



STATE OF INDIANA

Request for Proposal 19-088

Addendum #2

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 22, 2019 have been posted.

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 2.5 Cost Proposal,

The Respondent should provide a brief narrative (not longer than ~~three~~ ~~two~~ pages) in support of each Cost Proposal item.

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 “Scope D – Cost Summary” Tab, cells D13-D24 and D40-D51 have been revised to include the latest active case numbers over the baseline months (July 2017 through June 2018).
- 2) On the “Scope D – Cost Summary” Tab, cells E28 and E55 have been revised to reflect the average terminals per month over the baseline period.
- 3) On the “Scope D – Cost Summary” Tab, cells F32 and F59 have been revised to reflect the actual cost for the baseline period, including both CPCM for the revised number of active cases and the monthly leasing costs of the deployed terminals.

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

- 1) Section 5.2.1.f Disaster Recovery and Business Continuity Plans, has been revised as follows:

The Contractor must provide the following system configuration at the primary site with Mission Critical Servers ~~or the Contractor may propose an alternative system configuration capable of achieving a similarly high degree of availability, security, and redundancy, subject to the State’s approval:~~

- 2) Section 5.2.3 End of Contract Phase has been revised as follows:
 - a. Provide remaining audit reports, including the SSAE 16 Reports ~~and Payment Card Industry (PCI) Data Security Standards~~, on their due dates as required for the Contract period;

- 3) Section 5.13 #14 has been revised to remove the following:

~~**Total Calls:** 90% of all calls must be answered (by a customer service representative or IVR system not placed in queue) within 4 rings measured over a calendar month (4 rings are defined as 25 seconds). The remaining ten percent of calls must be answered within 60 seconds.~~

- 4) Section 6.8.1 General Requirements has been revised as follows:

For WIC clients/cardholders, the Contractor shall provide Interactive Voice Response (IVR), with the option to speak to a live CSR during standard business hours (9:00 am to 5:00 pm ET, Monday through Friday, excluding Federal holidays), and a web portal. The IVR should direct the caller to WIC clinics and/or the INWIC App for additional assistance and for activities that cannot be completed via IVR.

- 5) Section 6.8.4 WIC client/cardholder support has been revised as follows:

6.8.4.a is now titled “IVR and Phone Support” and this language has been added, “In addition to the IVR support, the Contractor must offer at least one live CSR during standard business hours (9:00 am to 5:00 pm ET). For cardholders calling after standard business hours or who are unable to stay on the line, there must be an option for a cardholder to leave a voice message. All voice messages should be responded to within 30 minutes if the message is left during published service hours. A cardholder leaving a voice message outside of published business hours will receive a call back on the following business day.”

- 6) Section 7.9.1 System Hardware and Equipment has been revised as follows:

The Contractor must provide for the selection, acquisition, and installation of all hardware needed to support the system solution approved by the State. The Contractor may provide the option for providers to self-install hardware and equipment; however, the Contractor must provide installation services to any provider who does not specifically elect to self-install. Self-installation does not relieve the Contractor of any duties related to ensuring that equipment performs according to contractual requirements. Any replacements to hardware will be with equipment that meets or exceeds the functionality of the replaced equipment.

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 prompt has been added to address Attachment D, Scope of Work Section 7.1.2 (please note that the subsequent response questions have had their numbering adjusted accordingly):

D.3

Section 7.1 – Scope-specific Project Management

The Respondent must address the following, as related to Section 7.1.2 of Attachment D:

- Provide a proposed organization chart for this project, defining the Respondent's management and project staff. The Respondent must include a discussion of the proposed lines of authority and how the project management team will be involved in the administration of the services. Internal coordination and communication as well as communication with subcontractors must also be addressed.
- Describe how the management structure will ensure adequate oversight and provide executive direction for the project manager.
- Include resumes of the proposed Project Manager and Operations Manager listed in Section 7.1.2. Please confirm that individuals possess the required skills of the role for which they are being proposed.
- Acknowledge that the State has the right to approve or disapprove any Key Personnel proposed by the Respondent, including replacements, as described in the Section 4.2.2 of Scope A.
- Acknowledge that the Respondent will provide and maintain the appropriate number and mix of personnel to successfully implement all requirements of Scope D.

Please include any other relevant project management information.