

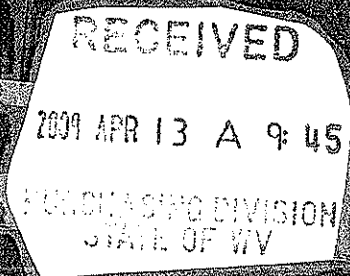
**Proposal Response to
RFP HHR90049**
*issued by the
Acquisition and Contract
Administration Section
of the Purchasing Division,
on behalf of the
Department of Health and
Human Resources
for Electronic Benefits Transfer
(EBT) System services
for the Food Stamps and other
benefit programs
due April 14, 2009*



WEST VIRGINIA



FIDELITY NATIONAL
INFORMATION SERVICES



Vol. **2** **Cost
Proposal**

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4

Cost Proposal

RFP Section 4

The Vendor is strongly encouraged to complete the Pricing Response Forms found in Part 4.5, Cost Proposal Format. The following information is intended to provide Vendors with a format for submitting price quotations that will facilitate the evaluation of responses. Price quotations are strongly encouraged to be submitted using the provided pricing sheets. Vendors are advised to provide their best price response, as there will be no "best and final offer" opportunities. The only exception to this pricing provision would be in the event of a tie or if a revised proposal is requested.

Unless noted otherwise, prices quoted shall apply for the duration of the term of the contract as executed in response to this RFP.

Vendors are encouraged to identify cost savings options for EBT services in West Virginia. As part of the pricing response, Vendors should identify cost reduction factors, rationale for pricing, and optional services that would serve to produce cost savings to the State of West Virginia.

If applicable, sign and submit the Resident Vendor Preference Certificate with the proposal.

INTRODUCTION

The Fidelity National Information Services, Inc. (FIS) Government Solutions division is pleased to submit this cost proposal to the West Virginia Department of Health and Human Resources (DHHR) for the delivery of quality EBT services to the State. We have carefully reviewed your requirements and are confident that this pricing response accurately reflects the cost of providing quality, cost effective EBT services to DHHR and your food stamp and cash clients. FIS values your business and hopes to be selected as your new EBT contractor.

All price quotations are submitted using the pricing sheets provided in the RFP. FIS acknowledges that unless otherwise noted, all prices quoted will apply for the duration of the term of the contract as executed in response to this RFP. We understand that there will be no "best and final offer" opportunities unless there would be a tie or if the State requests a revised proposal.

As demonstrated in our Vol. 1, *Technical Proposal*, there are numerous advantages to selecting FIS as your new EBT contractor. FIS has the necessary qualifications, skills, resources, and technology to provide EBT services that meet all your program needs and requirements. Additionally, our excellent track record will ensure an on-time, successful EBT system conversion.

FIS GOVERNMENT SOLUTIONS HIGH POINTS

Advantages to the State of Selecting FIS as Your New EBT Vendor

- No startup or conversion costs for Design, Development, Transition or card conversion.
- Provision of the latest point-of-sale (POS) equipment for EBT-only retailers.
- These technical services will be provided to DHHR AT NO ADDITIONAL COST:
 - *ebtEDGE* Data Warehouse application, which allows the State to perform Ad Hoc reporting.
 - Five (5) years of online/Data Warehouse transaction history.
 - Use of existing system interface file formats.
 - FIS' exclusive *webADMIN* standard Internet-based staff training tutorial and online help.
 - Cardholder and Merchant Web portals.
 - Real-time monitoring of the calls to the client and retailer Help Desks.
 - Mass card conversion

To further enhance our cost offering and to offset any costs that might be incurred by the State as a result of a conversion from your current contractor...

FIS will credit \$250,000.00 to the State in the first billing month following the successful conversion of the West Virginia EBT Programs to FIS.

SUMMARY

We believe that our Cost Proposal further demonstrates FIS' ability to provide a cost effective EBT system for delivering benefits to your clients. We are confident that our solutions and pricing offer DHHR the greatest value at a competitive price.

Contracting Information: If Fidelity National Information Services, Inc. is selected as your new EBT contractor, the West Virginia EBT contract will be executed between DHHR and eFunds Corporation, a wholly owned subsidiary of Fidelity National Information Services, Inc.

4.1 Section 4, Cost

4.1.1 Pricing Response Schedules

Vendors are strongly encouraged to use the Pricing Response Schedules as found in Part 4.5 to submit the proposed project prices.

FIS has used the Pricing Response Schedules as found in RFP Part 4.5 to submit our proposed project prices.

4.1.2 Response Requirements

Responses shall include prices for services in the following categories of EBT-related functions and activities as specified in the RFP:

- System Development and Conversion Costs – Schedule 1C
- Cost Per Case Month (CPCM) pricing for food stamp only, cash only and combined food stamp and cash cases.
- Incremental cost increases/decreases for alternative service options.
- Per unit pricing for 1-800 payphone charges for client help line calls.
- System enhancement costs.
- Client fee for cash-only withdrawals (after two free transactions) in a one-month period.

Vendors shall include information that identifies the specific location of all technical and support services (i.e., EBT help line, Retailer Help Desk, State Support Help Desk, etc.) Price quotations for the core EBT services shall be expressed in terms of Cost Per Case Month (CPCM). CPCM represents the fixed cost to deliver the mandatory category of services to a single case for one month. Price quotations provided on the mandatory component shall include all costs associated with operation of the EBT system for the core services. Pricing will be volume based ("tiered") dependent upon the total actual number of active cases on the EBT system.

FIS' response includes prices for services in these categories of EBT-related functions and services as specified in the RFP:

- System Development and Conversion Costs – Schedule 1C
- Cost Per Case Month (CPCM) pricing for food stamp only, cash only and combined food stamp and cash cases.
- Incremental cost increases/decreases for alternative service options.
- Per unit pricing for 1-800 payphone charges for Client Help line calls
- System enhancement costs.
- Client fee for cash-only withdrawals (after two free transactions) in a one-month period.

FIS' primary EBT technical staff and State Support Services are located in Milwaukee, Wisconsin. Our EBT operations staff and the Retailer and Client Help Desks are located in New Berlin, Wisconsin (a suburb of Milwaukee). FIS has secondary EBT technical staff located in India.

We understand that the CPCM represents the fixed cost to deliver the mandatory category of services to a single case in one month. Our price quotation provided on the mandatory component includes all costs associated with the operation of the EBT system for the core services. Pricing will be volume based (tiered) dependent upon the total actual number of active cases on the EBT system.

4.1.3 Pricing Assumptions

Vendors should use the following assumptions in development of their pricing tables: The System Development and Conversion costs shall be fixed based upon the requirements within the RFP. The CPCM pricing provided by the vendors shall be fixed for the life of the contract. Vendors should use the tiers within the CPCM pricing schedule to cover the fluctuations of the case volumes. The State will pay the actual cost of the Vendor's phone service carrier for client calls to the EBT help line from payphones. The fees for payphone calls are to be identified within Schedule 3B of the Pricing Response.

FIS has used these assumptions in developing our pricing tables:

- The System Development and Conversion costs are fixed based upon the requirements within the RFP
- The CPCM pricing provided by FIS will be fixed for the life of the contract.
- FIS will use the tiers within the CPCM pricing schedule to cover the fluctuations of the case volumes
- The State will pay the actual cost of FIS' phone service carrier for client calls to the EBT Helpline from payphones. The fees for payphone calls are identified within Schedule 3B, *Customer Service Payphone Charges*.

4.1.4 Definition of Active Case

The Core Service CPCM represents the total cost to deliver the specified category of service to a case for one month at the specified caseload volume. A "case" is defined as the single beneficiary unit receiving benefits from one or more programs through a single cardholder account. For example, a beneficiary unit receiving both Food Stamps and TANF through a single card would represent a single, combined case. The Vendor shall apply the quoted CPCM to all active cases.

Our Core Service CPCM represents the total cost to deliver the specified category of service to a case for one month at the specified caseload volume. FIS acknowledges that a "case" is defined as the single beneficiary unit receiving benefits from one or more programs through a single cardholder account.

In preparing our CPCM we used this definition of an active case for billing purposes:

Active cases are those cases that have had a benefit authorization credited and made available during the billing month.

FIS will not bill the State for cases that do not have benefit authorization activity (credits) posted and made available during the billing month.



4.1.5 Schedule Pricing for Core EBT Services

Prices for Core EBT Services shall be presented on Schedule 1A. Core EBT Service price quotations shall include all costs associated with the operation of the West Virginia EBT system for the term of the contract. Program-specific caseload data are presented in Appendix A. While this data may be used to project caseload and transaction volume, caseloads are not guaranteed. Due to program changes and other factors affecting programs, as well as the potential to add programs to the EBT system, EBT caseload volumes are subject to change. To accommodate potential changes in the EBT caseload volume, pricing for Core EBT Services shall be volume-based. It is the State of West Virginia's expectation that as caseload volumes increase, pricing for EBT services will decrease.

Schedule 1A, Core Service Costs shall be Quoted as a Cost Per Case Per Month (CPCM).

The quoted Core Service CPCM includes the monthly maintenance cost, which represents the fully loaded fixed cost per month to maintain a case account, including costs for all food stamp POS functions (balance inquiries, denials, etc.), transaction authorizations, EBT card issuance (excluding 100% card replacement), settlements and customer service. State the number of calls by categories that are included in the CPCM. Pricing shown on Schedule 1A, shall include the costs of transaction fees with the switch and processing fees associated with unlimited POS food stamp transactions. Therefore, the cost for unlimited food stamp transactions at POS devices must be included in the Core Services CPCM for EBT. Recipients will bear the surcharges for commercial ATM cash withdrawals and transaction fees in excess of two withdrawals. Costs for the two cash only transaction fees to be paid by the State should not be included in the CPCM, but will be billed separately for only the actual transactions completed. The pricing for these costs are shown on Schedule 1B. Also included within the CPCM shall be the deployment, maintenance and retailer services associated with state deployed EBT only POS equipment up to 1,500 machines. Another component of the core pricing is cardholder customer service available 24 hours a day, seven days a week. The core pricing shall include customer service via a domestic center with a limitation of balance inquiry calls per day. Allow for a minimum of 2.5 IVR calls and .2 live CSR calls per billable case per month. Clearly identify the cost per call for IVR and CSR calls not included within the CPCM.

The FIS price quotation for costs associated with the operations of the core EBT system for a single federal food stamp account, a single cash account, and a combined food stamp and cash account for one month is presented as a CPCM on Schedule 1A, *Tiered Pricing for Core EBT Services*. The CPCM apply to all active accounts that are the total unduplicated case count on the FIS EBT system for the billing month. The price quotations include all costs associated with the operation of the EBT system for the core services, including the cost of:

- Unlimited POS food stamp transactions
- Deployment, maintenance and retailer services associated with state deployed EBT-only POS equipment up to 1,500 machines
- Cardholder customer service available 24/7 at a domestic call center with call caps set for SIVR at 2.5 calls per month and CSR for .2 calls per month per case

Recipients will bear the surcharges for commercial ATM withdrawals and transaction fees in excess of two withdrawals. Costs for the two cash-only transaction fees that will be paid by the State are not included in the CPCM. The pricing for these costs are shown on Schedule 1B, *Pricing Response for Cash Only Transactions*.



4.1.6 Schedule 1B, Pricing for Cash Only Transactions

For budgetary or other reasons, the State of West Virginia may limit the number of transactions provided at no cost to recipients. Therefore, on Schedule 1B, Vendors shall indicate the cost of the transactions by type as stated on the form. Do not include any costs which are a component of the Schedule 1A.

FIS understands that for budgetary or other reasons, the State of West Virginia may limit the number of transactions provided at no cost to recipients. Schedule 1B contains our price for the transactions by type as stated on the form. The price does not contain any costs which are a component of Schedule 1A, *Pricing for Core EBT Services*.

4.1.7 Schedule 1C, Development and Conversion Costs

The State is requiring that initial planning, programming, implementation and other professional services costs associated with the development and transition to a new Vendor or new processes with the same Vendor be reflected within this chart. The State is electing to have new EBT cards issued to 100% of the cases. The cost for the production and mailing for these is to be included within the category specified. Payment for these costs will be on a fixed price basis and are contingent upon documentation of the successful completion of the deliverable tied to the payment unit. The Vendor shall provide costs within the defined categories as follows:

- EBT System Design and Development – Vendors shall provide cost directly related to the design, development, and testing of the EBT system being provided to the State. The cost of the interfaces to the State's eligibility system should be included within this category.
- EBT-only Terminal Conversion Costs – Vendors shall provide costs related to the transition of EBT only retailer from the current EBT Contractor to the Vendor's EBT system. Costs to be included in this category are the cost to deploy the new POS terminals, train retailers, and retailer transaction acquiring costs until the EBT database has been converted.
- EBT Database Conversion Costs – Vendors shall provide costs related to the conversion of the EBT database from the current Contractor to the Vendor's EBT system. These costs shall include development and testing of conversion programs, performing mock conversions, and performing the actual database conversion.
- EBT Card Issuance Costs – Vendors shall provide costs related to the design, development and testing of the card issuance process/100% card replacement.

Vendors should include a narrative explaining the costs included within each component. The fixed unit price costs shall be paid to the new Contractor in three installments based upon the successful completion and acceptance by the State. The first installment, consisting of 40% of the total development and conversion costs, shall be paid upon the successful completion of the system acceptance test. The second installment, consisting of an additional 40% of the total development and conversion costs, shall be paid upon the successful conversion to the new Contractor's EBT System. The final installment, consisting of the remaining 20% of the development and conversion costs, shall be paid following the successful completion of all the changes to the new WV EBT card, its issuance to 100% of the current cases and the card's functionality.

FIS understands the state requested costs in each of these development and conversion categories:

- EBT System Design and Development
- EBT-only Terminal Conversion Costs
- EBT Database Conversion Costs
- EBT Card Issuance Conversion Costs

However, in recognition of the budget constraints under which the State must operate, and the long-term relationship that will exist under this EBT contract between FIS and the State, **FIS has eliminated all development and conversion costs from our pricing.**



To further enhance our cost offering and to offset any costs that might be incurred by the State as a result of a conversion from your current contractor...

FIS will credit \$250,000.00 to the State in the first billing month following the successful conversion of the West Virginia EBT Programs to FIS.

4.1.8 Schedule 2A, State-Deployed EBT-only Terminals

The State reserves the right to deploy POS terminals in retailer locations and other business establishments as deemed necessary by the State. The core pricing of Schedule 1A includes the deployment of up to 1,500 POS machines. The Vendor is to use Schedule 2A to reflect pricing options for those machines in excess of 1,500 EBT only POS equipment deployed. Vendors should specify the hardware (brand and model) and the technical capabilities of each configuration (LAN: stand-alone, etc.) Pricing must include all bundled costs for installation, operation and maintenance of each terminal or LAN configuration, costs for delivery and set-up. The EBT Vendor shall provide maintenance for all State-deployed terminals with retailer assistance available 24 hours a day, seven days a week and toll free help desk, with replacement of faulty equipment as specified by Federal Regulations.

FIS understands that the State reserves the right to deploy POS terminals in retailer locations and other business establishments as deemed necessary by the State. Our core pricing presented in Schedule 1A includes the deployment of up to 1,500 POS machines. We have used Schedule 2A, *State Deployed EBT-Only Terminals*, to reflect our pricing options for those machines in excess of 1,500 EBT-only POS equipment deployed.

Pricing includes all bundled costs for installation, operation and maintenance of each terminal, and delivery and setup. FIS will also provide maintenance for all State-deployed terminals with toll free retailer customer service available 24/7. Faulty equipment will be replaced as specified by Federal Regulations.

POS TERMINAL HARDWARE

For EBT-only retailers, FIS will install and maintain VeriFone V^x 510 POS terminals and PINpad 1000SEs. The VeriFone V^x 510 terminal has an ATM-style interface, supports menu prompts with large type, has screen addressable keys, has a large backlit display that can be seen in all lighting conditions, and a high-speed integrated thermal printer. The configuration will be a stand-alone terminal with a separate PINpad.



4.1.9 Schedule 3B, Customer Service Payphone Charges

Schedule 3B should be completed if there are to be charges for retailer or client calls to the customer service centers. Prices quoted are to be all-inclusive pass through costs and shall remain in effect unless otherwise agreed upon by the State.

We have completed Schedule 3B, *Customer Service Payphone Charges*, to cover the payphone charges incurred for retailer and client payphone calls to our customer service centers. FIS proposes to pass through the FCC default rate to the State. Prices quoted are all-inclusive pass through costs and will remain in effect unless otherwise agreed upon by the State.

4.1.10 Schedule 4A, Disaster Services

The disaster services are to be priced separately and be consistent with Parts 3.2.34.4.4 and 3.2.26.1.1. Disaster services are not included in Schedule 1A.

FIS has priced disaster services separately on Schedule 4A, *Disaster Services*. Services priced are consistent with RFP Sections 3.2.34.4.4 and 3.2.26.1.1.

4.1.11 Schedule 5A Fee for Professional Services

The fee for professional services is intended to provide the State with a cost basis for any changes or enhancements in program design as needed or requested by the State and/or FNS over the life of the agreement/contract resulting from this RFP response.

On Schedule 5A, *Fee for Professional Services*, FIS presents our pricing for the hourly rate for Professional Services within the respective labor categories. The fees represented are for changes or enhancements over and above the up-front development work and that included in the cost per case month.

4.5 Cost and Pricing Requirements

The following information is intended to provide Vendors with a format for submitting price quotations that will facilitate the evaluation of responses. Price quotations should be submitted using the provided pricing sheets. Unless noted otherwise, prices quoted shall apply for the duration of the term of contract.

Vendors are encouraged to identify cost savings options for EBT services in West Virginia. As part of the pricing response, Vendors should identify cost reduction factors, rationale for pricing, and optional services that would serve to produce cost savings to the State of West Virginia. Optional pricing will be considered as stated in 4.2.1. Criteria used for the Cost Evaluation are as following:

FIS has submitted our price quotations using the provided pricing sheets. Unless noted otherwise, prices quoted will apply to the duration of the term of the contract.

COST SAVINGS OFFERING

FIS proposes a CPCM cost savings if the State opts to restrict client calls to Customer Service Representatives (CSR) to 7:00 am to 5:00 pm ET each day. (Reports of lost or stolen EBT cards will continue to be supported 24/7.) This is reflected as a decrease in the CPCM on Schedule 1A, *Tiered Pricing for Core EBT Services*.

FIS offers the following service at **no charge** or increase to the CPCM:

- **EBT *webADMIN* Internet-based tutorial and online help for State staff at no cost to the State.** *webADMIN* users have access to FIS' standard online tutorials and help. This service represents a training cost savings and additional service to the State. Developed by FIS, the tutorials are presented in a task-oriented modular format that show the steps necessary to perform basic *webADMIN* functions, and can be used for self-study and reinforcement of learning concepts. Staff members select topics from a menu and may view as many topics as needed to learn particular functions. Comprehensive Online Help feature Topics covered include:
 - ◆ *webADMIN* navigation
 - ◆ Procedures for all *webADMIN* functions
 - ◆ Descriptions of all *webADMIN* pages, buttons and fields, including typical usage
 - ◆ Field descriptions
 - ◆ A glossary of important terms



BID RESPONSE SHEET

Cost Worksheet—Summary FIS (contracting as eFunds Corporation)

Time Frame	Activity	Annual Cost
Year 1	Start-up Costs	-\$250,000.00
Year 2	EBT Services	\$1,553,592.00
Year 3	EBT Services	\$1,576,842.60
Year 4	EBT Services	\$1,600,382.40
Year 5	EBT Services	\$1,624,573.20
Total		\$6,105,390.20
Disaster Services		\$188,000.00
Grand Total		\$6,293,390.20

(A) Vendor is to complete the Bid Response Sheets for the Years 1 thru 5 and indicate the summary total of each year.

(B) Total of the COST WORKSHEET – DISASTER DECLARATION is to be provided.

(C) Total for Professional Services as stated in Schedule 5A.

Notes/Comments:

FIS» These are the various factors in our pricing of services:

To assure a clear and public understanding of our pricing, in the Notes/Comments section of each Cost Worksheet, FIS has provided a narrative of the various factors included in the pricing of all services.

The Cost Worksheet–Summary represents our Start-up Costs for Year 1 & 2 of the contract, the total cost per year for EBT Services for Year 3 through 5 and the estimated cost for Disaster Services based on the Cost Worksheets provided.



BID RESPONSE SHEET

COST WORKSHEET—YEAR 1 & 2

1	2	3	4	5	6	7
Start-Up Cost Year 1				Total Cost Year 1		-\$250,000.00
Start-Up Cost Year 2	Caseload/Units per Month	Less CAP Limits	Total Billable Units	Unit Price	Total Cost per Month	X12-Year Price
			Col. 2-3		Col. 4 x 5	
Caseload/CPCM	Schedule 1A					
Food Stamp Only	115,000		115,000	\$0.82	\$94,300.00	\$1,131,600.00
Cash Only	2,000		2,000	\$0.50	\$1,000.00	\$12,000.00
Combined FS/Cash	10,000		10,000	\$1.07	\$10,700.00	\$128,400.00
Equipment Costs	Schedule 2A					
POS Devices	2,000	1,500	500	\$0.00	\$0.00	\$0.00
Customer Service	Schedule 1A					
IVR Calls	318,000	317,500	500	\$0.10	\$50.00	\$600.00
CSR Calls	30,000	35,400	4,600	\$1.50	\$6,900.00	\$82,800.00
Payphone	Schedule 3B					
Payphone Calls	14,000		14,000	\$0.494	\$6,916.00	\$82,992.00
Transaction Fee	Schedule 1B					
Cash On Withdrawals ATM/POS	24,000		24,000	\$0.40	\$9,600.00	\$115,200.00
Denials-ATM	2,000		2,000	\$0.00	\$0.00	\$0.00
Denials-POS	3,000		3,000	\$0.00	\$0.00	\$0.00
Bal. Inquiry-ATM	1,500		1,500	\$0.00	\$0.00	\$0.00
Bal. Inquiry-POS	500		500	\$0.00	\$0.00	\$0.00
Total Cost Year 2						\$1,553,592.00

**Notes/Comments:**

FIS These are the various factors in our pricing of services:

- The unit price for CPCM represents the fixed cost to deliver the mandatory category of services to a single case in one month. Our price quotation provided on the mandatory component includes all costs associated with the operation of the EBT system for the core services.
- The unit price for POS devices represents the cost to the State for terminals required in excess of the cap of 1,500.
- The unit price for SIVR calls represents the cost to the State per ARU client call in excess of the 2.5 call cap (based on 318,000 calls) required by the State.
- The unit price for CSR calls represents the cost to the State per CSR client call in excess of the .2 call cap (based on 30,000 calls) required by the State.
- The unit price for Payphone calls represents the current FCC default rate per call from a payphone. FIS proposes pass through FCC default rate to the State.
- The unit price for Cash on Withdrawals, ATM and POS represents the State cost for the first two (2) cash withdrawal transactions performed by a cardholder. Schedule 1B states the fee to the cardholder after the first two (2) transactions. We will not charge the State or the cardholder for denied transactions or balance inquiries.



BID RESPONSE SHEET

COST WORKSHEET—YEAR 3

1	2	3	4	5	6	7
Service Cost for Year 3	Caseload/Units per Month	Less CAP Limits	Total Billable Units	Unit Price	Total Cost per Month	X12-Year Price
			Col. 2-3		Col. 4 x 5	
Caseload/CPCM	Schedule 1A					
Food Stamp Only	116,725		116,725	\$0.82	\$95,714.50	\$1,148,574.00
Cash Only	2,030		2,030	\$0.50	\$1,015.00	\$12,180.00
Combined FS/Cash	10,150		10,150	\$1.07	\$10,860.50	\$130,326.00
Equipment Costs	Schedule 2A					
POS Devices	2,000	1,500	500	\$0.00	\$0.00	\$0.00
Customer Service	Schedule 1A					
IVR Calls	322,775	322,263	513	\$0.10	\$51.25	\$615.00
CSR Calls	30,450	25,781	4,669	\$1.50	\$7,003.50	\$84,042.00
Payphone	Schedule 3B					
Payphone Calls	14,200		14,200	\$0.494	\$7,014.80	\$84,177.60
Transaction Fee	Schedule 1B					
Cash On Withdrawals ATM/POS	24,360		24,360	\$0.40	\$9,744.00	\$116,928.00
Denials-ATM	2,030		2,030	\$0.00	\$0.00	\$0.00
Denials-POS	3,050		3,050	\$0.00	\$0.00	\$0.00
Bal. Inquiry-ATM	1,525		1,525	\$0.00	\$0.00	\$0.00
Bal. Inquiry-POS	510		510	\$0.00	\$0.00	\$0.00
Total Cost Year 3						\$1,576,842.60

* Total monthly charge X 12 = Yearly Total Cost
 ** Historical Increase of Approx. 1.5% has been applied for years 3-5.



Notes/Comments:

FIS» These are the various factors in our pricing of services:

Please refer to the Notes/Comment under *Cost Worksheet – Year 1 & 2* for the description of the various factors in the pricing of services for CPCM, POS devices, Payphone calls and Cash Withdrawals.

- The unit price for SIVR calls represents the cost to the State per SIVR client call in excess of the 2.5 call cap (based on 322,775 calls) required by the State.
- The unit price for CSR calls represents the cost to the State per CSR client call in excess of the .2 call cap (based on 30,450 calls) required by the State.



BID RESPONSE SHEET

COST WORKSHEET—YEAR 4

1	2	3	4	5	6	7
Service Cost for Year 4	Caseload/Units per Month	Less CAP Limits	Total Billable Units	Unit Price	Total Cost per Month	X12-Year Price
			Col. 2-3		Col. 4 x 5	
Caseload/CPCM	Schedule 1A					
Food Stamp Only	118,475		118,475	\$0.82	\$97,149.50	\$1,165,794.00
Cash Only	2,060		2,060	\$0.50	\$1,030.00	\$12,360.00
Combined FS/Cash	10,300		10,300	\$1.07	\$11,021.00	\$132,252.00
Equipment Costs	Schedule 2A					
POS Devices	2,000	1,500	500	\$0.00	\$0.00	\$0.00
Customer Service	Schedule 1A					
IVR Calls	327,600	327,088	513	\$0.10	\$51.25	\$615.00
CSR Calls	30,900	26,167	4,733	\$1.50	\$7,099.50	\$85,194.00
Payphone	Schedule 3B					
Payphone Calls	14,425		14,425	\$0.494	\$7,125.95	\$85,511.40
Transaction Fee	Schedule 1B					
Cash On Withdrawals ATM/POS	24,720		24,720	\$0.40	\$9,888.00	\$118,656.00
Denials-ATM	2,060		2,060	\$0.00	\$0.00	\$0.00
Denials-POS	3,100		3,100	\$0.00	\$0.00	\$0.00
Bal. Inquiry-ATM	1,550		1,550	\$0.00	\$0.00	\$0.00
Bal. Inquiry-POS	515		515	\$0.00	\$0.00	\$0.00
Total Cost Year 4						\$1,600,382.40



Notes/Comments:

FIS» Please refer to the Notes/Comment under *Cost Worksheet—Year 2* for the description of the various factors in the pricing of services for CPCM, POS devices, Payphone calls and Cash Withdrawals.

- The unit price for SIVR calls represents the cost to the State per SIVR client call in excess of the 2.5 call cap (based on 327,600 calls) required by the State.
- The unit price for CSR calls represents the cost to the State per CSR client call in excess of the .2 call cap (based on 30,900 calls) required by the State.



BID RESPONSE SHEET

COST WORKSHEET—YEAR 5

1	2	3	4	5	6	7
Service Cost for Year 5	Caseload/Units per Month	Less CAP Limits	Total Billable Units	Unit Price	Total Cost per Month	X12-Year Price
			Col. 2-3		Col. 4 x 5	
Caseload/CPCM	Schedule 1A					
Food Stamp Only	120,250		120,250	\$0.82	\$98,605.00	\$1,183,260.00
Cash Only	2,090		2,090	\$0.50	\$1,045.00	\$12,540.00
Combined FS/Cash	10,450		10,450	\$1.07	\$11,181.50	\$134,178.00
Equipment Costs	Schedule 2A					
POS Devices	2,000	1,500	500	\$0.00	\$0.00	\$0.00
Customer Service	Schedule 1A					
IVR Calls	332,525	331,975	550	\$0.10	\$55.00	\$660.00
CSR Calls	31,375	26,558	4,817	\$1.50	\$7,225.50	\$86,706.00
Payphone	Schedule 3B					
Payphone Calls	14,650		14,650	\$0.494	\$7,237.10	\$86,845.20
Transaction Fee	Schedule 1B					
Cash On Withdrawals ATM/POS	25,080		25,080	\$0.40	\$10,032.00	\$120,384.00
Denials-ATM	2,090		2,090	\$0.00	\$0.00	\$0.00
Denials-POS	3,150		3,150	\$0.00	\$0.00	\$0.00
Bal. Inquiry-ATM	1,575		1,575	\$0.00	\$0.00	\$0.00
Bal. Inquiry-POS	525		525	\$0.00	\$0.00	\$0.00
Total Cost Year 5						\$1,624,573.20



Notes/Comments:

FIS Please refer to the Notes/Comment under *Cost Worksheet—Year 2* for the description of the various factors in the pricing of services for CPCM, POS devices, Payphone calls and Cash Withdrawals.

- The unit price for SIVR calls represents the cost to the State per SIVR client call in excess of the 2.5 call cap (based on 332,525 calls) required by the State.
- The unit price for CSR calls represents the cost to the State per CSR client call in excess of the .2 call cap (based on 31,375 calls) required by the State.



BID RESPONSE SHEET

COST WORKSHEET—DISASTER DECLARATION

1	2	3	4	5	6	7
Service Cost	Caseload/Units per Month	Less CAP Limits	Total Billable Units	Unit Price	Total Cost per Month	X4—Total Price
			Col. 2-3		Col. 4 x 5 =	Col. 6 x 4
Components	Schedule 4A					
Disaster Cards	20,000		20,000	\$1.75	\$35,000.00	\$140,000.00
CSR Calls	5,000		5,000	\$1.50	\$7,500.00	\$30,000.00
IVR CSR Calls	30,000		30,000	\$0.15	\$4,500.00	\$18,000.00
Incremental Case Month Fee/CPCM	18,000		18,000	\$0.00	\$0.00	\$0.00
Total Estimated Cost for a Disaster Declaration						\$188,000.00

Vendor is to complete **Schedule 4A: PRICING RESPONSE: DISASTER SERVICES** and use the pricing to complete this Cost Sheet—Disaster Declaration. This Cost Sheet is used for evaluation of bids and based upon the possible occurrence during the life of the contract.

Notes/Comments:

FIS» These are the various factors in our pricing for disaster services:

- The unit cost for disaster cards represents the cost of processing, plastics, card production, card mailers, and shipping to multiple locations within the State.
- The unit price for CSR calls represents the cost to the State per CSR client call (based on 5,000 calls) required by the State.
- The unit price for SIVR calls represents the cost to the State per SIVR client call (based on 30,000 calls) required by the State.
- The unit price for Incremental Case Month Fee/CPM represents the cost over and above the amount charged for a core services CPCM represented on Schedule A.



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4.5
SCHEDULE 1A
TIERED PRICING FOR CORE EBT SERVICESEBT Cost Proposal
Cost and Pricing Requirements

**BID RESPONSE SHEET
SCHEDULE 1A
TIERED PRICING FOR CORE EBT SERVICES**

CASE TYPE	CORE SERVICES COST PER CASE MONTH (CPCM) AT SPECIFIED CASE VOLUMES				
	Less than 75,000 Cases	75,001 to 100,000 Cases	100,001 to 125,000 Cases	125,001 to 150,000 Cases	Over 150,000 Cases
Food Stamps Only (Unlimited POS Transactions)	\$0.84 ¹	\$0.82 ¹	\$0.82 ¹	\$0.82 ¹	\$0.80 ¹
*TANF Program	\$0.50 ¹	\$0.50 ¹	\$0.50 ¹	\$0.50 ¹	\$0.50 ¹
Food Stamps & TANF (Combined)	\$1.09 ¹	\$1.07 ¹	\$1.07 ¹	\$1.07 ¹	\$1.05 ¹
IVR Call Cap <u>2.5</u> CSR Call Cap <u>.2</u> #of Calls per Case per month	Based on actual case load	Based on actual case load	Based on actual case load	Based on actual case load	Based on actual case load
Incremental Price for Each Additional Cash Program, if any	\$0.00 ²	\$0.00 ²	\$0.00 ²	\$0.00 ²	\$0.00 ²
Price Per IVR > Call Cap	\$0.10	\$0.10	\$0.10	\$0.10	\$0.10
Price Per CSR > Call Cap	\$1.50	\$1.50	\$1.50	\$1.50	\$1.50
Alternate Pricing	NA	NA	NA	NA	NA
Alternate Pricing Explain					
Other: ¹ FIS will offer a CPCM reduction if the State restricts client calls to Customer Service Representatives (CSR) to 7:00 am to 5:00 pm ET each day. (Reports of lost or stolen EBT cards will continue to be supported 24/7.)	-\$0.005	-\$0.005	-\$0.005	-\$0.005	-\$0.005
Other: webADMIN Training Tutorial and Online Help	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

* Tiers do not apply to the TANF Program Pricing



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SCHEDULE 1A
TIERED PRICING FOR CORE EBT SERVICES

EBT Cost Proposal
Cost and Pricing Requirements



² **FIS**» The Incremental Price for Each Additional Cash Program, if any, represents the cost over and above the CPCM charged for the TANF program if the additional program is within the same core services agency and benefits will be placed on the same EBT card. FIS can also offer the State a prepaid solution where benefits are accessed via a branded debit card. If the State is interested in the branded debit card solution, we will discuss it during contract negotiations or at any time during the contract period.



**BID RESPONSE SHEET
 SCHEDULE 1B
 PRICING RESPONSE: FOR CASH ONLY TRANSACTIONS**

TYPE OF CASH TRANSACTION	COST PER TRANSACTION	ANY REDUCTIONS IN CPCM if applicable
ATM Balance Inquiries	\$0.00	\$0.00
ATM Denial	\$0.00	\$0.00
ATM Cash Withdrawal Up to first 2 billed to state	\$0.40	\$0.00
ATM Cash Withdrawal Cardholder transaction costs > 2	\$0.85	\$0.00
POS Balance Inquiries	\$0.00	\$0.00
POS Cash Withdrawal	\$0.00	\$0.00
Other (Identify)		

**SCHEDULE 1C
 PRICING RESPONSE: DEVELOPMENT AND CONVERSION COSTS**

CATEGORY	COST
EBT System Design and Development	\$0.00
EBT-only terminal conversion costs	\$0.00
EBT database conversion costs	-\$250,000.00
New EBT Card and PIN Issuance	\$0.00
Total Start-up Costs	-\$250,000.00

FIS In recognition of the budget constraints under which the State must operate, and the long-term relationship that will exist under this EBT contract between FIS and the State, **FIS has eliminated all development and conversion costs from our pricing.**

To further enhance our cost offering and to offset any costs that might be incurred by the State as a result of a conversion from your current contractor...

**FIS will credit \$250,000.00 to the State
 in the first billing month following the successful conversion of the
 West Virginia EBT Programs to FIS.**



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4.5
SCHEDULE 2A PRICING RESPONSE
STATE-DEPLOYED EBT ONLY TERMINALS

EBT Cost Proposal
Cost and Pricing Requirements



BID RESPONSE SHEET

**SCHEDULE 2A PRICING RESPONSE
STATE-DEPLOYED EBT ONLY TERMINALS**

STATE-DEPLOYED EBT ONLY TERMINALS	Maximum Monthly Lease Fee Per Month Per EBT Terminal > 1500	Specify Type of Hardware, Maintenance, Communications, other
All inclusive pricing per POS machine with Retailer Customer Service 24x7	\$0.00	VeriFone Vx 510 and PINpad 1000SE
Other (Specify)		
Other (Specify)		
Other (Specify)		

State is requesting two pricing schedules for the deployment of EBT only equipment. The core pricing of Schedule 1A includes the deployment of up to 1,500 POS machines. The Vendor is to use Schedule 2A to reflect the cost of those machines in excess of the 1,500 EBT only POS equipment deployed. Pricing shall include all bundled costs for installation, operation and maintenance of each terminal or LAN configuration, costs for delivery and set-up. The EBT Vendor shall provide maintenance for all State-deployed terminals with retailer customer service available 24 hours a day, 7 days a week and toll free help desk with replacement of faulty equipment as specified by Federal Regulations.

FIS FIS' core pricing presented in Schedule 1A includes the deployment of up to 1,500 POS machines. We have used Schedule 2A, *State Deployed EBT-Only Terminals*, to reflect our pricing options for those machines in excess of 1,500 EBT-only POS equipment deployed.

Pricing includes all bundled costs for installation, operation and maintenance of each terminal, and delivery and setup. FIS will also provide maintenance for all State-deployed terminals with toll free retailer customer service available 24/7. Faulty equipment will be replaced as specified by federal regulations.



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**BID RESPONSE SHEET
SCHEDULE 3B
PRICING RESPONSE: CUSTOMER SERVICE PAYPHONE
CHARGES**

Payphone Charges	Fee Per Call including Surcharges/pass through Costs
Payphone Pass through Charge Per Call	FCC default rate.

FIS will pass through the FCC default rate to the State. The current default rate is \$0.494.

**BID RESPONSE SHEET
SCHEDULE 4A
PRICING RESPONSE: DISASTER SERVICES**

Type of Service	Fee per Unit of Service
Cost Per Disaster Card	\$1.75
Customer Service Representative Calls (24x7)	\$1.50
IVR Customer Service Calls (24x7)	\$0.15
PIN Mailers	\$0.00
Recipient Training Materials	\$0.00
Incremental Case Month Fee	\$0.00
PIN Issuance Equipment if Needed	\$0.00

FIS»

- The unit cost for disaster cards represents the cost of processing, plastics, card production, card mailers, and shipping to multiple locations.
- The unit price for CSR calls represents the cost to the State per CSR client call (currently based on 5,000 calls) required by the State.
- The unit price for ARU calls represents the cost to the State per ARU client call (currently based on 30,000 calls) required by the State.
- The unit price for Incremental Case Month Fee/CPM represents the cost over and above the amount charged for a core services CPCM represented on Schedule A.



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4.5
SCHEDULE 5A
PRICING RESPONSE: FEE FOR PROFESSIONAL SERVICES

EBT Cost Proposal
Cost and Pricing Requirements



**BID RESPONSE SHEET
SCHEDULE 5A
PRICING RESPONSE: FEE FOR PROFESSIONAL SERVICES**

The vendor shall provide the Professional Services at a flat hourly rate of **\$80.00** per hour. (For bid evaluation purposes only, 100 hours will be the estimated quantity of hours.)

Professional Services flat hourly rate is **\$80.00** x 100 hours = Total **\$8,000.00**

FIS These hours represent a professional services cost saving for the State during each year of the contract term. Should the State need additional professional services, the hourly costs shown in Schedule 5A, *Fee for Professional Services*, will apply.