



The following documentation is an electronically-submitted vendor response to an advertised solicitation from the *West Virginia Purchasing Bulletin* within the Vendor Self-Service portal at wvOASIS.gov. As part of the State of West Virginia's procurement process, and to maintain the transparency of the bid-opening process, this documentation submitted online is publicly posted by the West Virginia Purchasing Division at WVPurchasing.gov with any other vendor responses to this solicitation submitted to the Purchasing Division in hard copy format.

Header 5

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1163638

SO Doc Code: CRFQ

Procurement Type: Central Master Agreement

SO Dept: 1400

Vendor ID: VS0000040708

SO Doc ID: AGR2300000015

Legal Name: RPS HOLDINGS INC

Published Date: 1/20/23

Alias/DBA:

Close Date: 1/31/23

Total Bid: \$0.00

Close Time: 13:30

Response Date: 01/30/2023

Status: Closed

Response Time: 19:40

Solicitation Description: BANKING SERVICES FOR CLEARING OF FARMERS MARKET

Responded By User ID: RPSolutions

Total of Header Attachments: 5

First Name: Melissa

Total of All Attachments: 5

Last Name: Irvine

Email: melissa.irvine@rpsolutions.c

Phone: 6072577778



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**State of West Virginia
 Solicitation Response**

Proc Folder: 1163638
Solicitation Description: BANKING SERVICES FOR CLEARING OF FARMERS MARKET
Proc Type: Central Master Agreement

Solicitation Closes	Solicitation Response	Version
2023-01-31 13:30	SR 1400 ESR01132300000003137	1

VENDOR
 VS0000040708
 RPS HOLDINGS INC

Solicitation Number: CRFQ 1400 AGR2300000015
Total Bid: 0
Response Date: 2023-01-30
Response Time: 19:40:15
Comments:

FOR INFORMATION CONTACT THE BUYER
 Crystal G Husted
 (304) 558-2402
 crystal.g.husted@wv.gov

Vendor Signature X **FEIN#** **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Banking Services for Clearing of Farmers' Market	0.00000	LS	0.000000	0.00

Comm Code	Manufacturer	Specification	Model #
93141901			

Commodity Line Comments: Please see attached Exhibit A for Pricing. Actual delivery information provided upon contracting.

Extended Description:

Pricing to be included on attached Exhibit A



Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

State of West Virginia
 Centralized Request for Quote
 Service - Prof

Proc Folder: 1163638			Reason for Modification:
Doc Description: BANKING SERVICES FOR CLEARING OF FARMERS MARKET			
Proc Type: Central Master Agreement			
Date Issued	Solicitation Closes	Solicitation No	Version
2023-01-12	2023-01-31 13:30	CRFQ 1400 AGR2300000015	1

BID RECEIVING LOCATION

BID CLERK
 DEPARTMENT OF ADMINISTRATION
 PURCHASING DIVISION
 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR

Vendor Customer Code: VS0000040708
Vendor Name : RP Solutions
Address :
Street : 99 Eastlake Rd.
City : Ithaca
State : New York **Country :** USA **Zip :** 14850
Principal Contact : Cindy McCall
Vendor Contact Phone: (607) 257-7778 **Extension:**

FOR INFORMATION CONTACT THE BUYER

Crystal G Hustead
 (304) 558-2402
 crystal.g.hustead@wv.gov

Vendor Signature X  **FEIN#** 161472085 **DATE** 1/30/23

All offers subject to all terms and conditions contained in this solicitation

ADDITIONAL INFORMATION

THE WEST VIRGINIA PURCHASING DIVISION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF AGRICULTURE, BUSINESS DEVELOPMENT DIVISION , IS SOLICITING BIDS TO ESTABLISH AN OPEN-END CONTRACT TO HOST AND SUPPORT AN INTERNET BASED, BANK-FREE SOLUTION (SUCH AS AN INTERNET PORTAL) FOR REDEEMING OF SENIOR FARMERS' MARKET NUTRITION PROGRAM FOOD INSTRUMENTS PER THE ATTACHED DOCUMENTATION.

QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING BIDS

INVOICE TO		SHIP TO	
AGRICULTURE DEPARTMENT OF ADMINISTRATIVE SERVICES		AGRICULTURE DEPARTMENT OF MARKETING & DEVELOPMENT	
1900 KANAWHA BLVD E		217 GUS R DOUGLAS LN, BLDG 2 RM 200	
CHARLESTON	WV	CHARLESTON	WV
US		US	

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Banking Services for Clearing of Farmers' Market	0.00000	LS		

Comm Code	Manufacturer	Specification	Model #
93141901			

Extended Description:

Pricing to be included on attached Exhibit A

SCHEDULE OF EVENTS

<u>Line</u>	<u>Event</u>	<u>Event Date</u>
1	VENDOR QUESTION DEADLINE	2023-01-20

	Document Phase	Document Description	Page
AGR2300000015	Final	BANKING SERVICES FOR CLEARING OF FARMERS MARKET	3

ADDITIONAL TERMS AND CONDITIONS

See attached document(s) for additional Terms and Conditions

Exhibit A_REVISED

PRICING PAGE

All prices proposed are inclusive of all vendor supplied forms, postage, supplies, equipment, etc., as required to meet the specification. Prices will be firm for the life of the Contract. Quantities listed are estimated, for bid evaluation purposes only.

	Description of Service	Unit of Measure	Unit Cost	Estimated Yearly Quantity	Extended Total
1	YEAR 1 PRICING-Initial Implementation of the Internet based, bank free solution for SFMNP	Implementation	\$3,000.00 \$10/Farmer * 400 Farmers	1	\$3,000.00 \$4,000.00
2	YEAR 1 PRICING-SFMNP Monthly Operation and/or Program Fee	Monthly	\$595.00	7	\$4,165.00/yr
3	YEAR 1-Coupon Redemption and banking fees	Per Food Instruments	\$0.025 \$0.035 *400 Farmers/Week/ACH Fee	89,000	\$22,250.00/yr \$4,200.00/yr
4	Cost for preparing and providing the 1099-K forms for the Farmers (if not already included in above cost)	Annual	\$15.00/ \$3,000.00	400	\$6,000.00/yr
5	YEAR 2 PRICING-Seasonal set-up	Annual one-time fees	\$11/Farmer * 50 Farmers	1	\$550.00 \$3,000.00
6	YEAR 2 PRICING-SFMNP Monthly Operation and/or Program Fee	Monthly	\$625.00	7	\$4,375.00/yr
7	YEAR 2-Coupon Redemption and banking fees	Per Food Instruments	\$0.02625 \$0.03675 *400 Farmers/Week/ACH Fee	89,000	\$23,362.50/yr \$4,410.00/yr
8	Cost for preparing and providing the 1099-K forms for the Farmers (if not already included in above cost)	Annual	\$15.75/ Farmer	400	\$6,300.00/yr
9	YEAR 3 PRICING-Seasonal set-up	Annual one-time fees	\$3,000.00 \$12/Farmer * 50 Farmers	1	\$3,000.00 \$600.00
10	YEAR 3 PRICING-SFMNP Monthly Operation and/or Program Fee	Monthly	\$655.00	7	\$4,591.91/yr
11	YEAR 3-Coupon Redemption and banking fees	Per Food Instruments	\$0.02756 \$0.03859 *400 Farmers/Week/ACH Fee	89,000	\$24,530.63/yr \$4,630.50/yr
12	Cost for preparing and providing the 1099-K forms for the Farmers (if not already included in above cost)	Annual	\$16.54/Farmer	400	\$6,616.00/yr
	Grand Total				\$129,581.53

Vendor Name: FDGc i hcbg Signature: 

The number of program months has been updated to 7 to reflect RP Solutions S/FMNP Program.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: AGR2300000015

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

- | | |
|--|--|
| <input checked="" type="checkbox"/> Addendum No. 1 | <input type="checkbox"/> Addendum No. 6 |
| <input type="checkbox"/> Addendum No. 2 | <input type="checkbox"/> Addendum No. 7 |
| <input type="checkbox"/> Addendum No. 3 | <input type="checkbox"/> Addendum No. 8 |
| <input type="checkbox"/> Addendum No. 4 | <input type="checkbox"/> Addendum No. 9 |
| <input type="checkbox"/> Addendum No. 5 | <input type="checkbox"/> Addendum No. 10 |

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

RP Solutions

Company

Cindy McCall

Authorized Signature

1/30/23

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.
Revised 6/8/2012

DESIGNATED CONTACT: Vendor appoints the individual identified in this Section as the Contract Administrator and the initial point of contact for matters relating to this Contract.

(Printed Name and Title) Cindy McCall, Vice President, Sales & Marketing

(Address) 99 Eastlake Rd. Ithaca, NY 14850

(Phone Number) / (Fax Number) (607) 257-7778

(Email address) cindy.mccall@rpsolutions.com

CERTIFICATION AND SIGNATURE: By signing below, or submitting documentation through wvOASIS, I certify that: I have reviewed this Solicitation/Contract in its entirety; that I understand the requirements, terms and conditions, and other information contained herein; that this bid, offer or proposal constitutes an offer to the State that cannot be unilaterally withdrawn; that the product or service proposed meets the mandatory requirements contained in the Solicitation/Contract for that product or service, unless otherwise stated herein; that the Vendor accepts the terms and conditions contained in the Solicitation, unless otherwise stated herein; that I am submitting this bid, offer or proposal for review and consideration; that this bid or offer was made without prior understanding, agreement, or connection with any entity submitting a bid or offer for the same material, supplies, equipment or services; that this bid or offer is in all respects fair and without collusion or fraud; that this Contract is accepted or entered into without any prior understanding, agreement, or connection to any other entity that could be considered a violation of law; that I am authorized by the Vendor to execute and submit this bid, offer, or proposal, or any documents related thereto on Vendor's behalf; that I am authorized to bind the vendor in a contractual relationship; and that to the best of my knowledge, the vendor has properly registered with any State agency that may require registration.

By signing below, I further certify that I understand this Contract is subject to the provisions of West Virginia Code § 5A-3-62, which automatically voids certain contract clauses that violate State law; and that pursuant to W. Va. Code 5A-3-63, the entity entering into this contract is prohibited from engaging in a boycott against Israel.

RP Solutions

(Company)

Cindy McCall

(Signature of Authorized Representative)
Cindy McCall, Vice President, Sales and Marketing 1/30/23

(Printed Name and Title of Authorized Representative) (Date)
(607) 257-7778 / 6072577779

(Phone Number) (Fax Number)
cindy.mccall@rpsolutions.com

(Email Address)

Prepared by RP Solutions, Inc.

Proposal for:
The State of West Virginia: West
Virginia Department of Agriculture,
Business Development Division
**Banking Services for Clearing of
Farmers Market. Banking and
Auditing Services**

Official Response to General Requirements: CRFQ AGR2300000015

Any questions related to this response should be sent to Cindy McCall:
cindy.mccall@rpsolutions.com • (607) 257-7778

Contents

Introduction..... 1

General Requirements..... 1

Introduction

RP Solutions is pleased to respond to The West Virginia Department of Agriculture's request for banking and auditing services for the Senior Farmers Market Nutrition Program. RP Solutions formally proposes our Transaction Processing Services (TPS) Platform Senior FMNP Check Processing Solution. Through our hybrid S/FMNP solution, RP Solutions will provide West Virginia with an Internet-based, bank-free solution for redeeming Senior Farmers' Market Nutrition Program Food Instruments/Benefits.

RP Solutions is confident that our TPS Platform will prove to be the ideal solution for your needs and provide you with an exceptional overall experience. TPS is cloud-based and hosted on Amazon Web Services (AWS).

RP Solutions has a long history of administering check processing platforms for government run food check programs. In 2015, RP Solutions built a custom check clearing platform, known as WICdeposit, for the WIC program in Puerto Rico.

Additionally, RP Solutions also successfully supported West Virginia's S/FMNP program throughout the 2022 season and are confident that we will provide a seamless transition from our traditional paper check processing to our hybrid processing solution.

RP Solutions is also currently contracted to support several additional states with our hybrid processing solution for 2023. With our hybrid solution, we provide a gradual path to electronic processing. Our hybrid solution supports Farmers who wish to process electronically as well as Farmers without access to smartphones or internet connectivity who prefer a paper option. Our goal is to preserve 100% Farmer participation, by ensuring all Farmers are fully supported during the transition to electronic processing, and there is no direct cost to the Farmers for any of the RP Solutions services. Finally, RP Solutions' hybrid solution provides a simple transition to a fully electronic solution once West Virginia is ready for this step.

General Requirements

3.1 Contract Items and Mandatory Requirements: Vendor shall provide Agency with the Contract Items listed below on an open-end and continuing basis. Contract Items must meet or exceed the mandatory requirements as shown below.

RP Solutions is confident that our hybrid TPS solution will meet and exceed the mandatory requirements outlined throughout this section as described below.

3.1.1 Internet Based, Bank-Free FI Solution

3.1.1.1 Vendor must host and support an Internet based, bank-free solution for redeeming SFMNP benefits. This solution must allow for scanning of the QR code with a smart device or the manual entry of the voucher serial number at the time of the purchase, or later depending on Internet connectivity. Vendor must provide services for Data File Transmittal. The Vendor must provide a secure online portal FTP (File Transfer Protocol) site to access and transfer data and electronic reports to the Agency. All FIs will be settled weekly via a wire transfer.

RP Solutions' hybrid TPS solution will provide an internet-based, bank-free solution for redeeming S/FMNP benefits. Our solution features QR encoded food instruments for participants as well as a

simple, streamlined mobile app that is easy for Farmers to learn and use, reducing the need for extensive state support when transitioning to this new redemption solution. TPS also features multiple redemption options to support all current participating famers.

Participating Farmers will download the TPS Mobile Application on their phone. Each Farmer utilizing this option would register the TPS Mobile App with their unique identifier, which would then be associated with each deposit. Once the mobile app is registered and downloaded, the Farmers will be able to perform a remote deposit capture with their cell phones.

The images of the scanned items are uploaded directly to the TPS Servers for processing and disbursement to the Farmers via ACH, significantly reducing bank fees. TPS uses image recognition technology to verify that the coupons are properly processed and to extract data from the coupons to allow for proper balancing and clearing.

The TPS Mobile Application will provide the following:

- Confirmation that an item scanned and uploaded successfully
- Count of items uploaded for that day / total money processed that day
- History of items uploaded (count/\$\$)
- Duplicate detection to prevent accidental double scanning/deposit of an item

If internet connectivity at the market is an issue, Farmers can choose to scan coupons post market from the comfort of their home with their mobile application or with a desktop scanner (an option for high volume Farmers). The optional desktop scanner may be used to connect to the TPS platform to perform rapid scanning of large batch coupons directly to the TPS Servers for processing and disbursement to the Farmers via ACH. Whether using the mobile app or the desktop scanner, the TPS platform will provide all the same features and benefits, resulting in simple and streamlined tracking of coupons and the amount of money to deposit to each vendor.

Farmers who do not have smartphones or have internet connectivity issues are able to mail the coupons into the RP Solutions Processing Center. The RP Solutions staff will scan the coupons and upload them directly to our TPS Servers for processing and disbursement via ACH or check.

Regardless of which option is selected, TPS provides a closed eco-system by calculating how much money is due to each Farmer, then disperses funds directly to the Farmers via ACH or check.

RP Solutions will host a secure File Transfer Protocol (FTP) site in order to receive and send files from the programs' system contractor including:

- Authorized vendor file (daily during June through December)
- RP Solutions will provide a daily redemption file, which includes both redeemed and rejected checks
- RP Solutions will provide a month-end reconciliation file within 10 days of the processing month

Finally, RP Solutions agrees that all Food Instruments will be settled weekly via ACH.

3.1.1.2 Vendor must provide services for the Use of Tested State-of-the Art Techniques, meaning that all technology used to provide services must be tested technology.

RP Solutions launched our cloud-based TPS platform in 2016 and continually makes enhancements and updates to our system based upon market and program need.

TPS has both a TPS Production Environment, which hosts our live product and a TPS “Training Environment”, used to test customer deployments and new releases. RP Solutions always stages a new customer in our Training Environment to test the configurations prior to promoting their instance to the Production Environment. Whenever possible, we use test data from your operation. We confirm with you that initial system test results are as expected and desired. This phase will confirm that all items are being processed correctly and ensure the integrated Platform is ready for training and rollout. Once testing is complete and the configuration has been approved by your team, then the configuration is promoted from Training to the TPS Production Environment. The TPS Training Environment will remain available to your team for any further testing or training needs. Similarly, each new TPS release is tested extensively in our Training Environment prior to the release being pushed to the Production Environment.

3.1.1.3 Vendor must set up and maintain a Help Desk for farmers and participants for the Internet based, bank-free solution

RP Solutions will provide access to a dedicated Customer Care Line 24/7/365 for the West Virginia team. Response times during standard business hours are usually immediate, being handled on the initial call. We guarantee a technical response within a two-hour timeframe, although our typical technical response time for off-hours is under 30 minutes. RP Solutions’ entire team is 100% United States based; we do not out-source our customer support or development. RP Solutions’ goal is to ensure our direct customers receive the best experience possible with each interaction with our team.

Additionally, RP Solutions will work directly with Farmers for their initial onboarding and bank account set-up included at no extra cost. We will also provide West Virginia with both print and video training materials to give to the Farmers for reference and to support them throughout the season.

Ongoing technical Farmer support is not included in the attached pricing as we anticipate the Farmers may be calling for support for an array of other S/FMNP program needs (not associated with TPS application) that are handled on the state level, as has been done in the past for their overall S/FMNP program needs. Should ongoing Technical Support for the Farmers be a requirement, we can review your program specifics including number of Farmers, and provide the cost associated with this.

3.1.1.4 Vendor must provide and deliver a file of unique voucher numbers and QR codes prior to May of each year.

RP Solutions will generate a data file that will contain unique voucher numbers and corresponding QR code data and provide it to West Virginia prior to May of each year.

3.1.1.5 Vendor must provide the Agency virtual training, as well as a set of written instructions to navigate the solution.

RP Solutions will provide West Virginia with full virtual trainings on both the TPS web portal that the state uses for program administration and the TPS mobile app that the Farmers will use. In addition,

both written and video training materials will be provided for state use and for Farmers, to help navigate the solution.

3.1.2 Banking Services - Redeeming SFMNP Food Instruments

3.1.2.1 The Vendor shall host and support an Internet based, bank-free solution for processing SFMNP Food Instruments/Benefits transactions, including weekly settlement via a wire transfer from a dedicated funding account, and meet the following requirements, at a minimum. This solution must provide the capability to allow for scanning of the QR code with a smart device or the manual entry of the voucher serial number at the time of the purchase, or later depending on Internet connectivity.

Please see requirements 3.1.1.1 for a full description of how RP Solutions meets this requirement.

3.1.2.2 The vendor will execute an Agreement with the farmer for use of the Internet based, bank-free solution, to include the authorization to accept wire transfers weekly. Banking information will be collected and imported by the vendor to support wire transfers to the farmers.

Participating Farmers will download the TPS Mobile Application on their phone. In order to complete app registration, Farmers must enter their banking information in order to authorize RP Solutions to send payment to the Farmers via ACH. Utilizing the TPS mobile app to enter bank account information is very simple and many Farmers will be able to complete this step themselves. RP Solutions will also have a help desk option for Farmers to call in and a Customer Support Representative will assist them through the online process. Farmers who are uncomfortable entering this information through the app, can call the help desk and a Customer Support Representative will instruct the Farmer on mailing in a voided check and submitting authorization. In this instance, the RP Solutions team will import the Farmer's banking information and these Farmers will then be able to start using the app.

3.1.2.3 The Vendor shall accept electronic wire transfer services for transferring funds to the funding account. West Virginia State Treasurer's Office will wire required funding to the bank presentment account as needed.

RP Solutions will accept electronic wire transfers from the West Virginia State Treasurer's Office to transfer funds to the funding account.

3.1.2.4 The Vendor shall notify via an Internet based, bank-free solution the purchase and rejection info to the farmer weekly.

Farmers will be able to access in real time through the TPS Mobile Application the following:

- Confirmation that an item scanned and uploaded successfully
- Count of items uploaded for that day / total money processed that day
- History of items uploaded (count/\$\$)
- Duplicate detection to prevent accidental double scanning/deposit of an item

Farmers will also be able to access purchase and rejection info for the past week through the history tab.

3.1.2.5 All Senior Farmers Market Nutrition Program (SFMNP) Food Instruments (FI) will be preprinted (not client specific) with a redemption value by the Agency. Monthly service charges for the redemption of the SFMNP must be identified on a monthly invoice. Agency account shall not be debited for any fees. All fees incurred in a month will be clearly itemized on a monthly invoice.

Monthly service charges will be identified on a monthly invoice and will not be debited from the Agency account.

3.1.2.6 The vendor shall prepare and submit to each farmer the year-end 1099-K as required by federal law.

As part of this proposal, RP Solutions will prepare and submit a 1099-K to each Farmer as required by federal law.

3.1.2.7 The Agency requires the zero-balance bank account be maintained for the daily FI clearing activity.

RP Solutions agrees to provide anticipated clearing amounts in a timely manner to ensure the zero-balance bank account be maintained for daily FI clearing activity.

3.1.2.8 The Internet based, bank-free solution will only permit the clearing of FIs within the series of voucher numbers and QR codes for each annual batch as ordered under 3.1.1.4 above.

Yes, any Food Instruments that are not within the designated series of voucher numbers and QR codes will be rejected.

3.1.2.9 The Agency must have a daily report showing pending redemptions through the funding account. Should funding account have insufficient funds to clear pending redemptions, Agency will process wire transfer payment to fund the account.

RP Solutions will provide a daily report showing pending redemptions through the funding account.

RP Solutions would like to thank you again for the opportunity to introduce our hybrid TPS S/FMNP processing solution to the West Virginia team. We are committed to our clients' success and to providing an exceptional customer experience.

Please let us know if additional information is needed regarding our solution. Our goal is to support the West Virginia team in implementing the best check processing solution to fit your S/FMNP Program needs today and for years to come.