



STATE OF INDIANA

Request for Proposal 19-088

Addendum #1

INDIANA DEPARTMENT OF ADMINISTRATION

**On Behalf Of
Family and Social Services Administration (FSSA)
and the
Indiana State Department of Health (ISDH)**

**Solicitation For:
Electronic Benefit Transfer (EBT) and
Time and Attendance (T&A) System(s)**

Response Due Date: May 2nd, 2019 @ 3:00 PM EST

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Questions

The answers to questions received on or before March 1, 2019 have been posted; however, the State is opting to have a second question and answer period. Additional questions/inquiries regarding this RFP must be submitted in writing by March 22, 2019 by **3:00 p.m. Eastern Time**. The State will provide responses to the second round of questions by April 2, 2019.

Summary of Changes

Deletions are indicated via strikethrough and additions have been made in red font.

The following edits have been made to the RFP.

- 1) In Section 1.8 Due Date for Proposals, the following edit has been made:

Respondent must submit **one original USB Drive/CD-ROM (marked "Original") and one** (1) complete copy on **USB Drive/CD-ROM** of the proposal, including the Transmittal Letter and other related documentation as required in this RFP. The **original USB Drive/CD-ROM** will be considered the official response in evaluating responses for scoring and protest resolution. **The respondent's proposal response on this USB Drive/CD may be posted on the IDOA website, (<http://www.in.gov/idoa/2462.htm>) if recommended for selection.**

- 2) In Section 1.21 MINORITY & WOMEN'S BUSINESS ENTERPRISES RFP SUBCONTRACTOR COMMITMENT (MWBE):

“Each firm may only serve as one classification – MBE or WBE, ~~or IVOSB (see section 1.22)~~”

The following edits have been made to Attachment C – Cost Proposal Template. (Please note that the changes are not tracked in the file itself.)

- 1) On the final tab “Multi-Scope Savings (Optional Contract Years),” we have revised all mentions of **“2 Optional Contract Years”** to **“3 Optional Contract Years.”**
- 2) On the “Scope D – Cost Summary” Tab, cell F31 has been revised to sum both cells F25 and E29.

The following edits have been made to Attachment D – Detailed Scope of Work.

- 1) Section 5.7.6 Manual Vouchers has been revised as follows:

If the authorized retailer has a POS device, the retailer will convert the manual transaction to an electronic transaction for transmission to the Contractor when the POS device is again able to communicate with the **EBT/~~EFF~~ Host**.

- 2) Section 5.13 #15 has been revised as follows:

Calls abandoned within the first ~~2545~~ seconds following completion of any IVR messages are excluded from the above measurement.

- 3) Section 5.13 #24 has been revised to change SSAE No. ~~46~~ to SSAE No. ~~18~~ in both the “Performance Standard” and “Performance Deficiency” Columns.
- 4) Section 6.2.1.e.ii has been revised as follows:

The Contractor must provide ~~an alternate means of authorization of WIC EBT transactions during short-term outages when switching over to the back-up site is not considered appropriate. This requirement must include~~ a methodology by which the Contractor must notify both the State and the WIC-vendor that an outage is occurring ~~and provide an alternate means of obtaining authorizations.~~

- 5) Section 6.20 #6 has been revised as follows:

The WIC EBT System is not considered “down” if the system continues to automatically process benefit authorizations ~~and~~ transactions, ~~or voucher approvals~~ whether electronically or by the IVR.

- 6) Section 7.9.3 Remote Device Requirements has been revised as follows:

Remote devices must include the following minimum functionality ~~if the Contractor’s solution includes remote devices:~~

- 7) Section 7.9.5 has been revised as follows:

The Contractor must furnish a minimum of one remote device to every eligible provider caring for authorized CCDF children ~~if the Contractor’s solution includes remote devices.~~

The following edits have been made to Attachment F – Technical Proposal. (Please note that the changes are not tracked in the file itself.)

- 1) The following response prompts have been added to address Attachment D, Scope of Work Sections 6.15 and 6.16 (please note that the subsequent response questions have had their numbering adjusted accordingly):

~~C.20~~

~~Section 6.15 – Settlement and Reconciliation~~

Respondents must agree to requirements in Attachment D, Section 6.15 and describe in detail how they intend to provide all settlement and reconciliation services related to WIC EBT processing, including but not limited to the those outlined in the following subsections:

- General Requirements (see Section 6.15.1) - provide evidence of the Respondent or its designated financial agent’s ability to fulfill the settlement obligations and to comply with FNS Operating Rules for WIC EBT concerning an Issuer’s ability to meet its settlement obligation
- Settlement and Reconciliation Manual (see Section 6.15.2)
- Reconciliation (see Section 6.15.3)
- Reconciliation Training (see Section 6.15.4)
- Settlement (see Section 6.15.5)
- Rejected ACH Transactions (see Section 6.15.6)

C.21

Section 6.16 – Administrative Functionality

Respondents must confirm their understanding of, and describe their ability to provide, the administrative functionality and administrative terminal access described in Section 6.16 and Section 6.16.1.

The following edits have been made to Attachment G – SNAP/TANF EBT System Requirements Form (Please note that the change is not tracked in the file itself.)

- 1) Requirement 5.15.1 has been revised as follows:

5.15.1	Respondent is will be liable for any benefits fraudulently used due to the processor’s failure to comply with the hold required by 5.15 above before the hold is in place.	Choose an item.
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The following files have been added to Attachment J – Bidders’ Library.

- 1) B.8 Monthly SNAP Cases 2017.2018
- 2) C.4 WIC Vendor Agreement
- 3) C.5 WIC Vendor Manual

The following edits have been made to Attachment K – RFP Checklist (Please note that the change is not tracked in the file itself.)

- 1) An additional file has been added to the checklist:

N/A	Attachment G - SNAP/TANF EBT System Requirements Form (if proposing to fulfil Scope B)	
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