



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

**Solicitation**

NUMBER
HHR13053

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

ONE DAVIS SQUARE, ROOM 300  
 CHARLESTON, WV  
 25301 304-558-6362

DATE PRINTED
09/06/2012

BID OPENING DATE: 09/18/2012 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 2						
1. QUESTIONS AND ANSWERS 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.						
END OF ADDENDUM NO. 2						
0001	30	EA		725-51		
	WIRELESS DEVICE - AS SPECIFIED					
0002	30	EA		725-51		
	INITIAL SET UP FEE, IF ANY					

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

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



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

**Solicitation**

NUMBER
HHR13053

PAGE
2

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

ONE DAVIS SQUARE, ROOM 300  
 CHARLESTON, WV  
 25301 304-558-6362

DATE PRINTED
09/06/2012

BID OPENING DATE:

09/18/2012

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
0003	12	MN		725-51		
				MONTHLY SERVICE FEE, PER DEVICE		
0004	30	EA		725-51		
				MOBILE DEVICE - AS SPECIFIED		
0005	30	EA		725-51		
				INITIAL SET UP FEE, IF ANY		
0006	12	EA		725-51		
				MONTHLY SERVICE FEE, PER DEVICE		
***** THIS IS THE END OF RFQ HHR13053 ***** TOTAL:						

SIGNATURE		TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE	

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

**SOLICITATION NUMBER: HHR13053**  
**Addendum Number: 2**

---

The purpose of this addendum is to modify the solicitation identified as HHR13053 ("Solicitation") to reflect the change(s) identified and described below.

**Applicable Addendum Category:**

- Modify bid opening date and time
- Modify specifications of product or service being sought
- Attachment of vendor questions and responses
- Attachment of pre-bid sign-in sheet
- Correction of error
- Other

**Description of Modification to Solicitation:** See attached

**Additional Documentation:** Documentation related to this Addendum (if any) has been included herewith as Attachment A and is specifically incorporated herein by reference.

**Terms and Conditions:**

1. All provisions of the Solicitation and other addenda not modified herein shall remain in full force and effect.
2. Vendor should acknowledge receipt of all addenda issued for this Solicitation by completing an Addendum Acknowledgment, a copy of which is included herewith. Failure to acknowledge addenda may result in bid disqualification. The addendum acknowledgement should be submitted with the bid to expedite document processing.

## ATTACHMENT A

Questions and answers are attached.

## Addendum 1 HHR13053

Question #	Question	Response	
1	What is the official name / number of this procurement?	HHR13053	
2	Does West Virginia Purchasing Division want the POS terminals to have one-year or three-year warranties?	One year	
3	The RFQ refers to providing "both wireless and mobile devices". Generally, Wireless and Mobile Devices are considered one and the same type of terminal. What does West Virginia Purchasing consider to be the difference?	Mobile device refers to a cell/SMART phone application whereas a wireless device is a stand alone POS device	
4	Why does West Virginia Purchasing Division require every EBT wireless POS device to connect to West Virginia SNAP EBT host via JPMorgan Chase Bank or FIS (eFunds)? If a transaction processing vendor has a certified connection to the WVA EBT host, is that not adequate? We currently work with First Data Corporation.	A certified connection to the WV EBT hosts, JPMorgan Chase and/or FIS (e-Funds), is considered adequate.	
5	"The Vendor shall deactivate wireless POS devices...". Actually, POS terminal devices cannot be remotely de-activated. However, the transaction processor can prevent SNAP EBT transactions from being sent to the WVA EBT host.	The Vendor shall make a good-faith effort to recover deactivated wireless POS devices from retailers that are no longer authorized to process SNAP and/or WIC transactions.	
6	Would the one wireless device at each farmer's market need to be able to process for multiple retailers separately; or would each retailer have their own device to process their transactions?	Only one wireless device is needed per each Farmer's market.	
7	Section 3.1.1 states that the wireless service should interface with the EBT host systems provide by Chase and eFunds— Can you explain in more detail?	A certified connection to the WV EBT hosts, JPMorgan Chase and/or FIS (e-Funds), is considered adequate.	
8	Can the State please confirm the address to which a vendor should submit a proposal when using a courier service such as UPS or	Purchasing Division, Building # 15 2019 Washington Street, East Charleston, WV 25305	

## Addendum 1 HHR13053

	FedEx, as neither of these delivery services can deliver to a P.O. Box as listed as the submission address in this section		
9	Can the State please confirm the number of convenience copies required of both the technical and cost proposals? This section of the requirement contains a blank field.	Please submit one original technical and one original cost proposal plus 7 convenience copies of each to the Purchasing Division.	
10	Can the State please clarify what is meant by "the geographic areas covered by their service?"	This means the specific location/s in West Virginia that a merchant can receive service utilizing the device provided.	
11	Can the State please clarify exactly which sections of the RFQ require a written vendor response, besides the pricing tables?	All areas stating "shall", "will" or "must", require a written response.	
12	Can the State please explain the request for vendors to price "mobile" devices and "wireless" devices as we view them as one in the same for use in a farmers' market environment? If the vendor is submitting only one or the other, can we only submit one of the two pricing tables?	You should only submit a pricing table for the device you are identifying in your bid submission.	
13	Is there a particular proposal format or outline that the state would like the response to be in?	Proposals should be organized in the order in which the requirements are presented within the RFQ, pages numbered and have corresponding RFQ section numbers for the material presented. It is recommended that a Table of Contents is included.	
14	Please clarify if the State of West Virginia has an expected date on when these devices will be deployed	Vendor shall deliver standard orders within two weeks after orders are received or two weeks after receipt of the FNS authorization notice for newly certified Farmers' Markets. Vendor shall deliver emergency orders within two working day(s) after orders are received. Additionally, whenever a retailer chooses to employ a third party processor to drive its terminals or elects to drive its own terminals, access to the	

## Addendum 1 HHR13053

		system shall be accomplished within a 30 day period or a mutually agreed upon time to enable the third party interface specifications and any State required functional certification to be performed by the State agency and/or its contractor.	
15	Page 22 – Please clarify if the requirement for an interface to eFunds means that these devices are also intended to process EBT WIC transactions, or is it the interface for interoperable SNAP transactions.	The devices must be able to process both EBT based SNAP and WIC transactions and comply with federal requirements to process interoperable SNAP transactions.	
16	Page 22 - Can the state expand on what supplies it requires the vendor to supply, and are these supplies considered part of the device cost, or can they be listed as additional items?	Supplies include receipt paper, receipt printing equipment, and any hardware/cabling required for these devices to be operational. They are considered as part of the device cost.	
17	Page 22 - Can the state elaborate on what it considers appropriate retailer technical and training information?	A user manual containing complete setup/installation instructions, operations for all transactions functions required for processing EBT SNAP and WIC transactions and outlining all the functionality of the POS device to include standard retailer end of day reports and trouble shooting. A toll free retailer support number and web access as specified in the RFQ and required by federal regulations and industry standards for device set up and trouble shooting.	
18	Page 24 – Can the state please provide additional information on what is meant by “Unacceptable” items?	Unacceptable items are those that are visibly damaged, electronically faulty or do not function according to industry standards.	
19	Page 25 – Can the state clarify the Contract Manager’s expected availability or response time in regards to addressing customer service or other issues as described in 7.4.	The Contract Manager is expected to be available during normal business hours for the West Virginia time zone to address any customer service issues. .	
20	Is the state buying devices from us (the Vendor) and passing out to the retailers or are we (the Vendor) shipping the devices directly to the retailers?	The state is requesting the devices be shipped to the retailer in most instances. However, there may be occasions when the state will obtain equipment from the vendor to be	

## Addendum 1 HHR13053

		shipped to the retailer(s) at a later date(s).	
21	If the state of West Virginia is taking possession of the devices, is the state going to be the grantor of the processing agreement on behalf of the retailer?	When the equipment is shipped directly to the retailer the Vendor is the grantor of the processing agreement. If/when the state is takes possession of the equipment during the time that the agreement is in force the Vendor would be the grantor. At the time that the agreement expires the state retains possession of the equipment and the service agreements are no longer in force and service to the retailer/farmers markets will cease.	
22	If the State of West Virginia will not be the guarantor of the agreement on behalf of the retailer, what happens if the retailer is denied service due to lack of sufficient credit?	The State would not expect that the retailer be denied equipment or service due to lack of sufficient credit. The State is making payment on behalf of the retailer.	
23	What happens if a retailer is deactivated by the State of West Virginia regarding the device (terminal)? Do we (the Vendor) take back possession of the device or does the state?	While the agreement is in force with the Vendor the Vendor will take possession of the POS device to be issued to another retailer. All equipment purchased with funds authorized by this agreement is the property of the West Virginia Department of Health and Human Resources and shall revert back to the Department at the end of the agreement. 3.1.1.4	
24	Do you have an estimated number of retailers who qualify for this program?	30 is the number indicated on the pricing sheets.	



**ADDENDUM ACKNOWLEDGEMENT FORM**  
**SOLICITATION NO.: HHR13053**

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

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

**Addendum Numbers Received:**

(Check the box next to each addendum received)

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

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that 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.

---

Company

---

Authorized Signature

---

Date

NOTE: This addendum acknowledgement should be submitted with the bid to expedite document processing.

Revised 6/8/2012