

# **AMENDMENT TWO FOR RFP NUMBER 0A1076**

**DATE AMENDMENT ISSUED: November 30, 2011**

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

## **Electronic Benefit Transfer System**

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

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

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

**Software Upgrades.** When evaluating software upgrades, the Contractor must determine the impact on current configurations. The Contractor is expected to keep software current by implementing upgrades when available. All upgrades must be fully and successfully tested, including regression testing, before migration to production.

For the implementation of software upgrades, the Contractor must work with the State to coordinate the release of the upgrades with regularly scheduled maintenance.

**Enhancement.** During this task, the Contractor will be responsible for application enhancements approved by the State. These enhancements may be caused by changes in State or federal regulatory requirements or by requests from the State. All enhancements that are required due to changes in federal regulations or policies must be implemented at no additional cost to the State.

All enhancements must be fully and successfully tested including regression testing before migration to production.

For the implementation of enhancements, the Contractor must work with ODJFS to coordinate the release of the enhancements with regularly scheduled maintenance.

### **Ongoing Mailings. (EBT Only)**

The Contractor mailings with EBT only Retailer/Merchants, Acquirers/TPPs, and the OGA are to inform them about system enhancements, changes, and Frequently Asked Questions (FAQs). The Contractor must create and submit to ODJFS plans for conducting mailings with EBT only Retailer/Merchants and Acquirers/TPPs.

ODJFS must approve all ongoing communications, mailings, and materials that will be distributed to EBT only Retailer/Merchants and Acquirers/TPPs. Mailings must not include any personally identifiable information, such as social security numbers or recipient numbers, on the outside of envelopes.

### **Business Continuation**

ODJFS requires the Contractor to continue transaction processing and disbursement of benefits in the event of adverse situations related to systems and telecommunications failures and in natural disasters. This section of the RFP contains requirements to enable continuation of business with minimal interruption in adverse situations.

#### **Contractor's System**

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

~~The Contractor must provide the following system configuration at the primary site:~~

~~**Mission Critical Servers.** All mission-critical functions for EBT and EPC monitoring must be supported by a protectively redundant configuration. At the primary site, there must reside at least two physically separate systems (e.g., A-B), networked for high availability processing. Failure in one primary site system must not cause failure of the other system(s).~~

~~**Fault Tolerance.** As well as providing a fault tolerant transaction server environment, the Contractor's other central system components, such as administrative servers, the~~

~~storage solution, and network devices (routers, switches, firewalls, etc.) must also exhibit fault tolerance, such that the failure of a single device will not put a site out of service.~~

~~**Failover.** The remaining devices and system(s) will immediately assume the load in case of a failure in one device or system, without loss or corruption of any data and transactions received prior to the time of the failure.~~

~~**Operations Procedures.** Procedures for computer operations staff, especially regarding failure situations, must be straightforward. In addition to operator-prompted failover the EBT and EPC systems must be able to recover from failures without operator intervention ("auto-failover").~~

~~**Secure Connections.** Connections into any EBT or EPC component from a remote terminal must not occur without State approval. Any such capability, such as for remote monitoring or diagnosis of equipment or software, must employ stringent security mechanisms. Connections to other remote systems and terminals must be protected by firewalls and encryption at a minimum. Routers must route traffic only to addresses defined as valid for this application. The acceptability of any such security approach will be subject to State approval.~~

~~**Time Synchronizing.** Multiple systems in the configuration must have a time-synchronizing mechanism to ensure consistent time recording and reporting for events and transactions. Synchronization with an external time standard is required.~~

~~**Disaster Recovery.** In the event of irreparable damages at the primary site, or of an unplanned, extended abandonment of the primary site, the Contractor must provide at no additional cost those servers, facilities, and other components necessary to resume CMS operation under a two-site operational scenario. Such shall be furnished, installed, and operational within 30 days after the disaster. Until a permanent primary site can be re-established, substitute facilities must meet ODJFS-approved environmental and security measures.~~

The Contractor must provide the following Remote backup site configuration:

~~**Remote Backup Servers.** The Contractor must provide two or more remote backup systems (e.g., C-D) that will take over for the primary site systems if necessary. Data transferred to and recorded at the remote site will always contain the most recent transactions, allowing a takeover. The wide area network must have a routing independent of the primary site so that the backup site can be reached without the primary in place. EBT and EPC administrative functions must be available at the remote backup site, as well as being available remotely by communications from the primary site. The Contractor must demonstrate on a scheduled basis that the remote site is fully functional by operating in production from that site upon request of the State.~~

~~**Backup Mirror Configuration.** The remote backup systems must be of the same processing capacity and architecture as the primary site systems.~~

~~**Secure Connections.** These systems have the same specification as the primary site systems.~~

~~**Disaster Recovery.** This section has the same specification the primary site defined above.~~

## **\*\*Contractor's System**

**The Contractor's system and infrastructure must be designed in such a way that processing will not be interrupted for more than one hour as a result of a denial of service event or natural disaster.**

**Secure Connections. The Contractor must comply with all State of Ohio security policies, practices, and laws while adhering to all tier IV data center best practices. The acceptability of any security approach will be subject to State approval.**

**Time Synchronizing.** All systems in the configuration must have a time-synchronizing mechanism to ensure consistent time recording and reporting for events and transactions. Synchronization with the same external time source across all systems is required.

**Disaster Recovery.** In the event of irreparable damages at one site, or of an unplanned, extended abandonment of a site, the Contractor must be able to resume operation with a high availability solution. Availability requirements must be restored and operational within 30 days after the disaster. Until a permanent availability solution is re-established, work arounds must meet ODJFS-approved environmental and security measures.\*\*

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

<p><b>EBT Cardholder &amp; Customer Service Response</b></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. <b>**All calls must be stored on line for a period of 90 days. After the 90 day period, the calls must be archived for one year.</b></p> <p><b>The calls stored during the initial 90 day period must be provided to the State within 5 business days from request. The archived calls must be provided to the State within 10 business days from request.**</b></p> <p>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><b>Equipment for EBT-only Retailer/merchants</b></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><b>Equipment Replacement/Repair for EBT-only Retailer/merchants</b></p> <p>98% of POS terminals must be 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 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>

## Ongoing EPC Performance Standards

The Contractor must comply with the following ongoing performance standards. Failure to meet any of the performance standards specified will result in a five percent deduction from the next scheduled payment for EPC services for each standard the Contractor fails to meet.

<b>EPC Ongoing Performance Standards</b>	
<b>Requirement</b>	<b>Performance Deficiency</b>
<p><b>EPC System Uptime</b></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><b>Updates, Patches &amp; Repairs</b></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><b>Daily Benefit Availability</b></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><b>EPC Cardholder &amp; Customer Service Response</b></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 <del>five</del> <b>**ten**</b> 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</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>

<b>EPC Ongoing Performance Standards</b>	
<b>Requirement</b>	<b>Performance Deficiency</b>
<p>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><b>**All calls must be stored on line for a period of 90 days. After the 90 day period, the calls must be archived for one year.</b></p> <p><b>The calls stored during the initial 90 day period must be provided to the State within 5 business days from request. The archived calls must be provided to the State within 10 business days from request.**</b></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><b>Card Issuance</b></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><b>State Enhancement/Change Order Requests</b></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><b>Incident Reports</b></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</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>

<b>EPC Ongoing Performance Standards</b>	
<b>Requirement</b>	<b>Performance Deficiency</b>
<p>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>	

# **Supplement 2**

## **EBT – EPC Requirements Amendment 2**

- Limit access to only browser versions that support 128-bit encryption, such as Microsoft, Mozilla, and Apple.
- The system should not use cookies or allow storage of logon data elements by the browser, because many recipients use public PCs at libraries and schools. This will also prevent the cookie from pre-filling any values.
- The Contractor must also set properties so that user IDs and passwords cannot be stored by the browser software itself.

### **2.13.2 Retailer/Merchant Customer Service**

The Contractor must provide retailer/merchant Customer Service by a separate toll-free number 24/7/365. ODJFS requires that Customer Service support both English and Spanish, and that TDD services be provided. For all other languages, the Contractor must use a language-line translator service to assist the CSR and retailer. This service is available 24/7/365.

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

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

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

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

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

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

### **2.13.3 Call Center Monitoring:**

The Contractor ~~is responsible for providing~~ **must provide** a toll free number **to ODJFS** for remote Call Center monitoring for each call center 24/7/365. ODJFS will monitor client and retailer customer service representative performance.

#### **2.13.3.1 ~~Call Recording and Storage~~ **\*\*Call Recording and Storage\*\*****

**All calls to a CSR must be recorded and retrievable for investigative and/or monitoring purposes. All calls must be stored on line for a period of 90 days. After the 90 day period, the calls must be archived for one year.**

**The calls stored during the initial 90 day period must be provided to the State within 5 business days from request. The archived calls must be provided to the State within 10 business days from request.\*\***

**2.13.4 Retailer Web Portal**

In addition to PIN and password changes, an e-mail must also be sent to the cardholder whenever the card replacement is changed online so that they are made aware of the change.

#### **Identity Protection**

There must be clearly worded information warning cardholders about identity theft and phishing scams, both at log on and at log off. Recommendations for protecting identity and documents shall also be provided, as well as information on how to report any suspected identity theft or misuse of the EPC card.

#### **Web Portal Security**

The following security standards must be in place for the portal:

- The portal must use only SSL technology and should be upgraded as new secure technology emerges with State approval.
- Limit access to only browser versions that support 128-bit encryption, such as Microsoft, Mozilla, and Apple.
- The system should not use cookies or allow storage of logon data elements by the browser, because many recipients use public PCs at libraries and schools. This will also prevent the cookie from pre-filling any values.
- The Contractor must also set properties so that user IDs and passwords cannot be stored by the browser software itself.

#### **4.9.1.14 \*\* Call Monitoring**

**The Contractor must provide a toll free number to ODJFS for remote Call monitoring for the call center 24/7/365. ODJFS will monitor client and retailer customer service representative performance.**

##### **4.9.1.14.1 Call Recording and Storage**

**All calls to a CSR must be recorded and retrievable for investigative and/or monitoring purposes. All calls must be stored on line for a period of 90 days. After the 90 day period, the calls must be archived for one year.**

**The calls stored during the initial 90 day period must be provided to the State within 5 business days from request. The archived calls must be provided to the State within 10 business days from request.\*\***

# **Supplement 18**

## **EBT Liquidated Damages Amendment 2**

<b>EBT Ongoing Performance Standards</b>			
<b>Requirement</b>	<b>Performance Deficiency</b>	<b>Initial Damage</b>	<b>Additional Occurrences Damage</b>
<p>desks.</p> <p><b>**All calls must be stored on line for a period of 90 days. After the 90 day period, the calls must be archived for one year.</b></p> <p><b>The calls stored during the initial 90 day period must be provided to the State within 5 business days from request. The archived calls must be provided to the State within 10 business days from request.**</b></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><b>**Failure to retrieve the recordings and provide to the State within the required time frames.**</b></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><b>Equipment for EBT-only Retailer/merchants</b></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>

# **Supplement 23**

## **EPC Liquidated Damages Amendment 2**

EPC Ongoing Performance Standards			
Requirement	Performance Deficiency	Initial Damage	Additional Occurrences Damage
<p><b>EPC Cardholder &amp; Customer Service Response</b></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 <del>five</del> <b>**ten**</b> 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. <del>This requirement applies to both cardholder and retailer customer service help desks.</del></p> <p><b>**All calls must be stored on line for a period of 90 days. After the 90 day period, the calls must be archived for one year.</b></p> <p><b>The calls stored during the initial 90 day period must be provided to the State within 5 business days from request. The archived calls must be provided to the State within 10 business days from request.**</b></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><b>**Failure to retrieve the recordings and provide to the State within the required time frames.**</b></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>