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

Request for Quotation

RFQ NUMBER: HHR80031

PAGE: 1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
ROBERTA WAGNER
304-558-0067

VENDOR
RFQ COPY
TYPE NAME/ADDRESS HERE

SHIP TO
HEALTH AND HUMAN RESOURCES
ADMINISTRATION AND FINANCE
BUILDING 3, ROOM 447
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305 304-558-2996

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
10/23/2007				

BID OPENING DATE: 11/27/2007 BID OPENING TIME 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

ADDENDUM NO. 2

1. QUESTIONS AND ANSWERS ARE ATTACHED.
2. ADDENDUM ACKNOWLEDGEMENT IS ATTACHED. THIS DOCUMENT SHOULD BE SIGNED AND RETURNED WITH YOUR BID. FAILURE TO SIGN AND RETURN MAY RESULT IN DISQUALIFICATION OF YOUR BID.

EXHIBIT 10

REQUISITION NO.: HHR80031

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ....

NO. 2 ....

NO. 3 ....

NO. 4 ....

NO. 5 ....

I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OFTHE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE
TELEPHONE
DATE
TITLE
FEIN

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS
REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.

2. The State may accept or reject in part, or in whole, any bid.

3. All quotations are governed by the ***West Virginia Code*** and the ***Legislative Rules*** of the Purchasing Division

4. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required $125.00 registration fee.

5. All services performed or goods delivered under State Purchase Orders/Contracts are to be continued for the term of the Purchase Order/Contract, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods, this Purchase Order/Contract becomes void and of no effect after June 30

6. Payment may only be made after the delivery and acceptance of goods or services.

7. Interest may be paid for late payment in accordance with the ***West Virginia Code***.

8. Vendor preference will be granted upon written request in accordance with the ***West Virginia Code***.

9. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.

10. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.

11. The laws of the State of West Virginia and the ***Legislative Rules*** of the Purchasing Division shall govern all rights and duties under the Contract, including without limitation the validity of this Purchase Order/Contract.

12. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.

13. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, this Contract may be deemed null and void, and terminated without further order.

14. **HIPAA Business Associate Addendum -** The West Viginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, and available online at the Purchasing Division's web site **(http://www.state.wv.us/admin/purchase/vrc/hipaa.htm)** is hereby made part of the agreement. Provided that, the Agency meets the definition of a Covered Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division.

2. **SPECIFICATIONS:** Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.

3. Complete all sections of the quotation form

4. Unit prices shall prevail in cases of discrepancy.

5. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.

6. **BID SUBMISSION:** All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications.

SIGNED BID TO:

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

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

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VENDOR MUST CLEARLY 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.

....
SIGNATURE

....
COMPANY

....
DATE

REV. 11/96

END OF ADDENDUM NO. 2

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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Number	Part/Page	Question	Response
1	N/A	What is the name of the incumbent contractor?	JPMorgan EFS
2	N/A	What is the estimated value of the contract to be awarded, as well as the contract type (firm-fixed price, etc)?	The unit price will be firm for the life of the contact. Total value of the contract is not available.
3	N/A	What is the contact information for the program manager?	Contact information for the program manager will be provided to the successful bidder after the awarded of the contract. No contact shall be made from the Vendor community to the agency until after the award of the contact. All inquiries are to be directed to Roberta Wagner at the Department of Administrations Purchasing Division as stated on page 2 of the RFP document.
4	N/A	Would the State please provide a Table of Contents for Parts1, 2, 3, 4 and appendices	The Table of Contents is provided as requested.
5	N/A	Can the RFP be made available as a Word Doc?	The document is a Word document, but we will not issue in a version that can be altered.
6		To create our proposal response document, EBT Vendors copy the RFP requirement and then provide our response. The current PDF version of the RFP does not allow text to be copied. Can the RFP be made available as a Word Doc?	See the response to Question 5
7	N/A	Would the State please provide the current Cost per Case Month price for Food Stamps, Cash and Combined?	Food Stamps - $2.50, Cash - $1.50, Combined - $4.00
8	N/A	Would the State please provide information on the number of total EBT-only retailer phone lines paid for by the contractor?	This information is not available.
9	N/A	Would the State please provide the number of ATM	See Attachment A.

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Number	Part/Page	Question	Response
		transactions for the past 6 months that shows a breakout of approvals vs. denials?	
10	N/A	Would the State please provide the number of EBT-only vs. total Food Stamp transactions performed each month for the past 6 months?	This information is not available.
11	Part 1, Page 2	Mandatory Requirements If certain tasks do not apply because the functionality is already in place, is it appropriate to indicate these tasks as NA on the work plan and still obtain full score for this in the evaluation?	Please provide a point-by-point response to all numbered sections, subsections as required. If the functionality is already in place, then so indicate with any specific detail that may add clarity.
12	Part 1, page 3	Please confirm that detailed responses are required to only Parts 3 and 4 as Part 4, Proposal Format, states: "A point-by-point response to all numbered sections, subsections, and appendices is required."	Please refer to 1.8.1 and 1.9.1; the Vendor is to respond to all mandatory specifications. The appendices do not require a response.
13	Part 1, page 5	Section 1.15.3 Would the State please confirm or clarify our understanding that the only possible exception to public disclosure of all contract documents is "Trade Secrets" as defined in West Virginia Code Section 29-B-1-4; and that cost, implementation plan or other confidential or proprietary information relative hereto will not be protected.	That is correct.
14	Part 1, page 5	When will the contract award be announced?	We cannot specify a date for contract award. We must go through the review and approval process. Please see

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<table>
<tr><th>Number</th><th>Part/Page</th><th>Question</th><th>Response</th></tr>
<tr><td></td><td></td><td></td><td>sections 1.9.4.3 & 1.9.4.7</td></tr>
<tr><td>15</td><td>Part 1,
Page 5</td><td>Section 1.18 - Purchasing Affidavit
Should the Purchasing Affidavit be included with the Title Page</td><td>Per Jim Jackson with WVDHHR, yes it is recommended.</td></tr>
<tr><td>16</td><td>Part 1,
Page 11</td><td>Liquidated Damage: Table
Please clarify the meaning of ‘day’ if defined as business or calendar day?</td><td>Calendar Day</td></tr>
<tr><td>17</td><td>Part 1,
Page 13</td><td>Liquidated Damage for Failure to Meet Performance: “Customer Service Help Desks: Part 3.2.32...
3. Customers shall have access to web based customer services available through the ARU.”</td><td>That is correct, see 3.2.32.1, bullet 8.</td></tr>
<tr><td>18</td><td>Part 1,
pages 11-14</td><td>Section 1.19.15 Liquidated Damages for Failure to Meet Performance
Has the State charged liquidated damages under the current EBT contract and if so, how many times?
Are the Performance Requirements and Liquidated Damages required in RFP HHR80031 the same as under the current contract?</td><td>We have not implemented any liquidated damages during the current contract.

The categories for the damages are essentially the same, although the amounts may vary. The Transition Delays, 1.19.15.3 has been added.</td></tr>
<tr><td>19</td><td>Part 2,
Page 1</td><td>Section 2.2.2, Food Stamp Program
Would the State please provide food stamp and TANF caseloads for the three most current months?</td><td><table>
<tr><td>Account</td><td>June</td><td>July</td><td>August</td></tr>
<tr><td>FS</td><td>112,487</td><td>113,004</td><td>113,333</td></tr>
<tr><td>Cash</td><td>1,633</td><td>1,173</td><td>1,718</td></tr>
<tr><td>Combined</td><td>7,347</td><td>7,380</td><td>7,469</td></tr>
</table></td></tr>
<tr><td>20</td><td>Part 2,
Page 2</td><td>Special Supplemental Nutrition Program for Women, Infants, and Children (WIC)
Will the response to the WIC section be scored as part of the technical evaluations?</td><td>No. We are requesting that Vendors give an overview of the process the Vendor would provide.</td></tr>
<tr><td>21</td><td>Part 2,
page 3</td><td>Section 2.2.6 – System Interface Requirements
The RFP states: “The selected EBT Vendor is</td><td>Currently we are not aware of the State utilizing tape transfer. Please disregard the statement regarding tape</td></tr>
</table>

Number	Part/Page	Question	Response
		required to support both batch and on-line, real time transmissions between West Virginia systems and the EBT host via a leased communications line and tape transfer." Does the State utilize tape transfer today? Under what circumstances would the State send a tape?	transfer.
22	Part 3, Page 1	West Virginia's desire is begin transition to a new EBT contract period on or about December 1, 2007." Please clarify the contract start date, which, as stated, is only 3 days after the proposals are due.	We recognize that the contract will not be ready for award at the date stated. Please prepare your responses with 12/1/07 date for planning purposes but Vendors may wish to state that it is understood that the operations will begin later but that the Vendor is prepared to begin operations within the required time periods. For example: The first draft of the Project Work Plan is to be submitted 15 days after contract award and the final draft no later than one month after contract award.
23	Part 3, page 1	Section 3.2.2 - EBT Financial Institution Requirements EBT processors that are not a financial institution have ACH originating banks and financial institutions to hold the bank accounts. Since RFP HHR80031 does not appear to be a Treasury procurement (as the original SAS ITB was), the requirement to have as prime or subcontractor a designated U.S. Treasury financial agent seems unnecessary and promotes unfair competition. At the pre-bid conference the state indicated a designated financial agent may be required in the future when unemployment benefits are added. As with EBT, current state UI contracts do not require a	The State agrees to remove the requirement of a Financial Agent as a prime or subcontractor. However, please indicate that should the State decide to add a program requiring a Financial Agent, the Vendor could comply to the need.

Number	Part/Page	Question	Response
		U.S. Treasury designated Financial Agent. Rather, the EBT Vendor uses a sponsor bank as issuer of the branded debit card. Would the state consider dropping the requirement for a U.S. Treasury designated Financial Agent as the prime or subcontractor?	
24	Part 3, Page 1	Section 3.1, General Requirements The State indicates that it is their desire to begin transition on or about December 1, 2007. The proposals are submitted on November 27, 2007 so there needs to be time for evaluation, award and contract signing. This was discussed at the pre-bidders meeting but can the State please acknowledge the dates they wish all contractors to use for the contract signing and project start date for the work plan?	Please refer to Number 22
25	Part 3, Page 1	Since this does not appear to be a Treasury procurement, why is a designated financial agent required?	See Number 23
26	Part 3, Page 3	Section 3.2.7, System Documentation and Testing Requirements The State is asking for 36 days for State and federal review of system documentation. Due to the tight transition timeframes, would this review period be shortened to 20 business days for system documentation?	The state may be able to shorten their review period but is unable to speak to the timeframe required for federal review. The State is required to allow 30 days for the federal reviews process. It may be possible if our federal partners agree.
27	Part 3,	Section 3.2.7, System Documentation and Testing	The State intended for the period to be 30 days. The State

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Number	Part/Page	Question	Response
	Page 3	Requirements System documentation is subject to a 36-day review period. Two sentences later the State refers to a 30-day review period for draft documents. Would the State clarify if it should be 36 days or 30 days for review and comments of system documentation? Also, can the 30-day review period be shortened to 20 business days for system documentation?	would be open to accepting 20 business days. However, see Number 26.
28	Part 3, Page 3	Section 3.2.7, System Documentation and Testing Requirements System documentation appears to be defined as status reports, design documents, system manuals, project plans, test plans and reports, and training materials. Due to the tight transition timeframes, can the system documentation requiring extended review times be limited to the Functional Design Document, Detail Design Document, and the System Test Plans? Would it be acceptable to allocate 10 business days to all other documentation and reports, including status reports, project plans, and training materials for State review and comments?	The State would be open to accepting 10 business days, depending upon staffing circumstances and if there is no need for a federal review process.
29	Part 3, Page 3	Section 3.2.7 - System Documentation and Testing Requirements Because of the shortened timeframe to conversion, would the State consider reducing the review time for comments on the draft and final documentation?	Refer to 26, 27and 28 responses.
30	Part 3,	Section 3.2.8 – Project Work Plan	Please refer to Response 22

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Number	Part/Page	Question	Response
	Page 3	The RFP states: Vendors shall submit proposed or preliminary Project Work Plan as part of their bid response, assuming a start date of December 1, 2007." Please clarify the contract start date, which as stated, is only 3 days after the proposals are due.	
31	Part 3, page 7	3.2.9.1.8 - Live Demonstration During the Development Phase, the RFP requires a live demonstration of the system. However, since West Virginia already has a productive EBT system, a live demonstration on the new system can only be conducted by the replacement Vendor using test data. Will the State waive this requirement?	It is recommended that the Vendors reply to the requirements specified and conduct the Live Demonstration testing as appropriate.
32	Part 3, Page 8	3.2.9.4.1 - Printed Client Training Materials (Training Pamphlets and Pocket Cards) The long form nondiscrimination statement is no longer valid according to the USDA-FNS. Only the short form statement is to be used.	Agree with this statement. This section also states that if the material is too small to permit the full statement to be included, the material will, at a minimum, contain the following short nondiscrimination statement: The USDA is an equal opportunity provider and employer.
33	Part 3, Page 8	3.2.9.4.1 - Printed Client Training Materials (Training Pamphlets and Pocket Cards) Will the State provide once a Vendor has been selected a copy of the current training materials.	You can view and print the client training materials from the West Virginia's EBT website. The address is http://www.wvdhhr.org/ebt/ This site has a wealth of EBT information.
34	Part 3, Page 8	3.2.9.4.1 - Printed Client Training Materials (Training Pamphlets and Pocket Cards) On an annual basis, how many copies of the client training pamphlet in each language are anticipated? On an annual	An estimation of the quantities needed could be based on the Card Issuance for Total Cards Issued, Attachment C. Additional quantities will be needed for the local office to assist in training of customers. Yes, it would be acceptable to have an oversized pocket card for Braille using cardholders. We anticipate that the need will be very limited. Also see response below.

Number	Part/Page	Question	Response
		basis, how many copies of the client pocket card in each language is anticipated? Because of the nature of Braille, this pocket card will be of a larger size than English and Spanish. Is that acceptable to the state?	
35	Part 3, Page 8	3.2.9.4.1 - Printed Client Training Materials (Training Pamphlets and Pocket Cards) Please provide an estimated annual usage quantity for Braille training materials?	We have provided two Braille and one recorded copy of training material for the impaired and have made the materials available to those who serve special needs groups. No more than ten have been used.
36	Part 3, Page 9	3.2.4.2 – Client Training Posters How many posters at each location are anticipated? As the EBT Vendor is responsible for printing the posters, what is the required size of the poster or can the Vendor determine the size?	A minimum of 700 posters shall be made available. The minimum size for the training posters is 11"x 14" with the requirement that the information is legible from a minimum of 10 feet.
37	Part 3, Page 9 and 26	3.2.9.4.4 and 3.2.27.1 Administrative Staff Training Material Account Set Up and Benefit Authorization Please describe the programs for which the state anticipates using host-to-host communications.	Currently we are using batch processing, however, the State may consider host to host with the future addition of other programs.
38	Part 3, Page 9	3.2.9.4.4 - Administrative Staff Training Materials The RFP states: "…shall also be provided in electronic media (diskette)…" Is a CD or DVD acceptable in place of a diskette?	Yes
39	Part 3, Page 9	3.2.9.4.4 - Administrative Staff Training Materials The RFP states: "…shall also be provided in electronic media (diskette)…". Is a CD or DVD acceptable in place of a diskette?	Yes

Electronic Benefits Transfer (EBT) System

RFP# HHR80031

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Number	Part/Page	Question	Response
40	Part 3, page 10	The RFP states: "As deemed necessary by the State, client notices of the data base conversion shall be sent." Generally conversions of existing EBT systems are transparent to the client and conversion notices are not necessary. Would the state consider waiving this requirement, and if not, who is responsible for sending the notices, the State or the Vendor? Per Sections 3.2.11.3 and 3.2.11.04, it appears that two notices are to be sent.	Given that there will be some changes in the EBT process and new cards issued, client notices will be necessary. The Vendor will be responsible for sending the notices.
41	Part 3, Page 11	3.2.10 - Transition Phase: "The activities within the Transition Phase shall consist of the following: Card Replacement as determined by the State. A complete card replacement is required" Can the State please provide the criteria for the total card replacement required?	100% of the cards replace with a new design.
42	Part 3, page 11	The RFP states: "Following successful operations review, statewide transition shall commence in August 1, 2008 and shall be completed within that month. The transition must effect an orderly and expedition elimination of dual issuance systems." Since West Virginia is a productive system, would the State agree that the transition will be a "flash cut" on the night of conversion? No dual issuance will be necessary. The State's BIN cannot be routed to two different Vendors.	The State would be open to a transition process suggested by the Vendor, provided the Vendor can assure the accuracy and that there would be no interruption of services or inconvenience to our clients or stakeholders.
43	Part 3, page 11	3.2.11.1 thru 3.2.11.4 - Activities x Months Prior to Transition	The State maintains that there may be a need to provide for these activities to ensure that at stakeholders have the

Number	Part/Page	Question	Response
		Many of the activities listed for four, three, two and one months prior to conversion were applicable during the initial implementation of an EBT system from a paper-based system, but are not typically done or required for a conversion of an existing EBT system. For example: community groups, etc. are already familiar with EBT so meetings are not necessary, client notices about the conversion are generally not sent, the existing customer service number is automatically transferred to the new Vendor on conversion day, advanced client training is not necessary. Would the state consider revising these requirements or allowing the Vendor to respond as to our normal conversion procedures?	information needed. The Vendor may respond as to how they feel the conversion process would take place and what is needed.
44	Part 3, Page 12	Sections 3.2.11.3 and 3.2.11.4, Activities Two (2) Months Prior to Transition and Activities One (1) Month Prior to Transition Both of these sections refer to the client notice mailed advising them of the conversion changes. Is the State preparing and mailing this client notice or is the contractor responsible for this cost?	The contractor is to be responsible for both the cost and the actual mailing of the notices.
45	Part 3, Page 12	Section 3.2.12 End - of - Contract Transition Out What length of time would the State allow balances to stay on the existing cards once a transition takes place? Would these balances at some point be moved over to the Vendor's Cards?	The balances would be moved within 6 months.
46	Part 3, Page 13, 2nd sentence.	Section 3.2.14.1 Would the State clarify what is meant by "change the card design…using the current contractor's process…?	The State may opt to change the card graphic design and replace the card(s) via mail. Regardless of if there is a change in the card design, the state may do a mass replacement of cards to address wear in the magnetic

Number	Part/Page	Question	Response
			stripe. All cards are sent in the mail. Card replacement may be done via batch interface or through a customer service help line. Refer to 3.2.28.1 and 3.2.28.2
47	Part 3, page 13	3.2.14.1 – Card Specifications The RFP states: "West Virginia is considering the use of a hybrid card – with both a magnetic stripe and an integrated chip – for WIC benefit delivery." Will the State also consider an online, all magnetic stripe solution for WIC?	Yes the State is open to this type of option.
48	Part 3, Page 13	Section 3.2.14.1, Card Specifications The State notes that they will change the card design and/or reissue EBT cards. Is it the intent to mass re-issue replacement cards to the existing cardholders prior to conversion or simply replace cards through attrition after conversion?	Please see section 3.2.10 for the next to last paragraph for greater detail.
49	Part 3, Page 13	Section 3.2.14.1, Card Specifications What will the State be looking for as it relates to the definition of a Vendor "fallback position" to operate if the existing cards have not been replaced?	The Vendor must detail a process to be provided to ensure there is no disruption to the cardholders' benefit access and services.
50	Part 3, Page 15	Section 3.2.14.11 Nondiscrimination Statement Can the Nondiscrimination Statement be included on the card carrier instead of the back of the card?	This section states that in lieu of printing the required information on the card, the Vendor shall provide a card jacket or sleeve containing the nondiscrimination statement.
51	Part 3, page 15	3.2.14.1 – Card Specifications The RFP state that Hi-coercivity tape shall not be used. Will the State explain the reason? Hi-coercivity is the FNS preferred standard on debit and EBT cards, it is more durable and it reduces card	The State desires to have the most durable card available at a reasonable cost.

Number	Part/Page	Question	Response
		replacement.	
52	Part 3, Page 20	Section 3.2.19, System Interface Requirements Would the State please provide a pictorial representation of their current data center configuration showing the interface to the current contractor for EBT? We do not need specific information on the types and models of routers and hardware but are seeking information on generic configuration hardware and circuits (with bandwidth) used for the primary and redundant backup interfaces between the State and the contractor	See Attachment B.
53	Part 3, Page 20	Section 3.2.20 Administrative Terminal Functionality Please describe/define the "client PIN Selection" functionality utilizing the Admin Terminal.	Please remove the requirement as an Administrative Terminal process. The local office worker can request a new PIN for the client via the RAPIDS interface. The PIN is not disclosed to the worker during this process. The request is then processed via the overnight batch, similar to the card replacement function.
54	Part 3, Page. 20	Section 3.2.20 Administrative Terminal Functionality - Benefit Cancellation Please describe/define the "benefit cancellation" functionality (Disaster Issuance Only).	There are two disaster user profiles that are assigned during a disaster. One profile can only set up accounts and issue benefits the other profile can issue cash benefits, make corrections to the account demographic and remove benefits. The disaster function is direct to the EBT contractor's host and does not go through the RAPIDS interface.
55	Part 3, page 24	3.2.23 - Group Home Support - The RFP states: "The EBT Vendor's system design would be required to ensure that no more than 50 percent of a	The process described should be interpreted to be a procedural process for the Group Home and DHHR local Office. Please strike the last sentence within this section.

Number	Part/Page	Question	Response
		client's food stamp allotment could be transferred to the group home's account prior to the 16th of the month." Is this how the EBT system works under the current contract?	
56	Part 3, Page 25	Section 3.2.26 - Transaction Fee Accounting Please define cash transaction fees. Are these cash transaction fees ATM only POS cash withdrawal only or a combination. Is debit POS purchase included as a cash transaction?	A debit POS purchase is not included as a cash transaction for the purpose of charging a fee. Transaction fees apply to cash-only withdrawals and not to cash purchases or purchases with cash back.
57	Part 3, Page 25	RFP Section 3.2.26, Transaction Fee Accounting This section indicates that the State will pay for the first two cash transactions. Does this pertain to both ATM and POS cash transactions? Therefore, will clients be charged fees directly on the third transaction even if they performed POS cash transaction? How many transactions greater than 2 were charged to cardholders? Also, would the State please provide the total fee dollar amount for the most recent month?	Fees for POS cash transactions refer to cash transaction without an accompanying sale. There is no limit to how many cash only transactions that a client may perform and therefore there is not a limit to the fee collected other than those specified within this section. The State has not maintained the information for the number of cash transactions greater than two per cardholder. August 2007 had 2080 transactions for which a fee was collected from the client for a total of $1,768.
58	Part 3, Page 25	RFP Section 3.2.26, Transaction Fee Accounting What is the current fee charged by the current contractor for client cash transactions greater than two? What is the amount charged to the State for the first two cash transactions?	The fee charged to the client for greater than 2 transactions is $.85 and the fee charged to the State is $.40 for the first two cash transactions.
59	Part 3, page 26	3.2.27.1 - Account Set-Up and Benefit Authorization The RFP state: "…the EBT Vendor shall accommodate online communication, host-to-host, between DHHR and the EBT Vendor host." Will	Please refer to Number 37 Currently host-to-host is not being used.

Number	Part/Page	Question	Response
		the State provide the host-to-host online message formats?	
60	Part 3, Page 29	RFP Section 3.2.28.1.1, Disaster Issuance, first bullet This section states that the PIN for each disaster card is to be a four digit PIN that is the same number as positions 13-16 of the 16 digit card number. Is it acceptable if bidders offer an ARU PIN selection feature rather than pre-printing the PIN on the card? This eliminates fraud, is less expensive, and is a quick, reliable method of PIN selection.	The State does not wish to entertain this option. In the event of a disaster phone lines may be limited. Should the client choose to change that PIN it is to be made available.
61	Part 3, Page 29	RFP Section 3.2.28.1, Card Issuance Requirements This section notes that a pre-assigned PIN shall be mailed separately to the client. Would the State consider an ARU process instead for first time PIN issuance where the client calls the ARU to select their initial PIN and they do not have to deal with changing it to something that they can remember more easily?	The State does not wish to entertain this option.
62	Part 3, Page 30	RFP Section 3.2.28.2, Card Replacement Please provide the number of card replacements issued in a month for the past 6 months. Would the State please provide a breakdown of those cards issued from the local offices as opposed to being mailed?	There are no cards issued from the local offices. All card are issued via mail. Please refer to Attachment C.
63	Part 3, Page 30	Would the State be willing to pay a fee for any replacement cards if the cardholders cannot be charged for any additional replacement cards?	This should be included in the Cost Per Case Month.

Number	Part/Page	Question	Response
64	Part 3, Page 31	3.2.29 - Recipient and Administrative EBT Training Is the Braille material considered part of the "basic training package" included in the cost per case month?	The Vendor should be guided by the actual number of training materials used during the life of the past contract to determine how this training material would impact CPCM. Refer to Number 35.
65	Part 3, Page 31	Section 3.2.29 Recipient and Administrative EBT Training The requirement states that "All EBT clients will be provided with training materials and/or training during transition and for ongoing operations" Would the State consider modifying the requirement with "if needed" at the end of the sentence?	The State would reserve the right to determine if the training is needed. We will accept "as determined necessary by the State" at the end of the sentence.
66	Part 3, Page 31	3.2.29.2 - Printed Training Materials (Training Pamphlet and Pocket Cards) The Braille training materials, by their nature, are of larger size than English and Spanish. Please clarify if the Braille pamphlets are to be mailed to the client with the card, or are provided in another manner.	The State would be responsible for getting these material to the individual(s).
67	Part 3, Page 37	Section 3.2.31.5.4 - POS Cash Account Transactions Part 3, fourth bullet point Preauthorization/completion is listed as a required POS transaction. This type of transaction is typically used in a credit/debit application rather than EBT and can cause overdraft scenarios. The State indicated at the pre-bidders meeting that this required transaction would be eliminated. Please confirm.	Preauthorization/completion is to be removed from the list for this section.
68	Part 3,	Sections 3.2.31.5.5.3 and 3.2.31.5.5.11 - One section	The State does not provide partial store and forward but

Number	Part/Page	Question	Response
	Page 38 and Part 3, Page 40	discusses partial store & forward whereas the other section discusses the state is not interested, please clarify.	should the State decide to offer this option, the option should be available to the State.
69	Page 41	RFP Section 3.2.32, Customer Service, Part 3 Would the State please indicate whether the client and retailer customer service toll-free numbers will be transitioned to the new Vendor?	This is an issue that will need to be determined at the time of the transition.
70	Part 3, Page 42	Section 3.2.32- Customer Service: "The State reserves the right to make payment adjustments in the event these customer service standards are not met." Are the payment adjustments referenced different from the liquidated damages described in Section 1.19.15 *Liquidated Damage for Failure to Meet Performance*?	No
71	Part 3, Page 42, second bullet	3.2.32.1, Core Customer Service Requirements to be included in the Cost Per Case Month (CPCM) This section notes that the contractor should allow for a minimum of 2.5 ARU calls and 2 live CSR calls per billable case per month. At the pre-bidders meeting, it was discussed the 2 live CSR calls should actually be .2 CSR calls. Please confirm. Additionally, would the State please provide the current contractor price to the State for an ARU and CSR call?	The correct number of live CSR calls per billable case per month is .2. Cost per ARU is $.20 and the CSR is $1.75.
72	Part 3, Page 42, second bullet	Section 3.2.32.1, Core Customer Service Requirements to be included in the Cost Per Case Month (CPCM) As it appears in the paper copy of the RFP this requirement states: Allow for a minimum of 2.5	2.5 for ARU and .2 for CSR calls are the correct calls per billable case per month.

Number	Part/Page	Question	Response
		ARU call and 2 live CSR call per billable case per month." Please clarify if 2.5 is actually "2.5" and whether "2" is actually ".2", which are the industry norms for CSR calls.	
73	Part 3, Page 43	RFP Section 3.2.32.1, Core Customer Service Requirements to be included in the Cost Per Case Month (CPCM), last bullet point. The State discusses the limitation of calls per cardholder per day in this section which relates to items that should be included in the core Cost Per Case Month pricing. However, there appears to be an opportunity for contractors to price this function as a separate fee in Schedule 3A, Pricing Response: Customer Service Options. Can the State please clarify if the limitation of calls per cardholder per day (excluding lost or stolen calls) is an option that should be listed in Section 3.2.32.2 or one that should be priced in the core CPCM pricing?	Please include this within the Cost Per Case Month. Remove pricing option from Schedule 3A.
74	Part 3, Page 44	Section 3.2.33.1.1- Retailer Terminal Service also included in Liquidated Damages section Please clarify that the "technician will respond by the next morning" means next business day morning?	Yes
75	Part 3, page 45	3.2.33.4.4 - Tracking Merchants Providing Cash Access. The RFP states: "Vendors shall propose a method to track and report on retailers that are providing cash access to EBT clients." What type of tracking is the State looking for?	We would like a report stating which EBT Vendors will accept the EBT card for cash transactions and/or cash back with a transaction and the amount of cash back the retailer will honor (given the daily availability of cash).

Number	Part/Page	Question	Response
76	Part 3, Page 46	Section 3.2.34.2 - Maintain General Ledger Accounts: "The EBT Vendor shall maintain ledger accounts at the client, program, State and local office levels." General ledger accounts are maintained at the program and State levels to facilitate settlement and reconciliation. Since settlement is not required at the local office level, can the State clarify their intention of requiring general ledger accounts to be maintained at the local office level?	Please remove the local office level from this statement,
77	Part 3, Page48	Section 3.2.34.7 - State and Federal Matched Programs Settlement: "The EBT Vendor shall prepare the Federal settlement on designated Federal and State matched programs. The EBT Vendor's Financial Agent shall originate a Federal letter of credit request via the ACH for funds through the Department of Health and Human Services (DHHS), Administration for Children and Families (ACF) SmartLink system for settlement on the next banking day. Can the state provide a definition and examples of "State and Federal matched programs"?	State and Federal matched program settlement is to be removed from this requirement.
78	Part 3, Page48	Section 3.2.34.7 - State and Federal Matched Programs Settlement: What programs currently exist, or what programs is the state considering adding, that require Federal settlement and a Federal letter of credit request through SmartLink? (EBT and Unemployment	Please refer to Number 77.

Number	Part/Page	Question	Response
		Insurance benefits do not require Federal settlement.) The RFP does not provide a business case for a financial institution to be willing to partner.	
79	Part 3, page 48	3.2.34.8 - ARU Support for Settlement Food stamps and TANF are day-of-draw programs and the bank account is a zero balance bank account. Settlement totals for all programs are provided by the processor in the daily reports. If this information is available to the State online by 7:00am ET, will this meet the requirement for PC access for the State to view the settlement position?	Yes
80	Part 3, page 49	3.2.35 - EBT Reporting and Data Storage The RFP states: "Unless there are compelling cost and efficiency benefits, the State is requiring that the prospective Vendor utilize the existing interface design currently in production to write its specifications." By "interface design" is the State referring to the batch file formats provided in Appendix A?	Yes
81	Part 3, page 52	3.2.35.1.4.4 - Data Transition Reports The data required for the Data Transition Reports appears to only be needed in a pilot or rollout situation and not in a flash cut conversion. Will the State eliminate this report?	Information will be required for reconcilliation and verification of all balances and details for benefits transferred. Please identify how this reconcilliation will be accomplished.
82	Part 3, page 53	3.2.35.2.2 - Internal Agency Security The RFP section is listed as 3.2.**25**.2.2. Is this a typo and the correct reference is 3.2.**35**.2.2?	Yes it is a typo. This section should be 3.2.35.2.2

Number	Part/Page	Question	Response
83	Part 3, Page 54	3.2.35.2.2 - Internal Agency Security The RFP states: "This data must be available daily and include, at a minimum, technician user identification information (e.g., name, security identification number or code, supervisor, and office location),,," How does the State notify the Vendor of the worker's supervisor? Is the information in the client setup record?	The category of supervisor may be eliminated.
84	Part 3, Page 64	3.3.4 - License Requirements The RFP states: "Prior to contract award, the Vendor must:…" provide various certifications and registrations that would appear applicable only to the Vendor awarded the contract. Please clarify if the RFP language should read "Prior to contract signing, the awarded contractor must…".	All License Requirements must be met prior to the execution of the contract.
85	Part 3, Page 64	3.3.4 - License Requirements: Can a standard certification form be made available to Vendors that covers all the required certifications?	For additional information please refer to http://www.wvsos.com/
86	Part 3, Page 64	3.3.5 - HIPAA Business Associate Addendum HIPAA does not normally apply to EBT procurements. Please clarify.	This is standard language and states that in event that the Agency is a covered entity and will be disclosing protected information to the Vendor. In the event that Medicaid would be added this may apply.
87	Part 4, Page 1	Title Page: Please clarify if "Title Page" refers to the 7 page Request for Quotation document at the beginning of the RFP, or a separate document	Please provide a separate document as the title page that provides the information in the order requested.
88	Part 4, Page 1	Proposal Format: As related to our question under 1.8.1, please clarify if "A point-by-point response to	It is not necessary to respond to the Appendices.

Number	Part/Page	Question	Response
		all numbered sections, subsections, and appendices is required." is applicable only to RFP Parts 3 and 4. Please clarify how we would respond to "and appendices".	
89	Part 4, Page 1	Section 1: System Design and Functional Requirements Please clarify the proposal format instructions for Section 1. Is it the state's intent that Vendors "follow the sequence in which requirements are presented in Part 3, the Procurement Specifications." as stated at the end of the Section 1 instructions and use the rest of the Section 1 information to guide us in responding to Part 3. Or does the state want Vendors to respond in the sequence exactly as stated in Section 1, which seems to require responses that are out of sequence from the flow of Part 3, Procurement Specifications. For example Section 1 states: "Vendors are encouraged to structure their response to follow the sequence in which requirements are presented in Parts 3.2.7, 3.2.9, and 3.28.1 of Part 3, Procurement Specifications, of this RFP: System Documentation, Testing, Transition In, and Transition Out. Respondents shall present their approach for meeting the transition and implementation requirements specified in Part 3.2.10, 3.2 11 and 3 2.12 in Part 3, Procurement Specifications".	Please respond to the RFP to follow the sequence in the requirements presented in Part 3.2.4, 3.2.9 & 3.28.1 of Part 3. The personnel information may be presented in Section 2.
90	Part 4, page 1	At the beginning and end of the instructions for Section 1 there are references to the system design. The last	Section 1 last bullets in Part 4, Page 2 should be interpreted to read Design Specifications and Functional

Number	Part/Page	Question	Response
		sentence in the instructions states: "In structuring the response, Vendor is strongly encouraged to identify this information separately as the General and Functional Designs and to follow the sequence in which requirements are presented in Part 3, the Procurement Specifications." [Emphasis added]. Please explain where you wish the system design information to be placed in the proposal and the difference between titling for "General and Functional Designs" and "System Design and Functional Requirements".	Requirements. This information should be included in Section 1.
91	Part 4, page 1	Section 1: System Design and Functional Requirements The RFP states: "Vendors shall submit a proposed or preliminary Project Work Plan as part of their bid response, assuming a start date of December 1, 2007." Please clarify the contract start date, which, as stated, is only 3 days after the proposals are due.	We cannot specify a date for contract award. However, the Vendor is to complete the project work plan using a December 1 start date and be prepared to schedule work as required to meet the timeframes within the RFP. Example: First draft of the Project Work Plan within 15 days after contract award. Design Phase may be shorter than six months…(3.2.8.2 and 3.2.8)
92	Part 4, page 1 & 2	Both Section 1 and Section 2 request "capabilities of proposed staff…" (Section 1) and "background information on the key personnel…" (Section 2). Please clarify in which section you wish us to include the key personnel detail and resumes.	You may include both of these in Section 2
93	Part 4, page 3	Section 3: Corporate Qualifications The first bullet point references Part 3.2.1, Authorization of Financial Agent. Please clarify if the information in 3.2.1 should be responded to in Section 3 or in sequence with the rest of RFP Part 3 in Section 1.	Please include this information with in Section 3.
94	Part 4,	Section 3: Corporate Qualifications - Financial	This is a mandatory requirement and to be consistent, all

Number	Part/Page	Question	Response
	Page 3	Stability. Section 3 of the Vendor's proposal must contain evidence, properly documented, and verifiable of its financial capacity to undertake and meet the conditions of this RFP, including a statement from the Vendor's banking institution that a $100,000.00 line of credit shall be available to commence operations. Since JPMorgan Chase Bank, N.A. is a publicly owned firm with assets of nearly $700 billion and finances publicly disclosed to the Security and Exchange Commission, would the State consider waiving the requirement that a line of credit be necessary for our firm?	Vendors are to reply to this requirement. Failure to respond to manditory requirements may result in disqualification or loss of points in the evaluation.
95	Part 4, page 3	Section 3: Corporate Qualifications The second bullet point references Part 3.2.39.1, EBT Security Plan. Please clarify if the information in 3.2.39.1 should be responded to in Section 3 or in sequence with the rest of RFP Part 3 in Section 1.	Please include this information with in Section 3.
96	Part 4, page 3	Section 3: Corporate Qualifications The third bullet states: "Vendor must also submit a copy of its most recent audited financial statement and the 2005 SAS-70 Report." Please clarify if the Vendor should provide the most recent SAS-70 report or specifically the 2005 version. Can Vendors submit the SAS-70 in electronic (CD) format in lieu of paper?	The SAS-70 report is to be the most recent and it may be provided in CD format in lieu of paper.
97	Section 4.1.5	Schedule 1.A Pricing for Core EBT Services Please clarify whether the 2 cash only transactions to	The costs for these transactions are not to be included in the CPCM but are to be shown separately on 1B. The two

Number	Part/Page	Question	Response
		be included in CPCM pricing are ATM withdrawals.	cash only transactions may include POS cash only transactions (no accompanying purchase) if there is a fee associated with it.
98	Section 4.1.5	Schedule 1.A Pricing for Core EBT Services The State indicates that recipients will bear the "surcharges" for commercial ATM cash withdrawals and transaction fees in excess of two withdrawals. Please clarify that the recipient will also bear "surcharges" for cash withdrawals paid by the State. If not, does the State expect to pay surcharges? If the State does not expect to pay please clarify whether the CPCM pricing or transaction fee pricing must include the contractors cost of potential surcharges.	Yes, the client will pay all surcharges assessed at the ATM.
99	Part 4, Page 6	Schedule 1.B Pricing for Cash Only Transactions Please confirm that the column labeled "ANY REDUCTIONS IN CPCM if applicable" in Schedule 1.B will apply only if the state determines to offer less than 2 free cash only transactions included in the CPCM.	That is correct.
100	Part 4, Page 8	Evaluation Process Section 4- As year one billables are stated to consist only of start up costs, please clarify whether the state is planning for a 12 month implementation cycle during its previous contract term.	This is only for evaluation purposes. It is the State's desire that the implementation cycle will be based on the execution of the contract and 8/31/2008.
101	Part 4, Page 10	Section 4 - Cost Worksheet –Year 2 For avoidance of doubt, please provide a completed sample of this worksheet, using example numbers. In	Copy of the Worksheets attached. CAP limits should be included in Column #3 and deducted from caseload/units listed in Column #2. See Sample Attachment D.

Electronic Benefits Transfer (EBT) System
RFP# HHR80031
Questions received from Vendors

Number	Part/Page	Question	Response
		particular please explain the applicability of CAP limits in these calculations.	
102	Part 4, Page 10	Section 4 - Cost Worksheet –Year 2 Section 4.1.5 states that the CPCP shall include up to 1,500 POS terminals yet columns two and four on the cost worksheet list 2,000 units.	Based on these numbers the Billable Units would be 500. See Sample Attachment D.
103	Part 4, Page 15	Section 4 – Tiered Pricing for Core EBT Services For avoidance of doubt, please provide an example of the calculation of per case call caps for ARU and CSR call caps.	This should be the same for FS, cash, and combined. Ex: 2.5 and CSR .2.
104	4.5	Cost and Pricing Requirements In the costing worksheet from Year 4 to Year 5 there is no increase in the number of Combined FS/Cash cases, should there be?	Please see corrected Bid Response Sheets attached. Year 5 should be different than 4.
105	4.5	Cost and Pricing Requirements In the costing worksheet are the payphone calls of 14,000 included in the CSR calls of 30,000 or are the pay phone calls in addition to the CSR calls?	They are included in the ARU/CSR calls.
106	Part 4, Pages 10-13	RFP reference approximately 30,000 CSR calls per month. What is the current volume of CSR calls being received by time of day and volume (eastern standard time)?	The time of day and volumes for CSR calls are not collected and is therefore not available.
107	Part 4, Page 16	Section 4 - Schedule 1.6 Pricing for Cash Only Transactions Please identify the number of ATM Balance Inquiries and Denials to be included in the CPCM	This is not stipulated. This is the Vendor's option and will be considered in the Cost Evaluation.

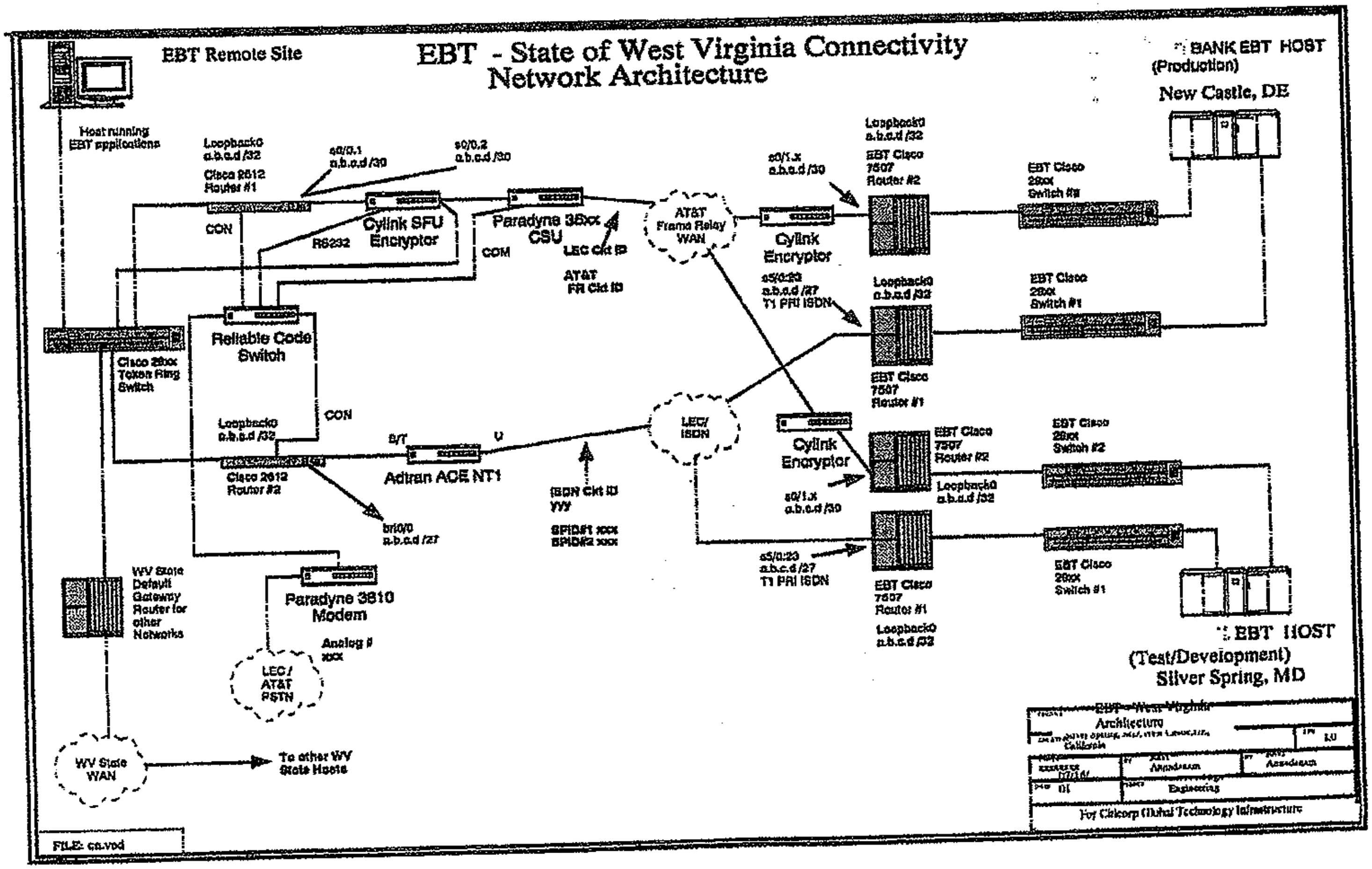
Attachment A

ATM TRANSACTION HISTORY MARCH '07 - AUGUST '07

MONTH	WITHDRAWALS	BALANCE INQUIRY	REJECTIONS
March-07	10,635	1,305	2,139
April-07	10,777	1,366	1,784
May-07	10,757	1,331	1,923
June-07	10,410	1,467	2,014
July-07	10,693	1,493	1,912
August-07	10,779	1,815	2,219
TOTAL FOR TIME PERIOD	64,051	8,777	11,991

Attachment B

PPENDIX B: WEST VIRGINIA SYSTEM OVERVIEW DIAGRAM



Attachment C

CARD ISSUANCE HISTORY MARCH '07 - AUGUST '07

	TOTAL CARDS ISSUED		
MONTH	ORIGINAL	REPLACEMENT	TOTAL
March-07	2,424	4,540	6,964
April-07	2,242	4,520	6,762
May-07	2,153	4,626	6,779
June-07	2,321	4,512	6,833
July-07	2,575	4,941	7,516
August-07	2,812	4,797	7,609
TOTAL FOR TIME PERIOD	**14,527**	**27,936**	**42,463**

Attachment D

BID RESPONSE SHEET

COST WORKSHEET – YEAR 2

1	2	3	4	5	6	7
Service Cost for 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 x5**	
Caseload/CPCM	**Schedule 1A**					
Food Stamp Only	115,000		115,000	2.50	[illegible]	3,450,000.0
Cash Only	2,000		2,000	1.50	[illegible]	[illegible]
Combined FS/Cash	10,000		10,000	4.00	[illegible]	48,000.00
Equipment Costs	**Schedule 2A**					
POS Devices	2,000	1,500	[illegible]	[illegible]	[illegible]	30,000.00
Customer Service	**Schedule 1A**					
ARU Calls	318,000	319,470	0	.20	0	0
CSR Calls	30,000	[illegible]	[illegible]	1.75	7773.50	93,282.00
Payphone	**Schedule 3A**					
Payphone Calls	14,000	N/A	14,000	.25	3,500.00	42,000.00
Transaction Fee	**Schedule 1B**					
Cash Only Withdrawals ATM/POS	24,000	N/A	24,000	.40	9,600.00	115,200.00
Denials – ATM	[illegible]	1,200	800	.05	40.00	480.00
Denials – POS	[illegible]	1,200	1,800	.05	90.00	1,080.00
Bal. Inquiry – ATM	1,500	N/A	1,500	.05	75.00	900.00
Bal. Inquiry – POS	500	N/A	500	.05	25.00	300.00
					Total Cost Year 2	**3,817,242.00**

Notes/Comments:

EBT-only POS CAP of 1,500 included in CPCM

Customer Service Call CAP:
2.5 for ARU Calls
.2 for CSR Calls

Cash-only Denials CAP for ATM & POS Transactions:
.1 per Cash Account

Criteria used for the Cost Evaluation are as following:

BID RESPONSE SHEET

Cost Worksheet – Summary ______________________________

Summary of Bid Response Sheets

Time Frame	Activity	Annual Total
Year 1	Start-up Costs	
Year 2	EBT Services	
Year 3	EBT Services	
Year 4	EBT Services	
Year 5	EBT Services	
	Total	

(B) Total Estimated Cost for a Disaster Declaration ☐

Grand Total of A & B ☐

Notes/Comments: To assure a clear and public understanding of the pricing, the Vendor is to provide a narrative description of the various factors included in the pricing of all services.

BID RESPONSE SHEET

COST WORKSHEET – YEAR 2

1	2	3	4	5	6	7
Service Cost for 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			
Cash Only	2,000		2,000			
Combined FS/Cash	10,000		10,000			
Equipment Costs	**Schedule 2A**					
POS Devices	2,000					
Customer Service	**Schedule 1A**					
ARU Calls	318,000					
CSR Calls	30,000					
Payphone	**Schedule 3A**					
Payphone Calls	14,000					
Transaction Fee	**Schedule 1B**					
Cash Only Withdrawals ATM/POS	24,000					
Denials – ATM	2,000					
Denials – POS	3,000					
Bal. Inquiry – ATM	1,500					
Bal. Inquiry – POS	500					
					Total Cost Year 2	

Notes/Comments:

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			
Cash Only	2,030		2,030			
Combined FS/Cash	10,150		10,150			
Equipment Costs	**Schedule 2A**					
POS Devices	2,000					
Customer Service	**Schedule 1A**					
ARU Calls	322,775					
CSR Calls	30,450					
Payphone	**Schedule 3A**					
Payphone Calls	14,200					
Transaction Fee	**Schedule 1B**					
Cash Only Withdrawals ATM/POS	24,360					
Denials -- ATM	2,030					
Denials -- POS	3,050					
Bal. Inquiry -- ATM	1,525					
Bal. Inquiry -- POS	510					
					Total Cost Year 3	

* Total monthly charge X 12 = Yearly Total Cost

** Historical Increase of Approx. 1.5% has been applied for years 3-5.

Notes/Comments:

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			
Cash Only	2,060		2,060			
Combined FS/Cash	10,300		10,300			
Equipment Costs	**Schedule 2A**					
POS Devices	2,000					
Customer Service	**Schedule 1A**					
ARU Calls	327,600					
CSR Calls	30,900					
Payphone	**Schedule 3A**					
Payphone Calls	14,425					
Transaction Fee	**Schedule 1B**					
Cash Only Withdrawals ATM/POS	24,720					
Denials – ATM	2,060					
Denials – POS	3,100					
Bal. Inquiry – ATM	1,550					
Bal. Inquiry – POS	515					
					Total Cost Year 4	

Notes/Comments:

BID RESPONSE SHEET

COST WORKSHEET – YEAR 5

1 Service Cost for Year 5	2 Caseload/Units per Month	3 Less CAP Limits	4 Total Billable Units	5 Unit Price	6 Total Cost per Month	7 X12 – Year Price
			Col. 2-3		Col. 4 x 5	
Caseload/CPCM	**Schedule 1A**					
Food Stamp Only	120,250		120,250			
Cash Only	2,090		2,090			
Combined FS/Cash	10,450		10,450			
Equipment Costs	**Schedule 2A**					
POS Devices	2,000					
Customer Service	**Schedule 1A**					
ARU Calls	332,525					
CSR Calls	31,375					
Payphone	**Schedule 3A**					
Payphone Calls	14,650					
Transaction Fee	**Schedule 1B**					
Cash Only Withdrawals ATM/POS	25,080					
Denials – ATM	2,090					
Denials – POS	3,150					
Bal. Inquiry – ATM	1,575					
Bal. Inquiry – POS	525					
					Total Cost Year 5	

Notes/Comments:

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**	**X 4= Total Price**
			Col. 2-3		**Col. 4 x 5 =**	**Col 6 x 4**
Components	**Schedule 4A**					
Disaster Cards	20,000		20,000			
CSR Calls	5,000		5,000			
ARU CSR Calls	30,000		30,000			
Incremental Case Month Fee/CPCM	18,000		18,000			
					Total Estimated Cost for a Disaster Declaration	

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: