10	FD-AMOUNT-DEBIT	PIC 9(05)V99.
00330000	10	FD-AMOUNT-BAL	PIC 9(05)V99.
00340000	05	FORCED-CREDIT-RECORD	REDEFINES
00350000			WSH-EBT-REDEFINES-AREA.
00360000	10	FC-REC-TYPE	PIC 9(01).
00370000	10	FC-REC-LENGTH	PIC 9(04).
00380000	10	FC-TRACE-NUMBER	PIC 9(06).
00390000	10	FC-TRANS-CODE	PIC 9(04).
00400000	10	FC-AUTH	PIC X(12).
00410000	10	FC-AMOUNT	PIC 9(05)V99.
00420000	10	FC-AUTH-NUMBER	PIC 9(06).
00430000	10	FC-AUTH-DATE	PIC 9(08).
00440000	10	FC-STORE-NAME	PIC X(20).
00450001	10	FC-REASON-CODE	PIC X(03).
00460000	10	FILLER	PIC X(08).
00470000	05	STALE-DATE-NOTICE-RECORD	REDEFINES
00480000			WSH-EBT-REDEFINES-AREA.
00490000	10	FILLER	PIC X(42).
00500000	10	SDN-AMOUNT	PIC 9(08)V99.
00510000	10	SDN-LAST-ACTIVE-DATE	PIC 9(08).
00520000	10	SDN-STALE-DATE	PIC 9(08).
00530000	10	FILLER	PIC X(12).

00540000	05	BATCH-TRAILER-RECORD	REDEFINES
00550000			WSH-EBT-REDEFINES-AREA.
00560000	10	FILLER	PIC X(05).
00570000	10	BT-REC-COUNT	PIC 9(06).
00580000	10	BT-TOTAL-AUTHS	PIC 9(16).
00590000	10	BT-TOTAL-DEBIT	PIC 9(10)V99.
00600000	10	BT-TOTAL-CREDIT	PIC 9(10)V99.
00610000	10	BT-BATCH-NUMBER	PIC 9(06).
00620000	10	FILLER	PIC X(23).
00630000	05	FILE-TRAILER-RECORD	REDEFINES
00640000			WSH-EBT-REDEFINES-AREA.
00650000	10	FILLER	PIC X(05).
00660000	10	FT-BATCH-COUNT	PIC X(08).
00670000	10	FT-DETAIL-REC-COUNT	PIC 9(12).
00680000	10	FT-TOTAL-AUTHS	PIC 9(16).
00690000	10	FT-TOTAL-DEBIT	PIC 9(10)V99.
00700000	10	FT-TOTAL-CREDIT	PIC 9(10)V99.
00710000	10	FT-FILE-SEQ-NUMBER	PIC 9(08).
00720000	10	FILLER	PIC X(07).

Example of type 1, 5, 6(trans : 3,4, 5,6,7,8, 9), 8, 9:

```

100800001SVS EBT LOUISVILLE 1000CRISE COLUMBUS 2003110208225700000001
500800001SVS EBT LOUISVILLE FS 20031102000001 pwrdfnf ← password info
6008000000100038997897841004942262041FS01000000780063211202003103120031101
6008003600800048999968335008999983284FS01000000100054721172003100320031031
6008003257600058999128450008999581419FS 0100000040002003090220031201
6008003257700068980775491004986072470FS 0100000000462003080320031101
6008000268700078951034779004974396352FS01000003220008659612003103120031031
6008000063100088933816913004947783629FS01000000040009514822003102820031028
6008000697100098937173717004952508986FS01000001612600000010000000020031102
800800360080000000762320323000021350123000740970200000001
90080000000010000000360080000000762320323000021350123000740970200000000

```

Computer Center Coverage:

The Department Administrative Services, Information Technology Service Delivery (ITSD) is a 7 day per week/24 hour a day computer operation providing services to the Department of Job and Family Services. Data center support is available and manned 24 hours a day, 7 days a week. System resources remain available during all hours except during of periodic and quarterly maintenance. All maintenance is done on Sunday evenings.

CRIS-E Operations Recap (Monthly)	
Batched Jobs Processed	6,200
Checks Printed	151,272
Electronic Transfers (EFT)	7,939
Xerox Printer Print Pages	750,000

Operating Environment - ITSD:

Processors:

- 1 IBM S/390 9672-Z57 processor known as SY2, ss# 47205, and has:
 - 136 ESCON channels,
 - 24 Parallel channels,
 - 6 Coupling links,
 - 5 Open Systems Adapters (OSA),
 - 5 GB of main memory (divided into extended & real),
 - 5 CMOS* processors and is generally rated at 864

- 1 IBM S/390 9672-Y66 processor known as SY5, ss# 44594, and has:
 - 136 ESCON channels,
 - 24 Parallel channels,
 - 10 Coupling links,
 - 6 Open System Adapters (OSA),
 - 7 GB of main memory (divided into extended & real),
 - 6 CMOS* processors and is generally rated at 775 MIPS
 - 1 IBM S/390 9674-C02 Coupling Facility processor
 - 512 MB of memory,
 - 8 Coupling links and is the key element in a full, parallel sysplex environment

TAPE I/O Subsystem:

The tape I/O environment consists of:

Tape Drives:

Storagetek Robotic Silos

- 1 STK 4670 1600/800 bpi
- 4 STK 4670 6250/1600 bpi
- 4 STK 4480 18-Track Cartridge Drives with autoloaders
- 8 STK 4490 36-Track Cartridge Drives with autoloaders
- 11 STK 4400 Automated Cartridge Systems
 - with 100 9490 36-Track Timberline Cartridge Drives and
 - with 10 9840 Eagle Cartridge Drives

DASD I/O Subsystem:

Disk Drives:

- 1 EMC 5700-23M64 Subsystem configured as:
 - 512 3390-3 volumes - 1454 gigabytes

- 2 EMC 5700-47M64 Subsystems configured as:
 - 768 3390-3 volumes - 2181 gigabytes
 - 256 3390-9 volumes - 2176 gigabytes

- 1 EMC 5930-36M66 Subsystem configured as:
 - 480 3390-3 volumes - 1363 gigabytes
 - 32 3390-9 volumes - 272 gigabytes

- 1 EMC 5930-36M128 Subsystem configured as:
 - 208 3390-3 volumes - 591 gigabytes
 - 304 3390-9 volumes - 1633 gigabytes

- 1 EMC 5930-36M128 Subsystems configured as:
 - 128 3390-9 volumes - 1088 gigabytes

Total for the MVS systems: 2688 volumes, 10.758 terabytes.
The SP systems also share several of the EMC Subsystems and use an additional EMC Subsystem which is currently not shared with MVS.
Our total capacity MVS and SP is approximately 16.5 terabytes.

TP Controllers:

- 3 IBM 3745-210 Communication Controllers
- 2 IBM 3745-21A Communication Controllers
- 1 IBM 3746-900 Communication Controller
- 3 IBM 3745-17A Frame Relay Controllers
- 1 IBM 3745-130 Communication Controller
- 1 IBM 3172 Mod 1 Interconnect Controller
- 2 IBM 3172 Mod 3 Interconnect Controllers
- 1 DEC Channel Attached SNA Gateway
- 2 IBM 7171 Protocol Converters
- 1 IBM 8230 Token-Ring Multi-station Access Unit (MAU)
- 4 IBM 3274 Local Control Units with 3180 consoles
and with 3287 printers for logging
- 2 IBM 8228 Token-Ring MAUs

ESCON Directors and Switches:

- 2 IBM 9032 ESCON Directors with 88 ports each.
- 2 IBM 2914 Switching Units
- 1 IBM 3814 Switching Unit

Channel Extenders:

- 2 STK/Network Systems Channel Extender Units permitting
channel connectivity to:
 - Lottery Commission in Cleveland
 - ITSD print shop at 2080 Integrity Drive
 - Sungard hotsite facility in Philadelphia, Pennsylvania

Printers:

- 1 IBM 4248 Printer (Integrity Drive)
- 1 IBM 3900 Laser Printer with roll feed (Integrity Drive)
- 4 IBM Infoprint 4000 Printers with roll feed
 - These are used in pairs to make 2 wide duplex printing systems
(Integrity Drive)
- 1 IBM 4245 Printer (SOCC)
- 1 IBM 6262 Mod14 Printer (SOCC)
- 1 Xerox 4635MX Laser Printer (Integrity Drive)
- 1 Xerox 4635MX Laser Printer (Lottery Commission)

Listed below is the current Information Technology Service Delivery software configuration.
To the right of each product is the version level and offeror.

Database Management :

IMS/ESA	V4	IBM
Data Dictionary DB/DC	R6	IBM
Bat. Term. Sim. II	R2.0	IBM
IMS Appl. Devel. Fac.II	V1R1	IBM
IMS Data Base Tools	V2R2	IBM
CL/GATEWAY for IMS	V147	Candle Corporation
DB2	V4	IBM
QMF	V3R1	IBM
DXT	V2R4	IBM
IMF	V2R8M0	BMC Software, Inc
File-AID for IMS	V6.01/V6.02	Compuware Corporation
RC/QUERY	R9303AC	Platinum
RC/UPDATE	R9303AC	Platinum
RC/MIGRATOR	R9303AC	Platinum
RC/MIGRATOR COMPARE OPT.	???????	Platinum
RC/SECURE	R9303AC	Platinum
PLAN ANALYZER	R9303AC	Platinum
DATABASE ANALYZER	R9303AC	Platinum
INFOREFINER	???????	Platinum
LOG ANALYZER FOR DB2	???????	Platinum
SQL EASE	R9303AC	Platinum
BMC IMS DB Utilities	Varies	BMC Software, Inc

Teleprocessing Control Program

ACF/NCP for 3725	V4.2	IBM
ACF/VTAM	V4R2	IBM
NetView Performance Monitor	V2R2	IBM
NetView	V2R3	IBM
ACF/NCP for 3745	V7R1	IBM
SOLVE Management Services	V3.3	Computer Associates
SOLVE: Access	V3.3	Computer Associates
SOLVE: NetMaster	V3.3	Computer Associates
Interlink gateway	V1.4	Interlink
NPSI for 3745	V3R7	IBM
3270-PC TRANSFER	R1.1	IBM
TCP/IP	V3R1M0	IBM
NetView File Transfer Pgm.	V2R2M0	IBM
Network DataMover	V1.6.0	Sterling
ACF/SSP	V4R1	IBM
3172 Model 3 ICP	V3.4	IBM
3172 Model 1 ICP	V2.2.2	IBM
4100 Link Server	R2.0.2.0	NetLink
Entrex 6100	V5.4.20	Computerm
DSX	V3R2	IBM
SessionView	V2.2.0	Peregrine

Teleprocessing Monitor Support

PS/TSO	V1R1M2	IBM
TimeSharing Option/E	V2R3.1	IBM
ISPF/PDF	V3R5.0	IBM
PHOENIX	R7.3	Legent Corporation
Customer Inform Control System	V5.3.0	IBM

The Monitor for CICS/ESA	R2.2	Landmark Systems
DMS/CICS/VS	R1.5.0	IBM
Doc. Comp. Fac. Script	R4.0	IBM
A Dept. Report.Sys. II		IBM
APL Data Interface II		IBM
Graph. Data Dspl. Mon.	V3.1	IBM
TSO/Data Set Print	R2.0	IBM
VTAM Print Support(VPS) with TCP/IP and PCL	R6.2.214	Levi, Ray, & Shoup
XPEDITER/CICS	R7.04	Compuware Corp
ADS/PLUS	R1.10;R1.6.1	HBO Inc
The Monitor for DB/2	V3	Landmark Systems
CICS Comet	V3.3	Technologic
Operating System and Support		
MVS/ESA	V4R3.0	IBM
JES3	V4R2.1	IBM
Resource Mon. Fac. (RMF)	V4R2.2	IBM
EREP	V3R5.0	IBM
DFSORT/Merge	R12	IBM
MVS/DFP	R3.3.1	IBM
DFHSM - Hier.Stor.Mgr.	R2.6	IBM
ICKDSF	R16	IBM
DFDSS	R2.5	IBM
SMP/E - Sys. Maint. Pgm	R1.8	IBM
Resource Acc. Cntrl Fac.	R1.9.0	IBM
Tape Mgmt System (TMS)	R5.1	Computer Associates
Serv. Direct. for IBM CE Information/MVS	V4	IBM
Omegamon for MVS III	V400	Candle Corporation
Programming Languages :		
Assembler H	R2	IBM
Assembler F		IBM
Fortran IV H extended		IBM
Fortran IV Lib mod 3		IBM
PL/I comp. and lib.	V2R3	IBM
PL/I comp. and lib.	V1R5	IBM
COBOL comp. and lib.	R2.3	IBM
	R2.4	IBM
VS COBOL II	R1.2	IBM
	R1.3	IBM
	R1.3.1	IBM
	R3.2	IBM
Other Products :		
Librarian	R3.9	Computer Associates
ROSCOE	R5.7	Computer Associates
Mark IV	R11	Sterling
SAS	R6.0.7	SAS Institute
SAS/GRAPH	R6.0.7	SAS Institute
SPSSX	R4.1	SPSS Inc
KOMMAND		Pace
AS (Application System)	V2R2M0	IBM

Easytrieve	V6.0D	Computer Associates
Telon	V2.3	Computer Associates
File-AID/MVS	R8.8	Compuware
ABEND-Aid	R9.3.1	Compuware
Spacecalc		
Information/Management	V4R1	IBM
Finalist	V7.4	Pitney Bowes
Finalist/IMS	V7.4	Pitney Bowes
Finalist/CICS	V7.4	Pitney Bowes
Control-D	R2.0.0	4D Software
Control-M	R3.0.0	4D Software
Flasher	V4R2M2	Tone
CICS/CEMT from Batch	R5.3	MackKinney Systems
STK Host Comp. Software	R2.0	StorageTek
Service Level Reporter	V3.2	IBM
Hyperchannel	V4.01	Network Syst
Advanced Function Printing	V2.1	IBM
Print Management Facility	V2.2	IBM
CICS/SPY	R2.0	MackKinney Systems
MAINVIEW SRM StopX37/II	V3.5.2	BMC Software, Inc
VISION:INFORM (IMS)	R2.2	Sterling
Doc-AID	V6.0.9	Allen Systems Group
CA-Verify/EEO	R1.2	Computer Ass
CA-Verify	R4.2	Computer Ass
XPEDITER/TSO	R7.1 and R6.5	Compuware
XPEDITER/Xchange	R1.0	Compuware
Mailer's Choice	V6.04	Pitney Bowes
StreamWeaver	R3.1	Pitney Bowes
Job/Scan	R6.1.1m	Diversified
Admin-Aide	R4.1.6c	Palace Guard

Supplement 7

Deliverables

Supplement 7

EBT Deliverables

Deliverable	Draft Due Date	Final Draft/Completion Date
Project Work Plan	X + 10 days	X + 45 days
General System Design Document	X + 45 days	X + 80 days
Detailed System Design Document	X + 80 days	X + 115 days
System Test Plan	X + 125 days	X + 160days
Transition Plan	X + 60 days	X + 95 days
Retailers/Merchants/Acquirers/TPP Conversion and Management Plan	X + 30 days	X + 65 days
Training Materials	X + 120 days	X + 155 days
Acceptance Test Reports	X+175 days	X + 210 days
System Documentation Library		No later than 90 days after the completion of the Transition Phase
Reports Manual	X + 130 days	X + 220 days
Settlement/Reconciliation Manual	X + 130 days	X + 220 days
Administrative System Documentation	X + 160 days	X + 220 days
Risk Analysis Document	X + 220 days	X+ 290 days

Supplement 8

EBT Customer Service Statistics

Supplement 8

EBT Customer Services Statistics

Answered by Customer Service Representatives

Month	Recipient	CDJFS	Retailer	Total Calls
December 02	16154	952	1702	18808
January 03	45720	2095	3583	51398
February 03	40667	3329	1944	45940
March 03	46129	2157	3491	51777
April 03	49441	2194	3721	55356
May 03	50188	2128	3847	56163
June 03	49790	2181	4020	55991
July 03	54312	2410	4450	61172
August 03	69648	4382	2437	76467
September 03	51896	3972	2489	58357
October 03	55864	2738	4179	62781
November 03	50240	2049	3684	55973
December 03	53117	2249	3796	59162

Answered by Automated Response Unit (ARU)

Month	Recipient	CDJFS & Retailer	Total Calls
December 02	273518	16616	290134
January 03	276001	13327	289328
February 03	258943	12290	271233
March 03	281675	13671	295346
April 03	268555	13959	282514
May 03	266268	13621	279889
June 03	262044	14087	276131
July 03	284109	14437	298546
August 03	423067	13034	436101
September 03	345650	11582	357232
October 03	305007	10980	315987
November 03	289847	9374	299194
December 03	300134	9522	309656

Supplement 9

Liquidated Damages

Supplement 9

Liquidated Damages / Penalties

Transition Phase Performance Standards			
Requirement	Performance Deficiency	Initial Penalty	Final Penalty
<p>EBT-Only Retailer/Merchant Conversion</p> <p>95% of the existing EBT-only retailer/merchants in the pilot and transition area(s) must be transitioned to the Contractor's system one week prior to the database conversion.</p>	<p>Failure to transition 95% of the EBT-only retailer/merchants in the pilot and transition area(s) in the specified time frame.</p>		<p>5% of the next scheduled payment will be deducted</p>
<p>Transition</p> <p>Once established and approved by the ODFJS, the Contractor must complete transition activities within the agreed upon time frames.</p>	<p>Failure to complete transition activities within the agreed upon time frames.</p>		<p>For each failure, 5% of the next scheduled payment will be deducted</p>
<p>Database Conversion</p> <p>Once the database conversion date(s) are established and approved by ODJFS, the Contractor must complete database conversion as scheduled with a 99% accuracy rate.</p>	<p>Failure to complete database conversion on the scheduled conversion date(s) or with deficient accuracy.</p>		<p>For each failure, 5% of the next scheduled payment will be deducted</p>

Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Penalty	Final Penalty
<p>EBT Central Computer Uptime</p> <p>The EBT Central Computer must be “up” 99.9% of the time measured on a monthly basis. Central computer is not considered “down” if the system continues to automatically process benefit authorizations, whether electronically or by the SIVR. The EBT Central Computer consists of all system functions over which the Contractor has direct control, either directly or through a subcontractor relationship.</p>	<p>Failure of EBT Central Computer to be “up” 99.9% of the time measured on a monthly basis.</p>		<p>5% of the next scheduled payment will be deducted for each month a deficiency appears.</p>
<p>Settlement and ACH Processes</p> <p>The timeframe for ACH settlement window must be met 90% of the time measured on a monthly basis.</p> <p>AMA Entries must be made with 100% accuracy.</p> <p>STARS daily redemption totals must be provided to the Benefit Redemption System Branch (BRSB) at least weekly with 100% accuracy.</p>	<p>Failure to meet timeframe for ACH settlement window 90% of the time measured on a monthly basis.</p> <p>Two or more errors in providing AMA data to the Federal Reserve Bank of Richmond over a two month period.</p> <p>Two or more errors in the daily redemption totals provided to the BRSB over a two month period.</p>		<p>5% of the next scheduled payment will be deducted for each of the described deficiencies.</p>
<p>Transaction Response Time</p> <p>100% of EBT-only POS transactions must be completed within 10 seconds measured on a monthly basis.</p>	<p>Failure to complete 99% or below of EBT-only POS transactions within 10 seconds for a month.</p>		<p>5% of the next scheduled payment will be deducted for each month a deficiency appears.</p>
<p>Inaccurate Transactions</p> <p>No more than two inaccurate transactions per every 10,000 food stamp and other financial transactions may occur.</p>	<p>Failure to maintain an accuracy standard of no more than two errors per every 10,000 food stamp and other financial transactions.</p>		<p>5% of the next scheduled payment will be deducted for each month a deficiency appears.</p>

Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Penalty	Final Penalty
<p>Customer Service Response</p> <p>85% of all calls answered within 4 rings measured over a 3-month period. (4 rings are defined as 25 seconds.)</p> <p>97% of all calls for CSRs answered within 2 minutes measured over a three-month period.</p>	<p>Failure to answer 85% of calls within 4 rings measured over a 3-month period.</p> <p>Failure to answer 97% of all calls for CSR within 2 minutes measured over a 3-month period.</p>	<p>Any deficiency occurring within the measurement period will require a corrective action plan from the Contractor.</p>	<p>If deficiencies appear in two consecutive measurement periods, 5% of the next scheduled payment will be deducted.</p>
<p>Equipment Installation for EBT-only Retailer/merchants</p> <p>95% of POS terminals must be installed and operational within 14 days of the Contractor receiving the retailer/merchant's contract measured over a 3-month period. Retailer/merchant initiated delays not included.</p>	<p>Failure to install 95% of the terminals within 14 days of the Contractor receiving the contract from the retailer/merchant measured over a 3-month period.</p>	<p>Contractor will submit a corrective action plan for the first deficiency in a measurement period.</p>	<p>If deficiencies occur for two consecutive measurement periods, 5% of the next scheduled payment will be deducted.</p>
<p>Card and PIN Issuance</p> <p>For card issuance requests received by the Contractor by 11:59 p.m. ET, cards must be mailed no later than the following day measured on a monthly basis.</p> <p>For expedited card issuance requests received by the Contractor by 12:00 p.m. (noon) ET, cards must be mailed the same day measured on a monthly basis.</p>	<p>Failure to mail cards and PINs in accordance with the requirement 98% of the time measured on a monthly basis.</p> <p>Failure to mail cards and PINs for expedited card requests in accordance with the requirement 98% of the time measured on a monthly basis.</p>		<p>5% of the next scheduled payment will be deducted for each month a deficiency appears.</p>

Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Penalty	Final Penalty
<p>Response to Enhancement/Change Requests</p> <p>The Contractor must respond to Enhancement and Change requests within one (1) week of receiving the request. If additional time is required to complete the estimate, the Contractor must provide the date within one (1) week of receipt of the Enhancement or Change Request of when the estimate will be completed.</p>	<p>Failure to provide a response to any Enhancement or Change request within the promised timeframe on a monthly basis.</p>		<p>Each failure to respond within the specified time frame will result in a 5% deduction from the next scheduled payment.</p>
<p>System Problem Reporting</p> <p>System Problem Reports must be responded to within the following time frames below. Priority designation is made by the ODJFS Project Manager.</p> <p>High Priority - Not to exceed 24 hrs. Medium Priority - 3 Business Days. Low Priority - 7 Business Days.</p>	<p>Failure to respond to a System Problem Report within the specified timeframe.</p>		<p>Each failure to respond within the specified time frame will result in a 5% deduction from the next scheduled payment.</p>
<p>Adjustments</p> <p>The Contractor must investigate and complete cardholder initiated adjustment claims within 15 calendar days from the date the cardholder reports the error.</p> <p>Retailer/merchant Acquirer/TPP initiated adjustment claims must be investigated and completed within 15 calendar days from the date of the error.</p>	<p>Failure to debit or credit cardholder(s)' accounts within the specified time frames.</p>		<p>Failure to debit/credit accounts within the specified time frame will result in a 5% deduction from the next scheduled payment.</p>

Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Penalty	Final Penalty
<p>Reconciliation Discrepancies</p> <p>The Contractor must notify ODJFS of any reconciliation or settlement discrepancies with 48 hours of the difference.</p>	<p>Failure to notify ODJFS of discrepancies within the specified time frame.</p>		<p>Failure to notify ODJFS of any discrepancy within the specified time frame will result in a 5% deduction from the next scheduled payment.</p>
<p>ALERT Data</p> <p>The Contractor must provide a monthly ALERT file to USDA-FNS by the 15th day of the month following the end of the report month.</p>	<p>Failure to provide the monthly ALERT file to USDA-FNS by the specified time frame for two (2) consecutive months.</p>		<p>The Contractor will be required to submit a corrective action plan for failure in two consecutive months.</p>
<p>Federal Data</p> <p>The Contractor must provide accurate and timely data to USDA-FNS for FSP reporting.</p> <p>Resubmission of data file to USDA-FNS must occur within 48 hours of receipt of notification of the file failure.</p>	<p>Two instances of failure to provide accurate data within a calendar month.</p> <p>Two instance of failure to provide data within agreed upon time frames within a calendar month.</p> <p>Failure to resubmit data file(s) within the specified time frame.</p>		<p>The Contractor will be required to submit a corrective action plan for any deficiencies.</p>
<p>Reconciliation Process</p> <p>All reports necessary for ODJFS to successfully perform daily reconciliation must be received by ODJFS no later than 10:00 am. ET each business day.</p>	<p>Reports not received within the timeframes</p>	<p>If received after 10:00 am. ET. - \$500.00 per hour up to 5:00 pm ET.</p>	<p>If received after 5:00 pm. ET - 5% of the next scheduled payment will be deducted in addition to the initial penalty.</p>
<p>Computer Virus Protection</p> <p>All data transmitted to ODJFS/DAS by the contractor or subcontractors must be free of computer viruses.</p>	<p>Any introduction of a computer virus into an ODJFS/Department of Administrative Services (DAS) system directly tied to a transmission by the contractor or subcontractor</p>		<p>Actual cost incurred by ODJFS/DAS to eliminate the virus from the system.</p>

Supplement 10

Presentation Evaluation Criteria

SUPPLEMENT 10: PRESENTATION EVALUATION CRITERIA

Offeror Presentation. If an offeror is selected to conduct a presentation of its proposed solution based upon its written proposal, the offeror will be judged using the criteria set forth below. The state reserves the right to modify these criteria after review of all proposals, but will provide reasonable advance notice of any changes to all top offerors selected to move to this Phase.

Criteria	Weight	None	Meets	Exceeds	Greatly Exceeds
1. Project Plan. A description of the offeror's philosophy and methodology regarding project management for a project of this scope.	15		5	7	9
2. Technology Approach. A description of the technologies that function within the solution will be explained, including customizable programming, database environment, web-enabling technologies and report generation, and any other pertinent components.	13		5	7	9
3. Transition Methodology. The Offeror will demonstrate how the transition/testing will be made from the current off-line system to the offeror's proposed on-line system. Details and timelines must be discussed as well as contingency plans in the event of problems/failures.	20		5	7	9
4. Cardholder Conversion. The offeror will describe the process for conversion of cardholders. Details and timelines must be discussed as well as contingency plans in the event of problems/failures.	18		5	7	9
5. SIVR/ARU and Customer Service. The offeror will detail their plans for customer and retailer/merchant Customer Service. Details on the call center and SIVR processes must be discussed.	10		5	7	9
6. Project Manager. Program knowledge and communication skills.	20		5	7	9
7. Technical Manager. Program knowledge and communication skills.	20		5	7	9
8. Program Operations/Support Manager. Program knowledge and communication skills.	20		5	7	9

SUPPLEMENTAL INFORMATION TRAILER

This page is the last page of supplemental information for this competitive document. If you received this trailer page, all supplemental information has been received.

Note: portions of the supplemental information provided may or may not contain page numbers. The total number of pages indicated on the cover page does not include the pages contained in this supplement.