

AMENDMENT FOUR FOR RFP NUMBER 0A1076

DATE AMENDMENT ISSUED: January 3, 2012

The State of Ohio, through the Department of Administrative Services, Office of Information Technology, on behalf of the Department of Job and Family Services, is issuing this amendment for the Request for Proposals (RFP) entitled:

Electronic Benefit Transfer System

INQUIRY PERIOD BEGINS:	October 21, 2011
INQUIRY PERIOD ENDS:	January 4, 2012
OPENING DATE:	January 13, 2012
OPENING TIME:	1:00 P.M.
OPENING LOCATION:	Department of Administrative Services I.T. Procurement Bid Room 4200 Surface Road Columbus, OH 43228

The attached is an Amendment for the RFP listed above. Please use the replacement page(s) contained in the Amendment to replace the corresponding page(s) previously in the RFP.

Specifications and requirements that have been revised are surrounded by bolded double asterisks and, when applicable, strikethrough.

PART TWO: STRUCTURE OF THIS RFP

Organization. This RFP is organized into five parts and has ten 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:

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| Attachment One | Evaluation Criteria |
| Attachment Two | Work Requirements and Special Provisions |
| Attachment Three | Requirements for Proposals |
| Attachment Four | General Terms and Conditions |
| Attachment Five | Sample Contract |
| Attachment Six | Sample Deliverable / Milestone Submittal Form |
| Attachment Seven | Offeror Certification Form |
| Attachment Eight | Offeror Profile Summary |
| Attachment Nine | Standard Affirmation and Disclosure Form, including Executive Order 2011-12K |
| Attachment Ten | Cost Summary |

Supplements:

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| Supplement One | W-9 Form |
| Supplement Two | EBT-EPC Requirements |
| Supplement Three | Glossary |
| Supplement Four | County Chart of Staggered Issuance |
| Supplement Five | ODJFS EBT Organizational Chart |
| Supplement Six | Ohio Caseload Statistics |
| Supplement Seven | EBT Food Assistance Issuance Statistics |
| Supplement Eight | EBT Food Assistance Transaction Statistics |
| Supplement Nine | FNS Certified EBT Retailers 2010 |
| Supplement Ten | Ohio Retailers and Terminals Jan2010 – Dec2010 |
| Supplement Eleven | 2011 Farmer's Market County Projected Participants |
| Supplement Twelve | EBT Batch Interface and File Layouts |
| Supplement Thirteen | Computer Center Coverage Operating Environment |
| Supplement Fourteen | EBT Card Production Replacement Statistics |
| Supplement Fifteen | EBT Card Decal Artwork |
| Supplement Sixteen | EBT Customer Service Statistics |
| Supplement Seventeen | Ohio Disaster SNAP EBT Card Log |
| Supplement Eighteen | EBT Liquidated damages |
| Supplement Nineteen | EPC Batch Interface and File Layouts |
| Supplement Twenty | EPC Card Production Replacement Statistics |
| Supplement Twenty One | EPC Card Decal Artwork |
| Supplement Twenty Two | EPC Customer Service Statistics |
| Supplement Twenty Three | EPC Liquidated Damages |
| Supplement Twenty Four | Data Sharing Agreement Model |
| **Supplement Twenty Five | Snap Purchases and Denials** |

Supplement 2

EBT – EPC Requirements Amendment 4

provided. For all other languages, the Contractor must use a language-line translator service to assist the CSR and cardholder. This service is available 24/7/365. The offeror must also describe access controls for the IVR 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 846,947 as of March 2011. 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 is presented in the EBT Customer Service Statistics Supplement.

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

2.13.1.1 Cardholder Identification

Cardholders 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: PIN, address, date of birth, CRIS-E client recipient number, and SSN.

2.13.1.2 Authorized Representatives

ODJFS will send the name of the authorized representative in the Account Maintenance file. The Contractor must store the authorized representative name along with the account name in the EBT account. This will permit a CSR to talk with this individual for account related issues. ODJFS will work with the Contractor to associate a special identifier to verify the authorized representative.

~~2.13.1.3 CSR Access and Support for Cardholders Using Rotary Phones~~

~~Cardholders experiencing difficulty obtaining services using automated functions must be provided easy access to a CSR for assistance. Access to a Customer Service Representative must always be offered as an option from the main menu. Cardholders using rotary phones must be automatically directed to a CSR for assistance after a reasonable "timeout" period.~~

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

Cardholders selecting this service option may request a replacement card through the IVR or be immediately transferred to a CSR. The IVR or CSR must verify the cardholders' identity and address before proceeding with the card deactivation/replacement action. If the cardholder reports an address change, the call must be transferred to the CSR who must 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. The address change must be provided on the Demographic Change Report.

4.9.1.2 Authorized Representatives and Protective Payees

ODJFS will send the name of the authorized representative or protective payee in the Account Maintenance file. An "authorized representative" is an individual, eighteen years of age or older, who stands in place of the assistance group. The authorized representative may act on behalf of individuals inside or outside the household in which the authorized representative lives. A "protective payee" is a representative of the assistance group who is responsible for receiving and managing the payment on behalf of the assistance group.

The Contractor must store the authorized representative or protective payee name along with the account name in the EPC account. This will permit a CSR to talk with this individual for account related issues. ODJFS will work with the Contractor to associate a special identifier to verify the authorized representative or protective payee name.

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The Contractor's supervisory staff must expedite EPC cards for overnight delivery under extenuating circumstances that is the direct result of an error made by the Contractor. No charges will be imposed on the State or the cardholder. For example, a cardholder contacts customer service to request a replacement card and the CSR does not issue the card. Upon discovery, the Contractor must reissue the card within 24 hours via overnight delivery at no cost to the State or cardholder.

4.9.1.5 Card Activation

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

4.9.1.6 Current Balance Inquiry

Cardholders selecting this service option are to be given the current on-line real time balance of their account(s) and last deposit amount and posted date.

4.9.1.7 Transaction History

Supplement 25

**Snap Purchases and Denials
Amendment 4
Issued January 3, 2012**

Month	Count of Total SNAP Purchases - All EBT Retailers	Count of Total SNAP Denials - All EBT Retailers	Count of Total SNAP Purchases EBT <u>Only</u> Retailers	Count of Total SNAP Denials EBT <u>Only</u> Retailers
Feb-10	6,471,937	368,576	4,827,578	308,142
Mar-10	7,622,217	407,010	5,506,541	333,260
Apr-10	7,825,957	410,275	5,617,927	334,665
May-10	8,134,575	432,093	5,817,717	352,178
Jun-10	8,108,217	426,263	5,764,583	346,586
Jul-10	8,493,604	442,929	6,033,740	359,075
Aug-10	8,571,589	446,760	6,069,936	361,788
Sep-10	8,328,039	432,768	5,959,905	353,376
Oct-10	8,506,814	448,744	6,128,432	368,671
Nov-10	8,346,250	446,922	6,118,916	371,692
Dec-10	8,026,103	478,080	5,993,142	402,294
Jan-11	7,835,142	457,331	5,805,401	381,578
Feb-11	7,449,761	417,644	5,525,177	349,072
Mar-11	8,386,327	459,228	6,110,831	379,781
Apr-11	8,345,162	467,034	6,093,564	387,147
May-11	8,763,670	482,156	6,298,228	395,272
Jun-11	8,695,613	468,043	6,182,823	381,581
Jul-11	8,920,667	486,707	6,334,023	396,426
Aug-11	8,842,327	482,616	6,266,135	392,067
Sep-11	8,446,097	465,843	6,076,454	381,441
Oct-11	8,630,854	477,265	6,237,893	392,742
Nov-11	8,465,399	468,524	6,203,973	388,703