

Supplement 13

**Computer Center Coverage
Operating Environment**

Computer Center Coverage:

The Department Administrative Services, Office of Information Technology, Infrastructure Services Division (“OIT, ISD”), is a seven 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, seven 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 – OIT, ISD:

Processors:

Qty	Description
1	IBM z/10 2097-E26-607 processor, SSN E2E75, with: 80 ESCON channels 32 FICON channels Open Systems Adapters (OSA) providing 16 ports and 8 channels 64 GB of memory 8 processors Specialty engines: 2 IFLs, 2 ICFs and 2 zIIPs, and is generally rated at 3707 MIPS

TAPE I/O Subsystem:

The tape I/O environment consists of:

Qty	Description
1	EMC DLM Tape System with a capacity of 480 TBs, 1024 3590-type drives

Storagetek Manual 3480-type tape drives:

Qty	Description
8	STK 4490 36-Track Cartridge Drives with autoloaders

DASD I/O Subsystem:

Disk Drives:

Qty	Description
1	IBM DS8300 (Serial No. 17120) - raw 85.8 TB, CKD 60.5TB
1	IBM DS8300 (Serial No. GN240) - raw 35.0 TB, CKD 15 TB
1	IBM DS8300 (Serial No. LH530) OJI - raw 5.0 TB, CKD 5 TB
1	EMC VMAX DASD Subsystem with 8.36TB of usable storage over 250 volumes to be replicated offsite
	Total for the MVS systems: 6449 volumes, 43.43 terabytes.

TP Controllers:

Qty	Description
1	IBM 3745-21A Communication Controllers
1	DEC Channel Attached SNA Gateway
2	IBM 7171 Protocol Converters
2	IBM 2074 Console Control Units for IP addr. consoles
1	IBM 3174 Local Control Unit w/ 1 console (AFOPCON)
1	IBM 3172 Mod 1 Interconnect Controller
2	IBM 3172 Mod 3 Interconnect Controllers
1	IBM 8230 Token Ring Multi-station Access Unit (MAU)
2	IBM 8228 Token Ring Multi-station Access Unit (MAU)
1	IBM 3745-21A Communication Controllers
1	DEC Channel Attached SNA Gateway
2	IBM 7171 Protocol Converters

ESCON Directors:

Qty	Description
2	IBM 9032 ESCON Directors with 88 ports each.

Printers:

Qty	Description
1	IBM 4245 Printer (SOCC)
1	Xerox 4635MX Laser Printer (Lottery Commission)

Listed below is the current Infrastructure Services Division software configuration. To the right of each product is the version level and offeror.

DATABASE MANAGEMENT

Name	Ver/Rel	Vendor
IBM DB2 Database Tools		IBM
File Manager/DB2	V10	IBM
File Manager/IMS	V10	IBM
BMC IMS DB Utilities	I9A9c4	BMC
Data Dictionary DB/DC	R6	IBM
DB2	V8	IBM
DB2	V9	IBM
IMS	V9.1	IBM
IMS	V11.1	IBM
IMS Batch Terminal Simulator	V3.1	IBM
IMS Data Base Tools		IBM

TELEPROCESSING CONTROL PROGRAM

Name	Ver/Rel	Vendor
ACF/NCP for 3745	V7R5	IBM
ACF/SSP	V4R5	IBM
ACF/VTAM	Z/OS 1.9	IBM
IBM Session Manager	V2.205A	IBM
NetView	V5R3	IBM
NetView Perform Monitor	V2R2	IBM
TCP/IP	Z/OS 1.9	IBM
Unix System Services	Z/OS 1.9	IBM
3172 Model 1 ICP	V2.2	IBM
3172 Model 3 ICP	V3.5	IBM
3270-PC Transfer	R1.1	IBM
Connect:Direct	V4.6.0 PUT 4602	Sterling Software

TELEPROCESSING AND SUPPORT

Name	Ver/Rel	Vendor
ASG-TMON for CICS TS	R3.2	Allen Sys Group
ADS Plus	R1.13.0	McKesson
CICS (Cust Info Control Syst)	TS 3.2.0	IBM
CICS (Cust Info Control Syst)	TS 4.1.0	IBM
Doc. Comp. Fac. Script	V1R4.0	IBM
Grph. Data Dspl. Mon.	V3.1	IBM
ISPF	V5R9	IBM
PS/TSO	V1.1.2	IBM
TimeSharing Option/E	V2.060	IBM

TSO/Data Set Print	R2.0	IBM
LRS/OS API	V1R1.2 FIX 026	Levi Ray & Shoup
LRS/MVS SERVER (VSV)	V1R8.0 FIX 320	Levi Ray & Shoup
VMCF/TSO (VMCF)	V1R8.1 FIX 199	Levi Ray & Shoup
VPSPRINT	R6.1 FIX 023	Levi Ray & Shoup
DYNAMIC REPORT SYS (DRS)	V1R3.4 FIX 124	Levi Ray & Shoup
VPS/TCPIP	V1R8.0 FIX 898	Levi Ray & Shoup
VPS/PCL/AFP	V1R8.0 FIX 898	Levi Ray & Shoup

OPERATING SYSTEM AND SUPPORT

Name	Ver/Rel	Vendor
z/OS	V1.9	IBM
z/OS	V1.11	IBM
AFOPER	V340	IBM
AON	V1R0.0	IBM
DFSMS	Z/OS 1.9	IBM
DFSORT/Merge	Z/OS 1.9	IBM
EREP	Z/OS 1.9	IBM
ICKDSF	Z/OS 1.9	IBM
Information/MVS	V4	IBM
JES3	Z/OS 1.9	IBM
MVS/DFP	R3.3.1	IBM
Omegamon for MVS III	V500	IBM
Omegamon for CICS	V520	IBM
Omegamon for IMS	V520	IBM
Omegamon for DB2	V520	IBM
Omegamon for Mainframe Net.	520	IBM
OmegaView	V300	IBM
Resource Access Control Fac.	Z/OS 1.9	IBM
Resource Mon. Fac. (RMF)	Z/OS 1.9	IBM
Serv. Direct. for IBM CE		IBM
SMP/E - Sys. Maint. Pgm	R1.9 34.27	IBM
Removable Resource Mgr.(RMM)	R11.5 SP4	IBM

PROGRAMMING LANGUAGES

Name	Ver/Rel	Vendor
High Level Assembler	R3.0	IBM
C/370	R2.2	IBM
COBOL comp. and lib.	R2.3	IBM
COBOL comp. and lib.	R2.4	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
PL/I for MVS	V1R1	IBM

VS COBOL II	R1.2	IBM
VS COBOL II	R1.3	IBM
VS COBOL II	R1.3.1	IBM
VS COBOL II	R3.2	IBM
COBOL for MVS	V1R2	IBM
LE/370	V1R5	IBM

MIDDLEWARE

Name	Ver/Rel	Vendor
Connx	V10.5 SP2	Connx Solutions
EDA/SQL	V3R3	IBI/Oracle
Oracle Transparent gateway for EDA/SQL	V4.01.10	IBI/Oracle
IBM WebSphere MQ for z/OS	V6 V6R0	IBM
Candle Command Center Admin Pac for MQSeries	V350	Candle
PQEdit for MQSeries	V121	Candle

OTHER PRODUCTS

Name	Ver/Rel	Vendor
Fault Analyzer	v9	IBM
Advanced Function Printing	V3.0	IBM
Ager 2000	V2.0	Princeton Software
AS (Application System)	V2R2M0	IBM
BookMgr Read Box-Jenkins Time Series	R3.0	IBM
CICS/CEMT from Batch	R5.4	MacKinney Sys
Control-B	R6.2.20	BMC
Control-D	R6.2.20	BMC
Control-M	R6.2.20	BMC
Control-V	R6.2.20	BMC
Custom Statement Formatter	V4.60	Metavante Co.
DESCRYPT+	V4.3	Peregrine
Easytrieve	V6.2	CA
ESCON/Mgr.	R1.3	IBM
EXLM (EXPERT LIBRARY MANAGER)	R4.0	StorageTek
Finalist	V8.03	Pitney Bowes
Finalist/CICS	V8.03	Pitney Bowes
Finalist/IMS	V8.03	Pitney Bowes
Flasher (OMC-FLASH)	V4.5	Tone
HOURGLASS 2000	V4.1	AXIOS
Information/Management	V4R1	IBM
Job/Scan	R6.2.3a	Diversified S
KOMMAND		Pace
Mailer's Choice	V7.30.15.F	Pitney Bowes
Mark IV	R11	Sterling
Millennium (HRMS)	R3.00.02	GEAC

M:EDT (HRMS)	R1.10.01	GEAC
M:HR/TA (HRMS)	R2.12.44	GEAC
M:FYI (HRMS)	R1.10.01	GEAC
M:PCL (HRMS)	R2.10.03	GEAC
M:SDT (HRMS)	R2.10.01	GEAC
M:VPR (HRMS)	R1.10.02	GEAC
MVS/Quick-Ref	V7.R0.M0	Chicago-Soft
MXG	v2808	Merrill-MXG
Print Mgmt. Facility	V2.2	IBM
PAGE PRINTER FORMAT.AID/370	V1.1	IBM
Print Services Facility	V3.4	IBM
MAINVIEW SRM StopX37/II	7.5.1	BMC
SAS	R9.0.0	SAS Institute
SAS/GRAPH	R9.0.0	SAS Institute
SAS	R9.1.3	SAS Institute
SAS/GRAPH	R9.1.3	SAS Institute
ServiceCenter	V5R1M0	Peregrine
Service Level Reporter Spacecalc	V3.2	IBM
SPSSX	R4.1	SPSS Inc.
SPY	R2.4	MacKinney Sys
SSA-Smart Security Admin.	R1.3.0a	Unicom Sys
STK Host Comp.Software	V6.1	StorageTek
StreamWeaver	R5.1.2/R5.2.6	Pitney Bowes
Application Performance Anl	v9	IBM
Telon	V4.0/V4.1	CA
TLCM(Tivoli Lic. Comp Mgr)	V4R2M0	IBM
Vantage	V4.0	CA/(Sterling)
XPAF	R4.0	Xerox Corp.
Debug Tool	v9	

Supplement 14

EBT Card Production Replacement Statistics

Ohio Food Assistance Program (FA) / Electronic Benefit Transfer (EBT)

Statewide Card Production & Replacement Count for February 2010 - December 2010

Month/ Year	Total Card Replacements	New Card Issuances	Total Card Production
Feb-10	22,344	14,951	37,295
Mar-10	26,566	17,300	43,866
Apr-10	26,355	15,937	42,292
May-10	26,356	14,325	40,681
Jun-10	28,595	16,659	45,254
Jul-10	29,005	17,981	46,986
Aug-10	29,639	17,583	47,222
Sep-10	28,563	16,909	45,472
Oct-10	28,753	16,334	45,087
Nov-10	27,649	15,379	43,028
Dec-10	27,494	14,988	42,482
Total:	301,319	178,346	479,665

Source: EBT Monthly Card Issuance and Replacement Report

Supplement 15

EBT Card Decal Artwork

EBT Card & Decal Artwork

Ohio will use the same card design and name.



The EBT card decal sticker must also be made available for all Ohio EBT-only retailers and included in their POS terminal materials.



Supplement 16

EBT Customer Service Statistics

EBT Program

Automated Response Unit/Interactive Voice Response (IVR)

EBT Cardholder

Date	Call Type	IVR Calls Offered	IVR Calls Answered	IVR Handled Percentage	IVR Average Speed of Answer	IVR Average Talk Time	CSR Opt Out Calls	CSR Opt Out Percentage	New PINS	RePINS	Total PINS
Nov-09	Cardholder	2,243,962	2,243,962	100%	0:00	0:51	62,277	2.78%	18834	19161	37995
Dec-09	Cardholder	2,354,129	2,354,129	100%	0:00	0:52	66,952	2.84%	17398	18645	36043
Jan-10	Cardholder	2,382,077	2,382,077	100%	0:00	0:54	59,746	2.51%	16234	18226	34460
Feb-10	Cardholder	2,086,602	2,086,602	100%	0:00	0:57	55,957	2.68%	15446	16533	31979
Mar-10	Cardholder	2,386,175	2,386,175	100%	0:00	0:57	64,335	2.70%	16840	18484	35324
Apr-10	Cardholder	2,341,008	2,341,008	100%	0:00	0:51	61,115	2.61%	15235	18403	33638
May-10	Cardholder	2,398,806	2,398,806	100%	0:00	0:51	61,616	2.57%	16068	19538	35606
Jun-10	Cardholder	2,491,295	2,491,295	100%	0:00	0:51	73,893	2.97%	15464	19739	35203
Jul-10	Cardholder	2,654,441	2,654,441	100%	0:00	0:51	80,853	3.05%	18276	20884	39160
Aug-10	Cardholder	2,632,702	2,632,702	100%	0:00	0:51	78,543	2.98%	18612	21215	39827
Sep-10	Cardholder	2,556,063	2,556,063	100%	0:00	1:51	72,968	2.85%	15619	19666	35285
Oct-10	Cardholder	2,430,830	2,430,830	100%	0:00	0:52	68,993	2.84%	17493	20562	38055

EBT Retailer

Date	Call Type	IVR Calls Offered	IVR Calls Answered	IVR Handled Percentage	IVR Average Speed of Answer	IVR Average Talk Time	CSR Opt Out Calls	CSR Opt Out Percentage
Nov-09	Retailer	9,895	9,895	100%	0:00	1:55	1,195	12.08%
Dec-09	Retailer	9,417	9,417	100%	0:00	1:51	1,742	18.50%
Jan-10	Retailer	8,172	8,172	100%	0:00	1:54	1,018	12.46%
Feb-10	Retailer	8,493	8,493	100%	0:00	1:54	1,085	12.78%
Mar-10	Retailer	10,206	10,206	100%	0:00	1:53	1,017	9.96%
Apr-10	Retailer	10,156	10,156	100%	0:00	1:55	1,016	10.00%
May-10	Retailer	11,750	11,750	100%	0:00	1:54	1,332	11.34%
Jun-10	Retailer	12,855	12,855	100%	0:00	1:52	1,575	12.25%
Jul-10	Retailer	11,941	11,941	100%	0:00	1:51	1,887	15.80%
Aug-10	Retailer	13,010	13,010	100%	0:00	1:51	1,893	14.55%
Sep-10	Retailer	14,980	14,980	100%	0:00	1:51	2,064	13.78%
Oct-10	Retailer	11,651	11,651	100%	0:00	1:58	1,254	10.76%

Customer Service Representatives

EBT Cardholder

Date	Call Type	CSR Calls Offered	CSR Calls Handled	CSR Handled Percentage	CSR Calls Abandoned	CSR Abandoned Percentage	CSR Average Speed of Abandon	CSR Average Speed of Answer	CSR Average Talk Time
Nov-09	Cardholder	57,635	55,072	95.55%	2,563	4.45%	00:57	00:27	02:09
Dec-09	Cardholder	57,182	53,665	93.85%	3,517	6.15%	1:26	0:35	2:12
Jan-10	Cardholder	53,535	51,326	95.87%	2,209	4.13%	0:19	0:12	2:13
Feb-10	Cardholder	49,462	46,543	94.10%	2,919	5.90%	1:10	0:28	2:12
Mar-10	Cardholder	57,915	54,820	94.66%	3,095	5.34%	00:47	00:17	02:14
Apr-10	Cardholder	56,172	53,194	94.70%	2,978	5.30%	00:29	00:18	2:10
May-10	Cardholder	55,697	51,829	93.06%	3,868	6.94%	00:31	00:20	02:07
Jun-10	Cardholder	64,639	59,544	92.13%	5,095	7.87%	0:27	0:20	2:06
Jul-10	Cardholder	70,185	64,758	92.27%	5,427	7.73%	0:29	00:18	02:00
Aug-10	Cardholder	71,117	67,048	94.28%	4,069	5.72%	0:13	00:10	2:07
Sep-10	Cardholder	67,886	65,156	95.98%	2,730	4.02%	0:21	00:09	2:23
Oct-10	Cardholder	64,810	62,191	95.96%	2,619	4.04%	00:19	00:08	2:19

EBT Cardholder Spanish

Date	Call Type	CSR Calls Offered	CSR Calls Handled	CSR Handled Percentage	CSR Calls Abandoned	CSR Abandoned Percentage	CSR Average Speed of Abandon	CSR Average Speed of Answer	CSR Average Talk Time
Nov-09	Cardholder Spanish	869	847	97.47%	22	2.53%	00:11	00:11	03:01
Dec-09	Cardholder Spanish	847	820	96.81%	27	3.19%	0:17	0:13	3:02
Jan-10	Cardholder Spanish	890	846	95.06%	44	4.94%	0:31	0:21	3:22
Feb-10	Cardholder Spanish	811	753	92.85%	58	7.15%	0:29	0:35	3:19
Mar-10	Cardholder Spanish	939	887	94.46%	52	5.54%	00:52	00:35	03:27
Apr-10	Cardholder Spanish	828	773	93.36%	55	6.64%	00:47	00:42	3:28
May-10	Cardholder Spanish	763	713	93.45%	50	6.55%	00:37	00:29	03:34
Jun-10	Cardholder Spanish	892	797	89.35%	95	10.65%	0:20	0:33	3:27
Jul-10	Cardholder Spanish	933	821	88.00%	112	12.00%	03:03	00:52	03:35
Aug-10	Cardholder Spanish	1,041	933	89.63%	108	10.37%	00:31	00:30	3:20
Sep-10	Cardholder Spanish	840	761	93.93%	79	9.40%	00:34	00:29	3:20
Oct-10	Cardholder Spanish	900	813	90.33%	87	9.67%	00:20	00:25	3:18

EBT Retailer

Date	Call Type	CSR Calls Offered	CSR Calls Handled	CSR Handled Percentage	CSR Calls Abandoned	CSR Abandoned Percentage	CSR Average Speed of Abandon	CSR Average Speed of Answer	CSR Average Talk Time
Nov-09	Retailer	1,132	1,027	90.72%	105	9.28%	1:50	0:45	3:10
Dec-09	Retailer	1,569	1,460	93.05%	109	2.47%	1:27	1:04	3:03
Jan-10	Retailer	954	859	90.04%	95	9.96%	3:27	0:53	3:31
Feb-10	Retailer	1,020	961	94.22%	59	5.78%	18:00	30:00	09:00
Mar-10	Retailer	955	889	93.09%	66	6.91%	02:17	00:37	03:26
Apr-10	Retailer	979	904	92.34%	75	7.66%	1:57	00:46	3:04
May-10	Retailer	1,259	1,138	90.39%	121	9.61%	02:03	00:57	03:02
Jun-10	Retailer	1,458	1,278	87.65%	180	12.35%	1:38	1:31	2:51
Jul-10	Retailer	1,679	1,442	85.88%	237	14.12%	1:38	1:36	03:03
Aug-10	Retailer	1,688	1,403	83.12%	285	16.88%	03:15	1:14	3:09
Sep-10	Retailer	1,863	1,641	88.08%	222	11.92%	1:32	1:16	2:40
Oct-10	Retailer	1,159	1,081	93.27%	78	6.73%	1:34	00:36	3:26

Supplement 17

Ohio Disaster SNAP EBT Card Log

Supplement 18

EBT Liquidated Damages

Supplement 18

EBT Liquidated Damages / Performance Standards

The Contractor must submit a corrective action plan for each performance deficiency within ten business days from the incident. The damages listed below may be imposed by the State based on the severity of the performance deficiency. The State shall have the right to hold back payments to the Contractor if the Contractor fails to meet the performance standards, to the extent of amounts in dispute from such failures to perform, until the dispute is resolved.

In addition, the State may assess up to \$2,500.00 per calendar day for any item that does not meet the requirements listed in the Contract and not specifically addressed in the performance standards listed below.

The State may deduct any amounts due from future payments due from the Contractor or may require the Contractor to remit a check for the amount due if at the end of the Contract. The State reserves the right to seek any other remedies the State may have under this Contract.

EBT Transition - In Phase Performance Standards		
Requirement	Performance Deficiency	Liquidated Damage
<p>Readiness for Start of State Acceptance Testing</p> <p>Once the start of State Acceptance Testing is established and agreed upon by ODJFS, the Contractor must meet the timeframe.</p>	<p>Failure to begin State Acceptance Testing on the agreed upon date, when such failure is caused by the Contractor.</p>	<p>\$500.00 per each calendar day that is delayed for the State Acceptance Test.</p>
<p>EBT-Only Retailer/Merchant Conversion</p> <p>The Contractor must ship the required equipment to a minimum of 95% of the existing EBT-only retailer/merchants to ensure that the EBT-only retailer/merchants are ready for operations one week prior to the database conversion.</p>	<p>Failure to ship the required equipment to 95% of the EBT-only retailer/merchants in the specified timeframe.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement no later than one week after conversion.</p>	<p>\$1,000.00 per each calendar day the Contractor fails to meet the performance standard percentage for the EBT-only retailer/merchant equipment shipment within the specified timeframe.</p>
<p>EBT Card Conversion</p> <p>The Contractor must issue new EBT cards to 100% of the active EBT cardholders no later than 15 calendar days prior to the conversion date to ensure no disruption to benefit access and services. The EBT cardholders must have had a benefit or an EBT financial transaction, excluding escheatment, within the last six months from the conversion date.</p>	<p>Failure to issue the new EBT cards to 100% of the active EBT cardholders in the specified timeframe.</p>	<p>\$1,000.00 per each calendar day the Contractor fails to meet the performance standard percentage for the EBT card issuance within the specified timeframe.</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 meet the database conversion accuracy rate.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement no later than one week after conversion.</p>	<p>\$1,000.00 for each percentage point below 99% accuracy of the data conversion.</p>
<p>Production Operations.</p> <p>At start-up, all network, communications, and EBT features must be ready to go live.</p>	<p>Failure to have all network, communications, and EBT features go live within the agreed upon timeframes.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement no later than one week after conversion.</p>	<p>\$1,000.00 for each failure to have all network, communications, and EBT features go live within the agreed upon timeframes.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>EBT System Uptime</p> <p>The EBT system must be available 99.9% of the time measured on a monthly basis. The EBT System consists of all system functions over which the Contractor has control, either directly or through a subcontractor relationship.</p> <p>The EBT System is not considered “down” if the system continues to automatically process benefit authorizations, transactions, or voucher approvals whether electronically or by the IVR.</p> <p>The maximum unscheduled downtime during one episode before back-up systems are in place will be one hour. Unscheduled downtime for the system of more than one hour will be considered system failure for which liquidated damages may be assessed.</p>	<p>Failure of EBT System to be “up” 99.9% of the time measured on a monthly basis.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day that the system fails to meet the uptime performance standard percentage.</p> <p>In addition, if the system is down longer than 60 minutes, an additional \$500.00 will be imposed for each minute over 60 minutes until the problem has been resolved.</p> <p>Damages will not exceed \$50,000.00.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Updates, Patches & Repairs</p> <p>The Contractor must conduct regression testing to ensure all previous updates, patches and repairs are incorporated in the scheduled release and does not impact operations.</p>	<p>If upon release of an update, patch or repair, subsequent system problem arise due to the new release, the State may assess the following liquidated damages.</p>	<p>\$5,000.00 per incident of a system issue resulting from the release of an update patch or repair. Failure to conduct regression testing for each update, patch or repair release.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Daily Benefit Availability</p> <p>The daily benefit file records transmitted to the contractor in batch processing must be posted and available in the EBT accounts within 30 minutes after receipt of the file.</p>	<p>Failure to meet the timeframes for processing and posting benefits to the EBT accounts.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$100.00 for each benefit record that is not posted and made available in the EBT accounts within the agreed upon timeframes, with a maximum penalty of \$5,000.00 per day.</p> <p>Damages for the daily benefit availability requirement will not exceed \$15,000.00 per month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Monthly Benefit Availability</p> <p>The monthly recurring benefit file transmitted to the contractor in batch processing must be posted to the EBT accounts within 24 hours after receipt of the file. The monthly benefits must be available to recipients by 12:01 a.m. on the availability date provided by ODJFS.</p> <p>Processing the monthly recurring benefit file must not interfere with the daily benefits and the State recommends using a multi-queue feature.</p>	<p>Failure to meet the timeframes for processing and posting benefits to the EBT accounts.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$100.00 for each benefit record that is not posted and made available in the EBT accounts within the agreed upon timeframes, with a maximum penalty of \$5,000.00 per day.</p> <p>Damages for the daily benefit availability requirement must not exceed \$15,000.00 per month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Settlement and ACH Processes</p> <p>The ACH settlement timeframe requirement in 7 CFR 274.3 (a)(3) states the Contractor must provide credits within two business days of the daily cut-over period for retailer settlement. The timeframe for ACH settlement must be met 98% of the time measured on a monthly basis.</p> <p>AMA data entries must be provided to the Federal Reserve Bank of Richmond each business day with 98% accuracy.</p> <p>STARS daily redemption totals must be provided to the Benefit Redemption System Branch (BRSB) at least weekly with 98% accuracy.</p>	<p>Failure to meet the timeframe for the ACH settlement window 98% of the time measured on a monthly basis.</p> <p>Two or more errors in providing AMA data entries to the Federal Reserve Bank of Richmond each business day over a two month period.</p> <p>Two or more errors in the STARS daily redemption totals provided to the BRSB at least weekly over a two-month period.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$5,000.00 for failure to meet the ACH settlement timeframe each month.</p> <p>\$1,000.00 for two or more errors in providing AMA data entries to the Federal Reserve Bank of Richmond each business day over a two-month period.</p> <p>\$1,000.00 for two or more errors in the STARS daily redemption totals provided to the BRSB at least weekly over a two-month period.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Transaction Response Time</p> <p>For leased line communications, 98 percent of EBT transactions must be processed within 10 seconds or less, and 100 percent of leased line EBT transactions must be processed within 15 seconds measured on a monthly basis; and</p> <p>For dial-up systems, 95 percent of EBT transactions must be processed within 15 seconds, and 100 percent of dial-up EBT transactions must be processed within 20 seconds measured on a monthly basis.</p>	<p>For leased line communications, failure to meet processing 98 percent of EBT transactions within 10 seconds or less, and failure to meet processing 100 percent of leased line EBT transactions within 15 seconds.</p> <p>For dial-up systems, failure to meet processing 95 percent of EBT transactions within 15 seconds, and failure to meet processing 100 percent of dial-up EBT transactions within 20 seconds.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$5,000.00 for each month the leased line communications do not meet the transaction response time.</p> <p>\$5,000.00 for each month the dial-up systems do not meet the transaction response time.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Host Response Time for EBT Administrative System</p> <p>EBT Administrative System transactions, such as benefit issuance and repayments, that originate at the EBT administrative system located in State and county offices will be sent to the EBT contractor in on-line processing mode. These transactions are subject to the requirements for a two-second response time.</p>	<p>Failure to meet host response time for the EBT administrative system transactions 100% of the time as measured each calendar month.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$5,000.00 for each month the host response requirement is not meet.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Inaccurate Transactions</p> <p>The EBT system must only permit no more than two inaccurate EBT transactions per every 10,000 EBT transactions processed, measured on a monthly basis.</p>	<p>Failure to maintain an accuracy standard of no more than two inaccurate EBT transactions per every 10,000 EBT transactions processed.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 for each incident in a month that contains more than two inaccurate EBT transactions per every 10,000 EBT transactions processed, up to \$5,000.00 per month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>EBT Cardholder & Customer Service Response</p> <p><u>Total Calls</u> 90% of all calls answered within 4 rings measured over a calendar month (4 rings are defined as 25 seconds). The remaining ten percent of calls must be answered within 60 seconds.</p> <p><u>IVR</u> 99% of all calls for IVR system must be answered within two seconds and 100% of all IVR menu selections must respond with the correct option within two seconds after menu selection measured over a calendar month.</p> <p><u>CSRs</u> 98% of all calls for CSRs answered within 2 minutes measured over a calendar month.</p> <p>100% of all calls to a CSR must be documented, including the date, time, nature, and resolution of the call; 100% of all calls to a CSR must be recorded and retrievable for investigative and/or monitoring purposes. This requirement applies to both cardholder and retailer customer service help desks.</p>	<p><u>Total Calls</u> Failure to answer 90% of all calls within 4 rings measured over a calendar month or failure to answer the remaining ten percent of calls within 60 seconds.</p> <p><u>IVR</u> Failure to answer 99% of all calls for IVR within 2 seconds or failure of IVR to provide menu selections that respond with the correct option within two seconds after menu selection for 100% of the calls, measured over a calendar month.</p> <p><u>CSRs</u> Failure to answer 98% of all calls for CSRs within 2 minutes measured over a calendar month.</p> <p>Failure to document 100% of all calls and failure for</p>	<p>\$1,000.00 for each Total Calls, IVR, and CSR measures the Contractor fails to meet over a calendar month period.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
	<p>100% of all calls to be recorded and retrievable for investigative and/or monitoring purposes for cardholder and retailer customer service.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>		
<p>Equipment for EBT-only Retailer/merchants</p> <p>100% of EBT-only POS terminals must be delivered and ready for operational use within 14 calendar days of the Contractor receiving the retailer/merchant's contract measured over a calendar month.</p>	<p>Failure to deliver 100% of the terminals within 14 calendar days of the Contractor receiving the contract from the retailer/merchant measured over a calendar month.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$100.00 per calendar day for each retailer that does not receive the EBT-only POS terminals within the agreed upon timeframes measured over a calendar month, up to \$5,000.00 maximum per month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Equipment Replacement/Repair for EBT-only Retailer/merchants</p> <p>98% of POS terminals must be replaced or repaired within 48 hours from the time the equipment failure was reported to the Contractor measured over a calendar month.</p>	<p>Failure to have a POS terminal replaced or repaired within 48 hours from the time the equipment failure was reported measured over a calendar month.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$100.00 per calendar day for each retailer that does not have their POS terminal replaced or repaired within the agreed upon timeframes measured over a calendar month period, up to \$5,000.00 maximum per month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Card Issuance</p> <p>For 98% of card issuance requests received by the Contractor by 11:59 p.m. EST, cards must be mailed by the following business day measured over a calendar month.</p> <p>For 98% of expedited card issuance requests received by the Contractor by 12:00 p.m. (noon) EST, cards must be mailed via overnight delivery on the same business day measured on a monthly basis.</p>	<p>Failure to mail cards in accordance with the requirement 98% of the time measured on a monthly basis.</p> <p>Failure to mail cards for expedited card requests in accordance with the requirement 98% of the time measured on a monthly basis.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each business day for failure to meet card issuance requests timeframes measured over a calendar month.</p> <p>\$1,000.00 per each business day for failure to meet expedited card issuance requests timeframes measured over a calendar month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>State Enhancement/Change Order Requests</p> <p>The Contractor must provide a written estimated date of implementation for State Enhancement and Change Order Requests within 15 business days of receiving the request.</p>	<p>Failure to provide a written estimated date of implementation for State Enhancement or Change Requests within the agreed upon timeframe.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day for failure to provide a written estimated date of implementation for State Enhancement and Change requests within the agreed upon timeframe.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Incident Reports</p> <p>Incident reports must be provided for every system problem. The incident reports must include the affected States and programs, date of report, date of incident, reference number, start and end times of the incident, problem type, problem impact summary, detailed description of the problem, cardholder impact, number of affected cardholders, immediate resolution, permanent solution, and who resolved the problem.</p> <p>Initial incident reports must be provided within 24 hours from the start of the system problem..</p> <p>If the incident report does not include the permanent solution to the incident, then a follow-up incident report must be provided no later than 24 hours after the permanent solution has been defined.</p>	<p>Failure to provide the initial and follow-up incident reports within the specified timeframes.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day for failure to provide the initial incident report within the agreed upon timeframe.</p> <p>\$1,000.00 per each calendar day for failure to provide the follow-up incident report within the agreed upon timeframe.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Adjustments</p> <p>The Contractor must investigate and complete all cardholder initiated adjustment claims within 10 business days from the date the cardholder reports the error.</p> <p>All retailer/merchant acquirer/TPP initiated adjustment claims must be investigated and completed within 15 calendar days from the date of the error. The timeframe is based upon the approved FNS waiver, "Retailer Adjustment - No Hold/15 Calendar Day Debit [7 CFR 274.2(g)(2)(ii)]," Supplement 2.</p>	<p>Failure to complete the investigation for all cardholder(s)' initiated adjustment claims within the specified timeframes.</p> <p>Failure to complete the investigation for all retailer/merchant acquirer/TPP adjustment claims within the specified timeframes.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$100.00 for each failure to complete the investigation for a cardholder initiated adjustment claim within the specified timeframe, up to \$5,000.00 maximum per month.</p> <p>\$100.00 for each failure to complete the investigation for a retailer/merchant acquirer/TPP adjustment claim within the specified timeframe, up to \$5,000.00 maximum per month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>ALERT Data</p> <p>The Contractor must provide a daily ALERT file to USDA-FNS at the end of each settlement calendar day.</p>	<p>Failure to provide the daily ALERT file to USDA-FNS by the specified timeframe for five (5) consecutive calendar days.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 for each failure to provide the ALERT file to USDA-FNS within the agreed upon timeframes.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Reconciliation Process</p> <p>All reports necessary for ODJFS to successfully perform daily reconciliation must be received by ODJFS no later than 8:00 a.m. EST the following business day after the cut-off date.</p>	<p>Failure to provide the reconciliation reports within the agreed upon timeframes.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day for failure to provide the reconciliation reports within the agreed upon timeframes.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</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>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Audit Reports</p> <p>Each audit report, including the SSAE No. 16, audit reports, must include the Federal Regulations requirements in 7 CFR 274.1(i)(2), be completed, and be provided to ODJFS no later than 90 calendar days after the audit period ends.</p>	<p>Failure of the Contractor to provide a timely audit report, including the SSAE No. 16 or similar report.</p> <p>Failure of the Contractor to meet the Federal Regulations audit report requirements in 7 CFR 274.1(i)(2).</p>	<p>\$1,000.00 each calendar day for failure to provide the required audit reports within the agreed timeframe, up to a maximum of \$25,000.00 per audit report.</p> <p>\$5,000.00 for each failure to meet the Federal Regulations audit report requirements in 7 CFR 274.12(j) (5).</p> <p>Additionally, the Contractor will remain liable for any additional damages incurred as a result of each failure of the Contractor or any subcontractor(s) to comply with the requirements of this section.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and a 10% reduction of the next scheduled payment.</p>

EBT Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Ad Hoc Reports</p> <p>ODJFS Ad Hoc Report requests must be provided within 7 to 10 business days.</p>	<p>Failure to provide the Ad Hoc Report within the agreed upon timeframes.</p>	<p>\$500.00 per each business day for failure to provide the Ad Hoc Report within the agreed upon timeframe, up to a maximum of \$10,000.00 per requested Ad Hoc Report.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and a 10% reduction of the next scheduled payment.</p>

Supplement 19

EPC Batch Interface and File Layouts

EPC Batch Interface and File Layouts

This section outlines the data exchange and processing necessary to administer the Electronic Payment Card (EPC) program. The EPC procedures include the following:

1. ODJFS will interface directly with the Contractor.
2. Data will be exchanged between ODJFS and the Contractor using Connect:Direct.
3. The transfer of daily deposits to the Issuer's Demand Deposit Account will use ACH file processing.
4. The Contractor Demand Deposit Account will be located at the Contractors' bank.

EPC Dataflow Narrative

STEP 1 – Account Set-up on the Contractors' EPC Administrative System

ODJFS transmits Account Maintenance Files to the Contractors' EPC Administrative System to set up new accounts. The Contractor publishes a Batch Processing Summary Report to the report server to acknowledge receipt and file disposition. This report is transmitted to ODJFS as a text file.

STEP 2 – Account Status File sent to ODJFS

A process runs on the Contractors' EPC Administrative System to create a unique ACH account number for cardholders added through Account Maintenance File processing. This information is extracted to the Account Status File and transmitted to ODJFS after the Account Maintenance File has completed processing. After ODJFS updates CRIS-E with the Account Status File information, all future ODJFS cardholder deposits are directed to the EPC accounts.

STEP 3 – Card Mailer File Sent to Card Production Facility for Card Production

The Contractor generates and transmits the Card Mailer File to the Card Production Facility for embossing, encoding, and mailing of the cards to the cardholders.

STEP 4 – Card sent to Cardholder

The Card Production Facility mails the card to the cardholder.

STEP 5 – Cardholder Selects PIN

Cardholder calls the toll free customer service number on the card activation sticker to select a PIN and activate the card. The Contractors' activation process uses three points of data, the card number, the social security number, and the date of birth to authenticate the cardholder.

STEP 6 – ODJFS Sends ACH Deposit File

ODJFS sends the ACH Deposit File to the State's designated bank. Deposits prepared and transmitted each day will be in standard PPD formats and contain the Identification Routing & Transit Number (IRT) from accounts established in the Contractors' EPC Administrative System and populated into the ODJFS systems. The Contractors' bank will receive ACH files through the Electronic Payments Network (EPN) from the State's designated bank.

The Contractors' bank processes ACH files in all six NACHA processing windows. The Contractors' bank posts the aggregate account and transmits the ACH file, containing the cardholder account deposit information to the Contractors' Administrative System for posting within minutes of receiving the file. Funds are available to the cardholder based on the deposit effective date in the ACH deposit file. The cardholder has access to the funds at 12:01 a.m. on the effective date.

For each ACH file processed, the Contractor creates a Batch Processing Summary File and places it on the Report Server for viewing through the Administrative Application.

STEP 7 – ACH Return File Sent back to the Contractors’ Bank

Any rejects resulting in the processing of the ACH file will be returned to the Contractors’ bank in an ACH return file. The Contractors’ bank will transmit the ACH return file back to the State’s bank.

STEP 8 – Deposit Notification Sent to Cardholder

The Contractor sends an email to the cardholder informing him or her that a deposit was posted to the account. Cardholders must register via the Contractors’ website for this service.

EPC Interfaces and Data Exchange

Three interfaces have been established for the Electronic Payment Card data transmissions, which include:

- CRIS-E to the Contractors’ Administrative System;
- The Contractors’ bank to the Contractors’ Administrative System; and
- The Contractors’ Administrative System to the Card Production Facility for card preparation and mailing.

ODJFS Interface to the Contractors’ EPC Administrative System

The ODJFS electronic interface to the Contractors’ EPC Administrative System includes cardholder demographic information necessary for establishing and maintaining accounts on the Contractors’ Administrative System and for creating and linking cards to these accounts. This interface utilizes batch files for the passing of information sent to the Contractors’ host-processing environment with daily return confirmation of accounts established.

To communicate receipt of each valid file received from the State, the Contractor will generate and transmit a Batch Processing Summary File. The file will identify any records that could not be processed by the Contractors’ EPC Administrative System.

The Contractors’ Bank Interface to the Contractors’ EPC Administrative System

For ACH processing, the interface serves as both the inbound receiver of new deposits and as the outbound return for ACH rejected transactions.

Deposits to the Contractors’ EPC Accounts will be performed through transmission of ACH files from the State’s financial institutions, to the Contractors’ bank via the National Automated Clearinghouse Association (NACHA) ACH network.

The Contractors’ EPC Administrative System to the Card Production Facility for Card Preparation and Mailing

When ODJFS sends an Account Maintenance file to the Contractor for new account setups, or the Contractor Customer Service Center receives a replacement card request, the Contractors’ EPC Administrative System generates a card request to the Card Service Vendor by creating records to the Card Mailer File. The Card Mailer File is transmitted to the Card Production Facility to emboss and encode the cards, and mail the card delivery envelope to the new cardholder. File transmission occurs daily.

EPC Batch Interface

This section outlines the batch interface and file layout structure requirements for EPC. The batch interface is used to pass information through batch files. The files will be transmitted from ODJFS once per day on a schedule to be determined.

The files from ODJFS to the Contractors’ EPC Administrative System include:

- Account Maintenance File

The files that will be sent to ODJFS from Contractors' EPC Administrative System are:

- Batch Processing Summary File
- Account Status File

ODJFS is considered the database of record with regard to recipient information and benefit authorization data. The Contractors' EPC Administrative System must process the data sent by ODJFS through the batch interface consistent with the agreed upon specifications.

The Contractors' EPC Administrative System must process the files in the order they were placed on the NDM (CONNECT:DIRECT) server by ODJFS.

EPC Data Element Attributes

The attributes represent the data type and length of the data element in the file layouts. Both the data type and length information are abbreviated in the message structure charts. The following is the legend for the abbreviations used in the Type/Length columns of the message structure chart.

Item	Description	Attribute	Position	Comment
1.	Field Content/Name	02 S	001-002	Customize information for specific field

The Contractor must accept the standard ASCII 32 – 126 text characters. Characters received outside of this range must be changed to spaces and applied to the EPC accounts.

EPC Fixed Length Data Elements

All fixed length numeric data elements are assumed to be right justified with leading zeros. All other fixed length data elements are left justified with trailing spaces.

EPC Status Information

The data element status provides additional information regarding the completion of the data element. The message structure chart contains an abbreviation of the status for each data element. Field attributes are defined as:

- S is String – Alphabetic and numeric characters, and/or spaces
- I is Integer – Numeric digits only
- C is Character

The following table depicts the different data element status codes and a description of each.

Status Indicator	Definition	Comment
M	Mandatory	The data element is mandatory.
C	Conditional	The data element is required when specific conditions are satisfied.
O	Optional	The data element is optional and may be provided at the option of the originator of the record. If the data element is present in the record, it will be processed.
I	Ignore	The data element is ignored.

Incoming Files to the Contractors' EPC Administrative System

This Section provides the file layout and processing rules for the files ODJFS submits to the Contractors' EPC Administrative System through an individual site-to-site connection. ODJFS submits the Account Maintenance File each day, which includes records for new account setups and demographic changes for EPC accounts.

EPC Account Maintenance Processing Rules

Each new account being established on the Contractors' database will require an Account Setup record to be sent through the ODJFS batch interface to the Contractors' EPC Administrative System. The following rules are invoked:

- Account Maintenance Files are processed at the batch level and return files generated at the end of each batch processed.
- The Contractor will perform a pre-processing view of the file to determine fatal file errors. Files are rejected in their entirety when criteria described in the pre-processing steps fail.
- Once the pre-processing pass/fail criteria are validated, individual records are processed. Within this processing phase, individual records are rejected when the defined edit criteria is not met.
- Each Account on the Contractors' EPC Administrative System will have only one cardholder with a unique card number (primary account number or PAN) and personal identification number (PIN).
- Account Record must be established prior to receipt of any deposit records.
- Account Record name/address changes do not trigger a new issuance of a debit card, only an update to the Account Record. The Card Issuance Indicator should be set to '0' on '02' Cardholder Action Codes.
- Account Record changes ('02' Cardholder Action Code) should include all fields, not just the data elements that have changed. The Contractor will overlay the data on the database.
- The SSN and Date-of-Birth fields are identified as mandatory in the Account Maintenance File.
- The Address fields 1 and 2 are set to optional. However, if both address fields are blank the record will reject. When CRIS-E sends the Contractor address 1 and address 2, if address 1 is blank, the Contractor will move address 2 into address 1 on the database. If address 1 and address 2 are both populated, the Contractor will move them into the database as sent. If address 1 and address 2 are blank, the Contractor will reject the record.
- The Country Code field is conditional based on the mailing address of the cardholder. The field should be populated to a valid 3 character ISO Standard Country Code when an international address is sent for processing.
- Military addresses must be formatted as domestic mailings using postal standards for military type mailings, state (military geography), and zip code.
- The special needs indicator controls the display of the cardholder's address on the Contractors' EPC Administrative Application. If the indicator is set to "yes" for a cardholder that is speaking with a Customer Service Representative (CSR), the address for the cardholder is not displayed on the CSRs' workstation screen.
- When the Contractor receives an empty account maintenance file, the file shall not be rejected. If the header and trailer are in the correct format, the empty file shall be processed and an account maintenance summary report and account status file shall be created.

EPC Account Maintenance File Functional Processes

The Account Maintenance File supports the following functions:

- Create EPC accounts and issue new debit cards; and
- Provide EPC account demographic updates.

The details of each function are described in the following sub-sections.

Create EPC Account

The initial Account Setup record will include all of the mandatory data elements identified in the Account Maintenance File detail record layout. Add records will be received from ODJFS as a cardholder is added to the ODJFS system. When processing an Account Setup record, the Contractors' EPC database will be checked to ensure that the case number (recipient ID) does not exist. If the case number does not exist in the Contractors' EPC database, then the record will be processed and added to the database as a new EPC account.

The Create Account/Cardholder record should have the Card Issuance Indicator set to "1." This will instruct the Contractor to generate a card. The cards will be mailed in a "Mail PAN" status. When the cardholder receives their card and selects their PIN via the PIN Select VRU functionality, the card will be activated.

Military Addresses and Formatting Rules

In January 2004, the US Postal Service issued revised standards for presenting military mailing addresses. For card issuance, military addresses must be formatted in accordance with the standards and marked as domestic mail, country code "USA" and mail type code "D" for domestic. If the country code is blank, The Contractor will default the country code to USA.

Three fields are edited in the account maintenance record to ensure that military addresses conform to the new postal standards. These fields include the City, field item #20, and State field item #21, and zip code, item #22. All three of these fields must be populated in accordance with the postal guidelines.

Reserved Special Characters

The cardholder name and address input by the State Agency is entered into the Contractors' EPC Administrative System with editing for special characters. If special characters are encountered, the Contractor will strip those characters out and replace them with spaces.

Allowed special characters:

- Dash
- . Period
- Hyphen
- / Forward Slash

EPC Account Maintenance File Header Record

Record Length 227 -- File Header Record (All Fields are Mandatory)

Item	Description	Attribute	Position	Comment
1.	File Type Indicator	02 S	001-002	Valid Value: 02
2.	Record Type Indicator	01 S	003-003	" A " – Indicates header record
3.	Sent Year	04 I	004-007	Year value when the file was sent Min: 1900, Max: 2999
4.	Sent Month	02 I	008-009	Month value when the file was sent Min: 01, Max: 12
5.	Sent Date	02 I	010-011	Date value when the file was sent Min: 01, Max: 31
6.	Sent Hour	02 I	012-013	Hour value when the file was sent Min: 00, Max: 23
7.	Sent Minute	02 I	014-015	Minute value when the file was sent Min: 00, Max: 59

Item	Description	Attribute	Position	Comment
8.	Sent Second	02 I	016-017	Second value when the file was sent Min: 00, Max: 59
9.	Record Count	09 I	018-026	Record count of the total number of detail records in the file. Min: 000000001 Max: 999999999
10.	Filler	274 S	027-300	Filler for the header record. Alphanumeric or spaces.

EPC Account Maintenance Detail Record

Record Length 227

Item	Description	Attribute	Position	Comment	Action
1.	Record ID	01 S	001-001	"D" – Indicates detail record	M
2.	Agency ID	02 I	002-003	Agency ID for Case. 15 – TA	M
3.	Cardholder Action Code	02 I	004-005	Identifies the cardholder operation type. 01 – Indicates Account Maintenance Record (new or update)	M
4.	Account Processing Code	01 C	006-006	Account processing code of detail record. Identifies the Account operation type. 1 – Add or update	M
5.	Access Type	02 S	007-008	Flag indicating whether cardholder is primary account holder, first alternate or second alternate account access. 00 – Primary	M
6.	Account Access	04 I	009-012	Bit-wise indicator to turn access on/off for each Account. 0002 – Cash only access	M
7.	Program	02 S	013-014	Program ID for the record. "T" - TANF *Note that the second character must be a space.	M
8.	Recipient Number	12 S	015-026	The Recipient Number for each agency will be different and cannot be used for combining account. If the State assigned case number is less than 12 digits in length then the field will be left-justified, right space filled. Field can be alphanumeric	M
9.	SSN	09 S	027-035	Cardholder Social Security Number (Note: will be used in card activation process)	M

Item	Description	Attribute	Position	Comment	Action
10.	Birth Date – Year	04 I	036-039	Year of birth (Note: will be used in card activation process) Min: 1880, Max: 2999 Field will meet the above min/max criteria or be sent as all 9s.	M
11.	Birth Date – Month	02 I	040-041	Month of birth Min: 01, Max: 12 Field will meet the above min/max criteria or be sent as all 9s.	M
12.	Birth Date – Date	02 I	042-043	Date of birth Min: 01, Max: 31 Field will meet the above min/max criteria or be sent as all 9s.	M
13.	Sex	01 C	044-044	Gender of the cardholder. Valid values include: M - male F - female U – unknown	M
14.	Last Name	25 S	045-069	Last Name of the Cardholder. Uppercase Only – See Special Character Exclusions .	M
15.	First Name	25 S	070-094	First Name of the Cardholder. Uppercase Only – See Special Character Exclusions .	M
16.	Middle Initial	01 C	095-095	Middle Initial of the Cardholder. Uppercase Only.	O
17.	Filler	01 S	096-096	Space	M
17.	County Codes	02 S	097-098	County Code provided by State	M
18.	Mailing Street Address 1	30 S	099-128	Street address. Uppercase only. Note that this field should not include city, state, or zip code– See Special Character Exclusions . If Address 1 and 2 are blank, the record will reject.	O
19.	Mailing Street Address 2	30 S	129-158	Street address. Uppercase only. Note that this field should not include city, state or zip code – See Special Character Exclusions . If Address 1 and 2 are blank, the record will reject.	O
20.	City	20 S	159-178	Upper Case Only – See Special Character Exclusions .	M
21.	State	02 S	179-180	Upper Case Only. Mandatory if Country Code is USA	C
22.	Zip	09 S	181-189	Use 0000 if last 4 digits are unavailable. Mandatory if Country Code is USA	C
23.	Country Code	03 S	190-192	This field will contain the Country Code for international addresses. Use valid ISO 3166-1 alpha-3 values.	M
24.	Telephone Number	10 S	193-202	This field should not include extraneous characters such as () or – Includes area code but not the preceding 1.	O

Item	Description	Attribute	Position	Comment	Action
25.	Special Needs Indicator	01 S	203-203	Special Needs field. Valid Values: Y, N If set to 'Y' signifies privacy enforced, the cardholder address will not display on the Administrative Application.	M
26.	Language ID	02 S	204-205	Language ID. This field is currently unused but exists for compatibility purposes. Valid value is numeric "00."	M
27.	Card Issuance Indicator	01 I	206-206	Ignore this field. When case is new, a card will be issued. When case is updated, a card will not be issued.	M
28.	Benefit Recipient Last Name	25 S	207-231	Last Name of the benefit recipient- only populate if the benefit recipient and authorized payee names are different.	O
29.	Benefit Recipient First Name	25 S	232-256	First Name of the benefit recipient- only populate if the benefit recipient and authorized payee names are different.	O
30.	Benefit Recipient Middle Initial	01 C	257-257	Middle Initial of the benefit recipient- only populate if the benefit recipient and authorized payee names are different.	O
31.	Caseworker Name	6 C	258- 263	Name of the assigned caseworker	M
32.	Case Category Sequence	16 S	264-279	16 digit number provided by the state; to be returned in the account status file	M
33.	Filler	21S	280-300	Spaces	M

EPC Benefit Recipients and Protective Payees

At the State's request a protective payee may be assigned to a benefit recipient. In this situation the cardholders name will be populated with the protective payee's name. All other demographic and case information will be the benefits recipient's data. The benefit recipients name information (fields 28-30) must be populated. If at some point the protective payee needs to be removed, the state will include in the account maintenance file an update that replaces the cardholders name with the benefit recipient's name. In this instance the benefit recipient name field will be blank. It is the responsibility of the cardholder to request a new card reflecting the name change.

EPC Account Maintenance File Trailer Record

Record Length 227 -- File Trailer Record (All Fields are Mandatory)

Item	Description	Attribute	Position	Comment
1.	File Type Indicator	02 S	001-002	Valid Value: 02
2.	Record Type Indicator	01 S	003-003	"T" – Indicates Trailer record
3.	Sent Year	04 I	004-007	Year value when the file was sent Min: 1900, Max: 2999
4.	Sent Month	02 I	008-009	Month value when the file was sent Min: 01, Max: 12

Item	Description	Attribute	Position	Comment
5.	Sent Date	02 I	010-011	Date value when the file was sent Min: 01, Max: 31
6.	Sent Hour	02 I	012-013	Hour value when the file was sent Min: 00, Max: 23
7.	Sent Minute	02 I	014-015	Minute value when the file was sent Min: 00, Max: 59
8.	Sent Second	02 I	016-017	Second value when the file was sent Min: 00, Max: 59
9.	Record Count	09 I	018-026	Record count of the total number of detail records in the file. Min: 000000001 Max: 999999999 Should match value of Header Record
10.	Filler	274 S	027-300	Filler for the Trailer Record. Alphanumeric or spaces.

Main Errors

NOTE: Edit Checks – blank for String type means spaces; blank for Integer type means 0's.

Error Code	Description
-6050 No last name	Last name is blank
-6051 No first name	First name is blank
-6052 Invalid SSN	SSN is blank or non-numeric
-6053 Invalid DOB	DOB is blank or not possible date
-6054 Invalid Gender	Sex is blank or not M, F, or U
-6055 No address	Address1 is blank
-6056 No City	City is blank
-6057 Invalid State	State is blank or not valid
-TBD	Country Code is not valid
-6214 Invalid Program Number	Program number does not conform to format

Error Code	Description
ADT001	Invalid/Missing Record Type
ADT002	Invalid/Missing Action Code
ADT003	Invalid/Missing Primary/Alternate Indicator
ADT004	Invalid/Missing Cardholder Access
ADT008	Missing Case Number
ADT009	Missing First Name
ADT010	Missing Last Name
ADT011	Invalid/Missing County Code

Error Code	Description
ADT012	Invalid Date of Birth
ADT013	Invalid/Missing Case Worker ID
ADT014	Invalid/Missing Card Issuance Indicator
ADT015	Invalid/Missing Language Code
ADT016	Invalid/Missing Provider 1

EPC Return Files to the State

Daily files sent to the Contractor are processed and the outcome is communicated back to ODJFS as a returned file. The Contractor will generate the following:

EPC Account Status File – This file identifies newly added accounts. This file will be sent back to ODJFS for each account set-up (and will have no detail records if no new accounts were set-up). ODJFS will receive a record for each program added to an account.

EPC Account Maintenance Reject File – This file identifies records in the account maintenance file that could not be processed due to an error. This file will be sent back to ODJFS for each account maintenance file processed. ODJFS will receive a record for each program rejected.

EPC Reports for Control-D – These are data files of the PDF reports available in the Contractors' Administrative Application and will be transmitted to ODJFS via Connect:Direct.

ODJFS is responsible for reviewing, updating, and resubmitting rejected records to the Contractor for processing. The resubmitted records may be sent to the Contractor in the next day file, or sent in a separate error-correction file. The Contractors' EPC Administrative System will process resubmitted records as new data.

EPC Batch Processing Summary File

To conduct a data integrity review before posting external files, the Contractor performs preprocessing validation and may reject the entire batch file. During this process, the structure and syntax of the file and detail records are validated before business rules are applied or editing against the database. This process validates header and trailer fields, including totals.

The first step in processing a batch file from the State is a file-preprocessing step. During this process, the structure and syntax of the file and detail records are validated prior to any business rule editing against the database. This process validates header and trailer fields, including totals. The preprocessing step will also identify severe syntax errors detected by the parser. These include such errors as invalid spacing in a record. For example, if record #14 of a 180 record Account Maintenance File is a length of 12 instead of the correct length of 227, the entire file will reject. Any error discovered during preprocessing will result in the entire file being rejected and preprocessing to be discontinued. When a file rejects during preprocessing no update is made to the online database. If there is a preprocessing error identified in the Batch Processing Summary File, the State will know that the file rejected and no records were updated on the database.

The following table describes the interface for the Batch Processing Summary File.

Batch Processing Summary File Interface		
Item	File Data Title	File Data
1.	File Name	Batch Processing Report Test/Production DSN: STPPYYYYMMDDHHMMSSmmmACCTMAINT.summary i.e. OHTA20070415164432202ACCTMAINT.summary

		ST represents State PP represents program type, TA – TANF YYYYMMDD represents file create date HHMMSS represents file create time (mmm = milliseconds)
2.	System Source	Contractors' EPC Administrative System
3.	System Destination	ODJFS
4.	Data Description	Batch Processing Results Reports
5.	Primary Data Transfer Method	Report Server and S/FTP
6.	Timing Requirements	Transmitted & posted after each batch is processed.

The Batch Processing Summary File is stored on the Contractors' Report Server, available for viewing through the Contractors' EPC Administrative Application. The file is generated for each Account Maintenance File processed. The file provides a summary of processing; identifies any records not processed and the reason code for the rejection. The file is available immediately following the completion of the input file processing.

EPC Account Maintenance Error Codes

Errors encountered, 9000 grouping, result in rejection of the total file. In order not to have an overabundance of error codes, - 9051 to – 9055 encompass the parsing errors generated. The record and field that caused the error will be reported along with the error code.

Error Code	Description
-9001 File Not Found	Infrequent occurrence if batch processing was interrupted, then resumed, but file was mistakenly deleted by operator manually
-9011 Filename too long	Current upper limit is 255 characters for filename
-9012 File Type invalid	Filename determines type of file (account or deposit); filename does not indicate a valid file type
-9013 Duplicate Filename	Filename is duplicate of a file that has already been processed
-9051 Invalid Input	IO error or any errors that not covered by the below errors
-9052 Too Short	The file is too short
-9053 Min Violated	For fields with a minimum, the value is below minimum
-9054 Max Violated	For fields with a maximum, the value is above maximum

NOTE: Edit Checks – blank for String type means spaces; blank for Integer type means 0's

Error Code	Description
-6050 No last name	Last name is blank
-6051 No first name	First name is blank
-6052 Invalid SSN	SSN is blank or non-numeric
-6053 Invalid DOB	DOB is blank or not possible date
-6054 Invalid Gender	Sex is blank or not M, F, or U
-6055 No address	Address1 is blank
-6056 No City	City is blank
-6057 Invalid State	State is blank or not valid
-6214 Invalid Case number	Case number does not conform to format
-6066 No Such Person	Cardholder does not exist

-6070 Internal Error	Cardholder could not be added
-6071 Internal Error	Cardholder could not be updated
-6205 Internal Error	Account could not be opened
-6209 No Such Case	Case number does not exist
-6223 Duplicate Program	A sub-account for program has already been opened for this primary account holder
-6224 Duplicate Case number	Account with that case number already exist in the system

EPC Account Status File

The following table describes the interface for the Account Status File:

Account Status File Interface		
Item	File Data Title	File Data
1.	File Name	<p>Account Status Update File Test/Production DSN:</p> <p>STPP_YYYYMMDD-YYYYMMDDHHMMSSmmmACCTSTAT i.e. OHTA_20070414-20070415164432202ACCTSTAT</p> <p>ST represents State PP represents program type, TA – TANF YYYYMMDD (1st) represents data selection date YYYYMMDD (2nd) represents file create date HHMMSS represents file create time (mmm = milliseconds)</p>
2.	System Source	Contractors' EPC Administrative Application
3.	System Destination	ODJFS
4.	Data Description	New Account adds
5.	Primary Data Transfer Method	Connect:Direct
6.	Timing Requirements	File will be generated after each account maintenance file is processed.

EPC Account Status Processing Rules

The Contractor will create an EPC Account Status Update File after each EPC Account Maintenance file is processed. If there is no new accounts set-up, the file will only contain header and trailer records. If there are new accounts, the file would include the following account activity information:

- A detail record, code "01" is returned to ODJFS when a new Account record is successfully setup on the Contractors' EPC Administrative System. When ODJFS receives the "01" record from the Contractor, this will identify to the State Agencies that the account is ready to receive deposits.

Account Status File Header Record

Record Length 126 -- File Header Record (All Fields are Mandatory)

Item	Description	Attribute	Position	Comment
1.	File Type Indicator	02 S	001-002	Valid Value: SU
2.	Record Type Indicator	01 S	003-003	A – Indicates header record.
3.	Sent Year	04 I	004-007	Year value when the file was sent. Min: 1900, Max: 2999
4.	Sent Month	02 I	008-009	Month value when the file was sent. Min: 01, Max: 12
5.	Sent Date	02 I	010-011	Date value when the file was sent. Min: 01, Max: 31
6.	Sent Hour	02 I	012-013	Hour value when the file was sent. Min: 00, Max: 23
7.	Sent Minute	02 I	014-015	Minute value when the file was sent. Min: 00, Max: 59
8.	Sent Second	02 I	016-017	Second value when the file was sent. Min: 00, Max: 59
9.	Record Count	09 I	018-026	Record count of the total number of detail records in the file. Min: 000000001 Max: 999999999
10.	Filler	100 S	027-126	Filler for the header record. Alphanumeric or spaces.

Account Status File Detail Record

Item	Description	Attribute	Position	Comment	Action
1.	Record ID	01 S	001-001	D – Indicates detail record.	M
2.	Record Type	02 S	002-003	SU	M
3.	Transaction Type	02 I	004-005	Identifies the client operation type. 01 – New EPC account has been set-up.	M
4.	Case number (Recipient ID)	12 S	006-017	Number is a length of 12. Left-Justified, right space filled.	M
5.	Case Category Sequence	16 S	018-033	Case Category Sequence from account maintenance file.	M
6.	Last Name	25 S	034-058	Cardholder last name	M
7.	First Name	25 S	059-083	Cardholder first name	M
8.	Middle Initial	1 S	084-084	Cardholder middle initial	M
9.	Routing Number	9 I	085-093	Contractor's bank routing number	M

Item	Description	Attribute	Position	Comment	Action
10.	ACH Account Number	17 S	094-110	Generated by Contractor Disposition if #: Positions 018-023 – BIN Positions 024-033 – Generated Account Number Positions 034-034 – Program Identifier: 5 – TANF Note: The entire 17 digits comprise the ACH account # which should be included in the ACH File sent to the Contractor for deposits.	M
11.	Filler	16 S	111-126	Spaces	M

EPC Account Status File Trailer Record

Item	Description	Attribute	Position	Comment
1.	File Type Indicator	02 S	001-002	Valid Value: 02
2.	Record Type Indicator	01 S	003-003	"T" – Indicates Trailer record
3.	Sent Year	04 I	004-007	Year value when the file was sent Min: 1900, Max: 2999
4.	Sent Month	02 I	008-009	Month value when the file was sent Min: 01, Max: 12
5.	Sent Date	02 I	010-011	Date value when the file was sent Min: 01, Max: 31
6.	Sent Hour	02 I	012-013	Hour value when the file was sent Min: 00, Max: 23
7.	Sent Minute	02 I	014-015	Minute value when the file was sent Min: 00, Max: 59
8.	Sent Second	02 I	016-017	Second value when the file was sent Min: 00, Max: 59
9.	Record Count	09 I	018-026	Record count of the total number of detail records in the file. Min: 000000001 Max: 999999999 Should match value of Header Record
10.	Filler	100 S	027-126	Filler for the Trailer Record. Alphanumeric or spaces.

EPC Account Maintenance Reject File

Account Maintenance Reject File Header Record

Record Length 308 -- File Header Record (All Fields are Mandatory)

Item	Description	Attribute	Position	Comment
1.	File Type Indicator	02 S	001-002	Valid Value: RA
2.	Record Type Indicator	10 S	003-012	"4333OTRETA" – Indicates system process ID

Item	Description	Attribute	Position	Comment
3.	Sent Year	04 I	013-016	Year value when the file was sent Min: 1900, Max: 2999
4.	Sent Month	02 I	017-018	Month value when the file was sent Min: 01, Max: 12
5.	Sent Date	02 I	019-020	Date value when the file was sent Min: 01, Max: 31
6.	Sent Hour	02 I	021-022	Hour value when the file was sent Min: 00, Max: 23
7.	Sent Minute	02 I	023-024	Minute value when the file was sent Min: 00, Max: 59
8.	Sent Second	02 I	025-026	Second value when the file was sent Min: 00, Max: 59
9.	Filler	282 S	027-308	Filler for the header record. Alphanumeric or spaces

Note: Attributes are defined as:

- S is String – Alphabetic and numeric characters, and/or spaces
- I is Integer – Numeric digits only
- C is Character

EPC Account Maintenance Reject File Detail Record

Record Length 308

Detail Account Record (Fields Marked “M” are Mandatory based upon the Action Code)

Item	Description	Attribute	Position	Comment	Action
1	Record ID	02 S	001-002	“ER” Indicates Error Record	M
2	Detail Record	299 S	003-301	Original Detail Record, right padded with spaces	M
3	Error Code	07 S	302-308	Error Code (See Account Maintenance Reject Error Code Table)	M

Note: Attributes are defined as:

- S is String – Alphabetic and numeric characters, and/or spaces
- I is Integer – Numeric digits only
- C is Character

EPC Account Maintenance Reject File Trailer Record

Record Length 308 -- File Trailer Record (All Fields are Mandatory)

Item	Description	Attribute	Position	Comment
1.	File Type Indicator	02 S	001-002	Valid Value: SA
2.	Record Type Indicator	10 S	003-012	“4333OTRETA” – Indicates system process ID
3.	Sent Year	04 I	013-016	Year value when the file was sent Min: 1900, Max: 2999

Item	Description	Attribute	Position	Comment
4.	Sent Month	02 I	017-018	Month value when the file was sent Min: 01, Max: 12
5.	Sent Date	02 I	019-020	Date value when the file was sent Min: 01, Max: 31
6.	Sent Hour	02 I	021-022	Hour value when the file was sent Min: 00, Max: 23
7.	Sent Minute	02 I	023-024	Minute value when the file was sent Min: 00, Max: 59
8.	Sent Second	02 I	025-026	Second value when the file was sent Min: 00, Max: 59
9.	Total Records In Account Maintenance File	15 I	027-41	Total records in the account maintenance file
10.	Total Records Processed In Account Maintenance File	09 I	042-50	Total records processed in the account maintenance file
10.	Total Records Rejected	18 I	051-68	Total records rejected from the account maintenance file
11	Filler	240 S	069-308	Filler for the header record. Alphanumeric or spaces

Note: Attributes are defined as:

- S is String – Alphabetic and numeric characters, and/or spaces
- I is Integer – Numeric digits only
- C is Character

Main Errors

NOTE: Edit Checks – blank for String type means spaces; blank for Integer type means 0's.

Error Code	Description
-6050 No last name	Last name is blank
-6051 No first name	First name is blank
-6052 Invalid SSN	SSN is blank or non-numeric
-6053 Invalid DOB	DOB is blank or not possible date
-6054 Invalid Gender	Sex is blank or not M, F, or U
-6055 No address	Address1 is blank
-6056 No City	City is blank
-6057 Invalid State	State is blank or not valid
-6205 Account Could Not Be Opened	Processing Error- could not open account
-TBD	Country Code is not valid
-6214 Invalid Program Number	Program number does not conform to format

Error Code	Description
ADT001	Invalid/Missing Record Type
ADT002	Invalid/Missing Action Code
ADT003	Invalid/Missing Primary/Alternate Indicator
ADT004	Invalid/Missing Cardholder Access
ADT008	Missing Case Number
ADT009	Missing First Name
ADT010	Missing Last Name
ADT011	Invalid/Missing County Code
ADT012	Invalid Date of Birth
ADT013	Invalid/Missing Case Worker ID
ADT014	Invalid/Missing Card Issuance Indicator
ADT015	Invalid/Missing Language Code
ADT016	Invalid/Missing Provider 1
ADT999	General Processing Error

Contractors' Bank Financial Interface—Deposit Management

This section describes the EPC data elements and deposit file layout. Each ACH file will originate at the State and ultimately be received by the Contractor. ACH files are created by the State and transmitted to each agencies bank for ACH routing via the National Automated Clearinghouse (NACHA) Electronic Payment Network (EPN). Once received by the Contractors' bank, the ACH files will be combined and sent as a single daily file to the Contractor. The file sent to the Contractor can contain multiple batches. All deposits for the State cardholders will be posted to the EPC account using the ACH process.

Upon release of the ACH to the Contractors' bank, the Contractor, who is designated as the Financial Issuer, will receive ACH records from the EPN network for deposits to be posted and transmit individual payment records to the EPC Administrative System for posting to cardholder EPC accounts.

An ACH file/batch header and trailer record identifies the originating ACH institution and the receiving FI. ACH Company information from ODJFS to their designated financial institutions will contain the appropriate ACH data. ACH Company information from the Contractors' bank to the Contractor will contain the Contractors' banks' data. The Contractor's EPC Administrative System will integrate the Contractors' bank routing numbers and processing edits based upon requirements of the Contractors' bank.

The NACHA ACH record formats are standardized industry products, PPD format, with some discretionary data formatting at the institution level. To ensure compatibility, the ACH file layouts are described in this section.

ACH Deposit File Format Specifications

Record Descriptions:

The **File Header Record** identifies the immediate origin and destination of the entries contained within the file. It also contains data elements necessary to uniquely identify the file. In addition, this record contains information pertinent to physical file characteristics.

The **Company/Batch Header Record** identifies the Company and the nature of the transactions in that batch. It also contains the Transit Routing/ABA Number of the Originating Depository F.I., the Company descriptive data, and the effective date for reporting settlement purposes.

The **Entry Detail Records** contain the information necessary to post the transactions to the accounts for which they are destined. This information, when coupled with data from the Company/Batch Header Record, is sufficient to fully document the transaction to the holder of the account being credited or charged.

The **Company/Batch Trailer Record** provides the control total necessary to prove that the entries in each batch are in balance.

The **File Trailer Record** provides the control totals necessary to prove that the entire file is in balance.

Sequence of Records in File:

The records must be recorded on the file in the following sequence:

- File Header
- Company/Batch Header \
- Entry Detail Record
- Company/Batch Trailer /
- File Trailer

A trace number is attached to each transaction. The trace number must be in ascending numerical sequence, but not necessarily contiguous.

ACH Deposit File Header Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"1" – File Header Record	Validate value = 1
2.	Priority Code	02 S	002-003	"01"	Validate value = 01
3.	Immediate Destination	10 S	004-013	"XXXXXXXXXX" – right justified left space filled	Validate value = XXXXXXXXXXXX
4.	Immediate Origin	10 S	014-023	XXXXXXXXXX	Validate field is string – no content validation
5.	File Creation Date	06 S	024-029	YYMMDD	Validate field is string – no content validation
6.	File Creation Time	04 S	030-033	HHMM	Validate field is string – no content validation
7.	File ID Modifier	01 S	034-034	"A"	Validate field is string – no content validation
8.	Record Size	03 I	035-037	"094"	Validate value = 094
9.	Blocking Factor	02 I	038-039	"10"	Validate value = 10
10.	Format Code	01 I	040-040	"1"	Validate value = 1
11.	Destination	23 S	041-063	"X" - Destination	Validate field is string – no content validation

Item	Description	Attribute	Position	Comment	Contractor Processing
12.	Origin	23 S	064-086	AGENCY Program/Division Name – Origin	Validate field is string – no content validation
13.	Reference	08 S	087-094	Spaces	Validate field is string – no content validation

Note: Attributes are defined as:

- S is String – Alphabetic and numeric characters, and/or spaces
- I is Integer – Numeric digits only
- C is Character

ACH Deposit Company/Batch Header Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	“5” – Company/Batch Header Record	Validate value = 5
2.	Service Class Code	03 S	002-004	State Provided Data - Service Code Values: “200” – mixed debits and credits “220” – Credits Only “225” – Debits Only	Validate field is string – no content validation
3.	Company Name	16 S	005-020	State Data	Validate field is string – no content validation
4.	Company Discretionary Data	20 S	021-040	Data - Optional	Validate field is string – no content validation
5.	Company ID	10 S	041-050	Origin Tax ID Proceeded by a “1”	Validate field is string – no content validation
6.	Standard Entry Class Code	03 S	051-053	“PPD”	Validate value = PPD
7.	Company Entry Description	10 S	054-063	STATE Data	Validate field is string – no content validation
8.	Company Descriptive Data	06 S	064-069	STATE Data	Validate field is string – no content validation
9.	Effective Entry Date or Settlement Date	06 I	070-075	YYMMDD – Validate	Validate date is a valid date
10.	Reserved	03 I	076-078	Spaces	Validate field is string – no content validation
11.	Originator Status Code	01 S	079-079	“1”	Validate value = 1
12.	Originating DFI	08 I	080-087	“XXXXXXXX” Routing Number – STATE Provided Data	Validate value = XXXXXXXX
13.	Batch Number	07 I	088-094	0000001 - >9999999	Validate field is integer – no content validation

ACH Account Deposit Entry Detail Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"6" – Entry Detail Record	Validate value = 6
2.	Transaction Code	02 S	002-003	Transaction Code: "22" or "32" – Credit "23", "28", "33" or "38"- Pre-note "27" or "37" – Debit	Validate value = 22, 32, 27, 37 – Process transaction accordingly (No pre-notes)
3.	Transit Routing Number of Receiving Bank	08 S	004-011	"XXXXXXXX"—Contractor's Bank IRT Number	Validate value = XXXXXXXX
4.	Transit Routing Check Digit	01 S	012-012	"x"— IRT Number Check Digit	Validate value = x
5.	ACH Account Number	17 S	013-029	Established at the EPC Account Setup by the Contractor. Number comprised of: Positions 013-018 – BIIN Positions 019-029 – Contractor Generated Account Number	Validate 17-digit ACH Account Number against the Contractor database. Number used for posting deposits/debits.
6.	Payment Amount	10 I	030-039	\$\$\$\$\$\$CC Right Justify. Left zero fill. Pre-notification records are non-dollar entries and must contain zeros in the amount field.	Amount of deposit or debit to impact account.
7.	Individual ID Number	15 I	040-054	Program number –Left justify with trailing spaces.	Validate field is integer – no content validation
8.	Individual Name	22 S	055-076	Account Name – No validation	Validate field is string – no content validation
9.	Discretionary Data	02 S	077-078		Validate field is string – no content validation
10.	Addenda Record Indicator	01 I	079-079	"0"	Validate value = 0
11.	Trace Number	15 I	080-094	State Provided Data – Trace Number Positions 80-87 contain Originating Transit/ABA number. Positions 88-94 contain Company Trace number assigned in ascending sequence by file.	Validate field is integer – no content validation

ACH Account Deposit File Company/Batch Trailer Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"8" – Company/Batch Trailer Record	Validate value = 8
2.	Service Class Code	03 S	002-004	Service Code Values: "200" – mixed debits and credits "220" – Credits Only "225" – Debits Only	Validate field is string – no content validation
3.	Entry Count	06 I	005-010	The number of entry detail and entry detail addenda records within the batch.	Validate count in batch
4.	Entry Hash	10 I	011-020	The eight characters Transit Routing Number in each Entry Detail Record (Field 3) is accumulated into the pertinent 10-character Entry Hash field. Ignore any overflow beyond the 10-character size. (Note: Entry Addenda Records are not hashed. Also, add only the first 8 positions of the Transit Routing Number. Do not include the 9 th position, which is the check digit). Validate.	Validate hash in batch
5.	Total Debit Entry Dollar Amount	12 I	021-032	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled - Validate	Validate debit dollar total to detail in batch
6.	Total Credit Entry Dollar Amount	12 I	033-044	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled- Validate	Validate credit dollar total to detail in batch
7.	Company ID	10 S	044-054	Origin Tax ID Proceeded by a "1"	Validate field is string – no content validation
8.	Reserved	19 S	055-073	Blanks	Validate field is string – no content validation
9.	Reserved	06 S	074-079	Blanks	Validate field is string – no content validation
10.	Originating DFI	08 I	080-087	"xxxxxxx" – State Provided Data	Validate value = xxxxxxxx
11.	Batch Number	07 I	088-094	Assigned in ascending sequence to each batch.	Validate field is string – no content validation

ACH Account Deposit File Trailer Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"9" – File Trailer Record	Contractor will copy from incoming File
2.	Batch Count for File	06 I	002-007	Total number of Company/Batch Header Records in the file.	Contractor will calculate Block Count
3.	Block Count for File	06 I	008-013	Number of physical blocks in the file, including both the File Header and File Control Records. Blocking factor is equal to 10.	Contractor will calculate Block Count
4.	Entry Count for File	08 I	014-021	Count of entry detail records in the file.	Contractor will calculate Entry Count
5.	Entry Hash for File	10 I	022-031	The 8-character Transit Routing Number in each Entry Detail Record (Field 3) is accumulated into the pertinent 10-character Entry Hash field. Ignore any overflow beyond the 10-character size. (Note: Entry Addenda Records are not hashed.)	Contractor will calculate Entry Hash
6.	Total Debit Entry Dollar Amount in File	12 I	032-043	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled	Contractor will calculate Total Debit Entry Dollar Amount
7.	Total Credit Entry Dollar Amount in File	12 I	044-055	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled	Contractor will calculate Total Credit Entry Dollar Amount
8.	Reserved	39 S	056-094	Blanks	

ACH Return File Format Specifications

When an ACH transaction is rejected and a return occurs, the State is responsible for determining why the deposit did not post, correcting the account or deposit information, and sending the corrected ACH deposit.

The ACH return file will offset funds for the sum of the reject ACH deposits when they occur. Deposits may contain an effective date equal to current day or next day for cardholder availability of funds to the cardholder. The Contractor will reject deposits and return an addenda record for each deposit detail record, if the following conditions occur:

Table of Returned Reason Codes	
Returned Reason Code	Associated text message
R01	<u>Insufficient Funds</u> —The available balance is not sufficient to cover the dollar value of the debit entry.
R02	<u>Account Closed</u> —The account has been closed by action of the State or Issuer.
R03	<u>No Account/Unable to Locate Account</u> —The account number does not exist on the Contractors' EPC Administrative System
R16	<u>Account Frozen</u> —The account has a "hold" on the funds, either by

	request of the customer, currently dispute investigation underway, or fraud investigation.
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The Contractor will transmit the ACH return file to their bank in the standard ACH file format. With the posting of funds at the time the ACH file was received (for credits), the Contractors' bank will reduce the general ledger account by the value of the ACH returns. The Contractors' bank will generate a credit to the State Account for the value of funds rejected. If the rejects are a net debit, the Contractors' bank must increase the general ledger account by the value of the ACH returns. The Contractors' bank will generate a debit to the State Account for the value of funds rejected.

If no records in a file reject, the Contractor will send back to their bank an empty return with a file header and a file trailer only. If there are multiple batches in a single file and a record rejects in one of the batches, the Contractor will send a file header/trailer combination and a Company Batch header/trailer combination for the batch in which the rejected record occurred.

Record Descriptions:

The **File Header Record** identifies the immediate origin and destination of the entries contained within the file. It also contains data elements necessary to uniquely identify the file. In addition, this record contains information pertinent to physical file characteristics.

The **Company/Batch Header Record** identifies the Company and the nature of the transactions in that batch. It also contains the Transit Routing/ABA Number of the Originating Depository F.I., the Company descriptive data, and the effective date for reporting settlement purposes.

The **Entry Detail Records** contain the information necessary to post the transactions to the accounts for which they are destined. This information, when coupled with data from the Company/Batch Header Record, is sufficient to fully document the transaction to the holder of the account being credited or charged.

The **Addenda Return Record** is used by the RDFI to relay explanatory information that is required to document the reason for rejecting the accompanying (original) transaction information. This information, when coupled with data in the preceding transaction detail record, is sufficient to fully document the return of the original transaction entry.

The **Company/Batch Trailer Record** provides the control total necessary to prove that the entries in each batch are in balance.

The **File Trailer Record** provides the control totals necessary to prove that the entire file is in balance.

Sequence of Records in the ACH Return Deposit File:

The records must be recorded on the file in the following sequence:

- File Header
- Company/Batch Header \
- Entry Detail Record
- Addenda Record
- Company/Batch Trailer /
- File Trailer

Batches are generated to mirror the ACH deposit file being processed. Any batch that contains a deposit to be rejected will be recreated on the ACH return file with a partnering addenda record.

A trace number is created for each returned transaction. The trace number must be in ascending numerical sequence, but not necessarily contiguous.

ACH Returned Deposit File Header Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"1" – File Header Record	Contractor will copy from incoming File
2.	Priority Code	02 S	002-003	"01"	Contractor will copy from incoming File
3.	Immediate Destination	10 S	004-013	"XXXXXXXXXX" – right justified left space filled	Contractor will copy from incoming File
4.	Immediate Origin	10 S	014-023	Origin Tax ID Proceeded by a "1"	Contractor will copy from incoming File
5.	File Creation Date	06 S	024-029	YYMMDD	Date Contractor created Return File
6.	File Creation Time	04 S	030-033	HHMM	Date Contractor created Return File
7.	File ID Modifier	01 S	034-034	"A"	Contractor will copy from incoming File
8.	Record Size	03 I	035-037	"094"	Contractor will copy from incoming File
9.	Blocking Factor	02 I	038-039	"10"	Contractor will copy from incoming File
10.	Format Code	01 I	040-040	"1"	Contractor will copy from incoming File
11.	Destination	23 S	041-063	"Bank Name" - Destination	Contractor will copy from incoming File
12.	Origin	23 S	064-086	Company Name – Origin	Contractor will copy from incoming File
13.	Reference	08 S	087-094	Spaces	Contractor will copy from incoming File

ACH Returned Deposit Company/Batch Header Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"5" – Company/Batch Header Record	Contractor will copy from incoming File
2.	Service Class Code	03 S	002-004	Service Code Values: "200" – mixed debits and credits "220" – Credits Only "225" – Debits Only	Contractor will copy from incoming File
3.	Company Name	16 S	005-020	Left justify with trailing blanks	Contractor will copy from incoming File
4.	Company Discretionary Data	20 S	021-040	Optional	Contractor will copy from incoming File

Item	Description	Attribute	Position	Comment	Contractor Processing
5.	Company ID	10 S	041-050	Origin Tax ID Proceeded by a "1" – State Data	Contractor will copy from incoming File
6.	Standard Entry Class Code	03 S	051-053	"PPD"	Contractor will copy from incoming File
7.	Company Entry Description	10 S	054-063	State Data - Required	Contractor will copy from incoming File
8.	Company Descriptive Data	06 I	064-069	State Data	Contractor will copy from incoming File
9.	Effective Entry Date or Settlement Date	06 I	070-075	YYMMDD	Contractor will copy from incoming File
10.	Reserved	03 I	076-078	Spaces	Contractor will copy from incoming File
11.	Originator Status Code	01 S	079-079	"1"	Contractor will copy from incoming File
12.	Originating DFI	08 I	080-087	"XXXXXXXX"	Contractor will copy from incoming File
13.	Batch Number	07 I	088-094	0000001 - >9999999	Contractor will copy from incoming File

ACH Account Returned Deposit Entry Detail Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"6" – Entry Detail Record	Contractor will copy from incoming File
2.	Transaction Code	02 S	002-003	Transaction Code: "21" return for an incoming "22", "23", "24" "26" return for an incoming "27" "31" return for an incoming "32", "33", "34" "36" return for an incoming "37"	Contractor will set
3.	Transit Routing Number of Receiving Bank	08 S	004-011	"xxxxxxx"— State Bank IRT Number	Contractor will set this field to the Wells/US Bank data.
4.	Transit Routing Check Digit	01 S	012-012	"x"—State Bank IRT Number Check Digit	Contractor will set this field to the Bank data.
5.	Account Number	17 S	013-029	Established by the Contractor for the EPC Account Setup. Number comprised of: Positions 013-018 – BIN Positions 019-029 – Contractor Generated Account Number	Contractor will copy from incoming File

Item	Description	Attribute	Position	Comment	Contractor Processing
6.	Payment Amount	10 I	030-039	\$\$\$\$\$\$CC Right Justify. Left justified, zero filled. Pre-notification records are non-dollar entries and must contain zeros in the amount field.	Contractor will copy from incoming File
7.	Individual ID Number	15 I	040-054	Program Number Left justify with trailing spaces.	Contractor will copy from incoming File
8.	Individual Name	22 I	055-076	Account Name	Contractor will copy from incoming File
9.	Discretionary Data	02 I	077-078		Contractor will copy from incoming File
10.	Addenda Record Indicator	01 I	079-079	"1"	Contractor will set this field to "1"
11.	Trace Number	15	080-094	Trace Number – (Example: XXXXXXXXXXXXXXXX) Positions 80-87 contain Transit/ABA number. Positions 88-94 contain Company Trace number assigned in ascending sequence by file.	Contractor will assign trace # in ascending sequence by file

ACH Account Returned Deposit Addenda Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 I	001-001	"7" – Entry Detail Record	Contractor will populate with "7"
2.	Addenda Type Code	02 I	002-003	Transaction Code: "99"	Contractor will populate with "99"
3.	Returned Reason Code	03 S	004-006	Return Code	Contractor will populate with "R01", "R02", "R03", or "R16"
4.	Original Entry Trace Number	15 I	007-021	Trace Number - Copy data from Positions 80-94 of the Entry Detail Record	Contractor will copy Trace Number from Positions 80-94 of the Entry Detail Record
5.	Date of Death	6 I	022-027	Not used in e-disbursement processing	Contractor will populate with zeros
6.	Original Receiving DFI ID	10 I	028-035	Copy data from positions 04-11 of the original Entry Detail Record	Contractor will copy data from positions 04-11 of the original Entry Detail Record
7.	Addenda Information	44 C	036-079	Optional-Return Message	Contractor will populate with spaces
8.	Trace Number	15 I	080-094	Trace number – Same trace number as corresponding Detail record.	Same trace number as corresponding Detail record.

ACH Account Returned Deposit File Company/Batch Trailer Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"8" – Company/Batch Trailer Record	Contractor will copy from incoming File
2.	Service Class Code	03 S	002-004	Service Code Values: "200" – mixed debits and credits	Contractor will copy from incoming File
3.	Entry Count	06 I	005-010	The number of entry detail and entry detail addenda records within the batch.	Contractor will calculate Entry Count
4.	Entry Hash	10 I	011-020	The eight characters Transit Routing Number in each Entry Detail Record (Field 3) is accumulated into the pertinent 10-character Entry Hash field. Ignore any overflow beyond the 10-character size. (Note: Entry Addenda Records are not hashed. Also, add only the first 8 positions of the Transit Routing Number. Do not include the 9 th position, which is the check digit.)	Contractor will calculate Entry Hash
5.	Total Debit Entry Dollar Amount	12 I	021-032	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled	Contractor will calculate Total Debit Entry Dollar Amount
6.	Total Credit Entry Dollar Amount	12 I	033-044	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled	Contractor will calculate Total Credit Entry Dollar Amount
7.	Company ID	10 S	044-054	Origin Tax ID Preceded by a "1"	Contractor will copy from incoming File
8.	Reserved	19 S	055-073	Blanks	Contractor will copy from incoming File
9.	Reserved	06 S	074-079	Blanks	Contractor will copy from incoming File
10.	Originating DFI	08 I	080-087	"XXXXXXXX"	Contractor will copy from incoming File
11.	Batch Number	07 I	088-094	Assigned in ascending sequence to each batch.	Contractor will copy from incoming File

ACH Account Returned Deposit File Trailer Record

Record Length 94

Item	Description	Attribute	Position	Comment	Contractor Processing
1.	Record Type Code	01 S	001-001	"9" – File Trailer Record	Contractor will copy from incoming File
2.	Batch Count for File	06 I	002-007	Total number of Company/Batch Header Records in the file.	Contractor will calculate Block Count
3.	Block Count for File	06 I	008-013	Number of physical blocks in the file, including both the File Header and File Control Records. Blocking factor is equal to 10.	Contractor will calculate Block Count
4.	Entry Count for File	08 I	014-021	Count of entry detail records in the file.	Contractor will calculate Entry Count
5.	Entry Hash for File	10 I	022-031	The 8-character Transit Routing Number in each Entry Detail Record (Field 3) is accumulated into the pertinent 10-character Entry Hash field. Ignore any overflow beyond the 10-character size. (Note: Entry Addenda Records are not hashed.)	Contractor will calculate Entry Hash
6.	Total Debit Entry Dollar Amount in File	12 I	032-043	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled	Contractor will calculate Total Debit Entry Dollar Amount
7.	Total Credit Entry Dollar Amount in File	12 I	044-055	\$\$\$\$\$\$\$\$\$CC Right justified, left zero filled	Contractor will calculate Total Credit Entry Dollar Amount
8.	Reserved	39 S	056-094	Blanks	

EPC Batch Processing Summary File

To conduct data integrity view before posting external files, the Contractors' EPC Administrative System performs preprocessing validation and may reject the entire batch file. During this process, the structure and syntax of the file and detail records are validated before business rule are applied or editing against the database. This process validates header and trailer fields, including totals.

Like the Account Maintenance File, the first step in processing a batch file from the Contractors' bank is a file-preprocessing step. During this process, the structure and syntax of the file and detail records are validated prior to any business rule editing against the database. This process validates header and trailer fields, including totals. The preprocessing step will also identify severe syntax errors detected by the parser. Any error discovered during preprocessing will result in the entire file being rejected and preprocessing to be discontinued. When a file rejects during preprocessing no update is made to the database. If there is a preprocessing error identified in the Batch Processing Summary File, the Contractors' bank and the Contractors' Settlement and Reconciliation Unit will know that the file rejected and no records were updated on the database. If the file rejects and the Contractors' EPC Administrative System does not get to a record processing level, the amount fields in the Batch Processing Summary File will be zeros.

To communicate information back to the State and the Contractors' bank for processing, the Contractor generates the following files:

Batch Processing Summary File – The file is generated for each incoming ACH file processed. The file provides a summary of the batches processed; identifies any records not processed and the reason code for the rejection. This file will be placed on the reports server for viewing via the Contractors' EPC Administrative System.

ACH Returned Deposit File – This file identifies all deposits rejected during the Contractors' EPC Administrative System processing of the ACH deposit file. This file will be sent back to the Contractors' bank.

The State is responsible for reviewing, updating, and resubmitting rejected deposit records to the Contractors' EPC Administrative System for processing. The resubmitted deposit records may be sent to the Contractors' EPC Administrative System in the next day file, or sent in a separate error-correction file. The Contractors' EPC Administrative System will process resubmitted deposit records as new data.

The following table describes the interface for the Batch Processing Summary File:

Batch Processing Summary File		
Item	File Data Title	File Data
7.	File Name	Batch Processing Report <u>Test/Production DSN:</u> SSYYYYMMDDHHMMSSmmm.ACHDEP.summary i.e. OT20060614021935777ACHDEP.summary
8.	System Source	the Contractors' EPC Administrative System
9.	System Destination	the Contractors' Reports Server
10.	Data Description	Batch Processing Results Reports
11.	Primary Data Transfer Method	Reports Server
12.	Timing Requirements	Sent after each batch is processed.

The Batch Processing Summary File is stored on the Contractors' Report Server, available for viewing through the EPC Administrative System. The file is generated for each ACH file processed. The file provides a summary of the ACH file processed; identifies any records not processed and the reason code for the rejection. The file is available immediately following the completion of the input file processing.

EPC IO and Syntax Errors for ACH Files

Errors encountered, 9000 grouping, result in rejection of the total file. In order not to have an overabundance of error codes, - 9051 to – 9055 encompass the parsing errors generated. The record and field that caused the error will be reported along with the error code.

Error Code	Description
-9001 File Not Found	Infrequent occurrence if batch processing was interrupted, then resumed, but file was mistakenly deleted by operator manually
-9011 Filename too long	Current upper limit is 255 characters for filename
-9012 File Type invalid	Filename determines type of file (account or deposit); filename does not indicate a valid file type
-9013 Duplicate Filename	Filename is duplicate of a file that has already been processed
-9051 Invalid Input	IO error or any errors that not covered by the below errors
-9052 Too Short	The file is too short
-9053 Min Violated	For fields with a minimum, the value is below minimum
-9054 Max Violated	For fields with a maximum, the value is above maximum

Return of Funds

The Contractor will work with the State to provide an automated process to return funds to the State from new EPC accounts that have not been pinned after 90 days.

Supplement 20

EPC Card Production Replacement Statistics

Electronic Payment Card (EPC)

Statewide Card Production & Replacement Count for February 2010 - December 2010

Month/ Year	Total Card Replacements	New Card Issuances	Total Card Production
Feb-10	1,888	6,868	8,756
Mar-10	2,298	7,870	10,168
Apr-10	2,382	7,239	9,621
May-10	2,557	6,505	9,062
Jun-10	3,011	7,339	10,350
Jul-10	3,058	7,695	10,753
Aug-10	2,859	7,376	10,235
Sep-10	2,642	7,289	9,931
Oct-10	3,314	6,326	9,640
Nov-10	3,641	5,891	9,532
Dec-10	3,467	5,514	8,981
Total:	31,117	75,912	107,029

Source: EPC Monthly Card Issuance and Replacement Report

Supplement 21

EPC Card Decal Artwork

EPC Card & Decal Artwork

Ohio will need a new card design and name. The current EPC card, known as the Ohio EPPICard, is pictured here.



Supplement 22

EPC Customer Service Statistics

EPC Program

Automated Response Unit/Interactive Voice Response (IVR)

EPC Cardholder

Date	Call Type	IVR Calls Offered	IVR Calls Answered	IVR Handled Percentage	IVR Average Speed of Answer	IVR Average Talk Time	CSR Opt Out Calls	CSR Opt Out Percentage	New PINs	RePINs
Nov-09	Cardholder	585,053	585,053	100%	0:00	1:01	27,721	4.74%	16,424	2,742
Dec-09	Cardholder	635,080	635,080	100%	0:00	1:02	31,972	5.03%	13,713	2,979
Jan-10	Cardholder	660,836	660,836	100%	0:00	1:06	27,661	4.19%	14,860	3,112
Feb-10	Cardholder	551,481	551,481	100%	0:00	1:05	21,143	3.83%	9,871	2,728
Mar-10	Cardholder	617,127	617,127	100%	0:00	1:01	25,985	4.21%	10,769	3,060
Apr-10	Cardholder	635,348	635,348	100%	0:00	1:00	27,623	4.35%	9,556	3,077
May-10	Cardholder	721,143	721,143	100%	0:00	1:04	30,454	4.22%	11,533	3,864
Jun-10	Cardholder	920,092	920,092	100%	0:00	0:59	42,699	4.53%	10,212	3,772
Jul-10	Cardholder	797,286	797,286	100%	0:00	1:02	38,179	4.79%	11,452	3,182
Aug-10	Cardholder	781,306	781,309	100%	0:00	0:57	34,764	4.45%	10,870	3,217
Sep-10	Cardholder	687,696	687,696	100%	0:00	0:57	31,308	4.55%	10,454	3,074
Oct-10	Cardholder	680,866	680,866	100%	0:00	0:59	27,562	4.05%	11,135	3,245

Customer Service Representatives

EPC Cardholder

Date	Call Type	CSR Calls Offered	CSR Calls Handled	CSR Handled Percentage	CSR Calls Abandoned	CSR Abandoned Percentage	CSR Average Speed of Abandon	CSR Average Speed of Answer	CSR Average Talk Time
Nov-09	Cardholder	25,601	24,393	95.28%	1,208	4.72%	1:19	0:28	2:26
Dec-09	Cardholder	27,938	27,095	96.98%	843	3.02%	0:29	0:15	2:27
Jan-10	Cardholder	24,697	23,960	97.02%	737	2.98%	0:35	0:13	2:36
Feb-10	Cardholder	18,165	17,471	96.18%	694	3.82%	0:42	0:17	2:42
Mar-10	Cardholder	23,239	22,216	95.60%	1,023	4.40%	1:25	0:24	2:45
Apr-10	Cardholder	25,239	24,098	95.48%	1,141	4.52%	0:40	0:22	2:37
May-10	Cardholder	26,273	24,564	93.50%	1,709	6.50%	0:40	0:24	2:40
Jun-10	Cardholder	34,097	32,083	94.09%	2,014	5.91%	0:39	0:24	2:34
Jul-10	Cardholder	30,408	28,771	94.62%	1,637	5.38%	0:31	0:21	2:26
Aug-10	Cardholder	29,786	28,782	96.63%	1,004	3.37%	0:14	0:10	2:33
Sep-10	Cardholder	27,771	26,779	96.43%	992	3.57%	0:13	0:12	2:30
Oct-10	Cardholder	25,670	24,487	95.39%	1,183	4.61%	0:36	0:15	3:06

EPC Cardholder Spanish

Date	Call Type	CSR Calls Offered	CSR Calls Handled	CSR Handled Percentage	CSR Calls Abandoned	CSR Abandoned Percentage	CSR Average Speed of Abandon	CSR Average Speed of Answer	CSR Average Talk Time
Nov-09	Cardholder Spanish	378	366	96.83%	12	3.17%	1:08	0:20	3:27
Dec-09	Cardholder Spanish	314	300	95.54%	14	4.46%	2:04	0:29	3:43
Jan-10	Cardholder Spanish	398	372	93.47%	26	6.53%	0:30	0:47	3:45
Feb-10	Cardholder Spanish	310	284	91.61%	26	8.39%	1:36	1:15	3:56
Mar-10	Cardholder Spanish	305	271	88.85%	34	11.15%	1:33	0:54	3:33
Apr-10	Cardholder Spanish	260	236	90.77%	24	9.23%	1:58	1:32	3:47
May-10	Cardholder Spanish	226	214	94.69%	12	5.31%	0:15	0:36	4:08
Jun-10	Cardholder Spanish	429	379	88.34%	50	11.66%	0:53	1:05	4:05
Jul-10	Cardholder Spanish	346	302	87.28%	44	12.72%	0:32	1:02	3:42
Aug-10	Cardholder Spanish	390	346	88.72%	44	11.28%	1:05	1:06	4:05
Sep-10	Cardholder Spanish	335	309	92.24%	26	7.76%	0:21	0:25	4:21
Oct-10	Cardholder Spanish	293	277	94.54%	16	5.46%	0:17	0:35	4:00

Supplement 23

EPC Liquidated Damages

Supplement 23

EPC Liquidated Damages / Performance Standards

The Contractor must submit a corrective action plan for each performance deficiency within ten business days from the incident. The damages listed below may be imposed by the State based on the severity of the performance deficiency. The State shall have the right to hold back payments to the Contractor if the Contractor fails to meet the performance standards, to the extent of amounts in dispute from such failures to perform, until the dispute is resolved.

In addition, the State may assess up to \$2,500 per calendar day for any item that does not meet the requirements listed in the Contract and not specifically addressed in the performance standards listed below.

The State may deduct any amounts due from future payments due from the Contractor or may require the Contractor to remit a check for the amount due if at the end of the Contract. The State reserves the right to seek any other remedies the State may have under this Contract.

EPC Transition - In Phase Performance Standards		
Requirement	Performance Deficiency	Damage
<p>Readiness for Start of State Acceptance Testing.</p> <p>Once the start of State Acceptance Testing is established and agreed upon by ODJFS, the Contractor must meet this timeframe.</p>	<p>Failure to begin State Acceptance Testing on the agreed upon date, when such failure is caused by the Contractor.</p>	<p>\$500.00 per each calendar day that is delayed for the State Acceptance Test.</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 meet the database conversion accuracy rate.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement no later than one week after conversion.</p>	<p>\$1,000.00 for each percentage point below 99% accuracy of the data conversion.</p>

<p>EPC Card Conversion</p> <p>The Contractor must issue new EPC cards to 100% of the active EPC cardholders no later than 15 calendar days prior to the conversion date to ensure no disruption to benefit access and services. The EPC cardholders must have had a benefit or an EPC financial transaction, excluding escheatment, within the last six months from the conversion date.</p>	<p>Failure to issue the new EPC cards to 100% of the active EPC cardholders in the specified timeframe.</p>	<p>\$1,000.00 per each calendar day the Contractor fails to meet the performance standard percentage for the EPC card issuance within the specified timeframe.</p>
<p>Production Operations.</p> <p>At start-up, all network, communications, and EPC features must be ready to go live.</p>	<p>Failure to have all network, communications, and EPC features go live within the agreed upon timeframes.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement no later than one week after conversion.</p>	<p>\$1,000 for each failure to have all network, communications, and EPC features go live within the agreed upon timeframes.</p>

EPC Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>EPC System Uptime</p> <p>The EPC system must be available 99.9% of the time measured on a monthly basis. The EPC System consists of all system functions over which the Contractor has control, either directly or through a subcontractor relationship.</p> <p>The EPC System is not considered “down” if the system continues to automatically process benefit authorizations, transactions, or voucher approvals whether electronically or by the IVR.</p> <p>The maximum unscheduled downtime during one episode before back-up systems are in place will be one hour. Unscheduled downtime for the system of more than one hour will be considered system failure for which penalties may be assessed.</p>	<p>Failure of EPC System to be “up” 99.9% of the time measured on a monthly basis.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day that the system fails to meet the uptime performance standard percentage.</p> <p>In addition, if the system is down longer than 60 minutes, an additional \$500.00 may be imposed for each minute over 60 minutes until the problem has been resolved.</p> <p>Damages will not exceed \$50,000.00.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Updates, Patches & Repairs</p> <p>The Contractor must conduct regression testing to ensure all previous updates, patches and repairs are incorporated in the scheduled release and does not impact operations.</p>	<p>If upon release of an update, patch or repair, and subsequent system problem arise due to the new release, the State may assess the following liquidated damages.</p>	<p>\$5,000.00 per incident of a system issue resulting from the release of an update patch or repair.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Daily Benefit Availability</p> <p>The ACH daily and monthly benefit file records must be posted and available in the EPC accounts based on their availability date. If the benefit is available on the date received, the benefit must be posted and available in the EPC account within 30 minutes of receipt. Otherwise, the benefit must be available by 12:01 a.m. on the benefit availability date.</p>	<p>Failure to meet the timeframes for processing and posting benefits to the EPC accounts.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$100.00 for each benefit record that is not posted and made available in the EPC accounts within the agreed upon timeframes, with a maximum penalty of \$5,000.00 per day.</p> <p>Damages for the daily benefit availability requirement will not exceed \$15,000.00 per month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EPC Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>EPC Cardholder & Customer Service Response</p> <p><u>Total Calls</u> 90% of all calls answered within 4 rings measured over a calendar month (4 rings are defined as 25 seconds). The remaining five percent of calls must be answered in 60 seconds.</p> <p><u>IVR</u> 99% of all calls for IVR system must be answered within two seconds and 100% of all IVR menu selections must respond with the correct option within two seconds after menu selection measured over a calendar month.</p> <p><u>CSRs</u> 98% of all calls for CSRs answered within 2 minutes measured over a calendar month.</p> <p>100% of all calls to a CSR must be documented, including the date, time, nature, and resolution of the call; 100% of all calls to a CSR must be recorded and retrievable for investigative and/or monitoring purposes. This requirement applies to both cardholder and retailer customer service help desks.</p>	<p><u>Total Calls</u> Failure to answer 90% of all calls within 4 rings measured over a calendar month or failure to answer the remaining ten percent of calls within 60 seconds.</p> <p><u>IVR</u> Failure to answer 99% of all calls for IVR within 2 seconds or failure of IVR to provide menu selections that respond with the correct option within two seconds after menu selection for 100% of the calls, measured over a calendar month.</p> <p><u>CSRs</u> Failure to answer 98% of all calls for CSRs within 2 minutes measured over a calendar month.</p> <p>Failure to document 100% of all calls and failure for 100% of all calls to be recorded and retrievable for investigative and/or monitoring purposes for cardholder and retailer customer service.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 for each Total Calls, IVR, and CSR measures the Contractor fails to meet over a calendar month period.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EPC Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Card Issuance</p> <p>For 98% of card issuance requests received by the Contractor by 11:59 p.m. EST, cards must be mailed by the following business day measured over a calendar month.</p> <p>For 98% of expedited card issuance requests received by the Contractor by 12:00 p.m. (noon) EST, cards must be mailed via overnight delivery on the same business day measured on a monthly basis.</p>	<p>Failure to mail cards in accordance with the requirement 98% of the time measured on a monthly basis.</p> <p>Failure to mail cards for expedited card requests in accordance with the requirement 98% of the time measured on a monthly basis.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each business day for failure to meet card issuance requests timeframes measured over a calendar month.</p> <p>\$1,000.00 per each business day for failure to meet expedited card issuance requests timeframes measured over a calendar month.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>State Enhancement/Change Order Requests</p> <p>The Contractor must provide a written estimated date of implementation for State Enhancement and Change Order Requests within 15 business days of receiving the request.</p>	<p>Failure to provide a written estimated date of implementation for State Enhancement or Change Requests within the agreed upon timeframe.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day for failure to provide a written estimated date of implementation for State Enhancement and Change requests within the agreed upon timeframe.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EPC Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Incident Reports</p> <p>Incident reports must be provided for every system problem. The incident reports must include the affected States and programs, date of report, date of incident, reference number, start and end times of the incident, problem type, problem impact summary, detailed description of the problem, cardholder impact, number of affected cardholders, immediate resolution, permanent solution, and who resolved the problem.</p> <p>Initial incident reports must be provided within 24 hours from the start of the system problem.</p> <p>If the incident report does not include the permanent solution to the incident, then a follow-up incident report must be provided no later than 24 hours after the permanent solution has been defined.</p>	<p>Failure to provide the initial and follow up incident reports within the specified timeframes.</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day for failure to provide the initial incident report within the agreed upon timeframe.</p> <p>\$1,000.00 per each calendar day for failure to provide the follow up incident report within the agreed upon timeframe.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Reconciliation Process</p> <p>All reports necessary for ODJFS to successfully perform daily reconciliation must be received by ODJFS no later than 8:00 a.m. EST the following business day after the cut-off date.</p>	<p>Failure to provide the reconciliation reports within the agreed upon timeframes</p> <p>The Contractor must provide a report or other verifiable proof of meeting this requirement on the 10th calendar day of each month.</p>	<p>\$1,000.00 per each calendar day for failure to provide the reconciliation reports within the agreed upon timeframes.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</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>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>

EPC Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p>Audit Reports The annual certification of compliance with the Payment Card Industry (PCI) Data Security Standards must be completed. Service providers are required to revalidate their compliance on an annual basis, with the next annual Report on Compliance (ROC) due one year from the last validation date. The Contractor must provide the ROC within 120 days from the validation date each year.</p>	<p>Failure of the Contractor and any of its non-excluded subcontractors to revalidate their annual compliance and provide a timely Report on Compliance (ROC).</p> <p>Failure of the Contractor to meet the PCI Data Security Standards annual certification of compliance.</p>	<p>\$1,000.00 each calendar day for failure to revalidate the annual compliance and provide a timely Report on Compliance (ROC) within the agreed timeframe, up to a maximum of \$25,000.00 per ROC.</p> <p>\$5,000.00 for each failure to meet the PCI Data Security Standards annual certification of compliance.</p> <p>Additionally, the Contractor will remain liable for any additional damages incurred as a result of each failure of the Contractor or any subcontractor(s) to comply with the requirements of this section.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and may impose up to a 10% reduction of the next scheduled payment.</p>
<p>Ad Hoc Reports ODJFS Ad Hoc Report requests must be provided within 7 to 10 business days</p>	<p>Failure to provide the Ad Hoc Report within the agreed upon timeframes</p>	<p>\$500.00 per each business day for failure to provide the Ad Hoc Report within the agreed upon timeframe, up to a maximum of \$10,000.00 per requested Ad Hoc Report.</p>	<p>For each additional performance deficiency occurrence, the state may impose the initial damage amount and a 10% reduction of the next scheduled payment</p>

Supplement 24

Data Sharing Agreement Model

OHIO DEPARTMENT OF JOB AND FAMILY SERVICES DATA SHARING AND CONFIDENTIALITY AGREEMENT

D-1011-00-0000

This Agreement is entered into by and between the Ohio Department of Job and Family Services, State of Ohio, (hereinafter referred to as "ODJFS") and **Vendor Name** (hereinafter referred to as "**VENDORNAME**").

ARTICLE I - PURPOSE AND LEGAL AUTHORITY

This Agreement is entered into by ODJFS and **VENDORNAME** for the sole purpose of providing **VENDORNAME** with ODJFS data that will be used to _____.

The authority to release this data is comes from federal and state laws and regulations, including but not limited to those listed in Article III below.

The ODJFS Agreement Manager is _____.

ARTICLE II – DESCRIPTION OF RECORDS OR DATA TO BE PROVIDED

ODJFS shall provide the following data to **VENDORNAME**:

[INSERT]

ARTICLE III - CONFIDENTIALITY OF INFORMATION

- A. **VENDORNAME** agrees that it shall not use any information, systems, or records made available to it for any purpose other than to fulfill the obligations specified herein. **VENDORNAME** specifically agrees to comply with state and federal confidentiality and information disclosure laws, rules, and regulations applicable to programs under which this Agreement exists, including, but not limited to:
1. For Unemployment Compensation Benefits, Tax and Wage Records:
 - a. United States Code, 42 USC 503(a)(1) and (8), and 1320b-7;
 - b. Code of Federal Regulations, 20 CFR 603.2 and 603.6;
 - c. Ohio Revised Code, ORC 4141.21, 4141.22, 4141.43, and 4141.99; and
 - d. Corresponding Ohio Administrative Code Rules.
 2. For Federal Wagner Peyser Act and Work Force Investment Act (WIA):
 - a. United States Code, 20 USCA 9274;
 - b. Code of Federal Regulations, 29 CFR 37.37 and 34 CFR 99.30(a);
 - c. Ohio Revised Code, ORC 4141.21; and
 - d. Corresponding Ohio Administrative Code rules.
 3. For Temporary Assistance to Needy Families (TANF), Disability Assistance, and other programs administered under Title IV-A of the Social Security Act:
 - a. United States Code, 42 USC 602(a)(1)(A)(iv) and 608(a)(9)(B);
 - b. Code of Federal Regulations, 45 CFR 205.50;
 - c. Ohio Revised Code, ORC 4123.27, 5101.181, 5101.182, 5101.26, 5101.27, 5101.28, and 5101.30; and
 - d. Corresponding Ohio Administrative Code rules.
 4. For the Medicaid Program:
 - a. United States Code 42 USC 1320d through 1320d-8 (HIPAA);
 - b. Code of Federal Regulations, 42 CFR 431.300, 431.302, 431.305, 431.306, 435.945, 45 CFR 164.502 (e) and 164.504 (e);
 - c. Ohio Revised Code, ORC 173.20, 173.22, 2305.24, 2305.251, 3701.243, 3701.028, 4123.27, 5101.26, 5101.27, 5101.271, 5101.272, 5101.572, 5112.21, and 5111.61; and
 - d. Corresponding Ohio Administrative Code rules.

5. For the Supplemental Nutrition Assistance Program (SNAP):
 - a. United States Code, 7 USC 2020(e)(8);
 - b. Code of Federal Regulations, 7 CFR 272.1 and 273.2;
 - c. Ohio Revised Code, ORC 5101.26 and 5101.27; and
 - d. Corresponding Ohio Administrative Code Rules.
 6. For Children Services Programs:
 - a. United States Code, 45 CFR 1340.14 and 205.50;
 - b. Ohio Revised Code, ORC 149.43, 3107.42, and 5101.27, 5101.29, 2151.141, 2151.421; and
 - c. Corresponding Ohio Administrative Code rules.
- B. **VENDORNAME** agrees that any data made available to **VENDORNAME** by ODJFS shall be returned to ODJFS not later than ninety (90) days following termination of this Agreement and shall certify that no copies of source data were retained by **VENDORNAME**.
 - C. **VENDORNAME** shall implement administrative, physical, and technical safeguards that reasonably and appropriately protect the confidentiality, integrity, and availability of the electronic protected health information that it creates, receives, maintains, or transmits on behalf of ODJFS against use or disclosure not provided for by this Agreement.
 - D. **VENDORNAME** agrees that access to the records and data provided by ODJFS and described in ARTICLE II will be restricted to only those authorized employees, officials, subcontractors and other persons who need it to perform duties related to this Agreement. **VENDORNAME** agrees to provide the ODJFS Agreement Manager with a complete listing of any and all persons who shall have access to the above referenced records and/or data.
 - E. **VENDORNAME** agrees that the above records and/or data and any records, reports, databases, and/or other derivative documents created from the information provided under this Agreement shall be stored in an area that is physically safe from access from unauthorized persons during duty and non-duty hours. Information provided under this Agreement shall be protected electronically to prevent unauthorized access by computer, remote access, or any other means. No records will be accessed, tested, maintained, backed up or stored outside of the United States.
 - F. **VENDORNAME** shall assure that all persons who have access to the above referenced information shall be fully apprised as to the confidential nature of the information, the safeguards required to protect the information, and the applicable civil and criminal sanctions and penalties associated with any intentional or non-intentional disclosure.
 - G. **VENDORNAME** shall not disclose any of the above referenced information to any third party without the specific written authorization of the Director of ODJFS.
 - H. **VENDORNAME** shall permit onsite inspection by the State of Ohio (including but not limited to ODJFS, the Auditor of the State of Ohio, the Inspector General of Ohio, or any duly authorized law enforcement officials) and by agencies of the United States government.
 - I. ODJFS will prepare data pursuant to the security and encryption standards found in Ohio IT Standard ITS-SEC-01, Data Encryption and Cryptography; and OIT Bulletin ITB-2007.02, Data encryption and securing sensitive data. **VENDORNAME** shall retain this encryption while the data is in a portable format (e.g. tape, laptop, flash/USB drive).
 - J. The terms of this ARTICLE III shall be included in any subcontracts executed by **VENDORNAME** for any and all work under this Agreement. **VENDORNAME** shall provide a copy of any and all subcontracts related to this Agreement to the ODJFS Agreement Manager.

ARTICLE IV - TIME OF PERFORMANCE

- A. Upon approval by the Director of ODJFS, this Agreement shall be in effect from _____ through June 30, 20___, unless this Agreement is suspended or terminated pursuant to ARTICLE VI prior to

the termination date. This Agreement may be renewed upon satisfactory performance by **VENDORNAME**, continued statutory authority for disclosure of data, and at the sole discretion of ODJFS.

B. The Confidentiality provisions of this Agreement shall survive the termination of this Agreement.

ARTICLE V - COST OF DATA PREPARATION

The parties agree that no reimbursement will be sought under the terms of this Data Sharing Agreement.

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.