

STATE OF OHIO  
DEPARTMENT OF ADMINISTRATIVE SERVICES  
GENERAL SERVICES DIVISION  
OFFICE OF PROCUREMENT SERVICES  
4200 SURFACE ROAD, COLUMBUS, OH 43228-1395

REQUIREMENTS CONTRACT: DOCUMENT PROCESSING SERVICES: WOMEN/INFANT/CHILDREN AND FARMER'S MARKET NUTRITION PROGRAM COUPONS

CONTRACT No.: OT902307

EFFECTIVE DATES: 10/01/06 to 09/30/10  
Renewal through 10/31/13\*

The Department of Administrative Services has accepted bids submitted in response to Invitation to Bid No. OT902307 that opened on 06/19/06. The evaluation of the bid response(s) has been completed. The bidder(s) listed herein have been determined to be the lowest responsive and responsible bidder(s) and have been awarded a contract for the items(s) listed. The respective bid response, including the Terms and Conditions for Bidding, Standard Contract Terms and Conditions, and Supplemental Contract Terms and Conditions, special contract terms & conditions, any bid addenda, specifications, pricing schedules and any attachments incorporated by reference and accepted by DAS become a part of this Requirements Contract.

This Requirements Contract is effective beginning and ending on the dates noted above unless, prior to the expiration date, the Contract is renewed, terminated or cancelled in accordance with the Contract Terms and Conditions.

This Requirements Contract is available to Ohio Department of Health, Bureau of Nutrition Service, 246 North High Street, Columbus, Ohio 43216, as applicable.

Agencies are eligible to make purchases of the listed supplies and/or services in any amount and at any time as determined by the agency. The State makes no representation or guarantee that agencies will purchase the volume of supplies and/or services as advertised in the Invitation to Bid.

SPECIAL NOTE: State agencies may make purchases under this Requirements Contract up to \$2500.00 using the state of Ohio payment card. Any purchase that exceeds \$2500.00 will be made using the official state of Ohio purchase order (ADM-0523). Any non-state agency, institution of higher education or Cooperative Purchasing member will use forms applicable to their respective agency.

Questions regarding this and/or the Requirements Contract may be directed to:

Jennifer Shaefer, CPPB \*\*  
jennifer.shaefer@das.ohio.gov

This Requirements Contract and any Amendments thereto are available from the DAS Web site at the following address:

<http://www.ohio.gov/procure>

\* Contract renewal for one (1) month through 10/31/13.

\*\* Indicates a change in contract analyst.

Signed: \_\_\_\_\_  
Robert Blair, Director Date

## TABLE OF CONTENTS

<u>CLAUSES</u>	<u>PAGE NO.</u>
Special Contract Terms and Conditions	3-6
Amendments to Contract Terms and Conditions	3
Specification Questions	3
Delivery and Acceptance	3
Acceptance Testing	3
Inspection and Review	3
Evaluation	3
Contract Award	3
Mandatory/Required Submissions	4
Submission of Invoices	4
Fixed-Price with Wage Adjustments	4
Indemnification	4
Contract Renewal	4
Record Keeping Requirements	5
Confidentiality	5
Subcontracting	5
Publication	5
Federal and State Standards	5
Non-Substantive Change	5
Termination	6
Non-Appropriations of Funds	6
Usage Reports	6
Insurance Documents	6
Specifications and Requirements	7-20
I.    Introduction	7
II.   Definitions	7
III.  Technical Specifications	8-17
IV.  Additional Requirements	18-20
V.   Bidder Requirements	20
<b><u>CONTRACT ITEMS</u></b>	
Bid Price Page	21
Contractor Index	22

SPECIAL CONTRACT TERMS AND CONDITIONS

**WHERE APPLICABLE, THE FOLLOWING TERMS AND CONDITIONS SUPERSEDE ANY STANDARD TERMS AND CONDITIONS SHOWN IN THIS BID.**

**AMENDMENTS TO CONTRACT TERMS AND CONDITIONS:** The following Amendments to the Contract Terms and Conditions do hereby become a part hereof. In the event that an amendment conflicts with the Contract Terms and Conditions, the Amendment will prevail.

**SPECIFICATION QUESTIONS:** Information regarding submission of questions and clarifications for this bid is provided on page one (1) of the bid. Through the indicated inquiry closure date/time, bidders may visit the State Purchasing website to post bid related questions at <[www.ohio.gov/procure](http://www.ohio.gov/procure)>. Answers to all bidder questions will be posted on the State Purchasing website and linked to the bid number. The State will make every effort to respond to website inquiries within forty-eight (48) hours of receipt. The State will not respond to any verbal or written questions received through any other medium. No prospective bidder shall respond to any verbal instructions or changes to this bid. Only communications issued by the Department of Administrative Services, State Purchasing in the form of an addendum, will be considered valid.

**DELIVERY AND ACCEPTANCE:** Services will be performed as set forth in the Contract and in accordance with paragraphs S-8, S-9, and S-10 of the SUPPLEMENTAL CONTRACT TERMS AND CONDITIONS. The location of performance will be noted on the purchase order issued by the participating agency. Payment for services rendered will occur upon the inspection and written confirmation by the ordering agency that the services provided conform to the requirements set forth in the Contract. Unless otherwise provided in the Contract, payment shall be conclusive except as regards to latent defects, fraud, or such gross mistakes as amount to fraud.

**ACCEPTANCE TESTING:** Prior to final award, the apparent lowest responsive and responsible bidder and subcontractors must participate in a performance evaluation to demonstrate its ability to perform the processing services listed under this Invitation to Bid (ITB). Once requested, this test must be performed within five business days.

For testing purposes, ODH will provide various Vendor Batch Transmittals (VBT) containing batches of coupons from test WIC vendors. The apparent lowest responsive and responsible bidder and their subcontractors will be required to perform the services within 24 hours after receipt and transmit the electronic file at a mutually agreed time the next business day. The paper documents and storage boxes generated as a result of the overall processing, will be shipped the next day to a designated address.

This test will be a pass/fail test decided at the discretion of ODH. The test will include the following: (1) 100.0% keying accuracy ratio (2) producing legible images (3) transmission of files (4) batch/balance functions (5) producing the Balancing Report and log sheet (6) posting of images on a secured website.

No further consideration for award to the apparent lowest responsive and responsible bidder will be given if the lowest responsive and responsible bidder and/or subcontractors fail this acceptance test.

**INSPECTION AND REVIEW:** The state reserves the right to inspect the processing contractor's facility and subcontractor's facility prior to award of the contract provided that 24-hour advance notice is given. If ODH is not satisfied with the perceived capabilities of the facility, the bidder may be deemed non-responsible. After the award of the contract, the state reserves the right to inspect the processing contractor's facility at any time during the contract period. Upon inspection, if ODH is not satisfied with the perceived capabilities of the facilities, the contract may be cancelled.

**EVALUATION:** Bids will be evaluated in accordance with Article I-17 of the "Instructions to Bidders." In addition, the state will determine low lot total by multiplying the unit cost by the estimated annual usage listed in the bid and then adding each of the totals together to arrive at a total for all items. The programming charges will not be included in the evaluation criteria; however, failure to bid all items may result in the bidder being deemed not responsive.

**CONTRACT AWARD:** The contract will be awarded to the lowest responsive and responsible bidder by low lot total. The bidder must pass the acceptance testing and on-site inspection to be deemed responsible.

## SPECIAL CONTRACT TERMS AND CONDITIONS

**MANDATORY/REQUIRED SUBMISSIONS:** As specified, mandatory submissions must be submitted with the bid response. Required documentation/materials should be submitted with the bid. If not submitted with the bid, the bidder must provide the said documentation/materials within five (5) business days, after notification, to the Office of State Purchasing. Failure to provide mandatory submissions with the bid response or failure to provide the required documentation/materials, as applicable, within the stated time period may result in the bidder being deemed as not responsive.

For specific submission requirements, bidders should refer to the Bid Submission Check List for a listing of those mandatory submissions due with the bid response and those other submissions that should be submitted with the bid response, but which do not become mandatory until requested during the bid evaluation period.

**SUBMISSION OF INVOICES:** The following supersedes Article III, Paragraph A of the Standard Contract Terms and Conditions. The processing contractor shall submit an original invoice to ODH monthly for services performed the previous month. To be a valid invoice, the invoice must include the following: Total by type of coupons processed (WIC Women/Infant/Children or FMNP Farmer's Market Nutrition Program), date coupons were processed, total number of coupons and Balancing Reports processed by day and type, and total dollar amount to be paid by document type.

For purposes of this contract, completely processed means, processing VBTs and coupons within seven (7) days. This includes logging VBTs and FMNP invoices, balancing, creating and mailing Balancing Reports, imaging, posting to a secured website, transmitting data, receiving and applying the vendor file, providing coupons for special requests and preparing coupons for retention as required herein. Invoices must be on company letterhead and include the processing contractor's tax identification number, name and address.

Invoices shall be sent to Ohio Department of Health, Attn: Accounts Payable, P.O. Box 118, Columbus, Ohio 43216-0118. Upon receipt of the invoice, ODH will verify that all services were performed within the terms of the contract. ODH will not pay an invoice if the processing contractor has not performed the services described in this contract.

**FIXED-PRICE WITH WAGE ADJUSTMENTS:** The following is in addition to Article S-11 of the Supplemental Contract Terms and Conditions. No price adjustment will be granted during the first twelve (12) months duration of the contract. Thereafter, should changes be approved to the Federal Minimum Wage Rates, Federal Mandatory Health Care Programs, Workers' Compensation and/or Unemployment Insurance rates and/or transportation costs, the Processing contractor may petition DAS to increase the contract price(s). If approved by DAS, the Processing contractor will only be entitled to the exact amount of the increase as approved in the respective program. DAS will not agree to any increase that is retroactive to the start date of the Contract or is within the above stated time period that prices may not be adjusted. The Processing contractor must give DAS a minimum of thirty (30) calendar days notice prior to the effective date of the increase. The petition must be accompanied by documentary evidence to fully support the request (i.e. Federal Minimum Wage Scales, tariff schedules, etc.). If approved the increase will become effective on the date set forth in the request and will remain in effect for the duration of the Contract. Approval of said increase is at the sole discretion of DAS. No petition for increase will be considered for adjustments that occurred prior to the effective date of the Contract.

**INDEMNIFICATION:** The following is in addition to Article IV paragraph C of the Standard Contract Terms and Conditions. The processing contractor shall indemnify and hold harmless the State and its officers, agents and employees for any and all claims, damages, lawsuits, costs, judgments, expenses or any other liabilities which arise as a result of the services performed by the Processing contractor or its employees or agents which is in any way connected with, or based upon services rendered in performance of the Contract. The processing contractor assumes and fully understands all risks involved in carrying out the provisions of this contract and neither the Ohio Department of Health (ODH) or State of Ohio shall be liable to the processing contractor for any injuries, damages, or claims whatsoever to the processing contractor or to any third party resulting from the processing contractor's activities under this contract.

**CONTRACT RENEWAL:** The following supersedes Article S-6 of the Supplemental Contract Terms and Conditions. This Contract may be renewed solely at the discretion of DAS for a period of one month. Any further renewals will be for an appropriate period of time. The cumulative time of all renewals may not exceed thirty-six (36) months unless DAS determines that additional renewal is necessary.

## SPECIAL CONTRACT TERMS AND CONDITIONS

**RECORD KEEPING REQUIREMENTS:** The following supersedes Article V, Paragraph D of the Standard Contract Terms and Conditions. The processing contractor must keep all financial records in a manner consistent with generally accepted accounting principles. The processing contractor shall maintain all documentation to support each action and shall file all records in a manner allowing it to be readily located.

During the period covered by the contract and until the expiration of four (4) years after final payment under the contract, the processing contractor agrees to provide the appropriate agents of state and federal government with financial support to the work undertaken hereunder with access to and the right to examine any books, documents, papers, and records of the processing contractor involving transactions related to the contract. If an audit, litigation or other action is initiated during this time period, processing contractor shall retain such records until the action is concluded and all issues resolved or four years' end, whichever is later.

Appropriate agents of state and federal government are to have access to all pertinent processing contractor records related to WIC and FMNP processing for the purpose of making audits, examinations and excerpts. The processing contractor must provide access to the requested records no later than seven (7) calendar days after the request by the state or any party with audit rights.

The processing contractor shall, for each subcontract require its subcontractor to agree to the same provisions of this article. If an audit reveals any material deviation from the contract requirements, and misrepresentations or any overcharge to the state or any other provider of funds for the contract, the state or other party will be entitled to recover damages, as well as the cost of the audit.

**CONFIDENTIALITY:** The following is in addition to Article V, Paragraph E of the Standard Contract Terms and Conditions. Any information, documents, data, records or other material that is obtained from the state, its officers, agents, employees, or representatives, including WIC vendors, is subject to Revised Code 3701.17 and 7 CFR section 246.26.

**SUBCONTRACTING:** The following supersedes Article V Paragraph Q of the Standard Contract Terms and Conditions. If bidder intends to subcontract for services, bidder must submit with the bid response the name, address, contact person and phone number of the proposed subcontractor. If after award of the contract, the processing contractor wishes to subcontract for any services, the processing contractor shall request prior approval of DAS. Approval of any subcontractor by DAS shall not be deemed to increase in any manner the total compensation for the contract. DAS will approve any subcontractor if deemed in the best interest of the state. The subcontractor must have a facility that serves to protect the coupons and related materials from theft, fire, floods, sprinkler malfunctions, etc., during the term of any contract awarded as a result of this bid. Services subcontracted to be performed within this contract may not be performed outside the contiguous forty eight states of the United States of America.

**PUBLICATION:** The state reserves the right to publish any information, data and findings as a result of this contract. The processing contractor shall hold confidential all reports, papers, documents and data and shall not publish without written permission from the state.

**FEDERAL AND STATE STANDARDS:** ODH and the processing contractor shall each abide by all state and federal laws and regulations governing the WIC and FMNP which are applicable to each representative and/or his or her designee (including 7 CFR Part 246 and Chapter 3701-42 of the Ohio Administrative Code, as such laws, regulations and rules currently are constituted or amended during the term of this contract).

**NON-SUBSTANTIVE CHANGE:** During the term of any contract awarded as a result of the bid, ODH may be required or elect to make non-substantive changes including the manner that the coupons are formatted, processed and/or reports are generated. If this occurs, the processing contractor will not assess the state any additional charges unless the changes are defined as programming changes. The state and processing contractor must mutually agree that the changes are non-substantive and not programming. The state reserves the right to issue a re-bid to incorporate substantive changes, and maintain the current contract on a month to month basis as permitted herein until the new contract is awarded.

SPECIAL CONTRACT TERMS AND CONDITIONS

**TERMINATION:** The following is in addition to Article I Paragraph C of the Standard Contract Terms and Conditions. Any contract awarded as a result of this bid, may be terminated by either party after the initial one hundred twenty (120) days. After the one hundred and twenty (120) days, the terminating party shall provide written notice of termination by certified mail, return receipt requested, to the other party. The terminating party shall provide to the other party notice of termination one hundred eighty (180) days prior to the scheduled termination date. However, if the processing contractor fails to comply with any provision of this contract and/or if funds become unavailable, the state may terminate this contract without providing one hundred eighty (180) days prior notice. In any of these instances, the state will provide written notice of termination by certified mail; return receipt requested, indicating the exact date of and reason for termination. The processing contractor will be reimbursed for work performed up to the termination date at the current contract price.

**NON-APPROPRIATIONS OF FUNDS:** The following is in addition to Article I, of the Standard Contract Terms and Conditions. ODH's obligation to make any payment(s) to the processing contractor shall be contingent upon the availability of lawful appropriation of funds by the Federal Government, United States Department of Agriculture (USDA) or any newly appointed Federal Department charged with overseeing the WIC program. ODH represents that it has adequate funds to meet its obligation under any contract awarded as a result of this bid during the current fiscal year; that it intends to maintain any contract awarded as a result of this bid for the full period set forth herein; and that it has no reason to believe that it will not have sufficient funds to enable it to make all payments due hereunder during such period. However, if the government entity charged with overseeing the WIC program fails at any time during such contract period(s) to continue funding for any contract awarded as a result of this bid, ODH's obligation under such contract(s) are terminated as of the date that the funding expires without further obligation of ODH.

- \* **USAGE REPORTS:** Every six (6) months the processing contractor must submit a report (written or on disk) indicating sales generated by this contract. The report shall list usage by customer, by line item, showing the quantities/dollars generated by this contract. The report shall be forwarded to the Office of State Purchasing, 4200 Surface Road, Columbus, OH 43228-1395, and Attn: Jennifer Shaefer, CPPB.

**INSURANCE DOCUMENTS:** Upon the policy renewal date, the contractor must submit, within thirty (30) days, updated insurance documents as required by this contract. The documents must include a current Workers' Compensation Certificate and an Acord Certificate of Liability Insurance and must include all required endorsements as described in the Supplemental Terms and Conditions of this contract.

Failure to maintain compliant insurance coverage per S-13 of the Supplemental Contract Terms and Conditions will be considered a default and may be cause for cancellation of the contract under the Standard Contract Terms and Conditions, Section I, Item C, Part 1.

- \* These documents shall be forwarded to the Office of State Purchasing, 4200 Surface Road, Columbus, OH 43228-1395, and Attn: Jennifer Shaefer, CPPB.

\* Indicates a change in the contract analyst.

## SPECIFICATIONS AND REQUIREMENTS

### I. INTRODUCTION:

The Office of State Purchasing is releasing this bid on behalf of the Department of Health, Bureau of Nutrition Services, WIC program (Women/Infants/Children) in order to secure a vendor to perform the document processing and imaging services outlined herein. The WIC program is a supplemental nutrition program, regulated by the United States Department of Agriculture (USDA), that helps income-eligible pregnant, postpartum, and breast-feeding women, infants and children who are at health risk due to inadequate nutrition. WIC provides supplemental, highly nutritious foods, nutrition education and referral to prenatal and pediatric health care and other maternal and child health and human services programs. WIC is available in all 88 counties in Ohio and currently serves approximately 274,500 participants monthly statewide.

Ohio WIC operates a retail food delivery system in which WIC participants purchase authorized supplemental foods from authorized WIC vendors. Within this system, WIC participants use paper coupons (Attachment A) to purchase the correct authorized supplemental foods at authorized WIC vendor locations.

Authorized WIC vendors submit coupons obtained through the WIC transaction to the processing contractor within thirty (30) days after the last day of the valid period to redeem. These coupons are submitted to the processing contractor batched on Vendor Batch Transmittal (VBT) forms (Attachment B). The processing contractor is responsible for food instrument reconciliation, data file preparation, creating and utilizing a log sheet, batch balancing functions, transmitting required electronic data and storing as detailed herein.

The Farmer's Market Nutrition Program (FMNP) utilizes coupons (Attachment C) similar to that of the WIC coupon, but submits them to the processing contractor batched on invoices (Attachment D). The processing contractor will be required to capture the same information as designated for the other coupons with the exception of date redeemed.

### II. DEFINITIONS:

- A. FMNP Coupon – A paper document issued to participants and redeemed by authorized farmers for fresh fruits and vegetables (see Attachment C).
- B. FMNP Invoice – A three-ply form utilized by authorized farmers to batch FMNP coupons which are forwarded to the processing contractor in order to perform balancing and related services (see Attachment D).
- C. Processing contractor – The winning bidder that is awarded the processing contract and is required to perform all processing functions as detailed herein.
- D. Vendor Batch Transmittal (VBT) – A two-part carbonless form utilized by authorized WIC vendors to batch coupons which are forwarded to the processing contractor in order to perform balancing and related services (see Attachment B).
- E. Vendor Batch Transmittal Balancing Report – A report developed by the processing contractor that lists VBT data and a brief explanation outlining any discrepancies between the WIC vendor's VBT balance and the processing contractor's balance (see Attachment E).
- F. WIC Coupon – A paper document issued to participants, containing authorized supplemental foods and redeemed by authorized WIC vendors (see Attachment A).
- G. WIC Vendor – A sole proprietorship, partnership, cooperative association, corporation, limited liability company or other business entity that operates one or more grocery stores and/or pharmacies authorized by ODH to provide authorized supplemental foods to WIC participants under a vendor contract executed under paragraph (h) of 7 C.F.R. 246.12 and paragraph (A) of rule 3701-42-03 of the Administrative Code.

## SPECIAL CONTRACT TERMS AND CONDITIONS

### III. TECHNICAL SPECIFICATIONS:

#### A. Process Overview:

1. The State WIC Program will provide to the processing contractor a list of approximately 1600 authorized retail, pharmacy and FMNP vendors. This list will be updated periodically as vendor information changes.
2. The authorized vendors will submit WIC and FMNP coupons to the processing contractor in batches via US Mail or by courier. Approximately 1,000,000 batched coupons per month will be received by the processing contractor. These batches will be listed on a Vendor Batch Transmittal (VBT) form or FMNP invoice. The processing contractor will receive, on a daily basis, a varied number of VBT forms, FMNP invoices, WIC coupons and FMNP coupons.
3. As detailed herein, the processing contractor is responsible for processing all documents (VBTs, FMNP invoices, FMNP and WIC coupons) within seven (7) calendar days of receipt.
4. The processing contractor will transmit electronically to ODH all of the data entered from all processed documents. All documents shall be made available online to ODH for further processing.
5. The processing contractor will be responsible for researching and photocopying requested documents for special projects; generating special reports as requested by ODH; and preparing coupons for shipment to an address provided by ODH.

#### B. Logging VBT Forms and FMNP Invoices

1. Upon receipt, the processing contractor will stamp the date received in the lower left corner on each VBT form and FMNP Invoice. The processing contractor must ensure the date stamped is correct and legible.
2. The VBT form and FMNP invoice contain the following six elements: Vendor tax identification number, batch number, batch date, total item count, total dollar amount and date processed by the processing contractor.
3. The processing contractor shall create and utilize a log listing the image reference number, vendor tax identification number, VBT or FMNP invoice number, document type (WIC or FMNP), number of lines received within each batch, coupon item count, VBT amount, date received and the retention box number where the invoice and corresponding coupons can be located.
4. The processing contractor shall deliver the log within 10 days from the last day of the previous month to the Ohio Department of Health, Bureau of Nutrition Services, 246 North High Street, 6<sup>th</sup> floor, Columbus, Oh 43215.
5. The processing contractor shall ensure that each month's coupons are processed and logged separately. (See Attachment F.)

#### C. Balancing VBTs

1. The processing contractor shall count the number of coupons recorded on each line of the VBT form and total the actual amount of sale for the corresponding coupons as they appear on each line of the VBT form.
2. If the WIC vendor's coupon item count or batch dollar amounts differ from the processing contractor's balance, the processing contractor must correct the error and indicate such corrections on each line of the VBT form (see Attachment G).
3. The processing contractor shall ensure the VBT and corresponding coupons remain in the order in which they were received.
4. The processing contractor shall not return VBTs to vendors unless directed by ODH contract manager.

## SPECIAL CONTRACT TERMS AND CONDITIONS

### D. Balancing Report

1. The processing contractor must indicate the WIC vendor's name, VBT or FMNP invoice number, date received, vendor stamp number, number of coupons per line, number of lines, dollar amount per line, grand total number of coupons per VBT, grand total dollar amount per VBT or FMNP invoice and a brief explanation outlining any discrepancies between the WIC or FMNP vendor's balance and the processing contractor's balance.
2. The processing contractor must send this report to the corresponding vendor within seven (7) calendar days after balancing.
3. The processing contractor must include on the Balancing Report a toll free number for WIC vendors to call with questions related to this report.

### E. WIC Coupon Processing

1. The processing contractor must verify that each coupon contains a participant signature, a four-digit vendor stamp number, readable redeemed amount, and transaction date in the appropriate areas.
2. The processing contractor shall capture the following data elements from the WIC coupon: Coupon number, actual amount of sale, transaction date, and WIC vendor ID.
3. The processing contractor shall verify the presence of the signature and whether the preprinted information on the coupon has been altered.

### F. Imaging Documents

1. The processing contractor will provide to ODH quality images on DVD media (digital video device) for archive viewing and printing of the VBTs, FMNP invoice, WIC and FMNP coupons. VBTs and FMNP invoices should be imaged after the balancing process. These images shall be provided in an image format readable by the Windows XP Picture and Fax Viewer.
2. The processing contractor shall assign an image reference identifier for each document processed. The images shall include the front and back of each document processed.
3. The processing contractor shall deliver DVD images to the ODH within seven (7) calendar days from the last day of the previous week's final processing day. The DVD media will contain images for all documents processed during the previous week.
4. DVDs shall not include images for multiple months.
5. The processing contractor shall label externally (printed label) and digitally (Disk Volume Label) the DVD media. The external and digital label should uniquely identify each DVD using a naming convention that contains the Year, Month, Last Processing Day of the Week, and DVD Sequence Indicator (YMMDDX). For example, three DVDs containing data transmitted to the ODH during the week ending June 23, 2006 would be labeled 60623A, 60623B and 60623C.
6. The external label must contain the beginning and ending range of the image reference identifiers contained on the DVD.
7. If the total number of images processed during a week cannot be contained on a single DVD, multiple DVDs shall be created to store the entire week's processing.
8. Each DVD must contain two fixed-length text files with detail data about the VBT and coupon images stored on the DVD. These files will be transmitted electronically on a weekly basis to ODH in addition to writing these files to the DVD media.

## SPECIAL CONTRACT TERMS AND CONDITIONS

9. As determined by ODH and within seven calendar days of notification, the processing contractor shall re-image, at no additional cost to ODH, any document that is not legible while viewing the image via personal computer or when printed.
10. The processing contractor will contact ODH via telephone within 24 hours of receipt from a WIC vendor, if any of the documents cannot be imaged because of damage.
11. An imaging system will be determined to meet the minimum standards of ODH if the combined results of the consumable and equipment producing the images meet the approved ANSI and AIIM standards and concur with section 9.01 of the Ohio Revised Code.
12. The processing contractor shall include with the DVDs, a Certificate of Authenticity stating that the images created are true, accurate and complete reproductions of the physical documents and the image creation processes meet the standards set by ANSI and AIIM and adhere to ORC 9.01 for all images delivered to the Ohio Department of Health, Bureau of Nutrition Services, 246 N. High Street, 6<sup>th</sup> floor, Columbus, Ohio, 43215.
13. The processing contractor shall maintain a master copy of the DVD images and corresponding data files for four (4) years after the final payment is made under this contract unless an audit or some other action occurs in which ODH notifies the contractor.

### G. Online Access to Image Documents

ODH requires access to image data to review and reconcile payments to WIC vendors. The processing contractor shall provide a secured web-based solution that will enable ODH to view and print images of all documents processed and transmitted to the ODH to support the WIC coupon reconciliation process. This solution shall have the following capabilities:

1. Enable multiple users (up to fifteen concurrently) to view copies of VBTs, FMNP invoices, WIC and FMNP coupons processed and transmitted to the ODH.
2. Search an index of WIC or FMNP coupon images using coupon number, tax identification number, VBT number, vendor stamp number, actual amount of sale, date processed or transaction date.
3. Search an index of VBT or FMNP invoice images using coupon number, tax identification number, VBT number, or vendor stamp number.
4. View a VBT or FMNP invoice image corresponding to a specific coupon.
5. View both sides of an image simultaneously.
6. Zoom the image.
7. Rotate the image 180 degrees.
8. Print the full image (front and back) locally.
9. Provide access to the most recent 12 full months of data.
10. Provide access to data within two days after it was transmitted to the ODH.
11. Be available for use between the hours of 7:00 a.m. and 6:00 p.m. Monday through Friday. System downtime during the hours of operation stated above should be less than 2% measured by taking the total hours of system downtime during the month divided by the total hours the system was expected to be available during the month.

SPECIAL CONTRACT TERMS AND CONDITIONS

H. Electronic Data Transfers of WIC Coupons

1. The processing contractor shall prepare an electronic record for each data element captured from the VBTs and WIC coupons received in a fixed length format.
2. This record shall be transmitted to ODH each day at a time specified by ODH, Office of Management Information Services (OMIS) unit.
3. If an intended connection cannot be made, the processing contractor must contact the OMIS unit by 4:00 p.m. of the day of the intended transmission, at a number provided by ODH. A contact person and telephone number will be provided upon award of the contract.
4. This electronic transmission must reflect all of the coupons processed the previous day.
5. The following record layout defines the daily WIC coupon transmission file:

POSITION	LENGTH	FIELD NAME	COMMENT
01-09	9	Vendor Tax ID	Alphanumeric – Zeros if missing/invalid
10-17	8	Date Processed	Numeric – CCYYMMDD
18-25	8	Batch Number	Numeric
26-33	8	Coupon number	Numeric
34-38	5	Actual Amount of Sale	Numeric – 9 (3) v99 – Zeros if missing/invalid
39-46	8	Transaction date	Numeric – CCYYMMDD – Zeros if missing/invalid
47-52	6	Image Reference Identifier	Alphanumeric
53-60	8	Batch Date	Numeric – CCYYMMDD
61	1	Signature	Alphanumeric Y = yes, N = No
62	1	Altered coupon	Alphanumeric Y = yes, N = No
63-65	3	Filler	Alphanumeric Spaces
66	1	Invalid Vendor	Alphanumeric Y = yes, N = No
67-70	4	Vendor ID	Numeric – Zeros if missing/invalid
71-95	25	Filler	Alphanumeric Spaces

6. The following are definitions of field names used in the daily WIC coupon transmission file:
  - a. Vendor Tax ID: Vendor's federal tax identification number written in the designated area of the VBT form.
  - b. Date Processed: Date the batch was received and stamped by the processing contractor in the designated area of the VBT form.
  - c. Batch Number: The preprinted number located in the upper right hand corner of the Vendor Batch Transmittal (VBT) form.
  - d. Coupon number: The preprinted number located in the area above the sequence number box in the left hand corner of the coupon and on the Magnetic Ink Character Recognition (MICR) line located on the bottom center of the coupon.

SPECIAL CONTRACT TERMS AND CONDITIONS

- e. Actual Amount of Sale: Amount written by WIC vendor in designated area on the coupon.
  - f. Transaction Date: Date written by WIC vendor in designated area on the coupon.
  - g. Image Reference Identifier: The unique identifying characters assigned by the processing contractor as a reference to the document image.
  - h. Batch Date: Date written by the WIC vendor in the designated area on the VBT form.
  - i. Signature: "Yes" or "No" flag indicating whether the WIC participant signature appeared in the designated area on the coupon. The processing contractor will enter "N" if the signature is missing, otherwise enter "Y".
  - j. Altered coupon: "Yes" or "No" flag indicating an alteration was made to the preprinted information on the coupon. The processing contractor will enter "Y" if the preprinted information was altered, otherwise enter "N".
  - k. Filler: Spaces.
  - l. Invalid Vendor: "Yes" or "No" flag indicating a missing or invalid WIC four-digit vendor stamp number. The processing contractor will enter "Y" if the four-digit number is missing or invalid, otherwise enter "N".
  - m. Vendor ID: The four-digit vendor stamp number stamped on the coupon in the designated area by the WIC vendor.
  - n. Filler: Spaces.
- I. Electronic Data Transfers of Vendor File Transmissions
1. The processing contractor will receive an electronic update containing a complete list of WIC and FMNP vendors. This list will be updated periodically as vendor information changes.
  2. The processing contractor shall notify ODH if a WIC vendor submits coupons and the vendor is not listed on the provided authorized vendor list.
  3. The following record layout defines the WIC vendor file:

POSITION	LENGTH	FIELD NAME	COMMENT
01 – 04	4	Vendor ID	Numeric
05 – 34	30	Vendor Name	Alphanumeric
35 – 66	32	Address	Alphanumeric
67 – 86	20	City	Alphanumeric
87 – 88	2	State	Alphanumeric
89 – 97	9	Zip code	Numeric
98 – 105	8	Suspension Date	Numeric – CCYYMMDD
106	1	Contract Type	Alphanumeric
107 – 115	9	Vendor Tax ID	Numeric
116 – 117	2	Address Indicator	Alphanumeric
118	1	Primary Vendor Flag	Alphanumeric
119 – 122	4	Filler	Alphanumeric – Spaces
123	1	Store Type	Alphanumeric
124	1	Authorization Flag	Alphanumeric
125 – 132	8	Contract Start Date	Numeric – CCYYMMDD

SPECIAL CONTRACT TERMS AND CONDITIONS

4. The following are definitions of field names used in the daily WIC coupon transmission file:

- a. Vendor ID: The four-digit vendor stamp number stamped on the coupon in the designated area by the WIC vendor.
- b. Vendor Name: The name of the WIC vendor.
- c. Address: The mailing address of the WIC vendor.
- d. City: The mailing address city of the WIC vendor.
- e. State: The mailing address state of the WIC vendor.
- f. Zip code: The mailing address nine digit zip code of the WIC vendor.
- g. Suspension Date: The date the WIC vendor must stop accepting coupons as determined by ODH.
- h. Contract Type: An internal WIC system field not related to coupon processing.
- i. Vendor Tax ID: Vendor's federal tax identification number written in the designated area of the VBT form.
- j. Address Indicator: An internal WIC system field not related to coupon processing.
- k. Primary Vendor Flag: The identifier used by the processor for addressing and mailing Balancing Reports.
- l. Filler: Spaces.
- m. Store Type: An internal WIC system field not related to coupon processing.
- n. Authorization Flag: An internal WIC system field not related to coupon processing.
- o. Contract Start Date: The date the WIC vendor can begin accepting WIC coupons.

J. Image Data Transmission for VBT

- 1. The processing contractor will transmit files weekly containing information detailing the images created for all VBTs, FMNP invoices, WIC and FMNP coupons processed during the week.
- 2. This data will also be stored on the physical DVD media.
- 3. These files will be fixed length text files with detail data about the VBT and coupon images.
- 4. The following record layout defines the elements to be stored on each DVD under the filename, tblVBT.txt:

POSITION	LENGTH	FIELD NAME	COMMENT
01-10	10	VBT Record Identifier	Numeric
11-18	8	Batch Number	Numeric
19 – 26	8	Date Processed	Numeric – CCYYMMDD
27 – 34	8	Batch Date	Numeric – CCYYMMDD
35 – 43	9	Vendor Tax ID	Alphanumeric – Zeros if missing/invalid
44 – 49	6	Image Reference Identifier	Alphanumeric
50 – 55	6	DVD Volume Label	Alphanumeric
56 – 59	4	Total Item Count	Numeric
60 – 67	8	Total Dollar Amount	Numeric

SPECIAL CONTRACT TERMS AND CONDITIONS

5. The following are definitions of field names used on the DVD:

- a. VBT Record Identifier: Numeric number generated by the processing contractor to uniquely identify records in the file. This field is used to link the tblCoupon data to the VBT data.
- b. Batch Number: The preprinted number located in the upper right-hand corner of the VBT or FMNP invoice.
- c. Date Processed: Date the batch was received and stamped by the processing contractor in the designated area of the VBT form or FMNP invoice.
- d. Batch Date: Date written by the WIC vendor in the designated area on the VBT form or FMNP invoice.
- e. Vendor Tax ID: Vendor's federal tax identification number written in the designated area of the VBT form or FMNP invoice.
- f. Image Reference Identifier: The unique identifying characters assigned by the processing contractor as a reference to the document image.
- g. DVD Volume Label: Set of characters that uniquely identify the DVD media.
- h. Total Item Count: Grand total count of all coupons contained on the VBT form or FMNP invoice.
- i. Total Dollar Amount: Grand dollar total of all coupons contained on the VBT form or FMNP invoice.

K. Image Data Transmission for Coupons

- 1. The processing contractor will transmit files weekly containing information detailing the images created for all coupons processed during the week.
- 2. This data will also be stored on the physical DVD media.
- 3. These files will be fixed length text files with detail data about the coupon images.
- 4. The following record layout defines the elements to be stored on each DVD under the filename, tblCoupon.txt:

POSITION	LENGTH	FIELD NAME	COMMENT
01-10	10	Coupon Record Identifier	Numeric
11-20	10	VBT Record Identifier	Numeric – Foreign key used to link located VBT data.
21 – 28	8	Coupon Number	Numeric
29 – 33	5	Actual Amount of sale	Numeric
34 – 41	8	Transaction Date	Numeric – CCYYMMDD
42 – 45	4	Vendor ID	Numeric
46 – 51	6	Image Reference Identifier	Alphanumeric
52 – 57	6	DVD Volume Label	Alphanumeric

SPECIAL CONTRACT TERMS AND CONDITIONS

5. The following are definitions of field names used on the DVD:

- a. Coupon Record Identifier: Numeric field generated by the processing contractor to uniquely identify records in the file.
- b. VBT Record Identifier: Numeric field generated by the processing contractor to uniquely identify records in the tblVBT.txt file. This field is used to link the tblCoupon.txt data to the VBT data.
- c. Coupon number: The preprinted number located in the area above the sequence number box in the left-hand corner of the coupon and on the first set of characters in the Magnetic Ink Character Recognition (MICR) line.
- d. Actual Amount of Sale: Amount written by WIC vendor in designated area on the coupon.
- e. Transaction Date: Date written by WIC vendor in designated area on the coupon.
- f. Vendor ID: The four-digit vendor number stamped in the designated area of the coupon by the WIC vendor.
- g. Image Reference Identifier: The unique identifying characters assigned by the processing contractor as a reference to the document image.
- h. DVD Volume Label: Set of characters that uniquely identify the DVD media.

L. Coupon Request

1. The processing contractor shall be required to locate specific original coupons and corresponding VBTs upon request.
2. The processing contractor shall make a copy of each coupon requested and file that copy in the coupon's original place within the VBT.
3. The processing contractor shall forward the original coupons to the Ohio Department of Health, Bureau of Nutrition Services, 246 N. High Street, 6<sup>th</sup> Floor, Columbus, Ohio 43215 Attn: Contract Manager.

M. The Farmer's Market Nutrition Program

1. The Farmer's Market Nutrition Program (FMNP) currently operates from June 1 to October 31 yearly. This program utilizes coupons similar to that of the retail system, but farmers submit them to the processing contractor batched on FMNP invoices. There is no variance in the value of the FMNP coupon. Currently, FMNP coupons are worth \$3.00 each. Approximately 186,000 of the 12,000,000 coupons processed yearly are FMNP coupons.
2. The processing contractor shall prepare an electronic record for each FMNP coupon received.
3. The processing contractor shall verify that each coupon contains an FMNP coupon number and four-digit vendor stamp number. Each coupon containing the vendor stamp will be considered "no error" and coded accordingly. The FMNP program does not require farmers to enter the transaction date on the coupon. Therefore, the date the coupons are received by the processing contractor represents the transaction date.
4. The processing contractor shall transmit the FMNP electronic file to ODH on a weekly basis separate from the WIC coupon file, at a time mutually established between ODH and processing contractor. If a connection cannot be made, the processing contractor must contact ODH by 4:00 p.m. the day of the intended transmission. An ODH contact person and telephone number will be provided upon award of the contract.

SPECIAL CONTRACT TERMS AND CONDITIONS

5. FMNP coupons shall be boxed and logged separately in the same manner as previously described.
6. The original FMNP invoices must be sent to the Ohio Department of Health, Bureau of Nutrition Services: Attention Farmer's Market Coordinator, 246 N. High Street, 6<sup>th</sup> floor, Columbus, Ohio, 43215.
7. The following record layout defines the elements of the FMNP file:

POSITION	LENGTH	FIELD NAME	COMMENT
01-09	9	Vendor Tax ID	Alphanumeric – Zeros if missing/invalid
10-17	8	Date Processed	Numeric – CCYYMMDD
18-25	8	Batch Number	Numeric
26-33	8	Coupon number	Numeric
34-38	5	Redeemed Amount*	Numeric Spaces - \$3.00*
39-46	8	Batch Date*	Numeric – CCYYMMDD*
47-52	6	Image Reference Identifier	Alphanumeric
53-60	8	Batch Date	Numeric – CCYYMMDD
61	1	Filler	Alphanumeric Spaces
62	1	Altered coupon	Alphanumeric Y = yes, N = No
63-65	3	Filler	Alphanumeric Spaces
66	1	Invalid Vendor	Alphanumeric Y = yes, N = No
67-70	4	Vendor ID	Numeric – Zeros if missing/invalid
71-95	25	Filler	Alphanumeric Spaces

8. The following record layout defines the FMNP file:
  - a. Vendor Tax ID: Vendor's federal tax identification number written in the designated area of the WIC Farmers' Market Nutrition Program (FMNP) Invoice.
  - b. Date Processed: Date the batch was received and stamped by the processing contractor in the bottom left-hand corner of the FMNP Invoice.
  - c. Batch Number: The preprinted number located in the upper right-hand corner of the FMNP Invoice.
  - d. FMNP Coupon number: The preprinted number located in the upper right-hand corner of the FMNP coupon and the number in the Magnetic Ink Character Recognition (MICR) line located on the bottom center of the coupon.
  - e. Filler: Spaces.
  - f. Filler: Spaces.
  - g. Image Reference Identifier: The unique identifying characters assigned by the processing contractor as a reference to the document image.
  - h. Batch Date: The date written in the designated area of the FMNP Invoice.
  - i. Filler: Spaces.

\*Updated by Amendment dated 10/13/06.

SPECIAL CONTRACT TERMS AND CONDITIONS

- j. Altered coupon: Yes or No flag indicating an alteration was made to the preprinted information on the FMNP coupon. The processing contractor will enter "Y" if the coupon was altered, otherwise enter "N".
- k. Filler: Spaces.
- l. Invalid Vendor: Yes or No flag indicating a missing or invalid FMNP four-digit vendor number. The processing contractor will enter "Y" if the four digit number is missing or invalid, otherwise enter "N".
- m. Vendor ID: The four-digit vendor number stamped on the coupon in the designated area by the authorized FMNP Vendor.
- n. Filler: Spaces.

N. Preparing Coupons for Retention

1. The processing contractor logs, balances and images the VBT, FMNP invoice and corresponding coupons.
2. The processing contractor shall place the VBT or FMNP invoice back on top of its corresponding coupons and then place the VBT or FMNP invoice and corresponding coupons in the retention boxes provided.
3. The processing contractor shall complete the retention boxes by affixing the bar code label and corresponding information on the end of each box (see Attachment H).
4. The processing contractor shall complete the records transfer list form (see Attachment I).
5. The processing contractor shall notify the state (contact person to be provided) before each shipment is made.
6. Under no circumstances shall the "date processed" of the last day of one month and the "date processed" of the first day of the next month appear within the same box.
7. Shipments will be made within twenty (20) calendar days of the last day of the month in which the coupons were processed.
8. The processing contractor may be requested by ODH to hold a specific box or sets of boxes of coupons beyond the shipment date for research purposes.
9. The processing contractor will be provided with record retention boxes, records transfer list forms and bar code labels, as needed, at no cost to the processing contractor.

O. Shipment of Coupons and VBT Forms

1. The processing contractor is responsible for all costs involved in the delivery of the boxes of documents to a warehouse designated by ODH, which is currently located in Mansfield, Ohio.
2. A record of each shipment shall be maintained and documents shall be delivered in a secure manner (i.e., unaltered, duplicated or not defaced) in any manner.

SPECIAL CONTRACT TERMS AND CONDITIONS

IV. ADDITIONAL REQUIREMENTS:

A. Performance Standards

1. The processing contractor shall have the capability to verify data entry to maintain an accuracy rate of 100.0%. In essence, the processing contractor must have procedures in place to verify and correct data entry errors.
2. The processing contractor shall always: (1) produce legible images, (2) transmit files within the designated time frame, (3) produce the required reports and logs, and (4) post images on a secured website.
3. Consistent failure of the processing contractor to meet the performance standards will be grounds for the Administrator of State Purchasing to terminate this contract. The processing contractor shall be required to produce reports, at least quarterly, that demonstrate compliance with this requirement.
4. The Late Delivery clause outlined in the Standard Terms and Conditions will be enforced if the processing contractor fails to deliver the various materials within the specified time frames as outlined throughout this bid.

B. Toll-Free Number

During the term of any contract awarded as a result of this bid, the processing contractor, at their own expense, shall install and/or maintain a toll-free line for the state's and WIC vendors' use.

C. Meetings

At the request of ODH, the processing contractor, at their own expense, is required to attend all meetings held by ODH pertaining to the services provided herein. ODH will try to conduct as many meetings as possible via conference call at ODH's expense.

D. Return to Sender

The processing contractor is not obligated to pay postage due charges on batches of coupons delivered to them by the WIC or FMNP vendors and/or their designees. These batches should be returned to sender. ODH will not reimburse processing contractor for any postage paid on batches accepted by processing contractor.

E. Holidays

The State will coordinate with the processing contractor for scheduling holiday processing and transmitting.

F. Notification

Upon award of the contract, ODH will provide the processing contractor with a list of contacts responsible for answering questions that may arise related to the services requested herein.

G. Security

The processing contractor and subcontractor's facilities must have security and protection measures in place to protect coupons and related material from breach of client confidentiality, theft and fire. For example, the area/room where coupons will be processed must not be an area accessible to the general public; must be locked when not in use; and must have a sprinkler system or fire extinguishers located within the area/room.

H. Non Receipt

The processing contractor shall perform a reasonable search of their receiving area and coordinate with postal service personnel during the tracking of any lost packages. In addition to page 5, III. A, B & C of the Standard Terms and Conditions, the processing contractor shall be liable to the state of Ohio for damages resulting from batches that were documented as sent by the WIC vendors and received by the processing contractor, but were not transmitted for payment.

## SPECIAL CONTRACT TERMS AND CONDITIONS

## I. Accept Twenty-Four Hour Deliveries

The processing contractor must be able to accept deliveries from WIC vendors twenty-four hours a day, seven days a week. If the processing contractor is not open twenty-four hours a day, a secured drop box as offered by commercial overnight delivery companies and/or a drop slot to the inside of the processing facility must be available. The processing contractor must specify in the bid proposal, normal business hours and the method of delivery required after normal business hours.

## J. Award and Contract Transition

1. Any contract awarded as a result of this bid is scheduled to expire on September 30, 2010, unless monthly extensions are exercised. Nonetheless, at the conclusion of this contract (no matter when it occurs and/or the circumstances that lead to the conclusion of the contract), a new contract may be awarded to a different processing contractor to perform the required services. If this occurs, the current processing contractor will be responsible for completely processing, as defined herein, all documents postmarked prior to and/or on the last day of this contract. Documents received with postmarked dates after the expiration date of this contract shall not be processed, but logged, organized by date received, placed neatly in boxes and held until picked up by ODH or its designee. The processing contractor shall continue to log and box and ODH will continue to pick up the boxes of VBTs, FMNP invoices, WIC and FMNP coupons for thirty days after the termination of the contract or for thirty days after the expiration of any renewal of the contract.
2. Payment for the last month of the contract will be held until all processing services are completed as specified. The state reserves the right to deduct 25 percent of this payment if it is determined that the processing contractor failed to assist the state in making a smooth transition to a new processing contractor. A smooth transition would include having the VBTs, FMNP invoices, WIC and FMNP coupons properly logged, sorted by date received and ready for pickup, and processing (in accordance with the contract) the coupons postmarked prior to the expiration date of the contract. The State reserves the right to inspect the processing contractor's facility to verify that all coupons have been returned to ODH or the designated address.
3. Sixty (60) days prior to the expiration of this contract, ODH will supply the processing contractor with a message stating the effective date, and the name and mailing address of the new processing contractor to be displayed at the bottom of the Balancing Report. The processing contractor shall insert this message at least 45 days prior to the expiration date of this contract on each Balancing Report mailed to authorize WIC and FMNP vendors.
4. Upon termination of the contract and during any transition between processing contractors, the current contractor shall provide the subsequent processing contractor with a copy of the Balancing Report and any coupons that were not processed as directed by ODH.

## K. Special Projects

1. ODH may occasionally request the processing contractor to perform special projects or create reports for research purposes.
2. The processing contractor may be required to generate a list of WIC vendors that failed to complete the VBTs in entirety, and list each discrepancy (i.e., data missing or submitting multiple VBTs containing less than 200 coupons on a line).
3. Upon request, the processing contractor shall be required to pull coupons from the original position within the batch and make a photocopy. The copy will be returned to the batch in its original position. The original coupon will be sent to the Ohio Department of Health, 246 N. High Street, Columbus, Ohio 43215 and Attn: Contract Manager.

SPECIAL CONTRACT TERMS AND CONDITIONS

L. Delivery Cost

The successful processing contractor shall be responsible for all delivery costs incurred during any contract awarded as a result of the bid. Deliveries of materials (i.e., batches, reports, coupons, DVDs) will be shipped to various locations as indicated herein.

M. Programming Changes

During the contract period, the processing contractor may be required to make minor programming changes to the processing contractor's information systems to support system changes at ODH. These changes shall be billable to ODH at an hourly rate defined at the time of the contract award to not exceed 100 hours annually. These charges will not be included in the evaluation criteria used to award this contract. All programming changes billed under these terms will be pre-approved in writing by DAS and ODH.

V. BIDDER REQUIREMENTS:

- A. The bidder must submit three (3) business references showing a minimum of three (3) years in business performing document processing functions similar to those described herein. Examples include, balancing batches of WIC and FMNP coupons; generating a balancing report for each batch that lists the total batch dollar amount, date processed and discrepancies between submitted amount and actual processed amount; sending transmissions of electronic data files; imaging and reading information; maintaining a secured website in which coupons may be viewed and printed; and sending/receiving transmissions of electronic data files.
- B. The bidder must be able to participate in a performance evaluation to demonstrate its ability to perform the processing services listed under this ITB. For testing purposes, ODH will provide various Vendor Batch Transmittals (VBT) containing batches of coupons from test WIC vendors. The apparent lowest responsive and responsible bidder and its subcontractors will be required to perform the services within 24 hours after receipt and transmit the electronic file to ODH at a mutually agreed time the next business day. The paper documents and storage boxes generated as a result of the overall processing will be shipped the next day to a designated address.

This test will be a pass/fail test decided at the discretion of ODH. The test will include the following: (1) 100.0% keying accuracy ratio, (2) producing legible images, (3) transmission of files, (4) batch/balance functions, (5) producing the Balancing Report and log sheet, and (6) posting of images on a secured website. No further consideration for award to the apparent lowest responsive and responsible bidder will be given if the lowest responsive and responsible bidder and/or subcontractors fail this acceptance test.

- C. The bidder must currently be performing document-processing functions. The State may conduct a site visit, paid for by the State, to verify that the apparent lowest responsive and responsible bidder has the capacity to perform document processing in the required volumes. The bidder must be willing to host an inspection tour of both the main processing contractor's facility as well as the subcontractor's facilities.
- D. Customer service personnel and state agency contact personnel must be assigned to this contract. At a minimum, one person must be available each day between the hours 8:00 a.m. to 5:00 p.m. Eastern Standard Time with the ability to answer questions concerning transmission problems and to ensure timely transmission of data processed that day.

**PRICE SCHEDULE**

ITEM NO..	DESCRIPTION	ESTIMATED ANNUAL USAGE	UNIT PRICE
9122	FMNP Invoice and VBT Processing Services	48,000 Documents	\$ .01 Per Each Document Processed
4723	WIC Coupons	11,814,000 Coupons	\$ .0585 Per Each Document Processed
9121	FMNP Coupons	186,000 Coupons	\$ .065 Per Each Document Processed

Programming Charges  
 Estimated Annual Usage of 100 hours    \$ 95.00 per hour (11133)

**Attachments**

Attachments A through I can be found in the bid document pages 22 through 30. These attachments illustrate the actual forms that will be used in this WIC process. These forms are part of the contract.

[Click here for Attachments A through I.](#)

<<http://procure.ohio.gov/pdf/ot902307%20doh042z%20attachments.pdf>>

CONTRACTOR INDEX

\* CONTRACTOR, TERMS:

BID CONTRACT NO.: 0T902307-1 (10/31/13)

Orders to:

Vendor ID# 94347  
CSC Covansys Corporation  
7701 College Blvd., Ste. 200  
Overland Park, KS 66210

TERMS: 2%, 10 days, net 30 days

DELIVERY: As Specified

CONTRACTOR'S CONTACT

Angie Stevens [astevens7@csc.com](mailto:astevens7@csc.com)

Toll Free (800) 786-7909  
Telephone (913) 469-8700 x 4840  
FAX: (913) 469-5814

CONTRACTOR'S IT CONTACT

Angie Stevens [astevens7@csc.com](mailto:astevens7@csc.com)

Toll Free (800) 786-7909  
Telephone (913) 469-8700 x 2020

Remit to:

CSC Covansys Corporation  
22475 Network Place  
Chicago, Il 60673-1224

---

\* To indicate Contract renewal for one (1) month through 10/31/13.

SUMMARY OF AMENDMENTS

Amendment Number	Revision Date	Description
5	10/31/13	This amendment is issued to advise that this contract will not be renewed beyond the current expiration date of 10/31/13.
4	10/01/13	This amendment is issued to renew the subject contract for one (1) month, effective 10/01/13 through 10/31/13. Also to indicate a change in the contract analyst.
3	10/01/12	To renew the subject contract additional twelve (12) months, effective 10/01/12 through 09/30/13; under the same terms and conditions and pricing. To indicate change in the Contractor's Contact and address. Note new analyst contact.
2	10/01/10	To indicate mutual agreement for renewal for 24 months, effective October 1, 2010 through September 30, 2012; under the same terms and conditions and pricing. To indicate a change in the corporate name from Covansys to CSC Covansys with the same Tax ID Number/OAKS Number, and a change in the Contractor's Contact effective immediately.
1	10/13/06	To indicate an update to the record layout of the elements of the FMNP file on page 16 of the contract